Whitepaper

Employee Behaviors That Cost Restaurants Money

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Employee Behaviors that Cost Restaurants Money

Employees are the core of any business, but this is especially true in restaurants. It is the service industry after all. Although restaurant automation is increasing in some formats such as QSRs, restaurants rely heavily on their team members. And with a labor shortage across the industry, hospitality employees are more valued than ever.

However, employees can be both a restaurant's greatest asset as well as its greatest threat. Employee theft is the biggest contributor to restaurant shrink. We've outlined some statistics below showing the prevalence of the problem.

It's not just employee theft that chips away at thin restaurant margins – it's also unintentional employee behaviors that end up costing your restaurant money. With the labor shortage and increasingly high turnover among restaurant employees, many stores can't train new staff as thoroughly as needed to avoid some of these behaviors.

The good news is you can do something about it. In this whitepaper, we outline the main ways that employees steal from restaurants. From the manipulation of tips and misuse of discounts to the abuse of meal policies and cash transaction frauds, you'll know exactly what to look out for.

Next, we look at unintentional employee behaviors that end up costing your restaurant money so you can detect them and then train employees to improve. Once you know what to look for, we'll show you how to look for them. We'll also share with you techniques to combat employee theft, as well as share the exact tools that can help you identify and stop employee behaviors that are eating away at your margins.

Let's get started!

According to the National Restaurant Association, 75% of restaurant inventory shrinkage in the US is due to employee theft, costing restaurants an estimated $20 billion per year. That adds up to about 4% of restaurant sales – in an industry that runs on thin margins that are often between 3-5%.

The Shulman Center for Compulsive Theft and Spending estimates that one-third of all U.S. corporate bankruptcies are directly caused by employee theft.

Over a third of restaurant failures are partially due to high levels of employee theft.

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7 Ways Employees Steal from Restaurants

In this section, we look at 7 main ways employees steal from restaurants and break out some of the methods in each.

Cash Theft

While cash has been on the decline as a payment method and restaurants see a higher percentage of card payments than other businesses, cash remains an important payment source. While according to one survey, dine-in restaurants accept 75% of all payments with a card, quick-serve restaurants (QSRs) have a notably high percentage of cash customers, with nearly 40% of customers paying with cash.

The nature of cash payments makes them particularly vulnerable to employee theft. Below are a few methods through which cash theft commonly occurs:

Skimming Off the Register Before Sales Are Recorded
This method involves employees taking cash from customers without ever recording the sales on the POS system. By not entering the transaction, the employee pockets the money directly, leaving no trace of the sale.

Not Ringing Up Sales and Keeping the Cash
Similar to skimming, this tactic sees employees serving customers—often with quick, easily handed over items like drinks—and then keeping the cash without registering the sale. This practice is particularly common in fast-paced environments where immediate oversight is challenging. Extended transaction durations are a red flag. Keeping a transaction open in the drive-through or at the cashier for an extended period, allowing employees to make unauthorized changes or take cash from the drawer.

Creating Fake Refunds and Pocketing the Money
Some employees process refunds for transactions that either did not occur or involve items never returned, then take the refunded cash for themselves. This requires manipulation of sales records and often preys on less stringent auditing processes.

Checks Modified to Zero
A more calculated method involves modifying checks to show a zero balance after being open for several hours. Employees use this technique to void items already served, pocketing the equivalent cash under the guise of correcting a mistake or customer dissatisfaction.

Voiding Transactions After Cash Sales
After completing a cash transaction, an employee voids the sale or engages in a no-sale transaction, removing any record of the sale and keeping the cash. This often relies on the ability to perform voids without immediate managerial approval or oversight.

Specialty Drink Scheme
In this scheme, an employee serves a specialty drink (like a margarita), charges the customer, and then voids the drink order to pocket the cash. They might justify the void by claiming the drink was unsatisfactory or pretend the cash was a tip for exceptional service.

