

85 work orders across 39 properties, tracked end to end. And a report the owner never had to ask for.

A multi-concept restaurant and property group in the Memphis area. Client details withheld. Every figure below comes from the system's own automatically generated 2026 report, dated 4 September 2026.

BEFORE

Repairs came in by text, phone, and hallway. Nothing had a ticket number. Nobody could say how many jobs were open, which were oldest, or what had been spent. A first attempt on Google Sheets and n8n worked until it didn't.

WHAT WAS BUILT

A facilities hub any manager can use from a phone. Every request gets an ID, a property, a category, and a priority. Safety items bypass the queue. Cost and a photo on close. Reports email themselves to the owner group.

THE NUMBERS, 2026 TO DATE

WORK ORDERS

85

opened · 62 closed

PROPERTIES

39

across 4 organizations

MEDIAN CLOSE

4.8 days

average 11.1 · P90 34.8

SAFETY FLAGGED

4

auto-escalated past the queue

WHERE THE WORK IS

CATEGORY	OPENED	OPEN
HVAC / Climate	17	4
Kitchen Equipment	16	4
Plumbing / Water	15	3
Doors / Windows / Locks	7	2
Electrical / Lighting	5	4
Other	20	4

WHAT THE OWNER CAN NOW SEE

23 work orders open more than 90 days, the oldest at 199 days, listed by property and ticket ID. Backlog moved +23 this period and the report prints **Falling behind** on its own. Cost was recorded on 8 of 62 closures, so the report labels spend a floor, not a total. 0 of 39 properties logged a ride-by. None of that was visible before. Now it arrives in the owner's inbox without anyone compiling it.

WHY THE BAD NUMBERS ARE IN HERE

A report that only shows good news is one you stop trusting. This system reports its own gaps, in red, automatically. That is what makes the good numbers believable.

Built by a working restaurant GM, in writing, from the paperwork the managers were already using. No discovery meetings. Requirements came from the people submitting the tickets.

HOW IT RUNS

Submit from any phone in under a minute. Ticket ID format FCF-YYMMDD-NNNN. Priority levels with a safety/emergency override. Photo and cost captured on close. Automatic period reports to the owner group by email: opened, closed, aging, spend by category, oldest open by property. Hosted, backed up, and maintained by Within Reach International.

Custom ops tools for restaurant operators. Built from your paperwork, in writing, in 15 business days.

For independent and franchise operators running 1 to 30 locations. Work orders is one of five builds. Pick the one that hurts most.

THE FIVE BUILDS

BUILD	WHAT YOU GET
1. Shift Checklists	Opening, closing, and shift-change lists with live shared state. PIN entry per team member. Managers see who is on which step, in real time, from any phone.
2. Work Orders	The system on page 1. Submit from phone, ticket IDs, priority with safety override, cost and photo on close, automatic reports to ownership.
3. Par Tracking	Par levels per item per location. Counts from a phone. Order sheet generated. Variance flagged before it becomes a food cost problem.
4. Staff Comms	Text and in-app notifications to the right people at the right time. Shift notes, read receipts, escalation when nobody responds.
5. Inspections	Scored walkthroughs and LP audits with photos. Trend by location and by inspector. Ownership sees every store on one screen.

BUILD

\$4,500

ONE TIME, ANY BUILD, UNLIMITED LOCATIONS

AFTER HANDOFF

\$350/mo

HOSTING, BACKUPS, FIXES, UP TO 2 HRS OF CHANGES

HOW IT WORKS

1. **Pick a build.** Reply with the number. That is the only decision you need to make today.
2. **Pay the deposit.** \$2,250 by card or ACH through a Stripe link. Nothing starts before this clears.
3. **Answer the Build Brief by email.** About 12 questions. Attach photos of the paper checklist, the spreadsheet, whatever you use today. That paperwork is the spec.
4. **I build.** 15 business days from the completed brief. You get a live link and a 4-minute walkthrough video.
5. **Two rounds of changes, by email.** Balance of \$2,250 due at handoff. Monthly starts the following month.

WHY EVERYTHING IS IN WRITING

You get a record of every decision. I get accuracy. Your quote and your brief live in your inbox, forwardable to a partner or an accountant. If you want a kickoff call, one 20-minute call is available after the deposit clears.

WHAT'S NOT INCLUDED

POS integrations, payroll, scheduling, accounting connections, and historical data import are quoted separately after the brief. A third round of changes is billed at \$150/hr. Cancel the monthly with 30 days notice and receive a full data export.

WHO IS BUILDING THIS, AND HOW TO START

A working restaurant General Manager who ships production software. The systems on this page run in real stores today. **To start: reply to the email this came with and write the build number, or go to wireach.tools/build.**