



RESTAURANT
CASE STUDY

ANDY'S FROZEN CUSTARD

7SHIFTS

CASE STUDY



THE RESTAURANT

Andy's Frozen Custard, rocks the custard scene with 55 locations throughout the United States..



THEIR CHALLENGE

Andy's was on the verge of rapid expansion. They had no idea how they would oversee all of the schedules.



THE SOLUTION

With 7shifts, Andy's is able to keep their labour costs low and create schedules in an efficient way.

THE RESULTS



Before 7shifts, the average time to create a schedule was 2 hours using a spreadsheet. Now, with 7shifts, even a junior manager can create the schedule in less than an hour. 7shifts has freed up extra time for managers while putting the accountability on the employees.

**Manager control, Manager Log Book, and easy setup.
Andy's employee morale increased immediately..**

Andy's Frozen Custard is sharply focused on the quality of the product. All custard at Andy's is made fresh every hour, whereas most custard places make it once a day or less. The commitment to freshness is what sets Andy's apart—their custard is always at peak flavor and made with the best ingredients.

The first location opened in 1986, run by John and Carol Kuntz and their son, Andy, in a small vacation town in Missouri. Shortly after, they started working on a franchise system, and out of the current 55 stores, about half of them are franchise. They are set to open another 15 next year with a good mix of corporate and franchise.

“We believe in 3 things: We take care of our product – the custard, we take care of our crew – each other, and if we do those things right, our customers are taken care of.” Travis Leaming - Director of Store Operations

“7shifts has allowed us to allow our team to have a say in their schedule. It’s created a much better employee experience than a paper schedule getting posted on the wall.”



Searching for a solution

Travis knew a change was needed when Andy’s was on the verge of rapid expansion. They had no idea how they would oversee all of the schedules. “Managers were scanning and sending them via email. It wasn’t feasible,” says Travis. “We were living in the stone age with paper scheduling, writing it out by hand.”

About 2 years ago, Travis started searching online for the best scheduling software option. Being a family business, the focus was on budget. He researched a couple solutions, then came across 7shifts. “We did about 4 different software tests, but 7shifts really won out,” recalls Travis.

“I don’t know what we were thinking with paper scheduling. 7shifts has opened up our entire world.”

“7shifts is targeted towards the hospitality and restaurant business, whereas everything else is targeted to all industries, which is very complicated. 7shifts fit our needs.”

“The biggest benefit to being a 7shifts client is the people behind 7shifts. When you call, you definitely get the sense you’re talking to someone who can make a difference to what you require help with.”

Unexpected Benefits

Andy’s Frozen Custard was focusing on employee engagement at the time of the change and loved the fact that 7shifts has mobile apps.

After 7shifts was implemented, employee engagement was high for scheduling and employee morale increased almost instantly.

Everything is at their fingertips with the mobile app, so there are no excuses anymore.” The communication within Andy’s is now better than it was before 7shifts, complicated or dynamic the individual’s schedule is. This way they are still able to



pick up shifts here and there when they’re available, but not be committed to the schedule.

What’s next for Andy’s? They want to continue promoting memories every day and do it in more locations. Travis strives to have business plans done at a higher level and continue providing a great working environment for their employees. “

“We believe in meeting expectations, and when we talk about scheduling we realize that we’re scheduling someone’s life. Especially young adults with a lot going on in their lives. 7shifts has allowed us to allow our team to have a say in their schedule. It’s created a much better employee experience than a paper schedule getting posted on the wall,” says Travis.