Ticket Time Challenge

Hypothesis

An end user's food and labor costs can be decreased by using CVap technology due to the efficiency of holding and staging menu items, using delayed starts, and staff training. The target was to reduce ticket times to under ten minutes, without sacrificing food quality.

Experiment

Develop a prix fixe menu utilizing food items that highlight various CVap capabilities, i.e. sous vide, roasting, braising. Take pre-cooked and post-cooked weights of all proteins being processed to measure yields. Set timers and stopwatches to monitor ticket times of all menu items and the finishing of each order placed during mock restaurant-style lunch service.

We wanted to prove the following:

1. **Ticket Times** - CVap ovens can deliver shorter ticket times than traditional cooking equipment.
2. **Reduced Food Waste** - CVap's extended holding capabilities extend the amount of time food can be held without degrading. This can significantly reduce the amount of food operators are forced to throw away.
3. **Reduced Labor Costs** - CVap technology provides operators with the tools to reduce the amount of staffing necessary to run an effective kitchen. Processes such as overnight cooking, automatic hold, and staging enable staff to multitask without sacrificing food quality.

Analysis:

Record all data collected during preparation and execution of lunch service.

Conclusion:

Compare an estimated time and cost of executing menu in a traditional kitchen vs. the Winston kitchen using data collected from experiment.

Tools Used

CVap® RTV5-05UV Retherm Oven
CVap HOV5-05UV Holding Cabinet
Collectramatic® LP56 Fryer
Gas Grill
Digital Timers

The Staff

3 Back of House (BOH)
2 Front of House (FOH)

The Customers

40 Winston employees, spread out over a two-hour span in 10-minute intervals.

Labor Costs: The Math

Winston Kitchen

Labor Cost: Prep (2.5 hrs day before & 2hrs day of)
Avg Hourly Rate @ $19
6 Prep Cooks for 4.5 hours
27 Labor Hours x $19 per hour= $513

Labor Cost: Lunch Service
3 BOH for 1.5 hours @ $19= $85.50
2 FOH for 1.5 hours @ $13= $39

Total Service Labor = $124.50

Total Labor = $637.50

Traditional Kitchen

Labor Cost: Prep (2.5 hrs day before & 2hrs day of)
Avg Hourly Rate @ $19
6 Prep Cooks for 4.5 hours
27 Labor Hours x $19 per hour= $513

Labor Cost: Lunch Service
6 BOH for 1.5 Hours @ $19 = $171
3 FOH for 1.5 Hours @ $13 = $58.50

Total Service Labor = $229.50

Total Labor = $742.50

Labor Savings: 14%

Summary

We were able to prove in a real-world setting that utilizing CVap to stage food ahead of time enabled us to provide a full lunch service with substantially fewer staff than would ordinarily be needed for a traditional meal service. This resulted in a 14% savings on labor costs.

The Menu

To be realistic, we developed a prix fixe menu that included a wide variety of choices.

Memphis Style Ribs - served with creamy baked mac-n-cheese and braised collard greens.

Cheeseburger - topped with cheese, sunnyside up egg, lettuce, tomato, and onion. Served with choice of fries or potato wedges.

Chicken Confit - slow braised chicken half, served with white cheddar mashed potatoes and roasted baby carrots.

Asian Pork Belly - sticky braised pork belly served with crispy kimchi fried rice, stir-fry vegetables, and topped with a sunnyside up egg.

Eggplant Parmesan - fried eggplant topped with marinara, mozzarella, and Parmesan served with herbed orzo pasta.

Preparation

The secret behind the ability to provide a full meal service with minimal labor is staging ahead. CVap® technology enables the user to prepare food far in advance and hold it at a precise temperature, without degradation of food quality. In this exercise, food was prepared a day in advance.

Go Time

As lunchtime began, customers began lining up and placing orders.

Runners posted orders in the kitchen, and the BOH crew got to work.

