



RESTAURANT
CASE STUDY

XI'AN FAMOUS FOODS



THE RESTAURANT

Xi'an Famous Foods is a booming 12-location chain in New York City offering authentic Chinese noodles.



THEIR CHALLENGE

With rapidly expanding business Xi'an needed a way to streamline everything except food production.



THE SOLUTION

Efficient scheduling tools allow Xi'an to schedule employees faster than ever before... and on mobile!

THE RESULTS



Implementing 7shifts for their 12 locations has cut down the time it takes Xi'an to schedule employees for all locations by over 50% year-to-date. This has also resulted in lower turnover as the most common reason for turnover was limited flexibility in their scheduling. With 7shifts there is now more flexibility and generally better work-life balance for staff.

Lightning-fast scheduling templates means you can focus on your food and not on your schedule.

Xi'an Famous Foods is a unique business with a great back story. Jason's family moved to NYC from the ancient capital of China, Xi'an, and his father opened up the first location in 2005. His goal was to offer food found in their hometown and this passion created a menu with a hot/sour flavor profile; including flour-based noodle dishes and "burgers" (flatbread sandwiches).

Xi'an Famous Foods caters to 3 different population groups: Chinese immigrants; Chinese tourists; and the born and bred American population that have never been to China, but want to try the specialty food dishes. Their clientele are people looking for cheap eats with good quality, authenticity, and convenience. They have recently purchased a 20,000 square foot central kitchen in Queens which is a solid step toward their regional expansion goals.



Xi'an Famous Foods



We need to focus on our core business, which is producing food. All other things need to be addressed efficiently so [we] don't have to worry about them all day. Before we used 7shifts, we definitely had a lot more headaches managing the schedule. Now, it's sent and done and we are ready to do other things – think of new ideas, ready to think 'expansions'. We utilize the technology to address these needs which will free our hands up for business goals.



Jason joined the business in 2009 after college and helped with the expansion, bringing it to the current 12 locations they have today in New York city. In 2014, Jason realized the need to search for alternative solutions when the scheduling software he was using wasn't cutting it anymore.

Xi'an Famous Foods was rapidly expanding, hiring more employees than ever before, and it was necessary to consider a new tool. Jason wanted to remain as efficient as possible and needed software which would assist him in scheduling employees across the various locations in New York City. He found 7shifts through his own online research.

Xi'an is a very lean business with little waste and requires specialized labor due to the traditional dishes served. 7shifts has made it easy to schedule employees at various locations so there isn't a need to have as many employees on hand, but the job still gets done.

In Jason's words, "We become more efficient in our business when we have a system that can monitor overtime charges and distribution of labor."

7shifts has cut down scheduling time for Jason by 50%, as compared to the previous software he was using. He finds it easy to communicate with employees and prefers the clean usability of 7shifts.

The implementation of 7shifts within Xi'an Famous Foods has also benefitted the employees. As Jason explains, "one



of the biggest hurdles in this industry is the work-life balance of employees. Without a good system to manage that, it becomes difficult to make it possible. The biggest cause of turnover we hear is no flexibility in scheduling. 7shifts has allowed us to make better planning easier."