crunchtime

How Dave's Hot Chicken Improved Ticket Times and Order Accuracy to Drive Scalable Growth with Crunchtime Kitchen

Dave's Hot Chicken is a fast-growing restaurant brand known for bold flavor, fresh prep, and a distinctive guest experience. The menu centers on hot chicken with a range of spice levels. Even the hottest options aim for great taste, not just heat. Inside the graffiti-adorned stores, friendly team members and a lively vibe make visits memorable.

With operational excellence as a core value, the company builds consistency through training, clear standards, and collaboration. That support helps franchisees deliver the experience guests expect, every time.

Fast Casual	300+ Locations	North America	Solution: Crunchtime Kitchen

DAVE'S HOT CHICKEN®

Improved order accuracy and kitchen efficiency	**Faster and more accurate** ticket times	**Reduced errors** to drive better guest experiences

Challenge

Preparing for Exponential Growth with Scalable Technology

Looking to invest in scalable systems, Dave's Hot Chicken wanted to ensure efficiency and consistency as it opened more restaurants, making it critical to find a solution that could grow with the brand. As a result, the brand prioritized long-term scalability over short-term needs when choosing technology to back its rapid expansion.

"Restaurant technology plays a huge role in growth. With the right tech stack, you can grow exponentially faster. We focus on enterprise-grade technology that works not only for us now but will also support 1,000 stores and beyond." - Leon Devoyan, Chief Technology Officer, Dave's Hot Chicken

That mindset led the team to select Crunchtime Kitchen for its kitchen display system (KDS). The flexible design and rich feature set gave the company tools to handle immediate challenges, while also preparing for what comes next.

Solution

Enhancing Operations with Crunchtime Kitchen

Crunchtime Kitchen has made a clear impact on order flow and accuracy. Even complex orders with special requests are flagged and prepared correctly, especially when it matters most during rushes.

An order-ready board has also improved the guest experience, especially for off-premise sales, which account for about 40 percent of the business. Drivers and online guests see their order status the moment they enter the store. That reduces congestion at the expo station and speeds service.

Flexibility has been another win, with Crunchtime Kitchen's ability to be tailored to the brand's unique workflow. That

> "The most important thing about **Crunchtime Kitchen** is that it allows us to build the system around our operations. We're able to put buttons where they need to be and get the system to work for us, allowing us to highlight items that deviate from the default order so that the production line knows that there's something different."
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> **Leon Devoyan**
> Chief Technology Officer,
> Dave's Hot Chicken

adaptability means the tech supports how teams already work without getting in the way. The result is fast, accurate production of fresh, high-quality food.

Results

Building a Flexible, Guest-Focused Future

Dave's Hot Chicken leverages Crunchtime Kitchen's flexibility to enhance the guest experience while maintaining tight operations. One example is a test of dynamic quote times at three locations. The goal is to match order-ready times with guest arrivals. Accurate wait times help guests plan, especially during busy periods, and reduce needless delays. This adaptability supports a guest-first approach.

"The kitchen display system is easy for our staff to use and highly efficient due to its stability. Past systems we used at Dave's Hot Chicken often failed, with tickets not printing or delays in printing. With the kitchen display system, staff can be trained within minutes, and once they understand the buttons, it becomes second nature." - Steven Odesma, Senior Manager of IT, Dave's Hot Chicken

By shaping user interfaces with feedback from operations and training teams, the company keeps Crunchtime Kitchen intuitive for employees and aligned with real kitchen needs. It fits cleanly into existing processes, helping new team members learn quickly and perform with confidence.

Practical features like bump-to-print ensure the team can prioritize orders effectively, delivering food that is always fresh and hot. By unifying operations across the entire restaurant, the system boosts efficiency and reduces errors while significantly elevating the guest experience.

Staying Consistent to Protect Quality and Guest Experience

Dave's Hot Chicken is growing quickly, and with that growth comes new challenges. Rush patterns shift, order volume rises, and staffing needs evolve. By choosing scalable technology, training teams effectively, and listening to field feedback, the brand addresses these challenges with clarity and care. With a simple and effective approach, Dave's Hot Chicken can build for the long term, support people with tools they can trust, and stay focused on delivering great food.

As the company adds stores, it continues to fine-tune its KDS setup, test features that improve speed and accuracy, and share best practices across franchisees. The goal is not just to move faster; it is to maintain consistency, protect quality, and ensure every visit is smooth and personal.

With Crunchtime Kitchen providing a flexible, reliable foundation, Dave's Hot Chicken is well-positioned for the next phase of growth while continuing to do what it does best: serving craveable hot chicken and pairing it with smart systems that make work easier for crews and better for guests.