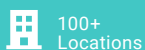


## How Miller's Ale House Saves Time and Enables Expansion Through Improved Inventory Management

From a single location opened in 1988, Miller's Ale House has evolved into a 100+ unit restaurant brand known for large portions and warm service. After struggling to manage inventory and recipes consistently at scale, the corporate team implemented Crunchtime. The solution provided real-time insights into costs, margins, and waste while improving efficiency for managers.

**MILLER'S**  
ALE HOUSE®

**5 hours saved**  
per week on order  
management

**Improved waste  
reduction**  
across locations

**Recipe consistency**  
across locations with  
digital recipe books

## Challenge

### Scaling locations required better systems

As Miller's Ale House grew from a local restaurant to a national restaurant chain, managing recipes and inventory through spreadsheets became inefficient and inconsistent across stores. Managers struggled with version control and manual data entry, while corporate leaders lacked the real-time visibility they needed to track product costs and maintain recipe accuracy. These inefficiencies not only slowed down decision-making but also risked driving up food costs and creating inconsistencies in the guest experience. To support continued growth and protect margins, Miller's Ale House recognized the need for a centralized, accurate, and scalable solution to standardize operations across every location.

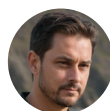


## Solution

### Crunchtime simplified ordering and standardized recipes.

Miller's Ale House implemented Crunchtime's Inventory Management. The system provided centralized recipe management, digital recipe books with production rules and images, and streamlined ordering across locations. Managers with little to no ordering experience could quickly place accurate orders for fresh products, crucial for the brand's value-driven dining concept. "At Miller's Ale House, we are in business for our guests, and Crunchtime is an important tool for providing our guests with the best experience we can," said George Sfetsas, Manager of Operations Analysis.

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**George Sfetsas**  
Manager of Operations Analysis  
Miller's Ale House

## Results

### Reduced waste, improved consistency, and optimized labor hours

With Crunchtime, Miller's Ale House achieved:

- **Waste Reduction:** By analyzing inventory data across locations, they identified products and sites with waste-reduction opportunities.
- **Menu Analysis:** They tracked product cost changes, sales mix, and margin trends more efficiently.
- **Recipe Consistency:** The corporate office was able to upload all recipes digitally, ensuring standardization across 100+ restaurants.

**"Managers are saving at least five hours per week on order preparation and order accuracy,"** Sfetsas also noted. Proving to be an essential tool through expansion, Miller's Ale House continues to partner with Crunchtime to deliver value to guests through efficient, consistent inventory management.

