



Restaurant case study

Elbow Room



The restaurant

Elbow Room is Canadian cuisine. A modern concept restaurant defined by cuisines from across Canada.



Their challenge

Elbow Room needed a scheduling tool that was better, faster & more efficient than their current tool of choice.



The solution

Using 7shifts Elbow Room has sped up their scheduling and taken advantage of modern web-based tools.

The results

Elbow Room was able to decrease their weekly labor cost ratio 4-6 percent each week of their first month of business to help stabilize their schedule and costs. In addition, they have already been able to significantly cut down on the time it takes them to create and maintain the schedule, going from 4+ hours per week to 1.5 every time.

“...with the 7shifts labor budget tool, [we] were able to cut it down 4-6% each week for the first month.”

Elbow Room offers an innovative, uncomplicated menu with the goal of bringing friends & families together.

...It's a mix of diverse, unique, Canadian cuisine presented as a mingled-menu experience, which encourages guests to share plates or keep the meals for themselves.

For Executive Chef/Owner Ryan Blackwell and Restaurant Director/Partner Josh Brennand, the restaurant was two years in the making. They met while working at the same restaurant years ago, then reconnected recently.

Having both been in the industry their entire working lives, they hashed out the concept of Elbow Room and developed the business plan while the building was being constructed.

During the two years of planning, they had time to develop the details and operational aspects of the restaurant, and deciding on a scheduling software was on the to-do list.

Mark Blackwell, an owner of Elbow Room, has once shared the stage with 7shifts CEO Jordan Boesch at a tech event...

...and learned about the software at that time. Mark passed along the information to Josh and Ryan to research.



"I used to have a schedule-off binder along with the schedule. Now staff can just put their requests through on the app."



"The biggest benefit to being a 7shifts client has been the labor cost savings & ease of communication between staff."



Prior to implementing 7shifts at Elbow Room, Josh had experience with other scheduling methods. For years he would use Excel and then post the schedule, which gave way to emailing the schedule as technology progressed. One of his previous employers used Schedulefly, so Josh was familiar with different scheduling tools. "This time we went with 7shifts. It's been better, faster, and more innovative," says Josh.



7shifts has saved a lot of time for Josh. In the past, dealing with shift trades or other schedule changes used to depend on face-to-face communication, phone calls, or texts.

"I used to have a schedule-off binder and a request-off binder along with the schedule. Now staff can just put their requests through on the app. 7shifts is a multitude of different things. I can approve everything right there."

The POS system used at Elbow Room, TouchBistro, integrates with 7shifts. The managers easily monitor sales at Elbow Room through the labor budget tool,

which which helps them keep a close eye on labor targets.

Being a new restaurant, they started out with a high labor target of 25%, and with 7shifts labor budget tool, were able to cut it down 4-6% each week for the first month.

"As we get further, we'll be able to cut down more, and having it right in front of us on the schedule makes it easier."

"The labor budget tool is how we've completely done all of our forecasting since we've opened."

7shifts brought unexpected benefits to Elbow Room when Josh learned he could send attachments through messaging. The discovery was a huge time saver.

"I grabbed the group for the Front of House Servers, sent off the food syllabus and some questions/concerns, and was done. I thought I was going to have to get everyone's email off of 7shifts and send out an email, but it was right there. So easy."

When asked what scheduling advice he can provide to his colleagues, Josh's answer is similar to what other management has said. "Do your schedule early. That's all the advice I have. We post ours four days in advance."