

SPB Hospitality uses Crunchtime to stabilize labor costs across 500+ locations

SPB Hospitality, a nationwide franchisor with popular brands like Logan’s Roadhouse, Krystal, Old Chicago Pizza, and J. Alexander’s, implemented Crunchtime to improve scheduling and optimize labor costs.

-  Full & Limited Service
-  500+ Locations
-  Nationwide
-  Labor & Scheduling



Labor costs **remained stable** despite industry challenges

Improved forecast accuracy

Reduced time spent on scheduling

Challenge

Previous scheduling software failed to control labor costs and created additional work for managers

SPB Hospitality owns a diverse restaurant portfolio with over 500 locations, including breweries, fast casual, quick service, and more. Before Crunchtime, SPB Hospitality’s scheduling software was cumbersome and time-consuming. Shift swaps and time-off requests had to be made manually, and capabilities like forecasting didn’t live up to expectations.

With 15 different concepts spanning the nation, the corporate team needed visibility into labor costs across stores nationwide. Staffing shifts to accurately meet demand was a top priority for SPB Hospitality, but they lacked a scheduling tool that could guide their managers to create cost-efficient schedules.

SPB Hospitality needed a platform that could meet the following requirements:

- Easily manage schedule changes and requests
- Reduce the amount of time managers spend creating and managing schedules
- Accurately forecast labor to guide schedule creation and optimize costs

“Over the last two years with labor market challenges, minimum wage increases, and inflation running rampant throughout the industry, SPB has managed to remain flat at the same total labor percentages as 2022. This is a huge win with today’s labor trends.”



Michael Matos
Senior Director of Operations
SPB Hospitality

Solution

Accurate forecasting integrated into the schedule builder and a mobile scheduling app for employees

SPB Hospitality implemented Crunchtime Labor & Scheduling, which uses automation and precise forecasting to help managers optimize staffing levels and manage schedules.

Accurate forecasting

Crunchtime's powerful forecasting engine accurately predicts labor needs for every shift. When building schedules, managers can see exactly how many hours to schedule each employee throughout the day to match demand. Stores can easily customize the forecast to meet their labor needs by adjusting the different inputs and metrics. Alternatively, they can opt for a hands-off approach with Crunchtime's auto-forecasting and auto-scheduling tools.

Staffing templates

SPB use staffing templates to provide managers with a baseline for the number of servers, cooks, bartenders, etc. needed for each shift. Templates can be customized based on the format of the restaurant, location, sales volume, and more, which was critical for SPB and its multiple brands and formats. This creates less manual guesswork for managers and helps avoid over- or under-scheduling people.

Mobile scheduling app

Once the schedule is published, the Teamworx mobile app instantly distributes it across the team. Employees can easily request to swap shifts, request time off, or communicate with the manager. With just a few clicks, managers can approve or deny shift changes from their mobile devices.

Results

Labor costs have remained stable for the last 2 years, despite increased wages and inflation challenges

Employees quickly downloaded the Teamworx app to start viewing their schedules and requesting changes. "The app is easy to use and it's free. We could never ask our employees to pay for an app like some of the other platforms out there," said Matos.

SPB Hospitality also experienced a major shift in how their restaurants forecast sales to create cost-effective schedules. "Our stores now have a heightened awareness around scheduling based on forecasts to keep labor costs in check," said Matos. **"Over the last two years with labor market challenges, minimum wage increases, and inflation running rampant throughout the industry, SPB has managed to remain flat at the same total labor percentages as 2022. This is a huge win with today's labor trends."**

With Crunchtime, managers are now more productive and active on the store floor because they spend fewer hours each week handling schedule changes in the back office.

Looking ahead, SPB Hospitality plans to expand and introduce new brands to their portfolio, with Crunchtime playing a key role in ensuring smooth, efficient operations.

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