

# Using Technology in Foodservice

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# Foodservice in the 21st Century



Technology has arrived and its improving every facet of the business

- People tools: Recruiting, hiring, onboarding, training and retention
- Equipment: temperature control, power usage, programmable cooking and communication
- Profit: inventory, scheduling, costing, accounting and supply chain
- Marketing: reputation intelligence, geo-fencing, analytics and POS integration
- Operations: online ordering and delivery, tablet based forms, POS integration, food safety tools



# Why are people still using clipboards?



Technology in a low tech environment - Why doesn't everyone buy-in?

- Understanding the past
- Going from clipboard to tablet

Overcoming barriers

- Understanding culture and capacity
- Choosing the right application
- Getting acceptance and execution



# People Tools



Manila Folders and Manuals Have Been Transformed

- Recruiting - 24/7/365
- Hiring - Bots and Screening Tools
- Onboarding - Paperless, Accurate and Complete
- Training - Multiple Platforms Available
- Reviews and Write-Ups - Keep It Legal, Private and Secure
- Communication - I didn't get that memo!



# talentReef



talentReef is a leading HR platform

- A complete platform for tracking staff through from recruiting on
- Allows integration with major payroll companies and other HR services
- Screens for tax credits can be built-in
- Competitors: ADP, Paychex and Snag





# Harri



## A Recruiting and Hiring Platform

- Simplifies applicant tracking via text, email and platform
- Hiring portal connected to brand website
- Allows for staff access to manage process
- Competitors: Snagajob, Indeed, Culinary Agents and SnapHire



# AllyO



## AI Recruiting to Stay Competitive and Reduce Costs

- AI recruits while you sleep or are focused on other business
- Automates screening and scheduling of interviews
- Speeds up the application process
- Reduces costs by automating tasks
- Competitors: Olivia by Paradox and ARYA by Leoforce



# Schoox



## Online Training Platform for Multi-Unit Operators and Chains

- Owned by HotSchedules
- Load customized content or buy training modules
- Testing and tracking systems allow staff to engage when their schedule allows
- Low cost
- Competitors: Talent LMS, Wisetail and Skyprep



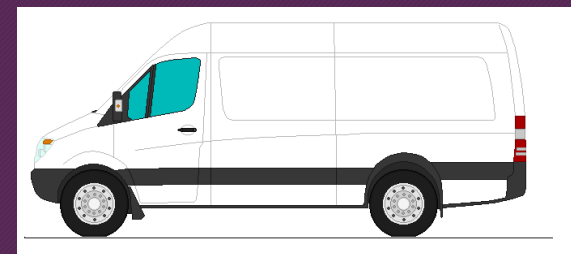


# Equipment



Some Ideas and Technology that You May Not See This Week  
And Some That You Will

- Blue-Tooth thermometers - integrated with electronic line checks
- Beacon Temperature Monitoring - an easy standalone solution
- Smart Kitchens - connecting and operations
- Maintenance and Repair Tracking - mitigating costs and unnecessary repairs



# TempGuard



Temperature monitoring: 24 hour temp checks that are accurate, come with alarms and save inventory

- Affordable temperature monitoring for smaller operations
- Logs temperatures of freezers and refrigerators
- Alerts you when temps are out of range before inventory is lost
- No pencil whipping temp logs - food safety CCP
- Competitors: VeriSolutions, Monnit, SmartSense and SwiftSensors

# Nimbus 9



## Lighting Controls to Reduce Power Consumption

- Lighting is adjusted based on time of day and weather
- Use the right fixtures for the use - help with buying the right equipment
- Zone lighting controls interior, exterior, dining and kitchen areas





## Additional Tools



### Kitchen Brains

- Energy monitoring systems allows you to manage energy consumption and optimize equipment productivity



### The Madison Energy Group

- Advanced controls for fan/compressor use reduce energy consumption 10 to 30% plus extend compressor life for HVAC and walk-in coolers/freezers

# FIXIT



- A solution to track repair and maintenance requests; integrating equipment lists, repair companies and decision makers.



