

CASE STUDY:

QSROnline gives Brewster Street Ice House a profitability edge

Background

Brewster Street Ice House opened its first location in 2006, becoming a centerpiece in the S.E.A. (Sports, Entertainment and Art) District in Corpus Christi, Texas. Brewster Street Ice House is a popular, casual dining restaurant, and live music venue with two locations on the Texas Gulf Coast, serving up great food in a family friendly environment.



Labor Challenges and Solutions

Brewster Street Ice House was struggling with their labor cost. They were consistently overstaffed, and employees were taking advantage of clocking in early and clocking out late. With labor numbers all over the map, it was time to hone in and resolve the issue. By monitoring labor performance with QSROnline, Brewster Street Ice House was not only able to get labor cost under control but also able to start planning for a second location.

“Roughly we’ve been able to decrease our labor cost by about 2% using QSROnline because you can just dissect everything, you really understand where you’re at.” says Sam Canavati, COO for Brewster Street Ice House.

“You understand where your dollars are going, and it’s not just a guessing game for the manager at the end of the week. QSROnline allows you to have true goals and true direction.”

QSROnline’s labor scheduling mobile apps became essential tools for Brewster Street Ice House managers, giving them the opportunity to be proactive when managing labor. Staff members also benefited from the communication tools available within the apps.

Sam goes on to say that “The [QSROnline] Labor Scheduler is a huge piece for monitoring labor, and I can tell you that we’ve saved thousands of dollars on a monthly basis by using it.”

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The past 5 years I’ve been with Brewster Street Icehouse, we have saved thousands...hundreds of thousands of dollars by using QSROnline.

Sam Canavati
COO, Brewster Street
Ice House

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Brewster Street Lowers Food Cost 3% with QSROnline

“On our food cost, we have saved upwards of 3% by using QSROnline, and that translates to thousands of dollars on a weekly basis, by monitoring our product and truly having real data to go back and look at.” says Sam.

Now that Brewster Street Ice House had labor under control, it was time to look at food cost. Brewster Street’s food cost numbers were equally challenged, and even though the restaurant was profitable, it wasn’t close to running at its full potential. By using QSROnline’s Inventory and Food Cost Management system, Brewster Street Ice House was able to close the variance gap with analytics and more accurate counting.

“To give you an example,” says Sam, “not too long ago, we were missing about 40 lbs of beef fajita. Every-

body knows that we count inventory, and everybody knows that we monitor our numbers. We kept looking because we were completely baffled as to why we were missing that much beef fajita. So what we were able to do was go back and look at our camera system to see if anything was awkward in the past week, and low and behold, we found someone stealing that 40lbs of beef fajita.”

“With the QSROnline Counting App, it has completely cut our inventory **counting time in half**. Not only has it cut the time, but the QSROnline Counting App has been much more accurate.

Before, there’s been times when one person will call out the count, and another person is writing it down, so they could’ve called out 37 and I wrote

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On our food cost, we have saved upwards of 3% by using QSROnline, and that calculates to thousands of dollars on a weekly basis.

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down 47. The Counting App eliminates that. You’re not writing down data or information; you are entering information immediately, so you don’t have to go back to the computer and re-enter it.”

Stay Ahead of the Curve

The key to keeping labor and food cost under control is to continually monitor day-to-day activities within your restaurant...that’s where QSROnline’s Enterprise Reporting comes in. Automated daily reports provide Brewster Street Ice House managers with actionable information that they can rely on to keep all the moving parts of their operation moving smoothly.

“The hundreds of different items inside QSROnline...monitoring deposits, cash flow, our credit card receipts...all those pieces that are in QSROnline...that’s one thing I would say is that if you do not utilize all those pieces, you’re really missing out,” says Sam, “and if you are utilizing all of the pieces and tools in QSROnline, then you should have no problems achieving your goals.”