

How CAVA Uses Zenput to Improve SOP Compliance during Rapid Growth

CAVA was started in 2006 by three friends who spent their time gathering around food, with a shared belief that people shouldn't have to choose healthy over satisfying, or substance over flavor.

With a passion for bold, craveable meals and exceptional guest experiences, CAVA's team of 8,000+ employees works hard every day to keep that promise across each of its 260+ chef-casual restaurants throughout the U.S., and in its line of dips and spreads sold in 250+ Whole Foods locations and specialty grocery stores.

AT A GLANCE

 CAVA and Zoës Kitchen

 Chef-Casual Restaurant

 260+ locations across the U.S.

Results

- Cost savings by eliminating paper
- More time to focus on guests
- Improved compliance and accountability



“We were in a very reactionary mode, and needed a system to assist operators with holding their teams accountable, and that was a driving force toward Zenput. With Zenput, we went from reactionary to proactive.”

Lori Goldstrohm, VP Operations Services,
CAVA

CHALLENGE

Shift its operations from reactionary to proactive to build foundational standards and create a culture of accountability, all while sustaining its growth. CAVA was looking for an easy-to-use operations-focused solution to help solve challenges including:

✘ Paper-based processes

Paper shipments and printing were expensive for each restaurant, and challenging to manage, especially when trying to navigate daily changes to food safety protocols and employee health checks across different jurisdictions.

✘ Operational differences

With different brands and service models, it was difficult to get everyone on the same page and balance inconsistencies.

✘ Limited visibility

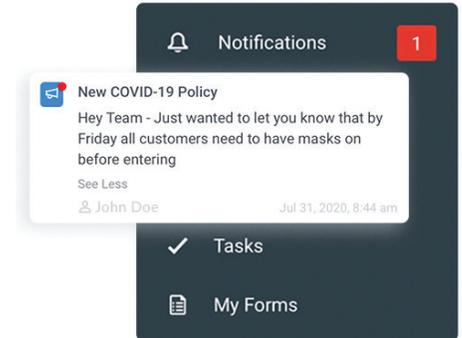
Above-restaurant leaders had limited insight into how and what their restaurants were doing in real-time.



SOLUTION

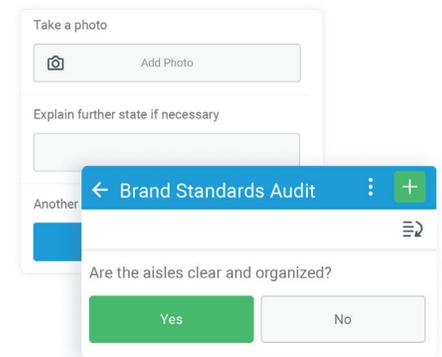
Ease-of-use within one system

Through Zenput, CAVA eliminated paper-based processes and can accomplish the same goals simultaneously, without needing to develop new tools or systems for each brand. With cross-departmental functionality, team members and admins across the organization, including marketing, accounting, supply chain, and risk management, can easily trigger quick changes and share important updates.



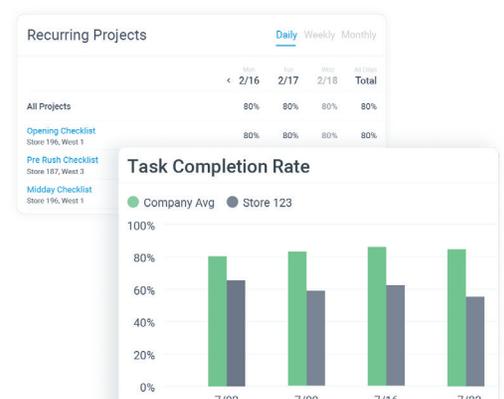
Real-time insights

Photo submissions via Zenput allow for a variety of on-site occurrences to be captured and inspected in real-time, eliminating the need for vendors or leadership to travel back and forth to different locations to assess issues like guest incidents, signage mandates, or equipment malfunctions.



Culture of accountability

CAVA has the ability to quickly communicate with all of its restaurants in multiple ways, including polls, announcements, forms, all of which Zenput can ensure each message has been received. To ensure teams are held accountable and proud of the work that they're doing, Zenput is part of leadership's evaluation process and each store's daily routine, including checklists that help short-staffed teams prioritize focus in their designated roles.



RESULTS



Eliminated expensive paper printing and shipping processes



Standardized processes allow more time to focus on guests



Improved compliance and accountability across the business

“With different brands, it was difficult to have everyone focus on what was important at the time and balance varying standards. With Zenput we have one system to accomplish the same goal for all brands together with slight nuances.”

“There is so much information you get insight into with Zenput. Our favorite aspect of Zenput is the photos. Our general managers and support center find them both easy and valuable. It’s easy for a GM to take a picture and for an area leader to view the picture and follow up accordingly.”

Lori Goldstrohm, VP Operations Services,
CAVA



CAVA continues to evolve its use of Zenput as it prepares for the future. With a solid foundation for its operational standards and processes, CAVA has the confidence to take on and accelerate new initiatives while continuing to grow. Forecasting 500 locations by 2025, CAVA trusts Zenput to help ensure operational accuracy, from new signage to health checks and ever-changing mandates.