

USE CASE

IDENTIFYING EMPLOYEE MEAL ABUSE

A strong loss prevention strategy is critical to produce healthy margins in a restaurant, but when operating a chain across multiple cities, states, and even countries, leaders face a large list of challenges. Following up on issues of security, theft, and operational waste can be difficult because restaurant leaders can't be everywhere at once. Additionally, when it takes time to research and follow up on theft or waste, problems grow. This makes it critical to ensure team members have the information they need on the organizational and store levels at all times.

Challenges

This top 50 restaurant chain in North America knew that their store managers were using their employee meal to comp specialty coffee drinks. This was expressly forbidden from their employee meal program, but before cracking down on their employees, business leaders wanted to fully understand the impact this behavior was having on the company's bottom line to determine how best to proceed.

Solution

Using Agilence's data analytics platform, decision-makers were able to identify the transactions that contained both specialty coffee and a manager meal comp discount. From there, they were able to isolate the manager meal comp discount value to show the annual savings if this behavior was addressed either in behavior reform or POS modification.

Benefits By the Numbers

- Addressing employee meal abuse revealed an opportunity to save over \$500k in margin annually.

Additional Benefits

- Business leaders have been able to quickly identify and differentiate fraudulent behavior and training issues among serving staff minimizing both employee theft and turnover.
- Management can quickly identify the top and bottom 10% movers by store and react appropriately.
- The wide-spread use and value of Agilence has produced an exceptional ROI, created a better relationship between restaurant staff, VP, AVP, Supervisors and Trainers, and positioned this restaurant chain to address current and future issues as they arise.
- With a user-friendly query engine and expansive drill-down functionality, employees at every level can "slice and dice" data to inform decision-making.

Large restaurant brands have unique needs, but the right data tools can help them combat loss and increase sales. This full-service restaurant chain operates over 600 stores throughout the United States.