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Credit Card Fraud

Credit card fraud involves the unauthorized use of a customer's credit card information or the manipulation of credit card transactions to siphon off funds illicitly. While credit card transactions have more protection than cash, this doesn't make them immune to employee theft.

Cases of credit card theft by restaurant employees, especially at QSR's, happen regularly. In December of 2023, employees at Burger King and Wendy's in Mobile, AL were arrested in separate cases of credit card theft, while in October, 10 employees at an Indiana Hardee's were caught stealing $15,000 from customers in a credit card scheme. Below are several methods through which employees might engage in this type of scheme:

Stealing Customer Card Information
Some employees engage in skimming, which involves copying the information from a customer's credit card using a small device known as a skimmer. They then have access to the customer's card information, which they can use to make unauthorized purchases or sell or give that access to others. One case involved waiters at several Manhattan steakhouses using skimmers to extract card information from patrons, which was then used to fund a luxury goods reselling scheme. It might be rare for employees to engage in such organized fraud, but an employee might also steal customer card information in a more low-tech way by discreetly taking a photo of a customer's credit card with a smartphone or writing down the card details while processing a transaction.

Adding Extra Tips Without Consent
Some employees take the liberty of adding extra amounts to the tip field of a credit card slip after the customer has signed it. This unethical practice inflates the total charge to the customer's card, with the additional funds going directly to the employee. This type of theft can be challenging to detect, especially if the amounts are small and customers don't scrutinize their statements closely.

Creating Fake Customer Refunds
Like the cash theft method of fake refunds, the employee processes a refund to a credit card they control, pretending it's for a dissatisfied customer. This requires access to the POS system and the ability to manipulate transaction records.

"Friendly Fraud"
This type of fraud occurs when an employee processes a payment on a friend's or relative's card with the understanding that the charge will later be disputed. The result is that the employee and the accomplice split the refunded amount, while the restaurant absorbs the loss.

Phantom Orders and Manipulating Point-of-Sale Systems
Advanced fraud might involve manipulating the POS system to alter the amounts charged to a card, either increasing or decreasing charges without authorization, often to cover up other discrepancies or thefts.

For instance, employees might add unauthorized charges by creating fake orders or inflating actual orders, then voiding these transactions after the customer has been charged. The employee then pockets the cash equivalent of the voided sale, exploiting the discrepancy between the recorded sales and the actual sales.

7 Ways Employees Steal from Restaurants

Inventory Theft

Inventory theft is a significant challenge in the restaurant industry, affecting everything from food and alcohol to supplies and equipment. The theft of these items raises food cost and prime cost, hurting margins, and can lead to substantial financial losses and disrupt the operational efficiency of a restaurant. Employees might engage in various methods to steal inventory or cover up their actions, including:

Direct Theft of Food, Alcohol, or Supplies
The most straightforward method of inventory theft involves employees directly taking items for personal use or selling outside the restaurant. This could range from food products and expensive cuts of meat to bottles of alcohol or even kitchen supplies. Such theft often exploits gaps in inventory management and oversight.

Creating Fake Orders
Some employees create fake orders or manipulate order quantities to account for stolen inventory. For instance, the employee generates a bogus order for extra ingredients or supplies, takes the excess for personal use, and then adjusts inventory records to match.

Voiding Transactions to Cover Up Theft
In a similar vein to manipulating orders, employees void transactions or create fake returns after removing items from inventory. This action makes it appear as though the items were never sold or were returned by a customer, thereby justifying the discrepancy between physical inventory counts and sales records.

Misreporting Waste or Spoilage
Employees intentionally misreport items as wasted or spoiled to account for missing inventory. By claiming that food had to be thrown away due to spoilage or preparation errors, they can mask the theft of items from the kitchen.

Theft During Receiving
Theft can also occur during the receiving process when goods are delivered to the restaurant. Employees might intentionally fail to record certain items on delivery invoices, allowing them to take the unaccounted items without detection.

