



There are eight Hawksmoor restaurants in central London and Manchester with future plans to open in New York. The group currently employs 678 people, turnovers £39m and has appeared for six consecutive years in the Sunday Times 100 best small companies to work for list.

Goals

- A system that would be adopted by general managers, staff and head office. Improve labour cost controls and management.
- Eliminate queries over issues like holiday entitlement.
- Efficient payroll services to ensure staff stay happy and motivated.

Results

- Better control of labour costs and more empowered general managers.
- Modern, intuitive staff scheduling, time and attendance, HR and payroll solution.
- Clear and concise financial reports and wage costs analysis allows the team to make instant decisions.

Prioritising people

People-focused strategy

As an ambitious and fast-expanding restaurant group, the Hawksmoor senior management team appreciates the importance of people to the success of the steakhouse brand. Founders Will Beckett and Huw Gott are determined to create a positive environment where people want to stay in an industry normally associated with short-term employment.

This overwhelming commitment to staff, 70% of whom are under 35, is reflected by the impressive statistic that nine of out 10 management promotions are appointed internally from the ranks.

A key component of this people-focused strategy is an effective and accountable system for staff scheduling, HR, payroll and time and attendance processes, including monitoring and tracking new company benefits such as gym membership and health and dental care.

Eliminate holiday entitlement confusion

As well as monitoring staff benefits, the Hawksmoor team were determined to eradicate staffing challenges such as confusion over holiday entitlement. These issues distract people from focusing on providing a brilliant customer experience and long-term lower employee morale.

Hawksmoor tackled these challenges when they invested in the AccessPeople solution to manage all scheduling, HR, payroll and time attendance activities.

Empowering General Managers

By including national insurance and holiday accruals as part of the visible rota wage cost, Hawksmoor's individual General Managers were empowered to take complete ownership and control of their own restaurant's labour costs for the first time. This immediately eliminated staff queries relating to the calculations of their holiday entitlement, avoiding a lot of unnecessary frustration and administration time.

By implementing AccessPeople, Hawksmoor has reduced staff turnover and offset many of the wage pressures the hospitality sector has seen since the introduction of the national minimum wage and the Apprentice Levy.

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“ All of the people at Hawksmoor were excited about the software innovations implemented by AccessPeople

The senior management team were impressed by the fact they felt every suggestion made to Access Hospitality based on their bespoke needs was taken on board. ”

Angela Cubillos
Financial Controller
Hawksmoor

Avoiding commonplace staffing challenges

By focusing on recruitment and staff retention, Hawksmoor has so far managed to avoid many of the problems often experienced by operators in the industry.

In an industry where short-term employment is unfortunately commonplace, Hawksmoor strives to create jobs that staff enjoy and help their team members build a long term career.

At Hawksmoor, staff are well rewarded, receive excellent training opportunities and are given the chance to forge a career at the right pace.

Intuitive and easy-to-use

All Hawksmoor’s employees, from frontline staff and General Managers to head office managers and board members, were inspired by the software innovations introduced and implemented by Access Hospitality.

They describe the system as both intuitive and easy-to-use but also felt that any customisation suggestions we taken on board.

Most importantly, by quickly resolving previous issues around miscalculated holiday entitlement, Access Hospitality won instant confidence in its systems and processes.

Immediate high acceptance levels by managers and staff has enabled additional processes to be put in place that have saved money, achieved better control of labour costs and improved profitability. The self service portal has meant staff have direct access to holiday entitlement calculation resolving any administration issues.

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Access Hospitality is a dedicated division with over 25 years’ experience in developing and providing hospitality management systems.

We have more than 1,200 customers across the UK that use our modular, scalable, cloudbased business management suite. This features over 20 integrated Software as a Service (SaaS) solutions and services for multi-site pub and bar, restaurant, food-to-go, hotel and leisure operators like you.

To see how we can boost your business, contact us at hospitality@theaccessgroup.com or call us on 0845 340 4542 now