



How a Sushi Delivery Service Expanded to Multiple Brick-and-Mortar Locations Amid Staffing Shortages

Tired of being limited to fast food to satiate late-night munchies, two brothers in the Utah Valley launched a fresh idea: late-night sushi delivery.

The concept quickly gained popularity amid college students and young professionals and today the two brothers have grown their business to include multiple brick-and-mortar restaurants as well as delivery services.

This is how a casual sushi concept expanded from delivery-only to multiple profitable locations.

Growing Pains and Challenges

With goals to grow beyond delivery-only, these sushi-loving brothers had to figure out a way to overcome three key challenges.

Challenge #1

Outgrowing Manual Ordering Taking Systems

Initially, the sushi food delivery service relied on a combination of text message orders, spreadsheets, and lots of verbal communication to execute orders. The brothers quickly realized that this system could not scale and was causing more and more problems, including order errors, delays, and unhappy customers.

» They needed a dedicated restaurant POS system to streamline operations, improve order accuracy, and enable them to grow.



Challenge #2

Managing Multiple Locations without Additional Overhead

With expansion plans in motion, the brothers-turned-co-founders needed a restaurant POS system capable of handling orders, workflows, and staff across multiple locations. Ideally, this system would show them what's happening in each location without having to switch between separate dashboards or systems.

» A restaurant technology solution was required to ensure smooth operations and provide remote oversight across multiple locations.

Challenge #3

Keep Operations Running – and Growing – Even with Limited Staff

Even amidst a national staffing crisis, the two brothers were confident in their growth plans. However, to make that happen, they knew that they needed a restaurant technology solution that would enable them to continue serving a high volume of customers even with fewer staff onsite.

» They needed to tap into the power of a simple, easy to use restaurant technology system to meet growing demand despite having fewer employees.

Finding the Right Restaurant Technology Solution

After careful consideration, the two brothers implemented a restaurant technology solution that solved for all three of their main challenges, as well as provided a path to profitability and growth.

The new system included a comprehensive Point of Sale System featuring Online Ordering, Kitchen Display System, Multi-Location Menu Management, Customizable Reporting, and more.



Restaurant POS System Designed to Scale



Finding a POS system that could handle their current order volume and flow as well as keep up with growth goals was key. The Table Needs POS system offered simplicity, speed, and reliability for all the restaurant's immediate needs, plus the ability to seamlessly scale.

With built-in online ordering, a kitchen display system, and menu management tools, the sushi restaurant was able to successfully open additional locations by streamlining operations, improving order accuracy, and increasing efficiency.

Insight Across Multiple Locations



Running a sushi delivery service or single-unit shop is one thing, but managing orders, kitchen flow, staffing, and revenue across multiple locations requires an on-the-go restaurant technology solution. Table Needs was built with flexibility and mobility in mind, enabling the brothers to check in on any of their locations through the Table Needs mobile app or while on-site at a different location.

Straightforward, Simple Design Keeps Operations Running Smoothly



Limited staff means limited time, and getting themselves and staff up to speed on a new system was crucial to success. The brothers really liked the intuitive design and simplicity of the Table Needs Restaurant Operations Platform. Staff quickly learned how to use the new system and found that Table Needs POS's straightforward, simple design smoothed operations and prevented mistakes and confusion, even in the middle of a rush.

Today, the two brothers successfully operate multiple casual sushi restaurant locations in the Utah Valley.



Grow Your Restaurant Business with Table Needs

Have big plans to grow your restaurant business? We're here to help!

Table Needs is the one-stop-shop restaurant technology and business services platform made for the unique needs of independent quick service restaurants, coffee shops, and food trucks. More importantly, we're the only restaurant POS company dedicated to boosting profitability and helping you scale your business, your way.

Book a demo today to learn more.



Table Needs

The hassle-free way to run a thriving restaurant business



Point of sale



Online ordering



Kitchen display system



Menu management



Sales Tax Automation



Cash discount program



Marketing



Bookkeeping



New business support

 **Start the conversation**

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