95% of businesses encounter problems with employee theft according to the California Restaurant Association

75% of employees say they've stolen from their employers at least once during their employment according to the US Chamber of Commerce

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7 Ways Employees Steal from Restaurants

Time Theft

Time theft in the workplace occurs when employees receive compensation for hours they didn't work. While this might seem less egregious than stealing inventory, it impacts the bottom line just the same, inflating your labor costs. Various methods exist through which employees might engage in time theft, exploiting gaps in timekeeping systems or managerial oversight.

Unauthorized Clocking In and Out
The most simple and common way to commit time theft is that employees may clock in earlier than their scheduled start time or clock out later than their actual end time to inflate their worked hours. Alternatively, they might have a colleague clock in or out for them—a practice known as "buddy punching"—to get paid for time they were not present.

Disappearing on the Job
Some employees take unscheduled breaks or disappear from their work area without authorization, effectively getting paid while not working. This includes leaving the premises or engaging in personal activities during work hours.

Rounding Time Up
When manually recording time, some individuals round up their hours worked more generously than is accurate. For example, if they worked until 5:52 pm, they might record it as 6:00 pm, consistently overreporting their work time.

Sleeping on the Job or Doing Personal Activities During Work Hours
Although it may seem obvious, sleeping during work hours is a form of time theft. This is particularly relevant in jobs with long hours or overnight shifts where oversight may be less stringent.

With the accessibility of smartphones and the internet, employees might spend significant amounts of work time on personal activities, such as browsing social media, online shopping, or managing personal affairs. This diverts paid work time to non-work-related tasks.

Taking Extended Breaks
Taking longer-than-authorized breaks is a common form of time theft. Employees might extend lunch breaks or other scheduled breaks without making up the time, reducing their actual work hours.

Due to a historic hospitality labor shortage, you may choose to give employees some leeway when it comes to some of these infractions, especially if they are minor. However, when abuse is allowed to expand too much or continue unchecked, so does the impact on your bottom line.

A 2017 survey found around half of US employees admit to adding between 15 minutes and an hour to their timesheets.

7 Ways Employees Steal from Restaurants

Abuse of Discounts and Comps

Discounts and complimentary items (comps) are common practices in the restaurant industry, often used to promote customer loyalty or rectify service mishaps. However, when employees misuse these perks for personal gain, it can result in significant revenue loss and undermine the integrity of promotional efforts. Here are a few ways discounts and comps can be abused:

Unauthorized Discounts
Employees might apply discounts to bills without valid reasons or beyond their authority to do so. They might do this to gain favor with customers to receive better tips or give them away to family and friends.

Excessive Comping
Similar to unauthorized discounts, some employees comp items excessively, claiming they are addressing customer complaints or dissatisfaction that may not actually exist. This practice not only results in lost revenue but can also inflate the perceived issues with service or food quality, potentially harming the restaurant's reputation.

Personal Use of Discounts and Comps
Employees misuse their ability to apply discounts or comps for personal orders or for orders placed by acquaintances, under the guise of legitimate promotional use. This abuse directly translates into reduced revenue and can encourage a culture of dishonesty if left unchecked.

Falsifying Reasons for Comps
To justify comps, the employee falsifies records or invents reasons, such as unsatisfactory food or service errors, that require the item to be comped. This manipulation not only affects revenue but also skews data on customer satisfaction and service quality, which can have long-term impacts on operational decisions.

Manipulating Sales to Increase Tips
In some cases, employees apply discounts or comps or give away items to lower the total bill for customers in the hope of receiving a larger tip in return. While this may seem like a win-win for the employee and the customer, it unfairly shifts the cost to the restaurant and distorts the purpose of tipping as a reward for service.

Gift Card and Loyalty Program Abuse
Loyalty programs are designed to reward returning customers and encourage repeat business. However, employees might tamper with loyalty program data to award points or benefits to themselves, friends, or family members without legitimate transactions. This abuse undermines the program's integrity, defrauds the restaurant, and potentially alienates genuine customers due to devaluation of rewards or perceived unfairness. Employees might also issue gift cards without proper transactions, using them as a form of currency or selling them for cash.

