

Case Study



R E N A I S S A N C E P U B S

Renaissance Pubs is a privately-owned group of food-led pubs in South London. Focussing on attention to detail, a top end food offering and with a distinct 'local' feel, the pubs include *The Abbeville*, *The Avalon* and *The Stonhouse* in Clapham, *The Bolingbroke* in Battersea, *The Rosendale* in West Dulwich and *The Tommyfield* in Kennington.

Mark Reynolds is the MD. His mantra is sustainable growth. "We choose our sites very carefully, and add new pubs only when they meet our criteria for success. What's important to us is putting the customer first, spending our time at the front of house not the back, and making sure we have processes which enable us to do this."

The business challenge

Reynolds knew that the business had outgrown its manual HR and labour management processes, and that if they were to continue their ambitious expansion plans, they needed to free up management and staff from admin tasks as much as possible.

These included:

- Removing unnecessary spend on wage cost
- Eliminating the management time spent managing payroll each week
- Removing the time consuming manual rotas, with limited head office visibility
- Eliminating the need for complex manual holiday calculations and part time pay calculations
- Automating the need for 100% recruitment compliance.

The solution

Reynolds knew the Fourth solution. “Other operators I knew were simply outsourcing the scheduling and payroll system to them”, says Reynolds.

At the demonstration stage, it was immediately obvious to him that the system would save him money in addition to staff and management admin time.

“The fact the system was user-friendly and would streamline processes and make all revenues and staff related costs available in real time, wherever I was, and whenever I wanted to see them, was very appealing”.

The implementation

The system was implemented quite quickly, and went relatively smoothly. Reynolds and his team were trained in the system and were up and running fast.



R E N A I S S A N C E P U B S



The Tommyfield



Mark Reynolds

The result

The **people system** bore fruit quickly: “We achieved ROI in two months, and shaved 1.5-2% off the wage bill”, says Reynolds.

Other benefits to Renaissance included:

- 1 100% compliance: “This has been a big help and is a major factor I no longer have to worry about.”
- 2 Management time saving: “The system does exactly what it says it does. I can know what’s happening in each of the pubs without being there. This frees me up to develop the business.”
- 3 Staff are more empowered and spend more time with customers: Staff are making better decisions, because they can forecast more accurately and feel more ownership of the pub they look after.
- 4 Accurate and timely payroll, freeing up management time to develop the business.
- 5 Holiday entitlements and part time pay calculations are taken care of easily and accurately. “We used to roll over holiday entitlement and it became an accounting nightmare; now the holiday year begins and ends efficiently, with clear guidelines for all.”

“ I love knowing what the costs and the turnover is at each site every morning. I love the control it provides, and the insight it gives me into my pubs, without having to be there all the time. I would recommend the Fourth People System to any operator looking to reduce costs and optimise staff and management time.”

Are you our next success story?

Fourth Hospitality 90 Long Acre Covent Garden London WC2E 9RA
www.fourthhospitality.com