



# Success Story: Bianchini Restaurants

Three Smart Solutions for Three Smart Concepts





### In a Snapshot

Cubanitas is the city's first and only authentic Cuban restaurant. Using the traditional, fresh, but simple flavors from Cuba, their appetizers and entrées bear the mark of great Cuban cuisine. Indulge is a sleek, stylish urban wine room with more than 300 wines, artisan cheeses and decadent chocolates.

Indulge is so cutting-edge, it was serving charcuterie before charcuterie was cool—and doing it better than most. And Chili U? Imagine your warmest, most perfect comfort food served in the most extraordinary ways. This isn't just your mom's go-to chili. It's chili from around the globe with unique toppings served over a base of foods you'd never expect, like macaroni, ramen noodles or angel hair pasta.

As you can tell, Marc Bianchini, owner of Cubanitas, Indulge and Chili U knows a little something about creating unique and interesting concepts. He also knows that to run them well, you can't rely on outdated, manual processes. He said, "I'm a firm believer that technology is not just for the big guys. If you are a small guy who wants to be a big guy, you have to embrace the technology that will help you grow."

To that end, Bianchini began scouring the market to find the best technology solutions to help address some of the most pressing needs in his concepts. Those needs included more engaging training solutions, and easier, more accurate scheduling and communications. He quickly came to a clear conclusion with HotSchedules saying, "their solutions for training and scheduling are simply superior to the competition."

"What's more, I didn't like the competitors' pricing or their attitude—they seemed to be most interested in closing the sale and making money off me. Conversely, the people at HotSchedules really seem like they want to be my partners. Everyone there seems to genuinely care about the success of my restaurants."

## Their story

Bianchini's parent company of Cubanitas, Indulge and Chili U—has been introducing exciting new flavors and hip concepts to the Milwaukee market for years.

## Challenges

- There was a lack of engaging training solutions
- Scheduling and communication processes were broken

## Products

- HotSchedules
- HotSchedules Train

## Results

- 3% labor cost savings thanks to labor reports
- Significantly faster schedule creation and communication with teams
- Simple shift-swapping and greater accountability for shifts
- Improved training accountability and tracking
- Single sign-on solution for many of the operational challenges faced by restaurants



## One Platform, Many Solutions

With the decision made, Bianchini signed up for the training and scheduling solutions that HotSchedules offers. The solutions were made particularly desirable due to their single sign-on access. Sign onto HotSchedules, and you can access the training modules with just a click of the mouse or a tap on your smartphone.

He noted, "This industry has a real problem in that there are too many vendors and you have to call this guy for this, and that guy for that. The single sign-on platform and products that HotSchedules produces are genius. I just love the one package deal."

## Starting Off with Scheduling

The first part of the HotSchedules package that the Bianchini group rolled out was the scheduling solution, HotSchedules. After their managers received training from their dedicated implementation manager, the Bianchini's team jumped right in, eager to move away from the clunky, cumbersome spreadsheet scheduling method towards something more elegant and efficient. Bianchini didn't mince words saying, "Using spreadsheets for scheduling totally sucked. I cannot envision scheduling without HotSchedules now."

Aside from reducing the time it took to create the schedule, HotSchedules especially helped in communicating it in a timely and effective manner and in helping to manage the ever-present requests for changes. Bianchini confirmed, "We had a lot of challenges around getting the schedule communicated in time. Now, when we post the schedule, everyone gets it immediately—right on their smartphone. Plus, the shift-swapping and releasing options are the best

thing ever. If someone has an issue with their schedule, they just request a change and, once approved, boom, it's done."

## Easy HR

HotSchedules has also helped Bianchini's team from an HR perspective as well. Team members can no longer point fingers or make excuses for missed shifts. Instead, HotSchedules ensures that their team members are accountable and responsible for the shifts they are assigned. Bianchini noted, "The line, 'I told my manager I couldn't take my shift' doesn't work here anymore. If you have a shift in HotSchedules, you either swap it in HotSchedules or you show up."

He went on to comment about how HotSchedules helps during their review process as well, "When we're doing reviews, I can pull up HotSchedules and say, 'Oh look, you were late 32 times. I don't think you'll be getting a raise. On the flip side, I can also see that fourteen times this quarter a manager made comments about how you made customers super happy.' So whether it's positive or negative, I now have the information to reward our best employees and coach those who aren't doing as well."

HotSchedules even helped Bianchini win an unemployment case in a situation where an employee claimed that she wasn't being given shifts where she could make enough money in tips. Bianchini said, "We went back to HotSchedules and were able to show that the shifts he turned down were worth quite a bit. On one night, the server who did take the shifts made \$148 in tips and the other night she made \$103. We were able to break it down by the hour and show them what they could have made if they had just taken their shift. We won the case."



**Better insight into labor data through reports led to 3% labor cost savings.**



**Improved accountability and tracking around employee training.**



**Significantly faster schedule creation and shift-swapping between employees and managers.**



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-Marc Bianchini,  
Owner of Bianchini Restaurants

## The Magic of the Labor Report

HotSchedules is now part of the teams' daily routine. One of the first things Bianchini checks in the morning is the HotSchedules labor report, which shows how each concept performed in terms of labor costs the previous day. "If anything is out of whack for the prior day, I shoot an email to the managers with a screen shot indicating where we went wrong and how to fix it. Without HotSchedules, you have no way of showing the manager WHY labor is high and how to fix it. With HotSchedules, you can see right where you went wrong and correct it immediately, so it absolutely keeps payroll in line. Using HotSchedules, I guarantee we're saving 3% in labor costs. That translates into serious money."

## E-learning with a Social Angle

The Bianchini team also implemented the HotSchedules social eLearning solution, HotSchedules Train. They chose it in hopes of making their training more engaging and to help with the ability to track progress on courses and exams. Also, since HotSchedules Train allows team members to view any kind of content, from PowerPoint to PDF to video from any device including smartphones and tablets, the improved access from anywhere helped make their decision to sign up an easy one.

Before using HotSchedules Train, Bianchini noted the inability to really see and understand how his team was completing training when using a paper

process. With HotSchedules Train, managers can view reports showing if a course or exam has been taken and how much time each team member took on each. If someone is struggling, they can quickly identify which courses might need to be retaken. He noted, "With paper training materials, there's very little accountability. Now with HotSchedules Train, I can ask my team to go in and take a course or an exam and I can see how much time each individual spent. I can see if they really took their time with it and engaged."

HotSchedules Train also delivers a unique, social community element to the training process that is often overlooked by other products. In addition to providing the ability to take additional coursework and displaying badges and certificates in your profile, HotSchedules Train allows users to share suggestions, give tips and make recommendations. Bianchini said, "The more we get into HotSchedules Train, the more I like it. I love the community aspect and the ability to share the training material as well."

## I'll Take Mine to Go

Individually, the HotSchedules solutions can clearly help many restaurants spend less time on administration and get back to the business of running the business. Together, the solutions have an exponentially positive impact on processes that are otherwise time consuming, complex and costly. Bianchini couldn't agree more and concluded, "If I win the Powerball, I'm going to come and buy your company. I mean it. You guys have figured out what this industry needs and there's no limit to where you guys can go."



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