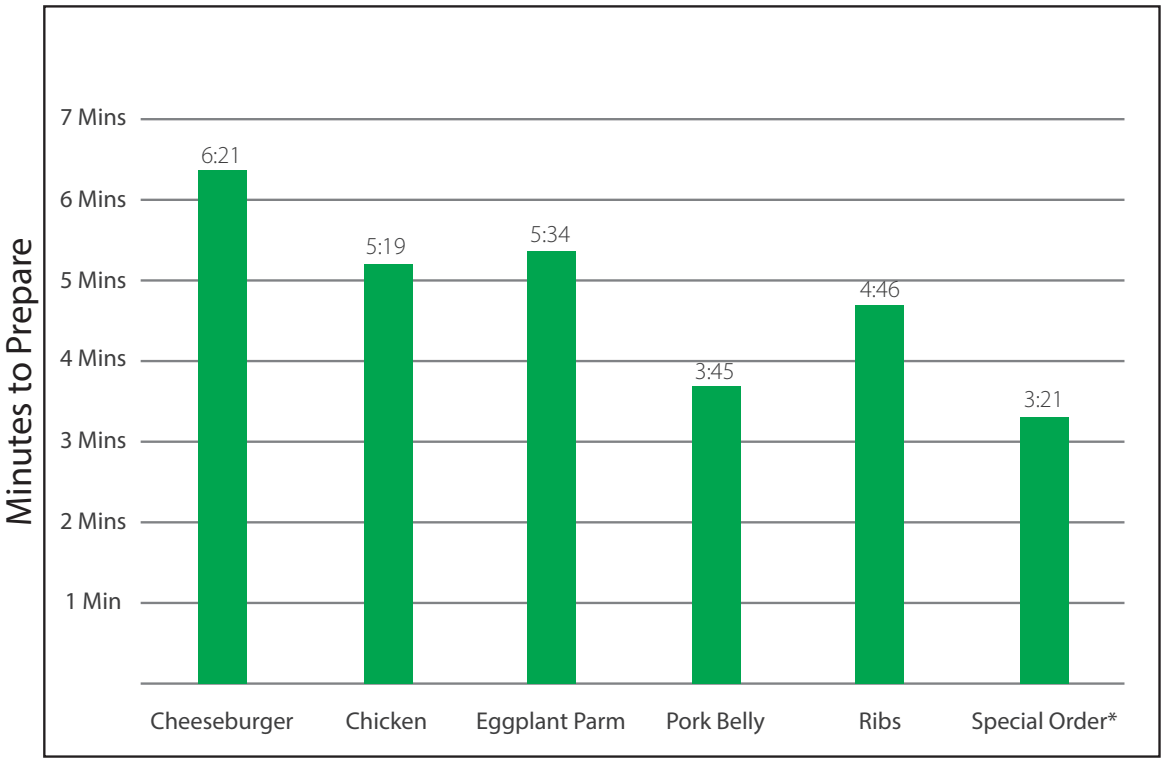
Timing began the moment the order was placed. As each plate was ready, runner would call "order up," and the timer would be stopped.

Orders were picked up, and customers walked away with their meals.

The Results

The experiment proved that CVap® technology enables a kitchen to provide a full lunch service with reduced staffing. The average ticket time was 5:19, well below the 10 minute target. In comparison, estimated ticket times for the same menu in a conventional restaurant kitchen range from ten to 15 minutes, depending on the dish.

Average Ticket Time



Estimated ticket time in a traditional kitchen	12:00	14:00	15:00	12:00	10:00

Although the menu was prix fix, two customers insisted on modifications to their orders.

