



WR Restaurants Deters Employee Theft with NCR Aloha Restaurant Guard



An NCR Case Study

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Ken Bashore: Regional Director, WR Restaurants

The customer

WR Restaurants was founded in 1994 in Sioux Falls, South Dakota, and today operates seven restaurant concepts with a total of 24 sites across five states. Its concepts include Minervas Restaurant, Minervas Food & Cocktails, Minervas Restaurant & Bar, Minerva's Grill & Bar, Kahills Steak, Fish & Chops, The Phillips Ave Diner and RedRossa Napoli Pizza. With a mixture of fast casual, fine dining and banquet facilities, WR Restaurants knows what it takes to operate restaurants successfully.

The challenge

Like many restaurant operators, the staff at WR Restaurants never would have suspected or guessed that employees were stealing from the business. "We have a very close-knit family of employees who work for us, and many of them have been doing so for years," says Ken Bashore, regional director for WR Restaurants. The majority of WR Restaurants have used NCR (formerly Radiant Systems) technology since the mid 1990s, and Bashore learned about Aloha Restaurant Guard through Retail Data Systems, its Aloha reseller. "While I didn't think we had a problem with employee theft, I was curious about Aloha Restaurant Guard and decided to pilot the application," says Bashore.

The solution

WR Restaurants piloted the Aloha Restaurant Guard application in two of its sites. This application is a powerful employee theft deterrent that is able to pinpoint fraudulent activity that occurs on the point of sale. The product scans transactional data and tracks historical trends to identify employees who may be performing suspicious activities. It then gives restaurant operators the necessary data to support its findings. Aloha Restaurant Guard also provides user-friendly server summary reports that give operators insight into their best and worst performers. It is an above-store application, which means that it can be implemented quickly with no interruption to a restaurant's operations.

The results

WR Restaurants has seen outstanding results since implementing Aloha Restaurant Guard. Bashore was overwhelmed with how substantial and in-depth its reports were. "Immediately after receiving the first reports, which were at least nine pages from each store, I sat down and was shocked at the amount of theft that was occurring in our restaurants," says Bashore. At one restaurant alone, the total amount stolen between two employees added up to over \$43,000. Another location had \$20,000 in losses. "We realized that for every \$1 coming into our restaurants, 4 cents was being taken off of the top from employee theft," says Bashore. The greatest volume of suspicious activity was from transfer scams, and in one instance, an employee had 19 items that she was transferring around in just one day. So far, many of the servers caught using Aloha Restaurant Guard have cooperated, and the company has received a significant portion of its money back. Now that WR Restaurants has started confronting employees and they know activities are being monitored, instances of potential theft have decreased dramatically. "I've been in the restaurant industry for a long time, and Aloha Restaurant Guard is one of the coolest POS applications I've seen," says Bashore. "This product is a really powerful tool, and restaurant operators would have no idea of the amount of theft occurring in their businesses unless they are using it."

Key Highlights

Location: Sioux Falls, South Dakota

NCR Aloha Technology Solution:

- Point-of-sale software and hardware
- Stored value applications
- Employee theft deterrence application

Partner: Retail Data Systems

Benefits:

- Discovered vast amounts of fraudulent server activity from just one report
- Caught several employees whose theft totaled more than \$67,000
- Used transactional data from Aloha Restaurant Guard to receive the majority of the stolen dollars back from employees
- Dramatically decreased employee theft in the restaurants, increasing the overall profitability of the organization



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