# 7SHIFTS

## Restaurant case study

# Pavement
## Coffehouse

### The restaurant

Pavement Coffeehouse is know by Bostonians for being a friendly, quick-serve coffee and breakfast chain.

### Their challenge

Lacking a POS sales integration and the ability to view multiple locations or schedules.

### The solution

7shifts integrated into their square POS, allowing them to build more accurate schedules in less time.

## The results

In addition to time saved on scheduling, store managers now rely on sales data to be more profitable and control labor. The integration with their Square POS system has led to a positive impact on labor spend by giving managers direct access to sales data in 7shifts. Sales and weather data empower managers to make strategic scheduling decisions.

### As a Director of Operations, my managers need to interact with business data, 7shifts gave us that capability.

"Our staff likes 7shifts better. The software makes it feel like a more unified company for us "

Pavement Coffeehouses 6 locations are owned by Larry Margulies, who originally started with a bagel shop in Boston prior to opening the first Pavement Coffeehouse location. Since then they have grown steadily and are currently working on 2 more stores which are slated to open later in 2018.

Andy LoPilato is the Director of Operations at Pavement and has been with the company for the past 6 years. Prior to coming on board, he worked with Starbucks, and an independent specialty coffee roaster in Western Massachusetts.

Andy admits this is part of the reason for the success of Pavement, "Some places

have a great bakery concept and others have a great coffee concept, but we focus on both to give our customers the full coffeehouse experience. We also spend a lot of time training our baristas on how to make and serve great coffee."

Prior to 7shifts, Andy used When I Work and When2Work, each for a couple of years. The interface of these apps changed over time...

he was never able to view multiple locations or schedules across the board until he signed up with 7shifts.

**"Being able to have an overview of the schedule & weave in & out of store schedules to see what everyone is doing on a weekly basis, is very important."**



**"The 7shifts user interface and Square POS integration was what attracted me to 7shifts in the first place."**

The interface is clean, it's not overly complicated, it's not cartoonish."

Having used Square POS for the past 5 years, Andy was happy to hear 7shifts integrated with his point of sales.

**"It's nice to have historical sales information which help my managers understand forcasted numbers."**

He emphasizes to his management team the importance of predicting and planning for future sales based on past sales numbers. The Square and 7shifts integration has only been in place for a couple months at Pavement, but Andy notes that having sales data while scheduling is already proving extremely valuable to his team.

This increase reliance on data in scheduling has also led to a positive impact on labor. Andy says it's due in part to the weekly budget tool and also the weather forecasting within the software. "I like managers to note what the weather's going to be for the next schedule. If a manager

notices it's going to rain and cuts labor by an hour, that makes a difference for our business. The visual reminder that weather is a factor is a great cue."

Having the software not be an obstacle itself in building your schedule is huge. It's what I'm looking for in my scheduling software and 7shifts offers useful tools that I can use. It gives me a helpful picture of how I've built my schedule and what my impact is going to be."



Since 7shifts is still fairly new to him, Andy plans on using the 7shifts events calendar a lot more in the near future. He likes the clean way of presenting the events and the fact that events can be presented across multiple locations. He admits he didn't put much thought into the events before, but now is thinking about he can use it across all Pavement locations to help streamline operations.