On average, the daily theft that occurs in a restaurant equals $1.67 per server.

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7 Ways Employees Steal from Restaurants

Manipulating Sales Records

Manipulating sales records is a deceptive practice that can significantly impact a restaurant's financial health and operational integrity. By altering or falsifying sales data, dishonest employees can conceal theft and artificially reduce the restaurant's reported income, leading to tax discrepancies and skewed financial analysis. Here are several ways sales records manipulation can occur:

Deleting Sales Entries
After completing a sale, the employee deletes the transaction record from the POS system. This action allows them to pocket the cash from the sale directly, as there will be no digital trace of the transaction having ever occurred.

The Wagon Wheel Scheme
The wagon wheel is a common and well-known scheme involving moving items like drinks or self-serve items from one check to another across different tables, allowing an item to be charged multiple times to different customers, but only being officially rung up once. This scam is more prevalent in table service environments and involves manipulating split checks and seat numbers. Learn more about it here.

Falsifying Sales to Cover Theft
Employees may engage in theft of cash or inventory and then manipulate sales records to cover their tracks. For instance, they might report higher sales of certain items to justify the depletion of inventory or adjust sales figures to account for missing cash.

Underreporting Sales
Intentionally underreporting sales is another form of manipulation where employees report lower sales figures than achieved. This could be part of a scheme to evade taxes or to create a slush fund from the unreported income.

Altering Transaction Values
Modifying the values of transactions after they have been completed is another method used to manipulate sales records. The employee decreases the value of a sale in the system and takes the difference in cash, thereby stealing from the restaurant while making the sales records match the cash on hand.

Creating Ghost Sales
In this scenario, employees create fictitious sales or void genuine transactions to siphon off goods or cash. These "ghost" sales can be used to explain discrepancies in inventory or to pocket money from actual sales that are later voided from the record.

Every day, there is a 16% chance that a server will steal from the restaurant

1.1% of servers have stolen from their job over 50 times.

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7 Ways Employees Steal from Restaurants

Collaborative and Complex Fraud Schemes

Beyond these direct forms of theft can come more complex collaborative fraud schemes. While these may be less common, these more sophisticated forms of theft can be hard to detect and add up to big losses for unsuspecting restaurants. These types of schemes can happen at any type of restaurant, from small local restaurants to QSR chains.

Vendor Collusion

Vendor collusion is a classic example of a collaborative fraud scheme where an employee conspires with an external vendor to inflate invoices or create phantom orders. This type of fraud can lead to significant financial losses as the restaurant pays for goods that are either overpriced or never delivered. Vendor collusion may include:

- Kickbacks and bribes. An employee may accept bribes from a vendor in exchange for ensuring their products are purchased by the restaurant, often at inflated prices or in unnecessary quantities. This not only increases the restaurant's expenses but also undermines fair competition among suppliers.
- Falsified invoices. Employees may collaborate with vendors to issue falsified invoices that overstate the cost or quantity of delivered goods. The restaurant pays the inflated invoice, while the employee and vendor split the excess money. This deceit directly impacts the restaurant's bottom line.
- Substandard supplies. An employee might agree to accept lower-quality goods from a supplier at the price of higher-quality items, with the understanding that the difference in cost will be shared between them.
- Phantom deliveries. In some cases, an employee and a vendor might conspire to bill the restaurant for deliveries that never occur or for items that are significantly under-delivered. These phantom deliveries result in the restaurant paying for goods it never received.

Manipulating Order Quantities

Colluding employees might manipulate order quantities, either ordering more than necessary or approving invoices for quantities greater than were actually delivered. The surplus goods might then be sold on the side, or the restaurant might simply be overcharged.

Fake Employees on Payroll

Another sophisticated fraud involves adding fake employees to the payroll system. In this scenario, an insider with access to payroll management creates non-existent employees and directs their supposed salaries to bank accounts controlled by the fraudster.

