

CAVA Improves SOP Compliance During Rapid Growth with Crunchtime Ops Execution

With a passion for bold, craveable meals and exceptional guest experiences, CAVA's team of 10,000+ employees works hard every day to keep that promise across each of its 450+ chef-casual restaurants throughout the U.S., and in its line of dips and spreads sold in 470+ Whole Foods locations and specialty grocery stores.



Fast
Casual



450+
Locations



USA



Crunchtime
Ops Execution



CAVA

**Cost savings by
eliminating paper**

**More time to
focus on guests**

**Improved compliance
and accountability**

Challenge

Becoming Proactive, Not Reactive

Scaling is difficult and brings a whole host of problems alongside it. CAVA experienced reactive operations as it needed to shift to a culture of accountability while sustaining growth. Proactive foundational standards were a must. CAVA was looking for an easy-to-use operations-focused solution to help solve challenges, including:

- **Paper-based processes**

Paper shipments and printing were expensive for each restaurant and challenging to manage, especially when trying to navigate daily changes to food safety protocols and employee health checks across different jurisdictions.

“We were in a very reactionary mode, and needed a system to assist operators with holding their teams accountable, and that was a driving force toward Crunchtime Ops Execution. With Ops Execution, we went from reactionary to proactive.”



Lori Goldstrohm
VP Operations Services at CAVA

- **Operational differences**

With different brands and service models, it was difficult to get everyone on the same page and balance inconsistencies.

- **Limited visibility**

Above-restaurant leaders had limited insight into how and what their restaurants were doing in real-time.



Solution

Ease-of-use within one system

Through Ops Execution, CAVA eliminated paper-based processes and can accomplish the same goals simultaneously, without needing to develop new tools or systems for each brand. With cross-departmental functionality, team members and admins across the organization, including marketing, accounting, supply chain, and risk management, can easily trigger quick changes and share important updates.

Real-time insights

Photo submissions via Ops Execution allow for a variety of on-site occurrences to be captured and inspected in real-time, eliminating the need for vendors or leadership to travel back and forth to different locations to assess issues like guest incidents, signage mandates, or equipment malfunctions.

“Crunchtime gives us a dashboard that gives us basically, in the hour, an update on how sales and labor are progressing. And so we have a real-time view both in restaurants and above restaurants of how we’re executing on those shifts.”

- Jennifer Somers, Chief Operations Officer at CAVA

“In regard to how we drive standards and link it back to culture in the tactical, everyday, it’s really all about Crunchtime Ops Execution. We tie our checklists to our mission and values to help our operators understand why it’s so important for them to get those done and how it ladders up eventually to our mission.”



Jennifer Somers
Chief Operations Officer at CAVA

Culture of accountability

CAVA has the ability to quickly communicate with all of its restaurants in multiple ways, including polls, announcements, and forms, all of which Ops Execution can ensure each message has been received. To ensure teams are held accountable and proud of the work that they’re doing, Ops Execution is part of leadership’s evaluation process and each store’s daily routine, including checklists that help short-staffed teams prioritize focus in their designated roles.

Results

Rock Solid Foundations for Future Growth

CAVA continues to evolve its use of Ops Execution as it prepares for the future. With a solid foundation for its operational standards and processes, CAVA has the confidence to take on and accelerate new initiatives while continuing to grow.

- Eliminated expensive paper printing and shipping processes
- Standardized processes allow more time to focus on guests
- Improved compliance and accountability across the business



“There is so much information you get insight into with Crunchtime Ops Execution. Our favorite aspect of Ops Execution is the photos. Our general managers and support center find them both easy and valuable. It’s easy for a GM to take a picture and for an area leader to view the picture and follow up accordingly.”

- Lori Goldstrohm, VP Operations Services at CAVA