



**CONFERENCE:** Nov. 15-18, 2021  
**TRADE SHOW:** Nov. 16-19, 2021

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# Creative Expense Management Strategies in a Strained Market

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# Introduction

- *There are challenges facing food and beverage operations that can be offset by technology/contactless and automation*
- *Self –serve/contactless/cashless operation implementations present benefit opportunities*
- *Automation possibilities exist for now and in the future.*
- *Operating expenses continue to rise everyday eroding profit margins.*
- *What are some of the considerations, implementations, successes & hurdles?*
- *How can technology assist during the re-mergence from Covid -19?*
- *What areas of technology are available that you should consider?*
- *How is automation relevant & how can it aid in efficiency?*

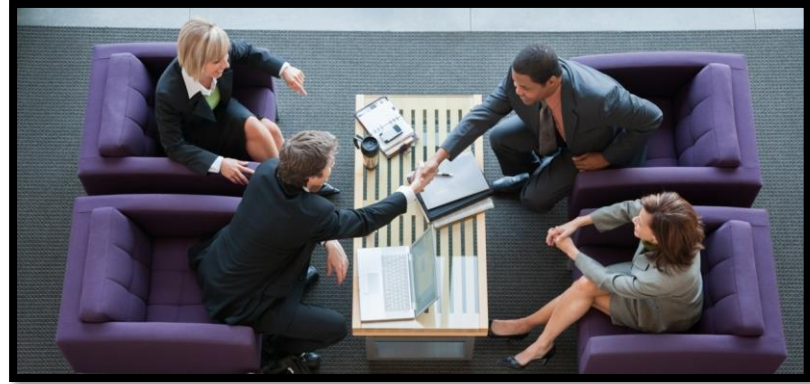
# Expense Areas

- **Cost of Goods**
  - Largest controllable expense
  - Extremely unpredictable in current environment
- **Labor**
  - Great impact on reputation, repeatability
  - Large challenge in current environment
  - Creativity is key
- **Other OpEx**
  - Fixed cost, supplies



# Cost of Goods

# NEW





# Cost of Goods

- **Cost & availability changes post covid**
- **Product specification**
- **New brands and products**
- **Vendor alternatives**
- **Vendor negotiations**
- **Manufacturer**
- **Distributor**
- **RFP/Bidding**

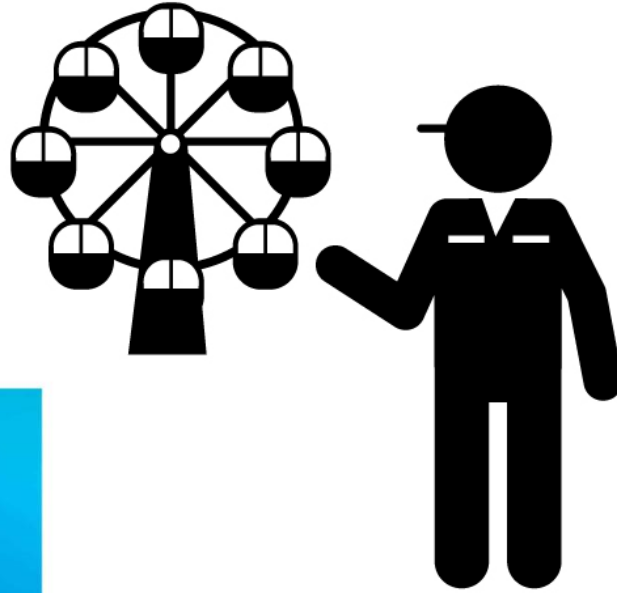


# Food Quality

- **Don't compromise quality**
  - **To save \$\$\$**
  - **Short & long term consequences**
  - **Tough decisions**



# Labor



benefits





# Labor

- **Post Covid Conditions**
- **Wages**
- **Benefits**
- **Hour guarantees**
- **Working conditions**
- **Competition**
- **Creativity**
- **Seasonal**
- **Partnerships**



# Leadership

- Development programs
- What sets you apart?
- Competition
- Recruitment & retention



# Other Operating Expenses

- Fixed costs
- Supplies
- Smallwares
- Equipment
- Other



# Automation/Technology



# Technology/Technology

- Guest ordering/service equipment
  - Self service
- Production/cooking equipment
  - Computerized
- Layout efficiency modification



# Guest ordering

- Mobile food ordering
- Kiosks
- QR code ordering
- Ghost kitchens
- Delivery
- Food lockers
- Grab n' Go/ self-service





