

Yenzo



How to supercharge your performance in hospitality

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At Tenzo, our mission is to reignite operators' passion by reminding them why they entered the industry in the first place—the love of food, hospitality, and creating great experiences. We make operations easier by unlocking data visibility and uncovering opportunities that lead to happier teams and a stronger bottom line.

Hospitality is one of the toughest industries to succeed in, shaped by unpredictable external forces. Operators are constantly pulled in different directions—putting out fires while struggling to see the bigger picture. With daily operations consuming their time, the issues that matter most often get pushed aside.

That's why Tenzo exists. Built by operators for operators, Tenzo empowers over 1,500 restaurants worldwide to supercharge performance through the power of data. By bringing together sales, labour, inventory, reservations and reviews in one place, we eliminate the need for endless spreadsheets. Instead, operators get simple drag-and-drop reporting that's fully customizable to their needs.

With tailored insights, operators can focus on the metrics that truly matter, transforming performance from merely surviving to thriving. In this e-book, we'll explore why now, more than ever, operators need Tenzo.



Integrating your data



If you want to integrate your systems, then you need Tenzo

In hospitality, a best-in-breed technology strategy—choosing the top-performing solution for each function rather than relying on a single all-in-one platform—is often the best option because it delivers specialisation, flexibility, and innovation. Best-in-breed providers focus on doing one thing exceptionally well, whether that's POS, labour scheduling or inventory management tools, which directly enhance both operations and guest experiences.

The best-in-breed option enables hospitality businesses to tailor their tech stack to their unique needs, scale as they grow, and replace underperforming tools without overhauling the entire system.

But best-in-breed only works when you get each tech tool talking to each other, and data is aggregated, typically from a third-party like Tenzo. We bring your operational data into one place so you have one single source of truth and are not jumping from one platform to another. That includes POS, labour, inventory, reservations and reviews all aggregated into Tenzo to get automated and custom reporting to ensure you get the most out of your data with valuable insights tailored to your business without sacrificing best-of-breed solutions.

Historical Data

As you plug and play with new systems, there's a possibility that your historical data becomes lost in the process, preventing operators from comparing year to year and leaving them flying blind on where their performance stands. Tenzo enables you to transition your historical data from your previous system if it's part of **our integrations** - with over 80+ integrations it's very likely Tenzo can get it done!

We spoke to Grow Hackney's Head of Operations, Jan Hlavicka, who experienced a POS migration and points to historical data as "one of the most important assets to his business: you can compare sales, trends, adapt your business to demand, and build your staff rota. It's really important to see quickly how you are performing week-on-week or year-on-year because you can assess what you are doing wrong."

Make sure to read Grow Hackney's full experience on their tech transition with Tenzo **here**.

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Jan Hlavicka
Head of Operations
Grow Hackney

Real time and
simplified reporting

If you want real-time and simplified reporting, then you need Tenzo

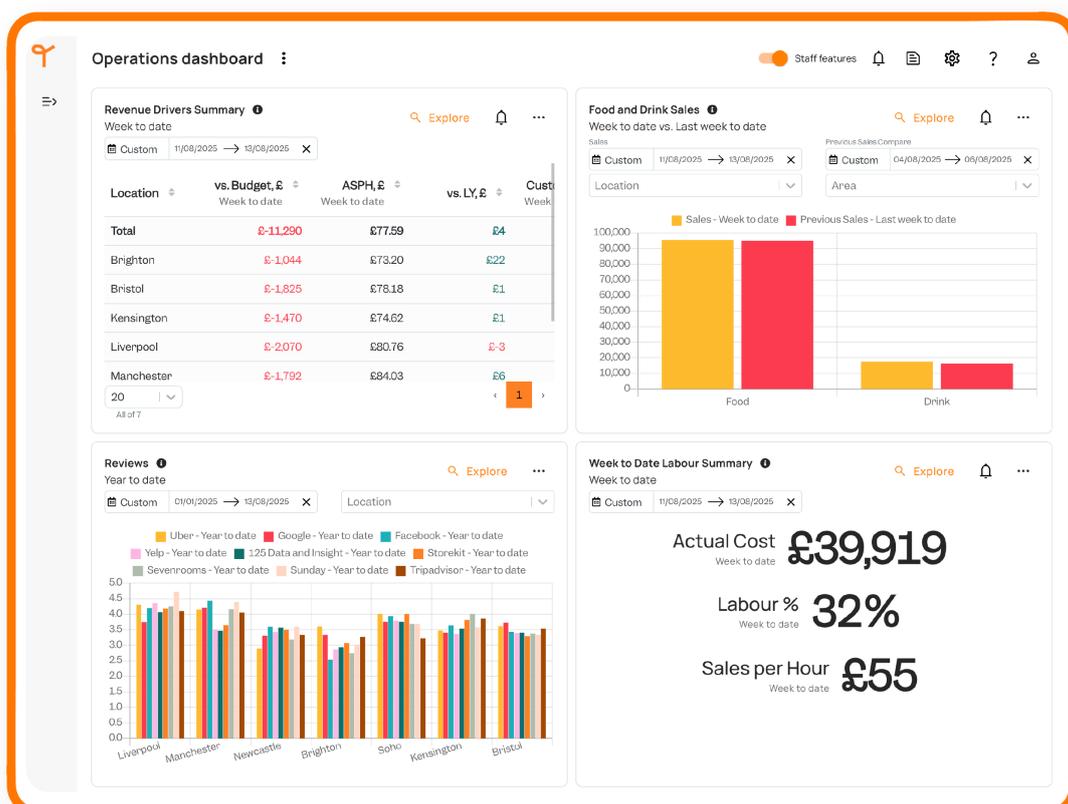
Technology is a huge part of how communications between the different areas of the business can be improved by providing a centralised system for analysing data.

