

harri

How The Fonseca Group Improved Scheduling and Compliance Across 29 McDonald's with Salli

 Salli

Hey there
I'm Salli, your AI companion

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Vanessa Renta

Director of Sales & Profitability at The Fonseca Group

The Fonseca Group has been operating McDonald's restaurants since 1980, growing into a 29-location franchise known for high standards, operational discipline, and a progressive approach to technology.

"We pride ourselves on very high standards," said Vanessa Renta, Director of Sales and Profitability at The Fonseca Group. "We actively test new technology that helps us lead more efficiently and drive measurable growth."

But operating at that scale means constantly balancing speed, consistency, compliance, and team performance across every shift.

When the team began using Salli, Harri's AI assistant for frontline operators, they weren't chasing innovation for its own sake. They were looking for a faster, more reliable way to solve daily scheduling and operational challenges across all 29 locations.

The Challenge

Like many large restaurant operators, The Fonseca Group's biggest challenge was ensuring critical updates were consistently understood and executed across every restaurant.

McDonald's is ever changing. It's a very dynamic environment. How do we make sure every restaurant receives, understands, and executes the same way?

That complexity showed up most clearly in scheduling.

Before Salli, managers were spending hours building schedules, fixing warnings, and navigating increasingly complex labor rules. In New York City, Fair Workweek requirements added another layer of difficulty, while in New Jersey, minor labor laws also had to be carefully managed.

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For many, schedule writing wasn't just time-consuming. It required balancing multiple variables at once: employee availability, labor targets, compliance rules, and operational coverage. Less experienced managers often lacked the context to confidently make the right trade-offs, leading to delays, errors, and an over-reliance on supervisors for guidance.

The biggest challenge was the amount of time it took to write schedules.

Balancing the right people, the right roles, while reducing the constant stream of warnings while staying compliant in New York City.

In practice, managers could spend hours building schedules, only to be met with dozens—or even hundreds—of warnings. Many of these didn't block publishing, but still created downstream issues that required additional review and correction at the district or operations level. For newer managers in particular, it wasn't always clear what the warnings meant or how to fix them efficiently.



The Solution

Salli gave managers a faster, more accurate way to build and publish schedules.

That shift had an immediate impact on one of the team's most critical workflows: schedule publishing and warning resolution.

I would say it immediately improved both schedule publishing and warning resolution by helping us identify and fix issues in seconds. Now schedules are published on time, with warnings reduced to near zero.

Instead of manually working through warnings and navigating complex labor rules, managers could quickly understand what was blocking a schedule and how to fix it.

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What previously took hours of back-and-forth could now be resolved in seconds, making scheduling faster, more consistent, and easier to manage across locations.

Just as importantly, Salli was easy for managers to adopt from day one.

One of the first things The Fonseca Group noticed was how quickly managers could start using Salli with no ramp-up time.

Very positive feedback, very user friendly, No formal training required.

That ease of use mattered. For a multi-unit organization developing managers from within, tools need to work for both experienced leaders and newer schedule writers. Salli immediately worked for both.

Managers can onboard new managers faster using it, and they can even generate training materials instantly, like one-pagers, directly inside Salli.

The Results

Faster schedules, fewer warnings, stronger compliance

For The Fonseca Group, success with Salli is measured by operational outcomes, not feature usage.

Vanessa pointed to several clear improvements across their restaurants, starting with a major reduction in scheduling warnings.

"At one New York City test location, a schedule dropped to just 11 warnings, with only 5 actually valid. That's a huge success," Vanessa said. "Schedules previously had up to 300 warnings. Today, that's closer to 150 per location. Reducing that to just five valid issues is a major operational improvement."



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Salli also significantly improved the speed and efficiency of schedule creation.

Vanessa summed up the impact in two words: "Speed and accuracy."

The best thing I can tell you is speed. Speed and accuracy. Those are the two biggest changes.

