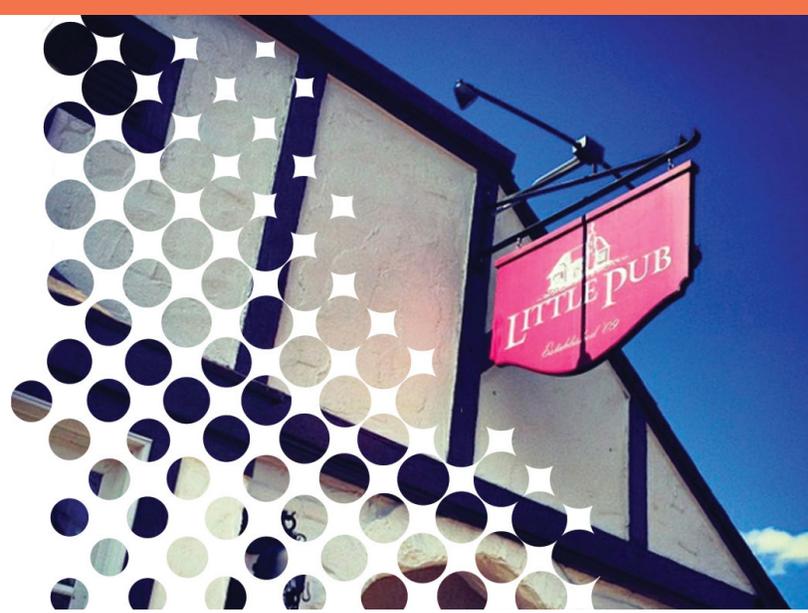




Restaurant case study

Little Pub upscale food in a rustic atmosphere



The restaurant

Little Pub is a chain of four locations known for serving upscale pub food in Connecticut.



Their challenge

Finding coverage for open shifts was problematic as most employees at Little Pub work at multiple locations.



The solution

7shifts provides cross-location scheduling functionality and integrates with their Toast POS.

The results

Communication has improved and managers spend more time making customers happy instead of juggling schedules. The business has improved in several areas—operationally, in customer satisfaction, and in efficiency. With the Toast POS actual sales and labor data integration, labor costs have gone down because this data is right in 7shifts.

“The fact that we’re using Toast POS & it integrates with 7shifts is amazing.”

[As a restaurant owner], you need to keep track of all the moving parts, 7shifts gave us the capability.

Douglas Grabe is the Owner-Operator of Little Pub and opened the first location back in 2009. With a background in technology sales, the restaurant world wasn’t necessarily at the forefront of his plans, but when circumstances presented themselves, he went for it.

“We ended up with one location that was successful and we just continued on that model,”

Little Pub is known for serving upscale pub food in a rustic atmosphere. To keep it simple, Doug focuses on three things in his pubs: making tasty food with great

value, serving the guests, and being nice to people.

Last spring, Doug researched ways to bring operational changes to the business. There were aspects that bothered him as well as the managers and employees, and to help solve the challenges, he wanted to implement more technology-based systems and he started with a new POS system.

Searching for a solution

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Doug’s research led him to Toast POS. “Toast is built by restaurant guys, so they know the business. It solved a lot of issues for us and gave us solutions we did or didn’t know we needed. We are super happy with them,” he says.



“7shifts gave our managers greater visibility on a more robust platform than our old provider. For the same amount of money, we get more functionality and are more efficient as a result.”

Next on Doug’s list of improvements was staff scheduling. Employees at Little Pub work at multiple locations and managing everyone’s whereabouts was problematic. The majority of the stress fell upon the managers, who were responsible for the time-consuming task of finding coverage for open shifts.

Unexpected Benefits

Doug came across 7shifts when he went onto the Toast website to discover more about their partners and integrations. Toast gave Doug the platform to find complementary partners, like 7shifts.



7shifts has significantly reduced the amount of time spent on creating schedules and has also improved communication for Little Pub. Managers and staff now receive all work-related communication through 7shifts. Being able to send out messages to all staff is a huge advantage

The 7shifts-Toast POS integration allows managers to see their actual sales data and labor rates right in 7shifts. This insight led to savvy scheduling that has lowered Little Pub’s labor rates.



What’s one thing that surprised Doug when implemented 7shifts? That the staff absolutely loved it. The response to 7shifts has been positive, which is rare knowing it’s not easy to please everyone when introducing new systems and processes.