# Self service



# Equipment

- Automation
- Cooking equipment
  - Fryers
  - Taylor grills
- Picnic
- Miso Robotics Flippy
- Wunderbar
- ValidFill
- Creator
- Custom



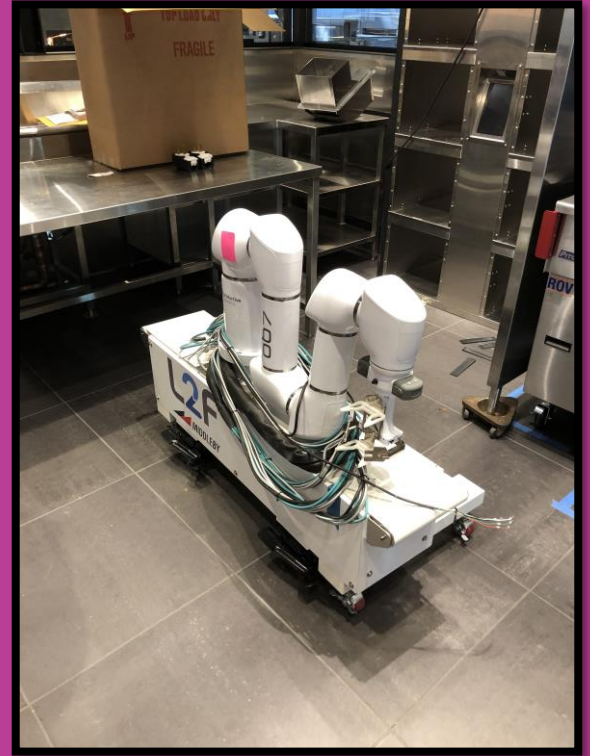
# Automation





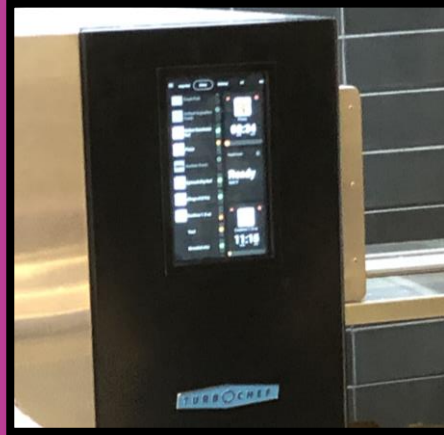
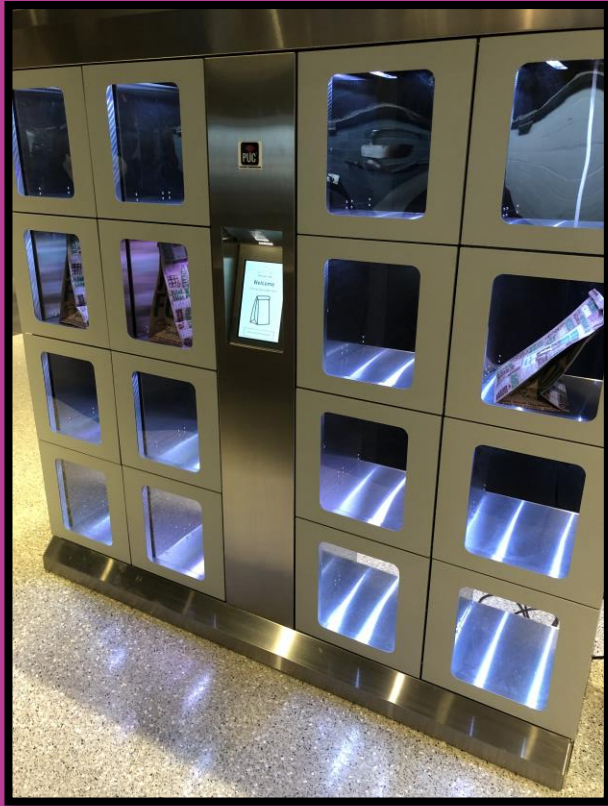












# Miscellaneous Considerations

- Cheese Portioning
- Pre-sliced veggies for consistency/labor
- Contactless/Cashless
- ICEE Mix It Up
- Centralized processes (hiring, AP, etc.)
- Department consolidation



# Speakers/Panelists

What *changes* have you considered or implemented in the last year?



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# Summary/Recap



- **Future of price pressures**
- **Front line labor scarcity**
- **Leadership competition**
- **Reinvention/relevance**
- **Stay ahead of the game!**



# Key Take-aways

- Use technology to your advantage
- Be agile & open to change
- Adjust processes & pricing with market conditions





# Q&A

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