

## CASE STUDY

# Push Powers Up Blackhouse Hospitality Group's Operations



### COMPANY

Blackhouse Hospitality Group is a rapidly growing company located in Los Angeles, California that owns 7.5 restaurants.

### LOCATION

Los Angeles, California

### INDUSTRY

Hospitality

Blackhouse Hospitality Group is a rapidly growing company located in Los Angeles, California that owns and runs 7.5 restaurants. Its portfolio encompasses seven distinct and innovative dining establishments, as well as an exclusive high-end “restaurant within a restaurant” that provides a discrete and luxurious experience. Arguably the most famous Blackhouse restaurant is [Little Sister](#), which has four locations across the Los Angeles metropolitan area. This modern East-meets-West Vietnamese restaurant with a 90s hip-hop backdrop is the driving force behind the company's success.

Growth and expansion have occurred organically for Blackhouse. With several restaurants to run, the goal is to provide distinct experiences with the same core energy, and Blackhouse has done that exceptionally well. Their philosophy is “to prepare and serve creative and innovative experiences with love and respect for food and customers. [They] embrace exploring food without boundaries, gimmicks, or pretense.”





## Running Multi-Restaurant Operations Pre-Push

We recently chatted with Dryas Martinson, Blackhouse's Operations Manager, who handles all daily restaurant operations and HR matters. Martinson has been with Blackhouse since she was 20 years old, holding almost every position, so she understands their pain points first-hand.

Martinson acknowledged the need for improvement in enforcing employee schedules and punctuality. A missed break violation can impede the whole operation for the day. It can disrupt workflow, cause delays, and impact employee productivity. In the long run, if not properly addressed, it can take down a whole company.

***"Before Push, it was challenging because I needed to keep things tight and make sure that everyone was compliant," Martinson stated.***

This is no easy task. With 300+ employees and multiple kitchens, there isn't enough time in the day to guarantee that everyone is being diligent with their schedules. Furthermore, the situation was exacerbated during the pandemic.



## Pain Points Before Utilizing Push

- ☹ Labor compliance
- ☹ HR compliance
- ☹ Difficulties with scheduling and break compliance
- ☹ Challenges in connecting employees with HR
- ☹ Lack of a unified approach to operations due to individual restaurant processes
- ☹ Lack of transparency across different restaurants and locations
- ☹ Challenges for employees in communicating with management and their co-workers during the pandemic
- ☹ Challenges for management in conducting COVID-19 tracing during lockdown periods

## Maximizing Efficiency With an Integrated Solution

After being recommended by Blackhouse's HR consultant, Martinson turned to Push for answers. And she was pleased she did. Martinson was able to seamlessly manage Blackhouse workers' clock-ins, breaks, and hours worked using Push's time tracking feature.

Additionally, employees can now clock in and out using facial recognition technology. Buddy punching is no longer an option and it stops employees from challenging their hours. "When employees try and argue about their times, you can clearly show them a picture of their face. So it's been very helpful."



The software also offers real-time data and integration, allowing her to monitor personnel in various locations without having to go from one to the other. Martinson can access her newly streamlined files from anywhere, at any time, since everything in Push is online and mobile-based.

Push's scheduling software has also proven to be very helpful for Blackhouse Hospitality Group. Martinson can now create schedules quickly and strategically, which simplifies the entire operation. Martinson can also use the software to instantly change workers' schedules to meet the demands of the business.

Furthermore, Push's reports and insights assist Martinson in making time-consuming and labor-intensive reporting more manageable and enjoyable. "The fact that everything exports to Excel is amazing," she said. "I can easily filter reports to just the information needed."

*"We are very, very thankful for Push's break violation feature. Our previous scheduling software didn't have anything to keep you compliant on when breaks needed to be taken. It didn't flag or alert you of break violations. So prior to Push, a lot of that was getting overlooked, and that's a huge issue."*

## With Push, Blackhouse is able to:

- ✓ Eliminate break violations
- ✓ Flag any schedule irregularities
- ✓ Leverage facial recognition and timestamps during clock-ins
- ✓ Ensure clock-ins are tracked so everyone's paid accurately
- ✓ Eliminate the middle person between Blackhouse and its payroll provider
- ✓ Boost employee satisfaction



### Improving Employee Satisfaction

Push helps Martinson in her day-to-day to streamline operations, but Push also helps hourly employees navigate their schedules, request time off, and leave messages or comments for management. Martinson notes: "I've definitely heard some great feedback from employees. Staff like having the ability to leave shift comments when clocking out." This ensures that if they forget to clock back in after a break, they still get paid for their full shift. Requesting time off is also much easier, as before they needed to send off an email and hope that someone would see it and respond. With Push, employee scheduling is much more transparent and streamlined.

## Blackhouse Hospitality Group and Push in the Coming Years

Blackhouse intends to open three more establishments in California during the next five years. They also plan to open locations outside the Golden State over the next decade. Push services will be a part of these expansions, assisting Martinson in streamlining operations and smoothly expanding the business.

When asked whether Blackhouse Hospitality Group would recommend Push to other companies, Martinson unequivocally said, “Yes, especially for restaurants with growth in mind.” Martinson highly recommends Push to other medium and large restaurants for streamlining and scaling operations.

“If you're looking for streamlining and growth, and you have a medium to large size restaurant, or even multiple restaurants, I would definitely say that you should be using Push.”



“

Push has really provided peace of mind. I say it all the time, 'Well, at least I know everything from the date that we started Push we're 100% in the clear from that point on.' I am just so confident that since we've been on Push that we have done everything correctly.

”

## Businesses using our software

*Tim Hortons*

**POPEYES**

THE **CANADIAN**  
BREWHOUSE

*Wendy's*

**A&W**

**Denny's**

**BP**  
**Boston**  
**Pizza**

## Push Can Help You Next

If you work in the food or hospitality industry and need people management services and solutions, book a Push demo now.

**BOOK A DEMO**