When everyone uses the same platform, any new information or learnings are universal and can be distributed quickly and easily.

With staff in all locations up-to-date, everyone feels more equal and mistakes are less likely to be made, eliminating the need for operations teams to write daily email threads outlining what is happening across all locations.

In Tenzo, you can create reports and dashboards with different granularity levels as everyone in the team, from General Managers to Head Office, have different responsibilities, with those needs reflected in the reports used by each team function.

General Managers can see more snapshot data to get an understanding of performance on the go without being overwhelmed with data. Head office; from finance, operations and IT all require reports with deeper granularity with multi-site analysis and ability to deep dive into the data for strategic planning.



Act on the Data

To close the loop **Tenzo's logbooks** enable simple communication about the day's trading. See all your sales, labour, inventory and review data alongside your managers' contextual reports. Immediately understand 'why' behind the data and enable communication and collaboration between those on the ground and head office.

Now that the right data is with the right people, it's all about having this data at the right time. Real-time data allows for instant feedback, and therefore optimisation, allowing for immediate performance improvement.

Staff receiving feedback as soon as possible allows for a better understanding of what has happened and increases their chances of success in the future. With everyone working from the same source of truth, there is increased clarity and no risk of misinterpretation. Operations and C-Suite teams are getting the same daily alerts, whilst local teams also have all the information they need too. **Tenzo alerts**; set a threshold on the metrics you care most about. Operators receive emails when you go above or below the set threshold.

Look at how Fat Hippo has utilised real-time data to add **11% to their bottom line**:



Some of the savings are massive year on year. It's all about pre-empting. You're on the forefoot. Tenzo gives you that ability to highlight potential savings and control costs. There's no point talking about a dip in sales at the end of the week and how we're going to generate more revenue. Control in the moment is key.

Mick Johnson
Operations Director
Fat Hippo

Empowering your team



If you want to empower your team, then you need Tenzo

Use tools to set goals and targets for your business and staff, Tenzo can ensure these targets are based on metrics and quantifiable values. Targets could be set for general business sales or the average transaction value of individual staff members' customers.

Creating goals gives employees something to work towards and an understanding of what they should be achieving, and if they are falling behind. Allowing employees to track their goals in real-time means they can take charge of their performance and ask for help if they feel like they're struggling, before a more senior member of staff steps in. This is especially useful with data being available on mobile devices, as many front-line team members will be away from computers.

This provides an opportunity for you to champion your employees and really make them proud of the work they're doing; giving them positive feedback and making them feel valued in front of the rest of the team motivates everyone to work harder and make more sales, resulting in higher performance.

Championing your staff not only decreases the likelihood of them leaving, but it also improves their productivity. **78% of employees feel more engaged when they feel strong recognition from their employers.** It's important that underperforming staff not reaching the same goals aren't met with any resentment, but instead are given more feedback and help to aid their development.

Streamline Technology to reduce the Workload

Introducing technology within your business reduces the requirements of employees to do time-sapping administrative work. Team members are more likely to enjoy their work if they think that the work they're doing is valuable to the business, and therefore less likely to leave. The variety of technology available to restaurants is wide from online booking systems to wireless temperature monitors that automatically upload data to your systems.

