



CASE STUDY

ALMA AT THE GROVE



T H E
G R O V E



CHALLENGES

- **Fragmented Operations:** The client's restaurant operated multiple kitchens with independent menus and availability controls. This resulted in a lack of centralized management and potential inconsistencies for both staff and customers.
- **Disparate Systems:** Order routing across service bars, handheld devices, and multiple menus caused confusion and inefficiencies. Orders weren't always directed to the correct kitchens or Kitchen Display Systems (KDS), leading to delays and potential errors.
- **Integration Bottlenecks:** Existing integrations with Toast Payroll, Online Ordering, and XtraChef faced challenges, hindering seamless data flow and creating manual workarounds.
- **Kitchen Inefficiency:** Cooks struggled to keep track of specific entree items during peak hours, leading to extended wait times for customers during lunch rushes.
- **Menu Inconsistency:** The use of separate menus across different floors and kitchens resulted in menu items being routed incorrectly, potentially impacting customer orders and satisfaction.

SOLUTIONS

- **Menu Optimization:** We consolidated and streamlined menus and item offerings, enhancing clarity for both staff and customers. Availability, visibility, and item routing were strategically adjusted based on prep stations, device levels, dining options, and service areas.
- **Streamlined Operations:** Leveraging our expertise, we consulted on best practices for operations tailored to the client's specific location size and service style. Clear routing rules were established by dining option and floor, ensuring accurate menu delivery.
- **Enhanced Kitchen Efficiency:** We implemented independent prep station fulfillment, routing items based on prep times and ensuring menu visibility with production counts on the Kitchen Display System (KDS). This optimized kitchen workflow and reduced wait times.
- **Improved Staff Management:** We provided comprehensive training to a rotating team of managers. We emphasized the importance of utilizing dining options when placing orders to ensure proper routing based on the rules we established.

CONCLUSION

By collaborating with SORA Partners, Alma at the Grove successfully addressed the operational challenges hindering their restaurant's efficiency and customer satisfaction.

Key Achievements

- Increased operational efficiency through optimized menus and strategic item routing.
- Reduced wait times and improved customer satisfaction with enhanced kitchen workflows.
- Empowered staff with improved training and a clear understanding of routing rules.

This successful collaboration demonstrates SORA Partners' expertise in optimizing restaurant operations through technology solutions and strategic consulting. We are committed to partnering with clients to achieve their business goals and create a seamless dining experience for their customers.



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