



Restaurant case study

Panera Bread The Cain Holding Group



The restaurant

The Cain Holding Group is a franchise group based out of Texas, it consists of 20 Panera Bread and numerous Slim Chickens locations



Their challenge

With a growing business, Panera Bread needed a better way to schedule and communicate



The solution

Panera Bread used 7shifts scheduling to cut down on time spent building excel schedules

The results

Panera Bread owners used to spend hours per week scheduling. Now, with 7shifts, they can create their schedule within minutes. They also get in-depth reports to help them grow their business, and control and track labor in a way they couldnt with Excel spreadsheets.

The Cain Holding Group is a franchise group based out of Texas, originally started in 2001 by Robert Drisaldi & Chuck Cain

The Cain Holding Group consists of 20 Panera Bread and numerous Slim Chickens locations, and have expanded their business tremendously since the first Panera location opened May 25, 2002.

Robert Drisaldi is the Chief Operating Officer and brings ample corporate restaurant experience to the business. President Chuck Cain also has a franchise background and brings experience from Pizza Hut, Sonic, and Applebee's.

Drisaldi says their values have helped them stay grounded, "Our industry is very competitive and our number one core

principle is we treat one another with respect, dignity, and courtesy."

One unique operational aspect of the Cain Holding Group is Drisaldi and Cain's direct involvement within the company. Even at their scale of operations, employees still know Robert and Chuck by their first names. Their culture isn't one where the employees stress out over the owners coming to visit, but one where they enjoy seeing them in the restaurants.

"Onboarding our 20 stores was great and a really smooth transition."

"No one can say 'I didn't see my schedule' anymore."



“I like the stability of the platform. We’ve never had the system crash or not work. From where I sit, it’s pretty reliable. We haven’t had any issue,”



Prior to using 7shifts, all Panera Bread locations used Excel as their scheduling tool.

Once operations started to grow beyond a couple of stores, scheduling challenges started to increase and they started to look for a new solution to meet their needs: keeping track of labor dollars and labor hours, while still staying reasonably priced.



“There’s Hotschedules and numerous other scheduling options, but as far as price point and what 7shifts offers, the decision was easy. I did online research and comparison, talked with everyone, and that’s how we decided on 7shifts,” says Jacob.

Jacob Chaney, the District Manager, saw first-hand how restaurant scheduling software changed the way the Cain Holding Group runs. Before 7shifts, staff and management communicated in person and through text messages which wasn’t ideal – especially when you need to send out a message to a large group of employees. “We definitely didn’t have a platform for sending out messages to all 1000+ people at a time. 7shifts became really convenient when we had a hurricane last year,” Chaney recalls.

When The Cain Holding Group joined 7shifts, all 20 locations were implemented the software within the same month. While this can seem like a large undertaking, Jacob and the team found 7shifts to be

very user friendly and easy to grasp. Store-level managers have cut their scheduling time by more than half using 7shifts, taking it from an average of 2 hours to 45 minutes each week.

Among the features 7shifts offers, Chaney has a few favorites, including tracking different wages for different roles, a free mobile app for employees, and shift trading name a few. “No one can say “I didn’t see my schedule” anymore.

“Getting an accurate labor projection was hard on Excel, everyone’s wage is specific. With 7shifts we can get accurate labor projections.”



According to Chaney, the most unexpected benefit from using 7shifts has been the transformation in workplace communication. Staff can now message each other directly, eliminating the need for contact lists to be circulated since all employees can be reached through the mobile app.

Business plans for the Cain Holding Group include continuing to grow! Two additional Panera Bread locations are currently under construction in West Texas. “The focus of our development,” says Drisaldi, “will be in West Texas and Slim Chickens in Houston.”

