crunchtime

Sweetgreen optimizes labor with integrated forecasting and automated compliance

Sweetgreen, a popular fast-casual salad chain known for its commitment to sustainability and fresh ingredients, leveraged Crunchtime to optimize its labor and scheduling processes, resulting in a 50% reduction in scheduling time and improved guest experience.

| Fast Casual | 200+ Locations | United States | Labor and Scheduling |

sweetgreen

50%
Reduction in labor scheduling time

Lower
labor costs and operational efficiencies

Minimized
risk of non-compliance

Challenge

Too much time spent writing compliant schedules

Sweetgreen faced significant challenges when it came to managing its labor and scheduling. Before using Crunchtime, managers spent an average of 3 hours each week creating schedules, according to Jenn Huntress, Sweetgreen's Sr. Operations Services Associate.

The scheduling process was even more complex and time-consuming for stores in Fair Workweek jurisdictions. Keeping up with changing labor laws was a burden for managers. The inefficient scheduling process left little room for managers to focus on customer service and other operational efficiencies. Sweetgreen needed a solution to streamline scheduling and give their managers more time to devote to the guest experience.

> "By leveraging Crunchtime's advanced labor and scheduling tools, our managers have reduced the average time spent writing schedules by almost 50%."
>
> **Jenn Huntress**
> Sr. Operations Services Associate
> Sweetgreen

> **"This significant time savings empowers our managers to allocate more resources towards improving customer service and operations."**
>
> **Jenn Huntress**
> Sr. Operations Services Associate
> Sweetgreen

Solution

Transitioning from inefficient scheduling to Crunchtime

Sweetgreen, already a Crunchtime customer of Inventory Management and Operations Execution (Zenput), deployed Crunchtime Labor & Scheduling to help managers create compliant, optimized schedules in less time. The platform's integrated sales forecast and configurable labor rules were pivotal to Sweetgreen's scheduling success. Sweetgreen also adopted Teamworx, Crunchtime's easy-to-use mobile scheduling app for employees.

Results

50% less time writing schedules, more time focused on guest experience and optimizing operations

Crunchtime's integrated forecast and automated labor rules helped take the complexity out of scheduling for Sweetgreen. Managers can now easily build schedules that optimize labor because the platform indicates the ideal number of hours to schedule each shift to meet demand. The platform also handles complicated laws like Fair Workweek so managers can spend less time worrying about compliance and more time focused on the guests and everyday operations.

Freed from writing complicated schedules, managers now use their additional time to engage with customers, build salads side-by-side with team members, and create

additional touchpoints within the restaurants. Labor is now properly allocated throughout the day, and the direct impact of Crunchtime is visible in the enhanced level of customer service and the overall efficiency of operations within the restaurants.

Other key players in the restaurant industry have also recognized Sweetgreen's operational successes. In 2023, Sweetgreen won Crunchtime's Ops Excellence Award for its notable achievements in managing food and labor operations effectively.