

From 1 to 7 Sites: Chilled Pubs' 15 Years of Growth with Fourth



Chilled Pubs scaled sevenfold using Fourth's workforce and inventory platform to centralise control, protect margins and support multi-site operations.

Enabled growth from 1 to 7 locations

Reduced labour overspending

Faster, easier weekly stock management

"As we've grown, Fourth has evolved with us. The visibility and control it provides have been critical as the business has become more complex."

Travis Toyne, Commercial Director, Chilled Pubs

Customer Profile: Chilled Pubs

Founded over 17 years ago, Chilled Pubs is an award-winning East Midlands hospitality group known for its **Asian fusion-inspired menus, high-volume cocktail trade and premium pub dining experience**. As the business expanded from one site to seven, maintaining consistency, margin control and operational discipline became central to its continued growth. Fourth has been their technology partner since the opening of their first site.



Industry: Pubs

Employees: 450+

Fourth Solutions: Workforce Management, Inventory, Analytics & Payroll Bureau

Challenges Faced:

With ambitious plans for the business, Travis and the leadership team recognised early that success would depend on **maintaining control of labour, purchasing and margins** as operations became more complex.

As a highly tech-savvy business, Chilled Pubs actively sought technology that could provide **structured oversight across the estate**. Travis, who maintains close visibility of purchasing, labour and margin performance, wanted connected systems that would **simplify operations** rather than create additional administration.

As headcount grew, supplier relationships increased and invoice volumes rose, so too did the potential for labour overspend, purchasing inefficiencies and margin erosion. To maintain visibility and control, Chilled Pubs needed **standardised processes and real-time commercial insight**. Fourth provided a single platform to manage both workforce and inventory operations, giving Travis a clear view of performance across the business.

Solution:

Fourth provided a connected workforce and inventory platform that scaled alongside the business - giving Travis clear, real-time oversight of labour and purchasing across every site.

Workforce Management

Fourth's workforce management suite gives Travis **real-time visibility** of labour spend across all seven sites, with costs tracked daily against budget.

Rather than waiting for month-end reports, the team can **identify issues early** and adjust deployment before overspend impacts margin - maintaining tight control as the business evolves.

Inventory and Purchasing

Fourth's inventory suite enables Chilled Pubs to manage 100% of food and half of drink supply through a **central purchasing model**. Sites raise 70-90 internal requisitions daily, simplifying ordering while strengthening buying power and supplier control.

Weekly stock takes through **Fourth's mobile counting app** provide faster visibility into variance, helping protect margin across the estate.

The Results:

With Fourth as its operational backbone, Chilled Pubs has been able to:

- Scale from **one site to seven** on a single evolving platform
- Maintain **tight labour control** across multiple departments
- Simplified ordering for sites, with **centralised control** to secure the best supplier pricing
- Embed **weekly stock discipline** across the estate

Rather than reacting to issues at month-end, the business identifies problems early across labour, purchasing and margin. More than fifteen years on, the partnership continues to support Chilled Pubs structured, sustainable growth.