Large Quick-Service Restaurant Automates the Grilling Process with Grillmaster

Real-time Decision-making Kitchen Intelligence

Description
The company specializes in the operation of fast-casual, Caribbean cuisine at a compelling value. The restaurant chain is owned by a parent company with over 10,000 employees.

Headquarters
Miami, FL

Industry
Restaurants

Locations
150

"We're optimistic that Grillmaster will solve our complex problem of cooking the right amount at the right time, to meet demand while serving fresh food. The flexibility of the tool is a necessity to support our multi-lingual staff and varied cook processes." CIO

Background
The QSR predominantly features grilled chicken as a mainstay in their menu. Adhering to the grilling process is fundamental to the store's success. However, many decisions along the process are left to the operator.

The QSR has in the past used a paper-based grill PAR Counts Sheet for the grill operator to determine the number of chickens to put on the grill at specific time intervals. The manual process has led to multiple operational inefficiencies:

1. Almost impossible to have the right amount of chicken to serve while also monitoring the freshness of the food being served
2. No accountability for waste
3. Training nightmare for new or substitute workers

How Grillmaster Changed The Game of Grilling with Focused Innovation
The kitchen was transformed with the solution designed by Smartbridge to automate the grilling process.

Putting an end to the trial and error, Grillmaster advises on how many chickens to put down and provides alerts for key steps in the cooking process. The drop recommendations on the grill come from the forecast algorithm which uses the historical sales data for the store. At all times, the grill cook has the option to override recommendations, if necessary, based on the situation in the store, with a manager's approval and by providing an explanation.

Grillmaster ensures that each store executes on the QSR's standard operating procedures by holding them accountable to following the cooking process and reporting waste. In turn, reports and activity history provides corporate management with insight into the reasons for waste, and individual store operational trends by dayparts, and more.
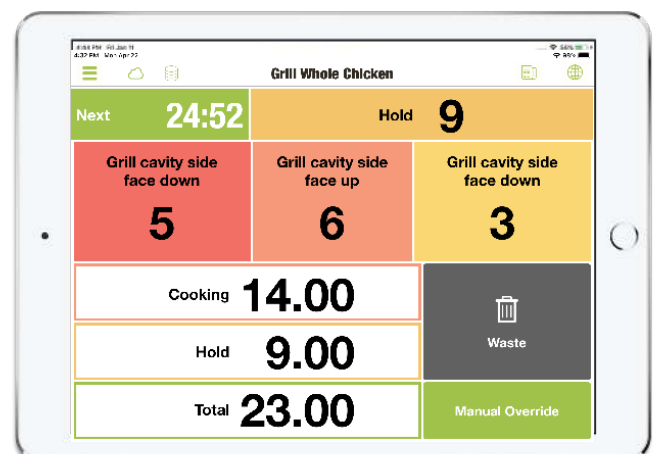
At-a-glance visibility into the entire cooking process

Core Benefits of Deploying

- Reduce wastage of food items
- Improve speed of service and customer satisfaction
- Improve the freshness of food items
- Reduce employee training time

Keeping It Sizzling

The full roll out to over 130 locations was a resounding success and has been met with excitement. The excitement of the operations staff matches the enthusiastic reception by the cooks. Grillmaster is adding sizzle to the sales at the QSR with fresher food and less waste. With on-going data capture and app utilization, the heat will be turned up on the forecasting model which continues to improve, and capabilities will be added to incorporate catering into the cooking forecast.

- Food is cooked closer to the time of sale, providing a better customer satisfaction
- Waste from "guesswork cooking" has reduced and is being tracked
- Mystery of "missing food" is close to being solved
- Data-based forecasting can evolve to include a broader range of factors

"Grillmaster has helped us take the guesswork out of the cook's hands. This solution has transformed the most critical component - the kitchen - in our business." - COO

Want to know how they got there?

Talk to our innovation experts to discover how the QSR is progressing now that Grillmaster is deployed.

Schedule your own demo, and create your own success story!

innovations@smartbridge.com

Cooking processes are configurable and support multiple languages
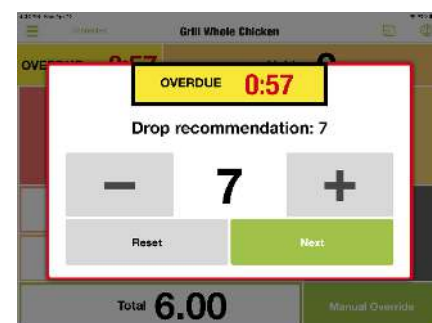
Time-based drop recommendations are provided and can be overridden as needed
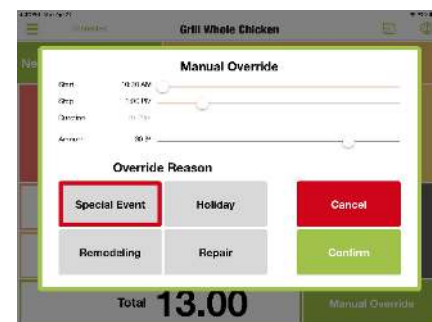
Managers can add timed overrides to adjust the forecast for special conditions

Get a complete view of the days' activities