The Follow Up

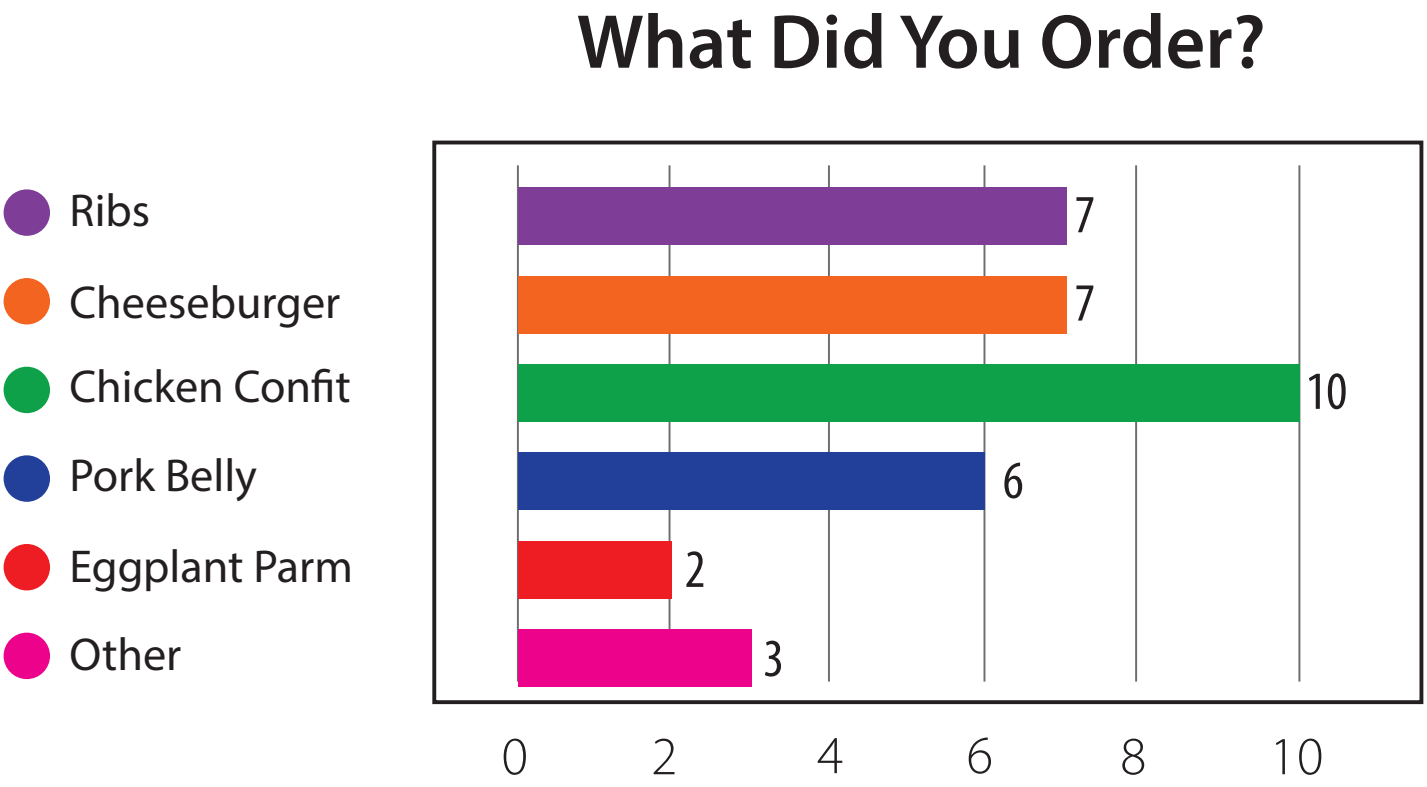
To verify whether or not we achieved our goal of providing our customers with a good experience, we followed up with our customers to get their feedback on their meal experience, via a survey. Out of the 40 customers we served, 35 responded to the survey.

The survey included these questions:

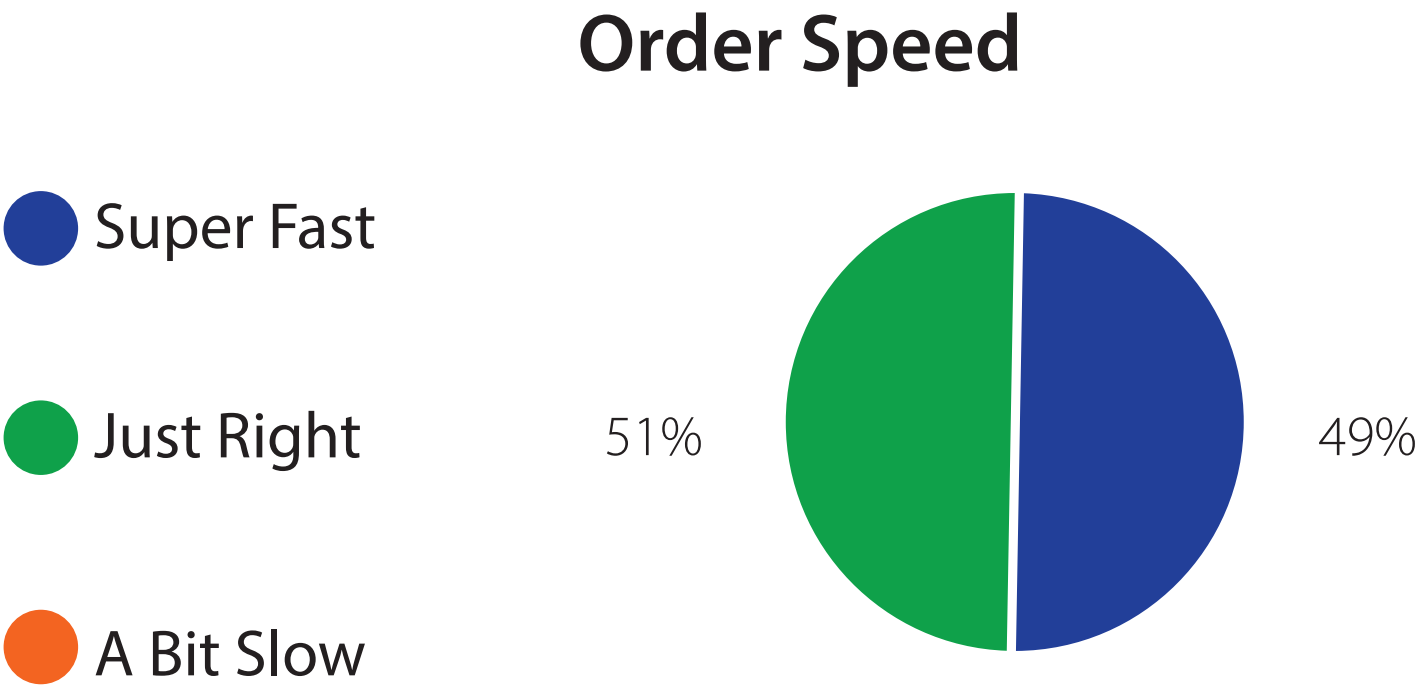
- **What did you order for lunch?**
- **How did you feel about the speed at which your order was ready?**
- **Rate the taste of the food.**
- **How would you rate the food quality in terms of temperature, consistency, and presentation?**
- **Overall, how satisfied were you with your experience?**
- **What could be improved about the sales training lunch?**
- **Any additional comments or suggestions?**

