

Papa Gino's Unlocks Smarter Operations with Crunchtime Labor and Inventory

With over 40 years of history in New England, Papa Gino's and sister brand D'Angelo Grilled Sandwiches have built a loyal customer base around high-quality food and consistent guest experiences. The team implemented Crunchtime to maintain that standard while reducing administrative complexity.

By replacing manual workflows with more efficient digital tools, store managers were empowered to spend less time on spreadsheets and paper and more time coaching staff and delivering great guest experiences.



QSR

120
LocationsNew England,
USACrunchtime Inventory,
Crunchtime Labor**Papa Gino's**

30–45 min. saved
on weekly counts

~50% reduction
in scheduling time

0.6 AvT variance
among top performers

Challenge

Time-Consuming and Error-Prone Processes

Before Crunchtime, Papa Gino's relied on manual and inconsistent systems across locations. Inventory was managed with a combination of pen-and-paper count sheets and a rigid digital system. A misstep in the sequence could lead to negative inventory or distorted variances.

Scheduling varied widely; some managers used spreadsheet templates, while others stuck to paper-based schedules. This disparity made it difficult for area managers to track labor targets or enforce compliance across regions.

"Everything was clunky," said Greg Sheehan, Papa Gino's Director of Training & Development. "Even reconciling a vendor order was rigid; if you didn't do it right away, it would throw everything off. And once people started blaming the system, it was hard to hold anyone accountable."

Labor law compliance, particularly for minors, was also a risk. "We had to rely on managers knowing the rules by heart and hoping they followed them. That's not sustainable," Greg shared.

Solution

Mobile-Friendly Tools for Better Visibility and Consistency

Papa Gino's implemented Crunchtime Inventory across its locations in just three months, half the originally projected timeline. **"Our internal goal was aggressive, but we hit it,"** said Greg. **"Crunchtime's team was incredibly organized and clear about roles, timelines, and what success looked like."**

The implementation followed a train-the-trainer model, enabling Greg's team to scale training and adoption across the organization quickly. Just as importantly, Papa Gino's has embraced the system's insights to proactively address knowledge gaps and build operational consistency.

The Crunchtime Operations Management Suite solutions brought much-needed structure, flexibility, and mobility to Papa Gino's operations. Greg noted, **"The mobile app cut down the time and frustration of counting inventory. When vendor ordering became available in the app, that was a game-changer too."**

These tools didn't just digitize Papa Gino's workflows; they helped elevate operational excellence across the board.

"Tools like Crunchtime are table stakes now. We expect to use tech like this to be competitive. It frees up time so we can focus on food and guests, which is why we're here."



Greg Sheehan
Director of Training & Development
Papa Gino's





Results

Time Savings, Compliance Confidence, and Improved Team Morale

Papa Gino's saw immediate efficiency gains after adopting Crunchtime. By automating inventory and labor workflows, the team reduced administrative burden, improved scheduling accuracy, and unlocked more time for customer service and food quality.

Time-Saving Operational Wins

With the introduction of the Crunchtime's Inventory mobile app, the inventory process became much faster and easier to manage. **"The mobile app was a huge win. It replaced a clunky, manual process and sped things up significantly,"** Greg emphasized.

Managers now spend 30-45 minutes less per week on inventory, and scheduling time has been cut nearly in half, down from 1.25 hours to between 0.5 and 0.75 hours per week. These time savings are redirected toward guest service and product execution, making every minute more impactful.

Improved Labor Compliance and Visibility

Prior to Crunchtime Labor, enforcing labor law compliance, especially for minors, relied heavily on store-level knowledge. Now, Crunchtime's Labor mobile app helps by enforcing labor rules automatically. Schedules can't be published if they include violations, giving the operations team greater confidence and peace of mind.

Papa Gino's now has better visibility and structure when it comes to staffing. With scheduling templates and clearer labor targets, managers are better equipped to build thorough schedules that align with expected

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demand. While real-world challenges like team member call-outs remain, having a data-informed foundation helps set stores up for success and gives new managers the tools to plan confidently.

More Accurate Ordering and Food Cost Control

Crunchtime Inventory has also made it easier for stores to avoid over-ordering and maintain a leaner inventory. Recommended ordering provides valuable guidance for both new and experienced managers.

When used effectively, recommended orders and prep reports help stores reduce inventory on hand and improve food cost variance. While Actual vs. Theoretical variance (AvT) results vary by location, top-performing stores are hitting the target range of within 0.6, contributing to better cost control. **"The data is a great validation for our best managers,"** Greg noted.

Agile and Informed Teams

Crunchtime's forecasting tools and mobile access allow managers to react quickly to changing business conditions. Crunchtime's forecasting and staffing-level templates help ensure labor plans match sales forecasts, and newly hired managers can ramp up faster using built-in order suggestions and sales trends.

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