The manager of a Philadelphia-area Wendy's was caught last year after stealing over $20,000 through a fake employee scheme. This type of scheme can go unnoticed for months, especially in larger operations where individual employee oversight might be less stringent.

Collaborative Online Order Fraud

With the rise of online ordering, some fraud schemes involve creating fake online orders using stolen credit card information. Employees might collaborate with external parties to place these orders, ensuring that the fraudulent transactions are processed smoothly in return for a share of the profits.

Unintentional Employee (and Manager) Behaviors That Cost Restaurants Money

While employee theft is the biggest contributor to shrink in restaurants, it's not the only employee behavior hurting restaurant margins. Unintentional employee behaviors can also hurt the bottom line. And with a labor shortage and increasingly high turnover among restaurant employees, many stores can't train new staff as thoroughly as needed to avoid some of these behaviors.

The good news is, unlike intentional theft, many of these behaviors can be corrected by identifying and then training and incentivizing employees to change. While some of these behaviors may appear small, repeated costly actions by your team can add up to surprisingly big impacts on margins. In this section, we explore unintentional employee (and manager) behaviors that cost restaurants money.

Wasting food and other supplies
Food costs are one of the biggest costs for your restaurant and keeping them under control is key to maintaining profitability. Various employee behaviors, from accidents to not properly controlling portion sizes, can lead to unnecessary increased costs. While accidents and mistakes are part of doing business, consistent waste increases operational costs, and can be fixed by monitoring and training staff to correct those issues.
When you look at your POS data, you get a theoretical number on what your food cost should be based on what you've sold. However, when your team does inventory, the actual inventory will often have a discrepancy between the theoretical number from your sales data. The delta between these two is where employee waste occurred.
To minimize waste, you need to attribute sources of loss to their causes. Was the inventory loss caused by accident, by not following procedure, or by lacking proper procedures in the first place? Or were they caused by intentional employee theft? By using analytics in conjunction with video data, you can track loss events to their source.
Then, discover where the issues are that need to be fixed. Are employees wasting disposable items? Do portion sizes need to be controlled? Did food costs go up at a certain store location? If so, you may want to check the cameras and open a case to identify the cause of an unexpected spike in costs. While some accidental loss will always occur, you can minimize preventable loss through monitoring and training.

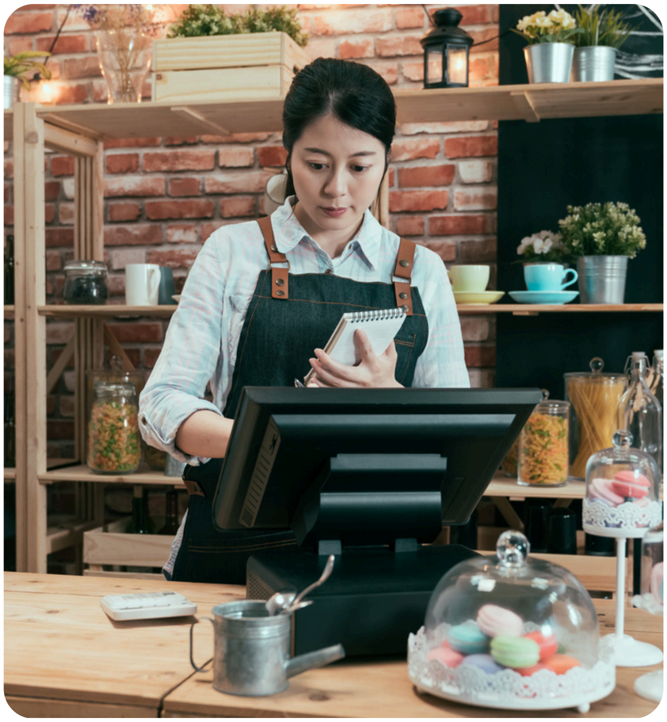
Not properly charging guests
Comping meals or certain items to satisfy an unhappy guest is common restaurant practice. However, sometimes employees will overuse this power, often to receive a bigger tip. One common issue we see is waiters routinely not charging for nonalcoholic beverages such as sodas. If your restaurant has a soda machine, it may not seem like a big deal to fill up the cups for the guests and expect that they'll pay you back when it comes time for the tip. However, this quickly adds up. Some Agilence customers had locations losing thousands of dollars a month due to employees giving out free sodas. One way to identify this is by using analytics to look at the typical number of beverages per entree. If a disproportionate number of entrees are served with only a cup of water, the location you're looking at is likely facing this issue.

