



RESTAURANT  
CASE STUDY

# BARQUE

# 7SHIFTS

## CASE STUDY



### THE RESTAURANT

Barque is smokehouse located in Roncesvalles Village in Toronto putting an original twist on BBQ.



### THEIR CHALLENGE

Employee scheduling was creating anxiety and stress for employees and management of Barque.



### THE SOLUTION

7Shifts provided Barque with mobile scheduling tools to streamline their workflow and increase employee moral.

### THE RESULTS



Barque uses 7shifts for all 3 of their locations and scheduling takes only 4 hours. This includes managing requests, Manager Log Book entries, and running reports. Employee morale has also increased as staff now feel like they have more power over their schedule by swapping shifts and submitting availability requests using the free mobile apps.

**Flexibility in the 7shifts platform means that Barque could adapt it to fit their flat management structure.**

Barque first opened it's doors in 2011 by best friends, Jonathan Persofsky and David Neinstein, who wanted to leave their corporate careers behind. They were lacking passion and desire and wanted to create a new and meaningful business. After 5 years in business, a few things have changed including the opening of Barque Butcher Bar and the general organizational structure. David and Jonathan hired Rebecca Reisler, who has now been there for 3 years and grown up with the company in a lot of ways. She started as a Host, then Busser, moved into Office Management, and is now performing HR duties while getting her Masters in Human Resources.

A unique operational aspect of Barque is a fairly flat hierarchy, which includes the back of house staff. They still have management support and want everyone to know what responsibilities they have, but also take employee opinions and comments seriously. Rebecca acknowledges that in order to have a successfully operating restaurant, providing employees with a voice and the right tools is critical.



*Before 7shifts it felt like there was a lot of anxiety about what the schedule would look like for employees and what they would need to do to make it work for them. Scheduling was time consuming and stressful on both the employer and employees.*



**BARQUE** ★

## Getting questions answered

It took one of their own employees' initiatives for them to realize they needed to change the way they scheduled. One of the chefs presented a scheduling app which Rebecca recalls was "a really horrible one." Jonathan took it upon himself to research scheduling apps that would work for Barque – then he discovered 7shifts.

After talking with Jay at 7shifts, Rebecca's concerns were addressed. "I had about 25 questions and he answered every single one. He had a ton of knowledge and didn't waste our time, it blew me away."

## Customization & happy staff

The ability to customize features within 7shifts benefits Barque, especially when bringing in new talent. Promoting an



*When your employees are happy about one area it creates a lot less problems in others. They feel like they have more control over their life and their free time is more available to them.*



employee to Manager level is easy to do since the employee has been exposed to and using 7shifts all along.

Assigning new Managers customizable permissions empowers the employee

without letting them have access to sensitive information like employee wages. Rebecca states, "We can really let people in on how to schedule and budget labour to the point they're comfortable with and the point we're comfortable with."

The biggest benefit Barque has experienced from using 7shifts is



a positive change in workflow and increased employee morale. Anyone in the service industry knows employees often work multiple jobs.

"There are a lot of people not just working this job... there are people who are actors, people who are models, people who love travelling, chefs that work at another restaurant. It can be really difficult, specifically in a restaurant, to organize all of your people," says Rebecca.

Barque's employee's love 7shifts and feel like they have more power with the schedule.