



**RESTAURANT  
MANAGEMENT SOFTWARE**

SUCCESS STORY

JACK ENTERTAINMENT



# Playing the Game Right JACK Entertainment Success Story

JACK Entertainment is a Detroit-based urban gaming company. By focusing on the development of gaming facilities that are designed to maximize connectivity, the company hopes to have a positive economic impact in the local areas where they reside. JACK Entertainment includes more than 13,000 gaming positions, 400,000-square-feet of gaming space, 400 hotel rooms, and 35 bars and restaurants. JACK is proud to have nearly 7,000 team members serving guests at our properties.

## Business Challenges

JACK Entertainment faced the multitude of challenges that comes with managing many different concepts at once. Primary of these was allowing the respective companies to maintain the integrity of their unique brands, while simultaneously ascribing to the JACK Entertainment management model.

## The Solution

Steve Zappacosta, Corporate Director of Food and Beverage, has great experience with RADAR, having used it for over 15 years with a previous employer. He knew that the software would allow JACK Entertainment to do some benchmarking, and to see side-by-side on all of their now-merged companies in driving sales and controlling costs.

JACK Entertainment currently uses Ctuit's base RADAR package, which includes the following modules: Dashboard, Poll Status, Reports, Charts, Payroll Validation, Exports, Rankings, Manual Data, Managers Log, Key Info, Company Config, Employee Data, and Forecasts.

**“RADAR goes beyond just a reporting tool, it goes along with how restaurant operators think.”**

**- Steve Zappacosta**  
*Corporate Director of Food & Beverage*

### COMPANY OVERVIEW

JACK Entertainment includes more than 13,000 gaming positions, 400,000-square-feet of gaming space, 400 hotel rooms, and 35 bars and restaurants.

### BUSINESS SITUATION

JACK Entertainment faced the challenge of effectively managing many different concepts while allowing each to be unique.

### KEY RESULTS

Operators began to make immediate improvements as soon as they were able to gain reporting insight through Ctuit's management tools.

## The Results

"RADAR goes beyond just a reporting tool," says Zappacosta. "It goes along with how restaurant operators think. Once we were set up to see all of our businesses side-by-side, a natural competition and a sharing of best practices spread across the businesses and the employees. Their reaction is to immediately want to make improvements by increasing their sales and decreasing labor."

During the development stage of implementing COGS, the web portal inadvertently went live, giving all of their locations access to the reporting. 45 days later they saw a 2-point drop in labor, without training a single person on how to use the tool. "Nobody in the field wanted to tell the executive team that they could view the reports, because they were afraid that it would be turned off," laughs Zappacosta. "No one was told it was there or was even trained - the program was so intuitive that they figured it out on their own!"

*"Once we were set up to see all of our businesses side-by-side, a natural competition and a sharing of best practices spread across the businesses and the employees. Their reaction is to immediately want to make improvements by increasing their sales and decreasing labor."*

**- Steve Zappacosta**  
Corporate Director of Food &



To learn more about Ctuit, please call us at (415) 884-4888 or email [sales@ctuit.com](mailto:sales@ctuit.com).