



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.

Challenge

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.

Solution

Steve Zappacosta, Corporate Director of Food and Beverage, has great experience with Ctuit (now Compeat), 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.

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- 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 Compeat's management tools.

JACK Entertainment currently uses Compeat's Intelligence 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.


Results

"Ctuit (now Compeat) 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!"

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 To learn more about Compeat, please call us at (512) 271-0771 or email info@compeat.com.