> **"As soon as we got the tool up and running, we saw an immediate impact on our ability to identify and resolve cases of internal theft and operational errors."**
> - Mike Keller, Manager of LP at Panera Bread

Unintentional Employee (and Manager) Behaviors That Cost Restaurants Money

Unintentional employee "theft"
Unintentional theft? It may sound like an oxymoron. No, we're not talking about accidentally walking out with the cash drawer, but rather a variety of ways employees unintentionally contribute to losses through mishandling of checks or restaurant funds, improper discounting, incorrect void processing, erroneous order entries or inaccurate tip reporting, which can negatively affect the restaurant's revenue and compliance with tax laws.

For example, an employee might unintentionally key in a lower-priced item instead of the chosen premium option, or forget to charge for add-ons, resulting in underreported sales. Even time theft isn't always intentional – sometimes employees genuinely forget to clock out and it goes unnoticed. Over time, these small discrepancies can accumulate, leading to a substantial drain on profits. Additionally, such practices, when unnoticed, can inadvertently encourage a lax culture around adherence to pricing and billing procedures.



Inefficient staff scheduling by managers
With the current labor shortage, restaurant managers must be judicious about scheduling employees. And with labor costs rising, it is crucial that restaurants do everything they can to minimize labor costs while ensuring their locations are properly staffed at key times to provide a quality customer experience.

Analytics can help restaurant managers align staff schedules with peak business hours to avoid overstaffing or understaffing and negatively affecting labor costs or service quality. By looking at your sales patterns, managers can make informed decisions when it's time to create schedules.

Analytics can also help avoid unnecessary overtime, which can greatly increase labor costs. Managers can receive an alert when an employee is close to hitting their max allotted hours, ensuring employees don't accidentally go into overtime territory.

Unintentional Employee (and Manager) Behaviors That Cost Restaurants Money

Lack of upselling
One often overlooked but significant unintentional employee behavior that costs restaurants money is the lack of upselling. Upsells are key to increasing restaurant sales. When servers miss opportunities to recommend higher-priced items, add-ons, or specials, the restaurant loses potential revenue on each transaction. This shortfall accumulates over time, significantly impacting overall profit margins.

Analytics can play a pivotal role in identifying this issue by analyzing sales data to spotlight trends and patterns in ordering. For instance, if certain items that are commonly upsold together rarely appear on the same ticket, it may indicate missed upselling opportunities. Reports on ticket averages can alert you to which employees aren't attempting to upsell. By leveraging such insights, restaurant owners and operators can pinpoint which employees might benefit from additional training on upselling techniques, ultimately turning these missed opportunities into increased revenue and improved customer satisfaction.

Inefficient table turns
Table turnover is a key metric for measuring your restaurant's efficiency. Inefficient table turning and poor time management by restaurant staff is another subtle yet impactful behavior that can erode a restaurant's profitability. When tables are not turned efficiently, the result is fewer guests served per shift, directly affecting daily revenue. This inefficiency often stems from poor time management, including slow order taking, delayed food service, and procrastinated table clearing and resetting.

With analytics, restaurant owners and operators can gain insights into service times and identify bottlenecks in the dining experience. By analyzing data on the duration guests spend at tables and comparing it across different times of the day or with different staff members, operators can where processes should be optimized. This enables targeted interventions, such as staff retraining or procedural adjustments, to enhance operational efficiency.

