



Chick-fil-A cuts overhead costs by 33% with ClickUp

Known for its quick-service and commitment to quality, Chick-fil-A needed to cut down on administrative overhead and double down on restaurant operations. ClickUp was the partner they chose.

About Chick-fil-A

Chick-fil-A, Inc. is an American fast food restaurant chain and the largest chain specializing in chicken sandwiches. Headquartered in College Park, Georgia, Chick-fil-A operates 3,059 restaurants across 48 states, as well as in the District of Columbia and Puerto Rico.

Industry

Restaurant & Hospitality

Company Size

10,000+

Use Case

Project Management, Human Resources

33% Less overhead

by streamlining processes so efficiently that less resources are required.

10+ Hours saved

each week for store managers and leadership teams across multiple locations.

Top 10% talent retention

across the entire franchise thanks to efficient onboarding and management with ClickUp.

The problem

- ✓ **Lack of visibility** into how time was spent limited growth in profitability.
- ✓ **Important details were missed** like PTO requests, shift changes, promotion criteria.
- ✓ **Multiple tools** slowed down the diverse needs of their employee base.

“We were starting to accumulate a lot of hours spent on admin tasks, scheduling, and more. ClickUp helped reverse the impact this had on our business.”

Ryan Lamb,
Operating Partner

The solution with ClickUp

Unblock Bottlenecks

- **A central system for employee management ensures** all aspects like onboarding, scheduling, and trainings are neatly organized so managers can focus on more impactful work.
- **Customized workflows fit the unique operational needs** required to manage a restaurant team effectively.

Happier Employees

- **Onboarding is standardized in one platform** so new employees get up to speed faster.
- Forms ensure requests for PTO & schedules are **routed to a central place so nothing gets missed.**
- **Better staff management leads to higher retention** - Ryan's franchise is ranked top 10% in employee retention franchise-wide.
- **Streamlined employee development** with trainings organized in one central platform.

More Revenue

- **Tracking performance and metrics** in one place makes goal attainment easier.
- **Consolidated the operational workload of 9 employees to 6,** reduced labor expenses.
- **“ClickUp allows my leadership team to focus more on strategic tasks rather than being bogged down by administrative duties.”** - Ryan Lamb