

# caseSTUDY

“ Not only does USBN help with my draught controls, it also creates peace of mind when I receive my text every morning telling me exactly what was poured and exactly what was rung in from the previous day”

DANA VAN FLEET, OWNER, CASK 'N FLAGON, BOSTON MA

## situation

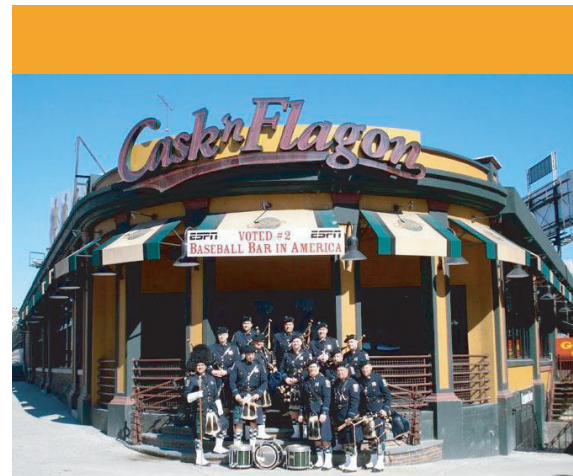
- + Information on how much draft beer was poured, how much was rung up, and draft beer losses was not readily available
- + Beer foaming and other equipment related issues were not reported by staff in a timely fashion
- + Staff could not be held accountable for losses due to improper pouring, unauthorized comps, etc.
- + Average Draft Beer losses were 18%

## solution

- + Implemented USBN solution and collected data on losses for 2 weeks without informing staff
- + Automated email and text alerts were sent to owner and GM on draft losses, inventory levels, and after hours pours
- + Notified staff that the system was in place and that they would be held accountable for draft beer performance going forward
- + Trained owner & staff on creating awareness and on best practices

## result

- + Within days of informing staff, daily draft beer losses went from 18% to 4%.
- + Bar staff is now very careful of unauthorized comps and focused on better pouring techniques
- + Draft system problems are now brought to owner's/GM's attention immediately
- + Significant increase in profitability through controls, awareness and accountability



### company

Cask 'n Flagon

### location

Boston, MA

### draft lines

24 Draft Beer lines

### pos system

MICROS

### customer since

June 2008

[www.casknflagon.com](http://www.casknflagon.com)