

Juici Patties uses Zenput across their entire business, from their corporate stores to franchisees to suppliers, to improve their operations and create great customer experiences.



THE COMPANY

Founded in 1980, Juici Patties is the largest fast-food chain in Jamaica, with 60 stores and counting islandwide. The company also operates three manufacturing facilities. The Jamaican facility makes all the patties for the local foodservice operation and exports to Caribbean countries, while the UK and Toronto facilities supply grocers in their respective markets.

INDUSTRY

Quick Service Restaurant

STORES / EMPLOYEES

60+ Locations, 1,400 Employees

REGION

Jamaica, UK and Canada

Juici Patties' mission is to provide excellent customer experience by serving authentic Jamaican food at affordable prices in clean and comfortable surroundings. To achieve this goal, the company must maintain a consistent level of customer service at each location. In Jamaica, Juici Patties was already well above its nearest competitor in customer service, according to the brand's own measurements, but they were ready to raise the bar even higher.

With Zenput, managers no longer have to spend time on paperwork and tedious tasks. It frees their time to focus on more important things like ensuring that customers are having a great experience.

— DANIEL CHIN, OPERATIONS MANAGER

Results

Here's what they saw after implementing Zenput:



Faster and more streamlined follow-up of issues at the stores.



Managers spending less time sifting through paperwork and more time on the things that matter.



Serious issues are now uncovered before they can negatively affect the customer experience.

Upon implementation, Zenput enabled Juici Patties to digitize all of its important paperwork and processes, freeing managers from doing tedious administrative work and enabling faster resolution of store issues.

Within a year, the company saw a significant boost in customer service, according to its internal measurement system, and the rapid adoption of Zenput across the operation was cited as a key factor.

Challenge

Over the years, Juici Patties had developed its own audit forms, mystery shopper evaluations, and operations checklists. However, all of these documents were paper-based which implied highly inefficient processes and a drag on productivity for employees. Another challenge was the managers' inability to communicate store-level issues, such as broken equipment, in real-time. Managers would have to call or email the corporate office about each issue. Paper documents made it difficult to quickly route issues to the right people and track to make sure they get resolved.

THE OLD WAY



Manually sorting through each paper evaluation and audit.



Using calls, emails, and texts to follow up on issues that arise.



Delayed follow-up with restaurants that failed evaluations.



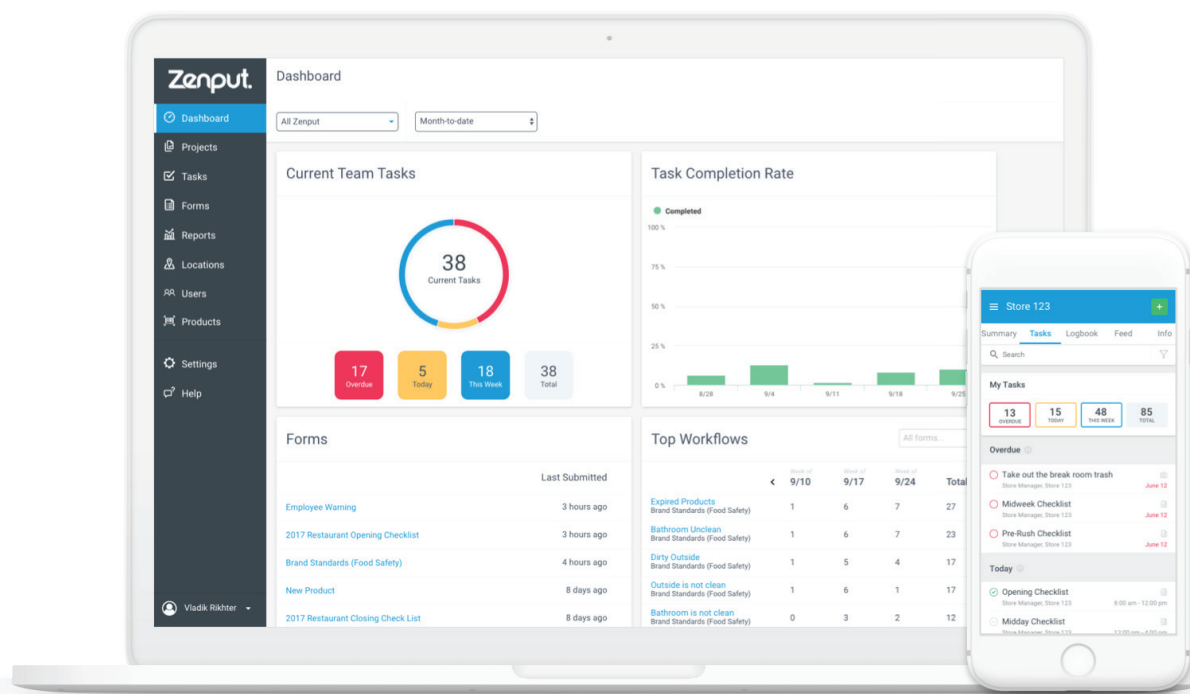
No timely resolution for issues impacting customer service.



No easy way to monitor whether tasks were actually completed.

Solution

- Digitized and centrally available evaluations and store audits.
- Automatic notification of exceptions and creation of follow-up tasks.
- Historical dashboard and analytics provide a snapshot of stores' operations and performance.
- Issues are reported in real-time with the option to upload photos and videos for documentation.
- HR documents can be captured in a secure environment.



For more information about Zenput, visit zenput.com

For specific questions, please reach out to us at sales@zenput.com

Zenput.

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Zenput helps make great customer experiences happen. Restaurants and other retail chains use Zenput to see inside and improve the operations of every location. By making it easy to roll out, track, and enforce compliance with operating procedures and key initiatives, Zenput helps operations leaders who are collectively overseeing 40,000 locations across 35+ countries collaborate more effectively with employees in the field and in their stores to improve performance and exceed customer expectations.