Serving a world of flavor while saving millions of dollars in labor with Fourth

20% increase in
forecasting accuracy

4 million saved
post HS implementation

Since 1995, Noodles & Company has been squarely focused on nourishing and inspiring every team member, guest, and community it serves. From globally inspired noodle bowls to service to the way the company conducts business, the casual dining operator believes its fresh, unexpected, and human perspective sets it apart.

Challenge

As Noodles & Company expanded from a single store in Denver to more than 450 across the country, the fast-casual operator sought a more sophisticated labor management and staffing solution than its current manual system powered by Excel.

- The brand didn't always have the right people in place at the right time from food prep to closing – hurting margins.
- Noodles managers needed to focus on guests, not on being data scientists.
- It was difficult for the vast part-time employee base to access schedules.
- Maintenance and management of the manual system was time-consuming, inefficient, and fragile.
- Team member engagement and turnover needed improvement.
- Managing change, team member communication, and inspiration was challenging.

Solution

Noodles & Company selected Fourth as its scheduling solution provider, believing the company offered the right knowledge, category expertise, and proven solution with HotSchedules.

- Smart modeling identifies areas to optimize staffing levels and achieve labor savings.
- Advanced labor scheduling offers very specific shifts by position based on business needs.
- The always-available, easy-to-use app allows the chain to message thousands of team members in real time.

Additionally, Fourth analytics empowers managers with the right data at their fingertips, while AI-powered labor optimization tools identify meaningful cost savings.

> "We saw the magical formula both satisfying the financial needs and the service needs of the business with the Fourth solution."
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> "Through the advanced labor rules from Fourth, we've been able to level the playing field regardless of the experience, technical acumen, and comfort that a manager might have."

David Lehn
Director of Project Management,
Noodles & Company

Result

HotSchedules delivered the right people in the right positions at the right time. Additionally, the app is the primary way that employees choose to receive information from the company besides text messaging.

- 20% more accurate labor forecast.
- Reduced labor spend by $4 million after implementing HotSchedules and have made further reductions by adjusting their operating model.

Industry
Fast-casual restaurants

Locations
468

Employees
8000+

Product
Labor optimization AI forecasting

Workforce management solutions
Workforce management
Advanced analytics

Customer since
2018