That improvement is reflected in The Fonseca Group's publishing data. At locations using Salli, the average time to publish a schedule was **8.58 minutes**, compared with **25.62 minutes** without Salli. In other words, schedules were being published in roughly one-third of the time.

Instead of manually interpreting warning lists and searching for fixes, managers can now quickly understand what is blocking publication and how to resolve it.

For a multi-unit operator managing complex scheduling rules, that speed translates into a meaningful operational advantage: less time spent troubleshooting, faster publishing, and more time for managers to stay focused on running the business.

An AI assistant built for real restaurant operations

What stood out most to The Fonseca Group was that Salli did not behave like a typical chatbot. It became an operational assistant that validates decisions, flags risks, and guides managers to better outcomes in real time.

"It empowers them in their decisions," Vanessa said. "It also keeps decisions consistent and accountable. Salli shows why something is a problem and how to fix it, which is exactly what we need."

Why The Fonseca Group embraced Salli early

The Fonseca Group joined the Salli beta for two clear reasons.

First, they trusted Harri as a long-standing partner.

"We work very closely with Harri to begin with. We have a great relationship," Vanessa said. "We are always willing to test new solutions with Harri."

They always ask Salli, and Salli can fix them right away by pointing exactly to it.

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Second, Salli represented exactly the kind of AI-powered productivity tool the business wanted to explore.

“
Anything that helps us be more productive and drive better results, we are open to
”

That mindset made Salli a natural fit for the organization. Instead of introducing another system to learn, Salli simplifies decisions, reduces friction, and helps managers solve problems in real time.

Looking Ahead: AI that helps managers run better restaurants

For Vanessa, the long-term value of AI extends far beyond scheduling. She sees Salli evolving into a real-time operating assistant that gives managers instant access to labor, productivity, and performance data without switching systems.

“Ideal Salli empowers our people managers to do more,” she said. “It starts from almost writing the entire schedule according to our availability, the New York work weeks, all of our permissions, all of that and then providing real-time data at the touch of a button.”

“We want our managers to rely on Salli for questions like, ‘What’s my labor right now? What was my labor yesterday? What was my labor last week?’ Having that information instantly helps them make real-life, real-time decisions faster, quicker, more efficiently.”

From beta to rollout across 29 locations

After seeing the results in test locations, The Fonseca Group made the decision to expand Salli more broadly. Asked what gave her confidence to scale it operationally, Vanessa didn’t hesitate:

“
Productivity at every level
”

“Anything that can help our team improve their operations, their results, their work ethic, help them get organized, we are all for it.”

That confidence was reinforced not only by the product itself, but by Harri’s willingness to listen and act on feedback throughout the beta.

“We’re very confident in anything Harri puts out,” Vanessa said. “We’re very pleased with the progress of Salli. Pretty much everything we asked for, we got.”

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The Impact

For The Fonseca Group, Salli is already delivering measurable value where it matters most:

- Fewer scheduling warnings across locations
- Stronger Fair Work Week and labor law compliance
- Faster schedule creation and on-time publishing
- Clearer labor visibility and faster decision-making
- Faster onboarding for new managers
- More consistent execution across all 29 restaurants

Most importantly, Salli helps managers move faster, make better decisions, and stay focused on running great restaurants.

“
It helps our managers make better decisions faster and stay focused on running the shift.
”



3 critical issues

These must be fixed before publishing.

▲ Regular schedule shift time breach

Jensen Dremaline's start and end times on Friday violate their regular schedule.

[Show AI suggestions](#)

▲ 7th consecutive workday violation

Sarah Green is scheduled to work seven days in a row, which goes against labor laws requiring a rest day.

I can reassign her Sever shift on **Sunday 2nd, 9:00 AM - 5:00 PM to Georgia Knight**. Sarah's weekly hours will be 38 and Georgia's will be 36.

▲ Possible impact

▲ Possible impact

- The new employee may not meet the skill requirements for the shift.
- Re-assigning the shift may lead to understaffing if the new employee is unavailable.

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