

## CASE STUDY

# *Thriving Family Restaurant Successfully Transitions to Prospera Restaurant Management; Sees Rapid Freedom and Growth*



A successful, family-owned restaurant had been serving a resort community since 2015. The family approached Prospera in 2020 to help solve several challenges.

### *The Restaurant's Challenges and Goals*

- + Owners were not able to achieve growth goals.
- + Owners felt overly consumed with day-to-day operations.
- + The new, expanded space had setbacks trying to open.
- + Restaurant struggled to keep regular hours or stay open all week due to small staff's availability.
- + Owners needed time to find and develop other locations.

### *Prospera Hospitality's Personalized Consultation*

- + Conducted an in-depth initial briefing with owners, full document and data review, and an on-site audit of the facilities and operations.
- + Completed a comprehensive assessment and presented it to owners, including recommendations for processes that were working efficiently and suggestions for areas of opportunity for improvement, modification or change. This helped create the strategy for success.

### *Initial Accomplishments*

- + Helped recruit and develop a new Restaurant Management Team, freeing the owners to step back from the day-to-day operations.
- + Created job descriptions and training guidelines for the new Restaurant Management Team.
- + Established a complete Team Member Handbook for consistent, proper employee practices.
- + Assisted with the acquisition of a new POS System and, in conjunction, helped negotiate more favorable credit card processing fees, resulting in annual savings of \$30,000 or more.

## IMPROVEMENTS FROM PROSPERA RESTAURANT MANAGEMENT

*With consistent staff and restaurant management team, restaurant could now:*

- + Open 7 days/week instead of 6
- + Keep more consistent operating hours
- + Regularly operate second venue
- + Open a new serving period: breakfast on weekends
- + Develop a delivery program
- + Successfully execute private parties and special events

*More compliant employee practices*

*Better financial reporting. Prospera is now responsible for all accounting, which allows the management team to focus on food and beverage cost, labor cost, and profit margins. Now owners have a full understanding of the business' financial well-being.*

## FINANCIAL RESULTS FROM PROSPERA RESTAURANT MANAGEMENT

*37% increase YOY sales  
from 2020 to 2021,  
with 17% net profit*

*29% increase YOY sales  
from 2022 to 2023,  
with 19% net profit*

*Total of 77% increase in sales from time of Prospera's initial involvement*



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FOR RESTAURANTS OF  
ALL SIZES AND OFFERINGS,  
PHS PROVIDES:

- + *Resources and support*
- + *Established processes and training on industry standards*
- + *Best practice recommendations on: cleanliness, sanitation and food safety; proper alcohol service; HR issues; sales opportunities, and more*
- + *Accounting and financial services*

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READY TO LEARN MORE?

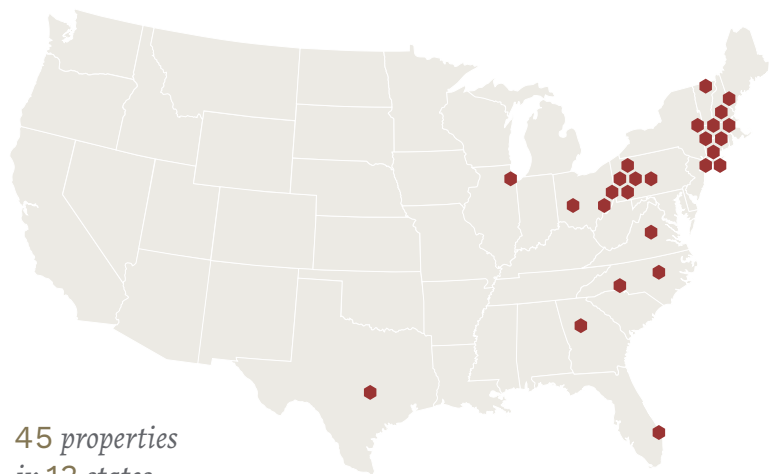
Let's start a conversation today  
– focused on your goals – and  
discover how Prospera Hospitality  
can help your restaurant flourish.

Call 412.921.6200 or visit  
[ProsperaHospitality.com](http://ProsperaHospitality.com)



## PERSONALIZED RESTAURANT MANAGEMENT SERVICES FOR ALL TYPES OF PROPERTIES

Founded over 20 years ago by a team of experienced hospitality management professionals, Prospera Hospitality is a nimble, innovative hotel and restaurant management company committed to helping manage uncertainty and operate sustainably in today's changing industry. We offer full-service hotel and restaurant management, with a focus on efficiency and profitability.



45 properties  
in 13 states

PROSPERA PROPERTY &  
RESTAURANT MANAGEMENT