

Growing Sales with Operational Excellence



In 2024, Grosvenor Pubs and Inns rolled out the S4labour system and Operational Excellence Programme across their business. We spoke to Sam King, Business Director at the founder-led pub group, which consists of 11 individually designed sites, to see what they have achieved.

"We approached S4labour because we were frustrated with the amount of time and productivity we were getting out of the GMs and Head Chefs in their rota writing. We were finding that a lot of team were on at points in the business where they weren't needed for our guests."



"The goldilocks visits involved the S4 consultants visiting the individual sites to bespoke the system and establish the perfect rota for each individual rota build on that basis. We then worked out the rhythm and routine of the week of when we needed people in and when we didn't. With some incremental changes to each business, it meant that, as a whole, Grosvenor became more productive, more efficient and certainly on site it gave a lot of control and knowledge to the fingertips of our general managers."

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"We found, as a business, we were taking more money and the cost, our labour cost, was actually staying the same. So, the 3% swing in labour cost was actually down to more sales rather than that horrible word of 'cutting' and 'chopping' hours.

I would recommend S4 and the S4 team to any business which is feeling that they've got more to get out of their properties, their business and their wage line."



Find out more

www.s4labour.co.uk