



RESTAURANT
CASE STUDY

NIC & NORMAN'S CASE STUDY

7SHIFTS



THE RESTAURANT

Is a full-service restaurant in Senoia, GA owned in part by cast members of the TV show The Walking Dead.



THEIR CHALLENGE

Faced with huge demand, they needed a flexible solution to schedule and communicate with their staff.



THE SOLUTION

By leveraging chats and mobile scheduling they are able to keep up with demand and streamline operations.

THE RESULTS



By integrating 7shifts with their Toast POS system, Nic & Norman's has enabled easy budgeting of labor within their schedule. In addition, training new managers to use the platform only takes 8 minutes total. They also use the Manager Log Book functionality to keep track of their busy operations.

An easy-to-use interface and POS integration make it easy to start using scheduling quickly.

Nic & Norman's has only been open for over 3 months, but the initial response has been overwhelming. In less than 2 months they had over 300 five star reviews on the Nic & Norman's Facebook page with guests are coming from across the country and around the world. Their slowest Saturday to date had a 3.5 hour wait!

Ronny Clark, General Manager of Nic & Norman's is the man tasked with managing this immensely popular restaurant. Being that Ronny is in charge of all operational aspects, he had big decisions to make prior to opening day. He personally interviewed and hired all staff, chose the POS and inventory systems, and did his own research to determine which scheduling software was best suited for Nic & Norman's.





One of the features that I absolutely love about 7shifts is the Wall that they're able to write notes on. It's such a neat thing because my employees treat it as a social media website. They write really cool notes to each other. In addition to work-related messages, for trading shifts and whatnot, they will send each other notes of encouragement and it's really cool to see that.



Ronny had enough experience to know what works and what doesn't when it comes to scheduling software. He has scheduled employees every way possible in previous jobs including using Excel, proprietary desktop software and is also other cloud-based scheduling software.

Ronny recalls, "When I started researching, I obviously looked at Hotschedules because I was familiar with them from a previous job, but then I heard about 7shifts it combined everything I was looking for."



I love the fact that it has the built in Manager Log Book which I can configure however I want to. Being able to have the control where I get to choose the categories is great.



He heard about 7shifts through CAKE, the POS system he decided to use at the restaurant. CAKE is an integrated partner of 7shifts and Ronny had already seen the benefits.

He says "the coolest thing for us is that the integration takes my sales from CAKE and plugs them into 7shifts" which allows for easy budgeting of labor and planning within the schedule."

Ronny finds 7shifts user-friendly and the staff adopted it instantly. "It was really easy for me to train one of my managers. It took me 8 minutes." he says.

"7shifts works well for us because we can do things on the go and not have to be in an office. We have no chair and a standing desk in the office. We planned it to be the most uncomfortable place you'll ever be. I want all Management on the floor interacting with guests.", says Ronny.

The scheduling advice Ronny offers to peers in the industry is "...You hire the right people, and you hire the right number of people. You treat them with dignity and respect when it comes to the scheduling. They have lives outside of work, this isn't the only thing they do. To treat them with that kind of respect is as simple as planning ahead."