

Hardee's Franchisee Uses Zenput to Increase Accountability Across Its Operation



THE COMPANY

Westar Group Inc. is an independent Hardee's franchisee with 36 locations across Iowa and Nebraska.

INDUSTRY

Quick-service restaurant

STORE COUNT

36 Locations

REGION

U.S. Midwest



Westar Group's mission is to elevate the competitiveness of the Hardee's brand to the number one hamburger chain in the region. Maintaining a competitive edge means raising the bar in both quality and service, the foundation on which the company operates. But in order to achieve this, Westar needed a way to improve accountability and communication in its operational procedures between headquarters, district managers, and store employees.

Results

- ✓ Management is able to validate that District Managers and store employees are doing their work.
- ✓ No more paper forms means information doesn't get lost and issues don't fall through the cracks.
- ✓ Operational consistency across all locations.

Challenge

Like many quick-service restaurant franchisees, Westar's management was getting lost along an outdated paper trail with many inefficiencies:

- ❌ Managerial time and effort was wasted distributing and collecting paper forms from restaurants.
- ❌ District managers had to manually file forms and organize their own findings in spreadsheets.
- ❌ Issues were difficult to track over emails, phone calls, and text messages.
- ❌ Maintaining months of paper forms took up a lot of physical space.
- ❌ Paper and ink used for printing evaluation forms was costly.

Under the old paper system, it was often a guess as to whether a district manager was thoroughly checking the most critical areas and completing the audit with a consistent level of detail. And there was no way to prove that tasks were being completed correctly or that issues were being resolved in a timely manner.



Before Zenput, we were hoping the stores sent their daily inventory information, hoping they were doing the accurate counts, and hoping they were sending the discrepancy reports. Now with Zenput, we have proof that these things are happening.



CINDY KELCHEN,
DISTRICT MANAGER & TRAINING MANAGER

Solution

By digitizing its critical efficiency evaluations with Zenput, Westar's management team can now see in real time which tasks have or haven't yet been completed. The ability to remotely track activity at a store means that district managers can spend more time on impactful work rather than spending hours every week driving to stores.

Using Zenput, Westar also raised the bar in food service compliance:



Managers can assign tasks to the appropriate people for food service equipment cleaning and maintenance.

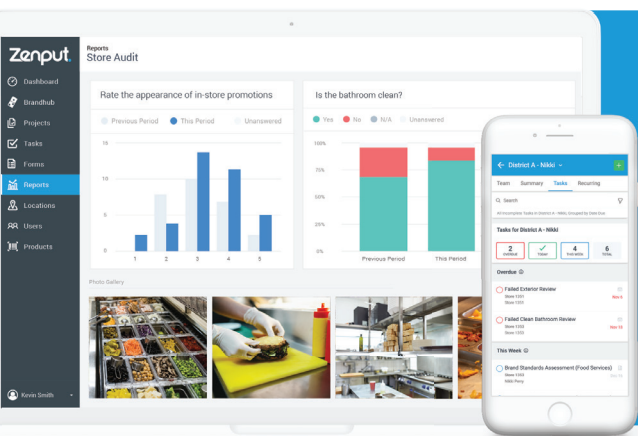


Employees attach photos to tasks and audits for documentation and to ensure everything was done up to standard.



When an issue is found on a food safety audit, the appropriate people are immediately notified of the fault and the issue is tracked to ensure resolution.

Looking ahead, the Westar team plans to use Zenput to onboard new hires and communicate marketing initiatives, including new product rollouts and menu board updates.



The Zenput mobile app makes it easy to go through a checklist in-store or get an overview of tasks yet to be completed. I now receive an email in the morning updating me on the progress of the four restaurants I oversee. It helps me validate that my store managers are accounting for inventory and other critical tasks.

CINDY KELCHEN,
DISTRICT MANAGER & TRAINING MANAGER

For more information, visit zenput.com. For specific questions, please reach out to hello@zenput.com.

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Zenput is how top operators elevate team execution in every store. Restaurant, retail, and other multi-unit operators use the platform to automate how operating procedures and key initiatives are rolled-out and enforced. Supporting 40,000 locations in over 35 countries, Zenput makes every field and store employee more productive and better equipped to do their jobs well.