

Case Studies with Keith, featuring:

## CHARLIE'S COUNTRY RIBS

2528 W. DIAMOND ST.  
PHILADELPHIA, PA 19121



### **THE CHALLENGE: EMPLOYEE THEFT!**

Since 1991, *Charlie's Country Ribs* has been mesmerizing customers with the best ribs in Philadelphia. Like many great entrepreneur's, Charlie turned his challenges into opportunities and founded a great business. Now almost 30 years later, Charlie's granddaughter Denise is continuing Charlie's legacy, smoking the best ribs in the city with the same passion & love for her customers & community.

Like many entrepreneur's Denise is one of the hardest working people you'll ever meet. She loves helping the counter and greeting her guests. Some are new and some have been coming for decades and she loves them all.

#### **The Situation:**

Despite Charlie's being a staple in the community, no business is immune from employee theft. In fact, internal employee theft is responsible for 75% of inventory shortages and about 4% of restaurant sales! (5 Types of Employee Theft, and How to Prevent Them, n.d.) While on vacation in North Carolina, Denise saw employees taking from the cash drawer via her security cameras. At this point Denise had been using a Clover Station for several months and was rightfully distraught.

#### **How Keith helped Charlie's Country Ribs:**

Denise sent Keith a text message and explained how she was watching her employees taking from the drawer and she needed help. Within minutes, Keith remotely logged into Denise's Clover Station and removed the employees from the system. Denise was watching as the employees could no longer open the cash drawer. **Clover can also alert the owner with a text message and/or a weekly email summary when the cash drawer opens without a transaction!**

*"Keith is very accessible, professional, & ready to help whenever I am stuck. Never experienced this with a POS rep before. He's like family."*

– Denise, owner Charlie's Country Ribs



Charlie, Founder of  
Charlie's Country Ribs

#### **ARE YOU CONCERNED ABOUT EMPLOYEE THEFT?**

CONTACT KEITH, HE CAN HELP!  
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