

### “Nothing but positive.”

2400 Marketplace at Compass Group USA headquarters in Charlotte, NC began working with ESFM's Kitchen Equipment Services team in September 2022. The below was captured in January 2023.

#### HISTORY

In recent years, the kitchen at 2400 Marketplace has placed **25 - 30 service orders per year**, averaging hundreds of dollars each, and as high as **\$2,000 for a single service call**. Each service order took up to **4 hours** of the culinary team's time managing the request, requiring multiple phone calls.

Additionally, a **critical gasket repair was needed for months**, with the local team unable to execute due to supply chain issues.

#### SOLUTION

Starting with a comprehensive equipment evaluation, tagging, and cataloging process, the ESFM team took on the responsibility of managing work orders for kitchen equipment repairs and preventative maintenance. As part of onboarding, all serial numbers were catalogued with relevant warranty information.

#### RESULT

In just a few short months, ESFM's Kitchen Equipment Services program has shown tremendous value to the team at 2400 Marketplace.

Since implementing the program, culinary staff no longer manages service requests, **returning a minimum of 100 hours of productive time** to the team annually. Instead, if an issue arises, they simply scan the ESFM QR code on the piece of equipment and fill out a pre-populated form. A project manager specializing in kitchen equipment then oversees the service from request through payment.

*“My experience with the ESFM Kitchen Equipment Services program has been nothing but positive,” Tom Matterface, Eurest Executive Chef said. “They have created an easy and efficient way to report and track equipment and maintenance issues. They have been extremely helpful and have pushed companies to make sure we are receiving all we need.”*

ESFM facilitated a re-quote for an equipment diagnostic, **saving over \$1,000 on a single repair**.

The support team was also **critical in helping manage gasket replacement** ahead of a health department inspection.

*“I have been waiting for gaskets to be replaced for some time now and with an inspection from the Health Department due, the ESFM team pushed for a quicker response time and supplied a letter addressing the supply chain issue and ETA on the gaskets to present to the Board of Health.”*