



RESTAURANT  
CASE STUDY

# RUDY'S TENAMPA TACQUERIA



## THE RESTAURANT

Rudy's is a family-owned and operated Mexican restaurant in Kansas City offering authentic food and drinks.



## THEIR CHALLENGE

Due to reoccurring shift-trade confusion the restaurant was beginning to lose operational efficiency.



## THE SOLUTION

Free mobile apps for employees made sure that Rudy's employees always had their schedules on-hand.

## THE RESULTS



By providing all Rudy's employees with free mobile apps for iOS and Android all staff are able to access their schedule on their mobile devices as well as trade shifts, update their availability and request time-off. These features allowed the management of Rudy's to spend less time covering off shifts and more time making their business run smoothly.

**Empowering employees to trade-shifts and submit requests means less time scheduling for managers.**

Rudy's Tenampa Taqueria in Kansas City is a family business offering traditional Mexican cuisine in a casual dining atmosphere. Owner and CEO, Rudy Garcia opened the doors to his namesake restaurant in 1993 and more than two decades later, the business remains strong with 50% of employees being family members.

A key to the success of Rudy's is providing guests with world class hospitality. They strive to provide the highest level of service for their guests to ensure their return time and time again. In addition to the restaurant, Rudy's also operates a catering business which accounts for 35% of sales.

Dominic Garcia, Rudy's Director of Operations, entered management with the goal of making everything run more efficiently. Prior to 7shifts, the scheduling manager at Rudy's was scheduling staff using nothing more than a pen and paper. "There was just so much paper! It was very inefficient." recalls Dominic.

“*The accessibility is what really brought me in. It’s very, very, very cost effective for our small business – that’s what really did it for me. Factoring that and it’s user friendliness is how I made my decision. This is so much easier than trying to track people down.*”



Some of the pain points Rudy’s experienced were staff forgetting when they were working, management constantly having to text or call employees with the latest schedule information, and shift trade confusion.

It was a failing process which prompted Dominic to start researching employee scheduling software. This led him to 7shifts which he has been used in Rudy’s for over a year now. He came across many scheduling apps but thought 7shifts was

Productivity improvements with overall operations in the last year has helped Rudy’s management team to focus on other aspects of the business.

“Especially with the Shift Pool feature – before, it was the Manager’s responsibility to make sure everything was in order and everyone knew what times they were coming in at. Now, it’s all documented, it’s all online and we have a great record of it.”



“*7shifts has made creating the schedule a non task for our scheduling manager. She barely spends any time on it every Sunday.*”

the best solution for Rudy’s as it is designed for restaurants. With possible expansion plans on the horizon, Rudy’s will be further supported by 7shifts since the system allows staff to be scheduled across multiple locations.

Dominic’s favourite part of being a 7shifts client is the ability to directly deal with the team when he has questions or feedback. He likes the fact that even the CEO is accessible to clients and solves problems without a lot of red tape.

Asked if there is any scheduling advice Dominic would offer his peers in the industry, it’s “don’t rely on permanent schedules where you have somebody working the same days, same shifts every week. Definitely rotate more, because rotation allows your employees to learn new skills and be flexible which allows you to have more power with scheduling when you need to.”