



# Success Story: Aloha Hospitality

Tech-savvy Aloha Hospitality seeks and finds new ways to improve operations





In a Snapshot

Aloha Hospitality Inc. is an Alabama-based group of casual dining restaurants and one fine-dining concept. In business since 1981, they currently have three concepts and 11 locations and are planning to open more locations this year and next.

Their Dauphin's concept is the one exception to their casual dining theme. It offers a comfortably sophisticated, fine-dining experience with a dramatic view of Mobile Bay. Baumhower's, whose website touts their Bodacious Boss Burger, is a sports-oriented, family-friendly restaurant that offers legendary food and legendary fun. Bob's Victory Grille is also a sports-themed, casual dining venue, but features their well-known and loved Coal-Fired Victory Pizza—the only restaurants that serves coal-fired pizza in the state!

## Getting Down to Business

Tech savvy and always looking for new ways to improve operations, the group at Aloha Hospitality adopted HotSchedules and the HotSchedules Logbook several years back. One of their primary motivations for the move was to digitize their paper documentation processes. As long-time customers of The Manager's Red Book®, they had already built a discipline around shift note documentation and task list completion. The next step was to migrate those processes to a digital format.

In the beginning, they primarily used HotSchedules Logbook as a shift note tool "We found a lot of value, particularly in the area of the staff journal," said Sean Sullivan, General Manager of Home Office Operations. The group had a process of writing notes about a few different employees each on set days and shifts, so that at the end of the year, they would have full documentation of each team member's performance.

"Last year, we moved that staff review process entirely to the Logbook. The main benefit is that we now have a permanent, searchable record on each employee.

## Their Story

Having used The Manager's Red Book® prior to moving to Logbook, the team at Aloha Hospitality was excited to learn that the HotSchedules Logbook was adding custom task lists to the set of options it offers.

## Challenges

- Needed a cloud-based solution for task management and shift notes

## Products

- HotSchedules
- HotSchedules Logbook

## Results

- Helps maintain high standards for consistency, accountability and food safety
- Helps ensure managers are set up for success before shifts even begin
- Created a permanent, searchable record for staff reviews





**Maintain high standards for consistency**



**Set managers up for success**



**Permanent, searchable records**

There are no more papers where things get lost. It's all right there in the Logbook. I can just type the name and it all comes up," added Sullivan.

More recently, Sullivan and his team have been using the Safe Count and Store Deposit tracking features in the Logbook. What was formerly paper-generated forms are now locked in and available for review by management, anytime, anywhere.

That anytime, anywhere access of all the Logbook's data—whether they are in the store or not—is one of the features management appreciates the most. Being able to access the Logbook from home or while they are at another location allows them to stay in touch and connected without having to physically be onsite.

Sullivan acknowledged, "GM's especially appreciate the ability to review notes, reply to questions and just check in when they aren't in the store."

## Tasks Mastered

Having used The Manager's Red Book® prior to moving to Logbook, Sullivan and team were excited to learn the the HotSchedules Logbook was adding custom task lists.

Working with their HotSchedules Customer Success Manager, HotSchedules replicated their critical task lists: two primary lists that they use multiple times a day and a third that they use to weigh meats that come in from suppliers. The first two help them deliver a consistent guest experiences and manage their food safety plan—both critical to the business.

In the aftermath of the media storm over foodborne illnesses, Sullivan and team are committed to upholding their high standards for food safety.

To that end, they have what they call their K11 line check list that they complete twice a day. Using the list, they ensure that food temperatures are accurate, everything is clean and sanitized and that food tastes as expected. Their F4 list is their front of house list that guides them through cleanliness reviews and checks to ensure everything it in it's place and working properly. Because it is critical that these checks happen at set times and are fully completed, the lists are reviewed by management everyday.

“The Logbook helps us set the next shift manager up for success, so they have fewer fires and are able to maximize their productivity. That means when their shift starts, they can focus on guests and make sure they are always taken care of.”

-Sean Sullivan,  
General Manager of Home Office Operations

Sullivan said, “We’re using the Logbook and other technologies to create a culture of accuracy, consistency and safety. The Logbook helps us set the next shift manager up for success, so they have fewer fires and are able to maximize their productivity. That means when their shift starts, they can focus on guests and make sure they are always taken care of.”

## Relationship Based

Describing themselves as a “relationship-based company,” the team at Aloha Hospitality believes in asking questions and providing feedback to the technology vendors they trust. The results include better tools that help everyone work more efficiently.

“We’re part of a broader restaurant community and if we all work together to share ideas and systems, we all benefit,” explained Sullivan. “If there’s a better way to do something, a better way to make a process work, we want everyone to know that, so we share it. All restaurants working together as a community makes the industry better and that helps everybody.”

HotSchedules has become one of those vendors that Sullivan and team trust to deliver technologies that help make working at their concepts better for everyone. Sullivan concluded, “I always ask, ‘What does this technology mean to the person on the floor? The person in the kitchen? The person running the shift?’ They are the only ones whose opinions should matter when it comes to technology. When it comes to the HotSchedules Logbook, it gets a thumb’s up across the board.”