Negligence in following protocols
Employee negligence in following protocols, such as for proper food storage and handling or equipment maintenance, represent critical areas where unintentional employee behaviors can substantially cost restaurants money. Poor practices in these areas can lead to increased food spoilage and waste, elevating food costs and decreasing margins. For instance, failing to store food at the correct temperature or mixing stored foods can cause premature spoilage or pose health risks, leading to potential loss of inventory and, even worse, foodborne illnesses among guests, which could result in hefty fines and damage to the restaurant's reputation.

Additionally, negligence in adhering to cleaning and maintenance protocols can cause equipment to fail earlier than expected, leading to expensive repairs or replacements. Fostering a culture of accountability and using store audits to track and ensure protocols are being followed can help.

"Agilence gives our teams insights into day-to-day operations allowing us to identify real opportunities for success."
- JoAnn Yonder, President and COO of Brumit Restaurant Group

What Restaurants Can Do

To address the problems, restaurants should employ several strategies. Some of these are manual actions, such as using secret shoppers to assess quality and compliance, performing manual liquor inventory checks, or checking video cameras when something seems off. While these types of actions have their place, they offer a limited scope and frequency and are labor-intensive and prone to errors.

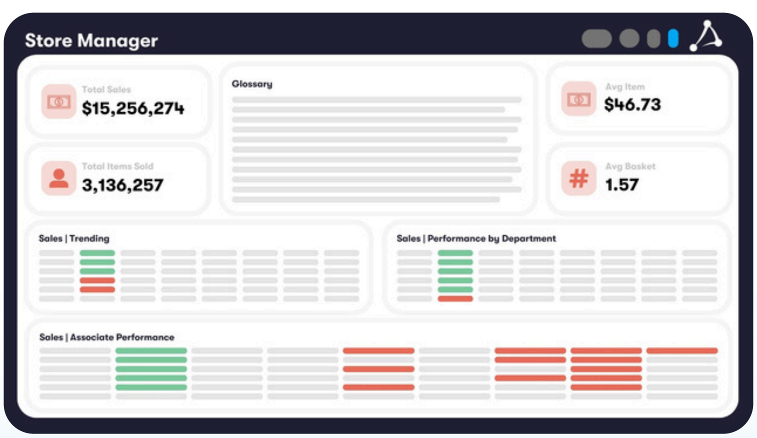
The best way to get an overview of these behaviors happening in a restaurant is through the power of data analytics. Analytics can be a powerful tool for restaurants aiming to prevent loss and reduce shrinkage by providing comprehensive oversight into daily activities, identifying trends, recognizing anomalies, and more. By monitoring inventory levels, sales data, and employee performance, restaurants can optimize stock management, menu offerings, and staff efficiency. Long-term trend analysis helps in understanding customer preferences, peak dining times, and waste patterns, enabling informed decisions that minimize waste and enhance operational efficiency.

Analytics can also assist in quickly spotting irregularities, such as fraud or inventory discrepancies, and send alerts when these irregularities occur, thus preventing potential losses before they escalate. Integrating POS systems, CCTV, IoT sensors, and other data sources with analytic tools can provide detailed reports on sales activities, monitor suspicious activities, and ensure food safety by tracking storage conditions. By leveraging these insights, restaurants can better manage costs and reduce preventable sources of loss, such as employee theft or food waste, ultimately leading to improved profitability and streamlined operations.

However, most food service chains don’t have a dedicated loss prevention (LP) team, with only around a third of large restaurant groups having full-time LP staff. Usually, these responsibilities fall under operations, who have many other, more pressing responsibilities and may not have specialized tools and skills for loss prevention.

When restaurant operators do use data, they tend to rely heavily on point-of-sale (POS) data, using built-in reports to monitor discounts, voids, and sales. However, these reports typically lack depth and fail to provide actionable insights. Restaurants often have separate systems for cameras, inventory, and POS, which do not communicate with each other, making it difficult to correlate data and identify issues. The most advanced multi-location operators may have an in-house reporting tool, but these are usually not purpose-built or easily customizable, limiting their ability to adapt to new challenges or insights. Without comprehensive analytics, restaurants tend to react to problems only after they become egregious, missing opportunities for early intervention and prevention.