Breakdown Alerts



Organized Team  
Messaging



Vendor Management



Equipment Asset  
Tracking



Actionable Reporting



# Profit



Profit tools are everywhere and cover every part of the business.

- Ease of use varies widely as does time to start-up
- Suites and integrated solutions are the first place to look
- Sometimes standalone products are the best solution
- Here are some of the areas that can impact profitability: inventory, online ordering, delivery routing, scheduling, costing, accounting and supply chain



# BevSpot



BevSpot is one of several bar inventory and cost management tools on the market

- It integrates with most POS and other software
- Now has a food costing module
- Good support network
- Easy to setup and use



# Zuppler

Online ordering platform for take-out and delivery

- Integrates across social platforms
- Customized for your brand
- Web portal on your website and listing on multiple sites
- Google optimization - SEO benefits
- POS integration
- Competitors: ToGo Technologies
- Delivery tools: BRINGG, GetSwift



# Hot Schedules



Hot Schedules is now a suite of tools - it's not just scheduling

- The scheduling tools works well and integrates with most POS. The labor budgeting capability is very helpful.
- A complete back office system is available to manage inventory, labor, sales and menu/supply chain.
- Red Book and managers log systems to track operations during the day with paper or electronically.

# Avero



Above-store business management system

- Best for full-service restaurants
- Tracks server performance
- Tools to recognize different types of theft
- Inventory tracking
- Excellent business metrics tracking and dashboard



# compeat



## Account Solution for Multi-Unit Restaurants

- Integrates with POS
- Includes scheduling, payroll and HR platform tools
- Uses scanning technology to reduce paper
- Strong reporting capability
- CPA friendly

compeat™

# Get Orderly

Complete inventory measurement and price tracking tool

- Originally was a tool to track vendor pricing and compare pricing for independent restaurants
- Cost tracking tool is now integrated into inventory and planning tools
- Competitor: BlueCart



# Marketing



Tools for marketing have been around for some time, these are some new or updated technologies that have become mainstream:

- Ordering Kiosks - affordable and more relevant
- Digital menus, wine lists and at table ordering
- Branded Wi-Fi - everyone is jumping on your wi-fi
- Vibenomics - Custom Radio Channel with your ads
- Geo-Fencing - marketing to exactly where you want to be
- Reputation Intelligence - know what people are saying about you
- Bots - automating responses

# Review Tracker

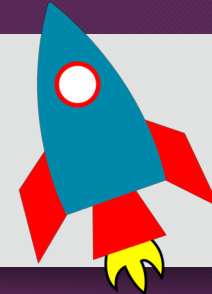


Review Tracker is a straightforward reputation tracking tool

- Daily/weekly/month digest of reviews and comments made about your brand for a couple \$ a day.
- Invaluable information sent to you in an email
- Competitors - many. Single Platform, FishBowl are two we recommend that combine other marketing tools.



# Propellant



## Geo-fencing and Digital Ad Firm

- Geo-fencing allows advertising and messaging based on someone's location such as a university, office building or shopping center
- Easy to get started and setup
- Many firms now offer geo-fencing setup
- Allows companies to target potential customers with precision



# Operations



Operations tools are available for every part of the business

- Checklists - going from clipboards to tablets with JoltUp and Happy Co
- Food safety, training and product labeling with AccuDate XL
- Digital ordering and delivery solution with OLO
- Too many delivery tablets? Chowly and EZ-Chow
- Apps and technologies aren't talking to each other - Omnivore.io



# Jolt-Up



## Adding accountability to checklists

- Line Checks
- FOH and BOH cleaning lists
- Product date coding
- Scheduling and communication

# AccuDate XL



Food Safety and Training Tools in one machine

- Product date coding
- Product labeling
- Recipe training



# Choosing Wisely



Where to start and we just scratched the surface?

- Aligning technology with business goals
- Reducing work, not creating it
- “filling gaps”
- ROI - time, money and people
- Rule of 3

Now that this is over... you can find me here

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