

# How BlackStack Brewing Transformed Team Management With When I Work

## The problem

Managing a busy brewery and taproom can be complicated. Especially when you start as a very small business, with eight employees, and grow to a workforce of 38 people in a few short years.

## The solution

Start with When I Work to ensure you have the right coverage now, and grow with your business as you expand, so your customer service is always up to your standards.



PRODUCTS USED



SCHEDULING



**Shawne Murphy-Johnson**  
Owner

When BlackStack Brewing was just getting started in the Johnson's garage, they spent two years thinking about recipes and what they wanted their brewery to look like. They opened their doors in 2017 with just eight people, all family and friends.

Shawne knew that "not all the Johnsons are particularly organized," and she had an appreciation for how software could help them keep things on track and grow comfortably, so they set out to find one. The front-of-house staff choose When I Work because it was so easy to navigate, and they've been using it ever since.

As they've expanded to a staff of 38, When I Work has been right for them at every stage of growth. "We've never felt like we needed to make a different decision," she said.

Olivia, the taproom manager, appreciates the features that When I Work has to offer. She really appreciates that time-off requests happen within the system, so she doesn't have to remember all of it. And she likes that she can go back and explain to her team why she might not be able to accommodate every request. She also loves that it's a digital solution. "Past jobs I've had, we've done pen and paper scheduling, it's super time consuming, super tedious, and you don't really have anything to refer back to."

Plus, the BlackStack Brewing staff really loves When I Work, too. It makes switching shifts and requesting time off easy for them, and they love how user-friendly the app is.

The best part of When I Work for the BlackStack Brewing team is that it just works. They have a lot of moving parts, and they appreciate that they don't have to worry about scheduling. They know that they'll have the right shift coverage and they have enough people to ensure they're upholding their high standards of customer service.



*"When I Work has been right for us at every stage of our growth."*



See everything BlackStack Brewing had to say about When I Work on our YouTube channel.

