

Local Chain Adopts OPS Best Practices

Case Study



*Project conducted with Technomic.

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The Situation

Local Chain Adopts Operating System Best Practices

A 12-unit, family-dining chain needs to standardize their operating system (and results) before launching into new territory and unit growth.

- ▶ Operating standards and practices vary by unit.
- ▶ Few operating forms or procedures.
- ▶ Food and service standards erratic.
- ▶ Sales and profit results vary by unit.
- ▶ Owner unsure about OPS strengths and weaknesses.



The Actions

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CA consultants conducted a benchmark analysis and guest experience evaluation process to identify standards and procedures that needed improvement.

- ▶ Guest experience strengths & weaknesses identified.
- ▶ Sales and profit levels benchmarked to best-in-class.
- ▶ Opportunity sized and prioritized.
- ▶ New OPS standards & procedures recommended.
- ▶ A operating system improvement plan developed.

The Results

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Guest experience levels improved immediately in each unit as managers focused staff efforts.

- ▶ Staff re-training completed – servers became more attentive, friendly, and productive.
- ▶ Menu line check system upgraded the food quality.
- ▶ Recipe standardization upgraded the food quality.
- ▶ Waste identified and reduced by 3 points.
- ▶ OPS system documented to include training for new hires and coaching for existing staff.

Contact: info@chainassociates.com

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