The common theme with all technology introduced is the time-saving factor, most of the mundane tasks that employees have to do can be simplified and eliminated. Data collation is another task that has previously been a huge part of the general manager's role, **Nona's GMs used to spend 2 hours every week collating and understanding data**, that time is now freed up to implement the changes that increase performance.



Effective deployment of staff

Staffing according to demand is key to staff neither feeling overwhelmed nor bored, improving employee retention rate but also controlling costs and maximising sales.

Demand Forecasting allows you to prepare for the number of covers during each service so that you can staff appropriately so your restaurant performs to its best ability. For staff to enjoy their jobs as much as possible, giving them tasks that they were employed to do is extremely important; this means preparing labour effectively.

Ensure that you have the right type of staff working at appropriate times and staffing along with demand, i.e. having more baristas working in the mornings, and bartenders in the evenings. Take advantage of what's most likely to sell during periods of the day to maximise guest experience and sales. **Tenzo's hourly forecasts and by item level** help automate this process, saving your team time in the process to focus on customer satisfaction and ensures wastage is minimised.

Labour productivity

Labour productivity is one of the most important metrics to keep an eye on when it comes to your restaurant's performance, managing sales by labour hour, controlling costs by optimising your labour spend, whilst also improving sales. This can be based on either improving individual employees' productivity or the restaurant as a whole through effective deployment.

Trends can help to identify which of your team are the highest performing, these team members can be an asset in training up the rest of the team; allow underperforming team members to shadow them so restaurant sales continue to improve. Managing your employees' expectations is a good way to set a bar for their performance. Using data and forecasting to predict sales, you can create realistic targets for employees to be hitting, such as giving them a target spend-per-head.

You can use these targets to promote extra productivity through incentivising staff, increasing their performance and therefore sales - and the restaurant's performance. Creating healthy competition between employees to be the best performing is another way to encourage this, promoting staff to take control of their learning to do better for themselves.



Improving performance

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If you want to improve performance, then you need Tenzo

Data Collation Time

GMs having to collate their own data before analysing it can be incredibly time-consuming: using technology to remove the need for this gains employees copious amounts of time and energy, leaving them more time to do what they love: providing hospitality.

Instead of spending 90% of your time collating data and 10% analysing and acting upon it, use technology to spend 10% of your time aggregating data and 90% of your time making improvements based upon it. Generator were able to **cut the time spent on reporting by 75%** by “having Tenzo which has really made our lives so much easier,” according to group operations manager Svenja Siltmann.

Data-driven decisions don't only come from having numbers collated quickly for you, being able to visualise them using graphical data helps to identify trends immediately and problem-solve. Being able to solve any problems within your restaurant as fast as possible limits any damage and allows the business to perform as well as possible.





Human Error

Not only does technology massively reduce the time spent managing restaurants, and the data used to make them improve their performance, but it also reduces the risk of human error.

Human error can come from data manipulation, predicting sales, and also when completing mundane tasks such as carrying out orders, entering orders into POS or preparing the wrong dish. Many are the result of experiencing large amounts of time pressure due to the fast-paced nature of the restaurant business. Using technology to complete tasks is not only more accurate but also more efficient, freeing up GMs' time to run their restaurants and provide hospitality; areas humans are much stronger in than computers.

The chances of humans making mistakes when dealing with numbers is much higher than with computers. Therefore, using technology for number analysis improves the chances of increasing sales as the forecasting and data collation will be much more accurate, allowing for more thorough problem-solving. Human errors risk damaging the performance of your business when placing orders; either in the kitchen or from suppliers. Mistakes in ordering food can mean an increase in waste and therefore costs. Moreover, mistakes when staff are sending customers' orders to the kitchen can result in reduced customer satisfaction, and therefore a drop in sales due to reduced repeat customers.

Improving average value against time per cover

Lacking efficiency in your restaurant and spending too much time on customers that aren't massively contributing to your sales can be damaging to your performance, not only does it hinder making new sales, but it drives your labour costs up.

Measuring the time spent on individual customers is hard to do during service, but using technology to track time spent between seating and paying allows you to review the process afterwards and look to make improvements. A more efficient service allows for an increase in the number of transactions possible during each day, and therefore sales; as well as an improvement in customer satisfaction. Customers appreciate when service is quick - using pay-at-table apps allows customers to pay when they're ready to leave rather than waiting during busy periods.



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