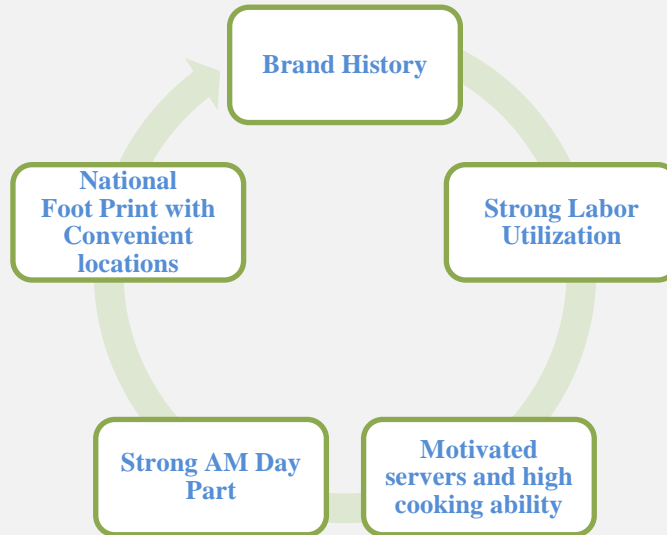




Improved Food Quality and Guest Service in a Family Diner

CLIENT:

The client for this project was a in the casual dining restaurant category that drove significant sales of plated breakfasts . They had some powerful strengths which were leveraged to create a more compelling value proposition for the existing and new customers.



The clients interest was to drive sales in other day –parts and turned to FPG for an assessment of the operations and operations improvement options.

CASE:

FPG was asked to identify operational and quality issues as compared to typical industry norms and recommend the necessary solutions to propel their operations .

OBJECTIVE:

Consistency of the Guest experience is the essence of a great operating company with the food being the cornerstone of any guests experience. The client’s primary objective was to improve overall operations.

FOCUS:

The project started with the gathering of business data and completing the restaurant sampling studies in order to gain a thorough understanding of the operation. As a result of the initial assessment and further data gathering and analysis several aspects of the operation were targeted as focus points for improvement.

- Guest Service Productivity
- Food Quality Improvements
- Kitchen Productivity



- Occasion Opportunities
- Recipe and Menu Enhancements
- Concept Enhancements
- Service
- Menu Future Flexibility
- Facility

RESULTS:

- FPG significantly Simplified Cooking Platform ✓
- Methods to maintain Consistency in Food Quality were implemented ✓
- Kitchen times were improved over 30% ✓
- Kitchen labor costs were reduced over 10% ✓
- Two implementations of the new prototypes in the pipeline ✓