

caseSTUDY

“Typically we lost between 2-3 ½ barrels of beer weekly. But since we implemented the USBN system a couple months ago, our pour costs have already gone down from 31.18% to 28.84%, and we expect this trend to continue in the coming months.”

RAY A. RATLIFF, GM, QUAKER STEAK & LUBE, GREENVILLE, SC

situation

- + Used an Excel Spreadsheet to calculate theoretical inventory and compared it to physical inventory
- + Actionable and user-friendly data was not available to reduce losses effectively
- + Typical losses were about 2-3 ½ barrels of beer on a weekly basis
- + Management was looking for a solution to control losses, but found no systems within budget/affordability

solution

- + Decided to implement the bevMANAGER solution at the suggestion of another QS&L franchisee
- + Tracks the variance data between shifts daily and reviews the ounces lost and % variances weekly during manager meetings
- + Posts current and previous week's variance reports for the staff to strengthen their commitment to the USBN system to reduce losses
- + Worked closely with the USBN support team to ensure proper implementation and address staff concerns

result

- + Instant reports comparing poured and sold ounces and resulting variances helped accurately pinpoint losses
- + Also used text alerts to monitor after-hours pouring and maintain optimum cooler temperature
- + User-friendly reports have allowed sharing of reports and coaching of bar staff
- + Pour costs reduced from 31.18% in June 2010 down to 28.84% in October 2010, and management expects it to go lower in the coming months



company

Quaker Steak and Lube franchisee located in Greenville, SC

locations

30 Locations throughout the US

draft lines

24 Draft Beer Lines

pos system

Aloha

customer since

August 2010

www.quakersteakandlube.com