

# craftable

## Success Story

hôtel  
SWEXAN

**The Michelin Key-awarded hotel cut inventory time by 80% and improved financial control.**

Type: Full-Service Hotel with 6 Outlets

Group: Harwood Hospitality (17 properties)

Location: Dallas, Texas

### The Problem

Hôtel Swexan in downtown Dallas, Texas is a Michelin Key-awarded hotel and one of TIME Magazine's World's Greatest Places 2025. They faced the classic multi-outlet chaos that plagues luxury properties: with five restaurants, a full banquet floor and kitchen, and thousands of SKUs moving across the property, their operations team was drowning in paperwork and manual processes.

"Life was much like everywhere else. It involved Excel spreadsheets and a lot of trust," says Kent Bearden, Director of Food and Beverage for Hôtel Swexan. The finance team struggled with invoice management across multiple outlets, while the culinary team relied on outdated tracking methods.

The impact was felt across departments. For Executive Chef Josh Healy, the challenge was equally frustrating: "It was a lot of legwork just keeping everything organized, tight, and easy to sort through, and that's not even starting the process of tracking the items, the vendors, all the financial information."

Most concerning was their month-end inventory process, which dragged on for nearly a week, delaying critical financial insights and preventing timely cost control measures.



**"We were dealing with paper all over the place, invoices coming from every which direction, not knowing if they were approved and not knowing where they should be coded."**



—Mike McElroy  
VP of Finance,  
Harwood  
Hospitality

## The Solution

Hôtel Swexan implemented Craftable's comprehensive platform to manage everything from inventory and recipe costing to invoice processing across their complex operation.

The implementation began with proper setup of all products, recipes, and pour sizes in the system, creating a foundation for accurate inventory and food cost tracking.

For invoice processing, Craftable transformed their paper-heavy system with digital uploads and GL auto-mapping. "Before, some invoices were digitally uploaded from vendors that offer that, and then all the other ones came in on paper... it's transitioned into a very easy process of upload, auto-map, and sent to the correct outlet," says Healy.

Most importantly, the hotel leveraged Craftable's customization capabilities to match their complex operational structure. "Even though [SKUs are] coming into a centralized purchasing position, whether that's the warehouse or the liquor room, we can specify that bottle is only visible in a particular outlet," says Bearden.

From	To	Outcome
Paper-heavy invoice management	AP automation with digital invoice uploads and GL auto-mapping	"A very easy process of upload, auto-map, and sent to the correct outlet"
Excel spreadsheets for inventory management	Barcode scanning and perpetual inventory in Craftable	Monthly inventory closure time decreased by 80%
Thousands of SKUs across multiple outlets tracked manually	Specific SKUs assigned to specific outlets in Craftable	Total visibility into what SKU is available in what quantity and where it lives on property

**"There's so much customization and functionality in Craftable. We're able to go in and assign specific items to specific outlets here within the hotel."**

—Kent Bearden, Director of F&B, Hôtel Swexan



## The Impact

The impact of Craftable was immediately felt across all departments, particularly in inventory. "Inventory before Craftable would take days; I'd ask my team why it was taking so long. " says Bearden. "You'd start counting on the last day of the month, and you'd close it maybe somewhere around the fifth or the sixth day of the month. With Craftable, we're able to get it closed within 24 hours."

This dramatic improvement in inventory speed came with increased flexibility for staff preferences. "You can do it on your phone, tablet, you can do it with your computer, you can print it and type and upload it. There's every method of doing inventory possible that makes it so easy to use for all of my chefs who have different preferences," explains Healy.

Beyond efficiency, the system delivered powerful insights into kitchen operations. "Being able to look at the difference between theoretical and actual inventory and seeing, 'Hey, you're missing 40 pounds of chicken in the last week. Do you have any clue where it's gone?' It's really opened the team's eyes," says Healy. These insights were available mid-month, rather than waiting for final numbers at the month's close. "You can run, in the middle of a month, a theoretical cost of goods, compare it to your sales, and most importantly, you have a benchmark for the end of the month," adds Bearden.

The culinary team, initially resistant to new technology, experienced a significant mindset shift.

Then



6

days to close  
inventory

Now



1

day to close  
inventory

**"None of my chefs had ever used one of these programs, and they were all kind of adverse in the beginning. But Craftable's helped them understand the business aspect of everything. It's affected the performance not only on the paperwork side of things, but in the actual execution and kitchen side of things."**



—Josh Healy,  
Executive Chef,  
Hôtel Swexan

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“Craftable has enabled us to streamline purchasing, invoicing, AP workflows, end-of-month inventory, and menu analysis, allowing us to make data-driven decisions about our business.”



—Mike McElroy  
VP of Finance,  
Harwood  
Hospitality

Craftable connects the dots between your outlets. Contact us to discover how we can start supporting you.

## The Results

With Craftable fully implemented, Hôtel Swexan transformed its operations across finance, procurement, and F&B departments. Monthly inventory closure time decreased from 6 days to just 1 day—an 80% reduction that gives management faster access to critical financial data.

For the F&B team, improved vendor management became a significant advantage to manage food costs. “We’re entering each invoice on Craftable, so as the price goes in, we historically see it from week to week and order to order, so we always see the most current price,” notes Bearden. “It gives us a lot of leverage with our vendors where we can see volume compared to purchase power, and we can have those conversations about pricing or about availability.”

Data access across all outlets created a new level of accountability. “My favorite part about Craftable is the consistency,” says Bearden. “That recipe that’s been entered for a plate of food is the same tomorrow as it was today, and it allows you to track so that if you deviate from that, if you have a variance too high, you have a better idea of where to go to find the problem or the solution.”

For hotels considering a similar solution, McElroy offers this advice: “There are many different systems that you’ll be able to choose from. Craftable has everything that you would want. What you’re getting is a state-of-the-art system that’s easy to implement and user-friendly. And most importantly, you’re getting the Craftable team. I’ve never had the support from the software provider that we get with Craftable.”



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