There’s a better way with **Agilence Analytics**.



How Agilence Can Help

Agilence Restaurant Core
Agilence Restaurant Core, built on the Agilence Analytics Platform, comes with several pre-built reports and dashboards out of the box, specifically designed for identifying theft and fraud and minimizing shrink. These dashboards, combined with alerts, make it easier to identify sales-reducing behaviors and can reveal fraudulent activities, discount abuse, voided transactions, return and cancellation patterns, employee behavior outliers, and much more.

Agilence Restaurant Core was developed specifically for improving restaurant margins, based on years of working with restaurant customers. This isn't just a general-purpose analytics tool – it's a comprehensive suite of dashboards and reports giving actionable insights into exactly the behaviors we've discussed in this whitepaper, as well as many more. And it's not theoretical, it comes from saving large restaurant chains millions of dollars and sharing that expertise with you. While Agilence has the customizability of a powerful analytics tool, it can also be used start identifying margin erosion and preventable loss right out of the box.

Agilence Analytics Plus
For restaurant operations that don't have dedicated LP analysts or other internal employees who have the time and expertise to leverage an analytics tool, there's Agilence Analytics Plus. Agilence Analytics Plus combines cutting-edge technology with seasoned know-how, allowing restaurant operators to receive all the benefits of Agilence without in-house users by having an experienced third-party consultant manage Agilence for them. For restaurant operators who don't have LP or analytics experience but still want results, this is a great option.

Case Management
Agilence Case Management is an intuitive and powerful tool designed to streamline incident investigations and accident inquiries, making it an essential solution for restaurants aiming to reduce shrink and improve overall margins. By enabling the quick capture and creation of cases, Agilence simplifies complex investigations with easily accessible documentation and allows for the seamless linking of related incidents and evidence. The platform offers comprehensive features such as real-time data visualization, customizable dashboards, task management, and mobile access, ensuring that all case details are meticulously tracked and analyzed. Restaurants can benefit from increased efficiency in loss prevention efforts, faster case resolution, and enhanced collaboration among team members, ultimately reducing fraud, theft, waste, and compliance issues.

Agilence Store Audit
Agilence Store Audit is a robust and user-friendly solution designed to streamline audit processes for restaurants, helping to ensure compliance, protect brand reputation, and enhance customer experiences. With its intuitive form-building capabilities, Agilence Store Audit allows users to create and update audit forms easily, incorporating various question types and customizable scoring mechanisms. This platform not only automates recurring audits and follow-up actions but also enables real-time updates and mobile functionality for faster, more accurate on-site audits. By centralizing data and improving oversight and communication, it helps identify potential issues, risks, and inefficiencies in time to take corrective actions.

To learn about how Agilence Analytics can help your restaurant and see the platform in action, schedule a demo on our website today!

About Agilence

Agilence is the leader in loss prevention analytics, helping prominent retail, restaurant, and grocery companies increase their profit margins by reducing preventable loss.

At Agilence, we specialize in uniting digital and physical transactions to help cutting-edge loss prevention teams expand beyond traditional theft and fraud to tackle preventable loss in all its forms – in the store, online, and at the corporate office.

Every day, Agilence analyzes over 24 million transactions for our customers, transforming data into insights, and insights into actions. Our platform combines data from 200+ sources, including point-of-sale (POS), eCommerce, HR, labor, inventory, product, third-party delivery platforms, alarms, case management, loyalty, access control, video surveillance, and more.

Companies have saved millions of dollars by optimizing operations, identifying sources of margin erosion, and reducing shrink using Agilence. Many have also improved employee and customer safety, identified training opportunities, improved customer experiences, increased promotional success, and eliminated productivity gaps.

Agilence