NONA

Tenzo

4 ways Tenzo has helped improve operations at NONA

Who are NONA?

NONA's whole mission is to do good. Firstly, they are a **fully carbon-neutral business** (quite the feat for a restaurant) and secondly, they do all they can to put the focus on their **local sustainable suppliers**.

In fact, NONA are so committed to putting their suppliers first that 'NONA' actually stands for 'no name' to put the spotlight on their suppliers. They are just that passionate about local, seasonal ingredients grown and reared by farmers who share their values.

Operating out of Brussels, they currently have **3 locations**: 2 pizzerias and 1 pasta place, with plans to keep growing in the future.

1. Access to fast and reliable reporting

Prior to implementing Tenzo, getting **access to reporting** for each of the business's locations was a **challenge**.

Managers needed to log into their restaurant's Lightspeed account and **copy and paste figures into a spreadsheet**.

And if they wanted to see how their figures compared to another location's? They'd have to **log out and log back in again**.

Now, thanks to Tenzo's integrations with **Strobbo, Lightspeed, and Apicbase**, all of NONA's reporting can be accessed in **one place by anyone in the business** on web and mobile. That information no longer needs to be chased down.

In fact, with **Tenzo's automated emails** , team members who need it are emailed every morning with yesterday's reports including the likes of **sales compared to last week, sales per category** and s**ales per revenue centre**.

2. Gives the general managers time to focus on what really matters

When NONA were having to input all their numbers into spreadsheets, it was up to the managers to do it on a weekly basis.

This took them **2 hours every single week**. It was admin time that could have been spent in a **far more productive way**.

Now, they still schedule those two hours every week, but **instead of mindlessly inputting numbers**, the **GMs use that time to analyse their data and make changes that will drive performance**.
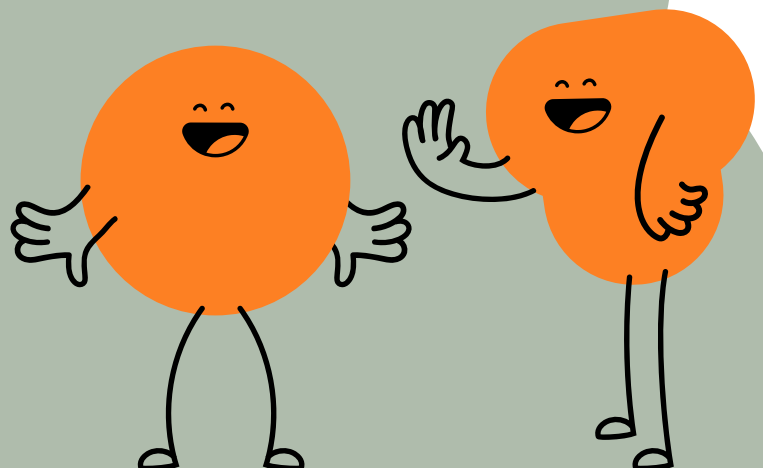
NONA wanted to **make the GMs' jobs as smooth as possible by giving them the tools they need**.
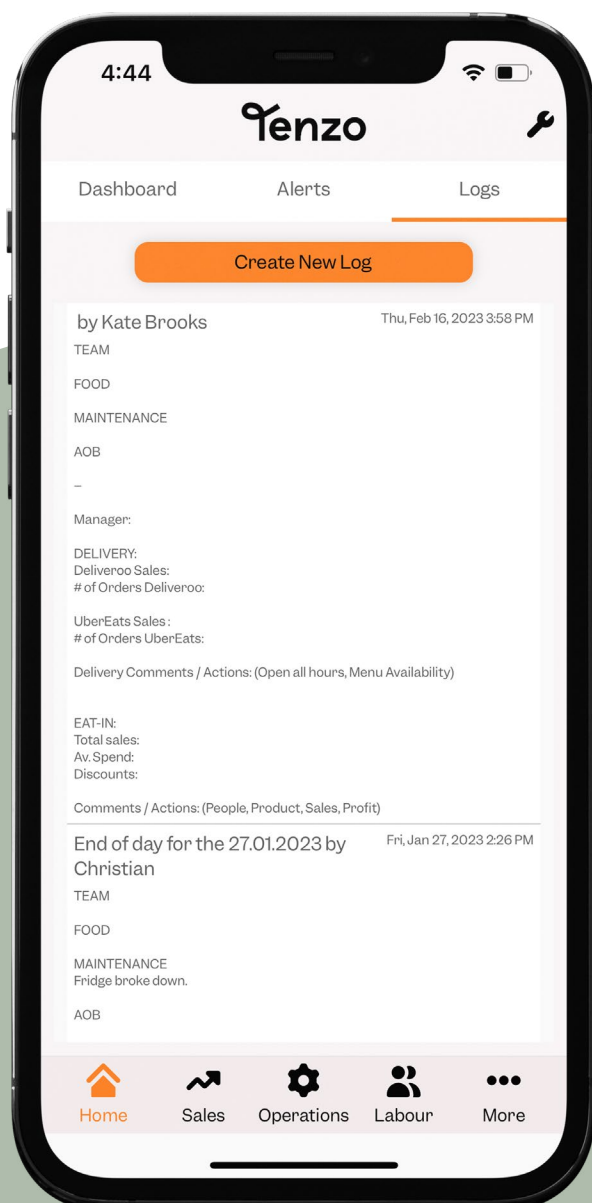
> " We have the information straight away, it's always there.
>
> **Benjamin D'Hertefelt**
> Project Manager, NONA

3. Save costly mistakes

Tenzo has also helped the NONA team **avoid costly mistakes**.

When doing invoices, Benjamin noticed that the invoice from their mushroom supplier was particularly high.

Thanks to Tenzo's Apicbase integration, Benjamin was able to see what that **invoice corresponded to in terms of total cost of goods**.

He found that those mushrooms were accounting for **40% of their total cost of goods** in one of their locations.

He quickly switched to the sales module and found that mushrooms were only being sold in 15% of transactions. They had clearly made a huge error **that needed to be fixed**.

Thankfully, they were able to sort out the issue and a **significant cost** and a **large amount of waste were avoided**.

4. Gives the whole team a voice

NONA makes particular use of the **logbook feature on Tenzo.**

This is where managers and shift leaders can leave **qualitative feedback** on what happened in the business that day.

At NONA, the shift leaders submit a log after every shift which allows head office to know **what's happening in each restaurant.**

"Every morning we wake up, and the first thing we do is check what the sales were yesterday compared to last week, and then you have an explanation of what happened."

So that means that if something goes wrong - say the dishwasher breaks - **they can fix it straight away.**

It's also a great way of **getting feedback** from the entire team.

Head office will speak to managers on a daily basis, but it's more difficult to speak to the shift leaders as they can't be in every restaurant every day.

The **logbook gives these shift leaders a voice** so that they are **heard just as much as the GMs.**

> **"**
> The shift leaders then communicate to everyone that way - they feel heard.
>
> **Benjamin D'Hertefelt**
> Project Manager, NONA

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