

MarketMan with TouchBistro POS Helped Cafe Crepe Reduce Time Spent on Inventory by 85%



Customer name

Café Crêpe

Website

cafecrepe.com

No More Missing Inventory

“Once we switched over to MarketMan, individual restaurant managers were no longer asking questions about why inventory was missing, because they knew the answers at that point. The use of it is so simple.”

Lewis Hart, Director of Operations



About Cafe Crepe

A love affair began with the crêpe for Café Crêpe’s founder while studying in Paris, France a few decades ago. Upon his return to Canada, he called his good friend, a Parisian crêpe chef specialist, to help him open a unique, international café with traditional Parisian crêpe recipes. Hence, Café Crêpe was born. In operation since 1999 – and currently expanding throughout North America and Asia.

The Challenges

A busy, full service restaurant model with multiple locations, Cafe Crepe was operating their business through a central commissary kitchen. They had started the business using a manual pen and paper system to manage inventory, but as the business grew it became apparent they needed better tools.

- Existing POS system was “clunky,” difficult for staff to use, and lacked functionality needed to track inventory from commissary to other locations
- Reconciling theoretical versus actual food costs was difficult
- Identifying where discrepancies were coming from was time-consuming when the printouts didn’t match the actuals
- Food waste was difficult to track, and
- Accounting took 90 minutes to two hours for a location that carried about \$12,000 - \$15,000 of product as well as 7-8 hours spent a week troubleshooting

The MarketMan Solution

Lewis decided to switch to MarketMan with a TouchBistro POS integration for better, more accurate inventory management. The results?

Results with MarketMan

- A complete bird's eye view of the business without needing to physically be at each location
- Decreased troubleshooting time by 98%
- The ability to pull up a report where everything is counted in the system instead of scrolling through paper waste sheets
- Vendor management that flags when prices have gone up or are irregular
- Saved \$1,800 to \$2,000 worth of resources for every new staff member by decreasing staff turnover in the first 30 days of POS use

MarketMan Decreases Annual COGS by ~ 5% via:

Inventory Management Automation

Online Invoice Processing

Optimized Supplier Ordering and Management

Proactive Price Tracking Alerts

Seamless Integration with TouchBistro

Accounting Integration

Mobile Capabilities

Robust Training and 24/7 Customer Support

Powerful Profitability Analytics & Reporting