



How Miller's Ale House Saves Time and Enables Expansion with Crunchtime Inventory

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.



Casual Dining



100+ Locations



North America



Crunchtime Inventory



5 hours saved
weekly on order management

Reduced Waste
across locations

Recipe consistency
via 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.



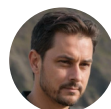
Solution

Simplified Ordering and Standardized Recipes

By implementing Crunchtime Inventory, Miller's Ale House centralized recipe management through digital recipe books and streamlined ordering across all locations.

Managers with little to no ordering experience could quickly place accurate orders for fresh products, which is crucial to the brand's value-driven dining concept. George Sfetsas, Manager of Operations Analysis, explained, "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."

"At Miller's Ale House, we are in business for our guests, and Crunchtime Inventory is an important tool for providing our guests with the best experience we can."



George Sfetsas
Manager of Operations Analysis
Miller's Ale House

Results

Reduced Waste and Optimized Operations

With Crunchtime Inventory, Miller's Ale House achieved:

- **Reduced Waste:** Identified opportunities for waste reduction by analyzing inventory data across all locations
- **Improved Profitability:** Efficiently tracked product cost changes, sales mix, and margin trends
- **Guaranteed Consistency:** Digitally centralized all recipes to ensure standardization across 100+ restaurants

"Managers are saving at least five hours per week on order preparation and order accuracy with Crunchtime Inventory," George 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.