The Survey Results

What did you order for lunch?



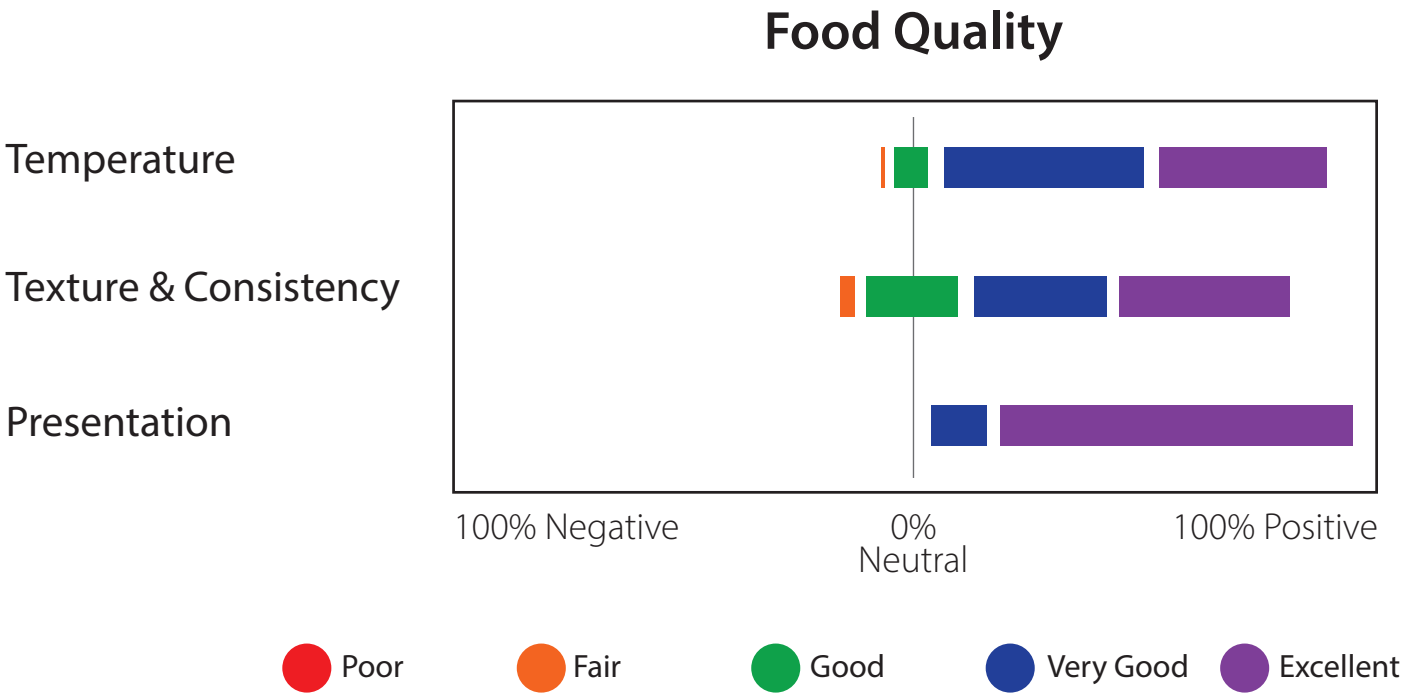
How did you feel about the speed at which your order was ready?



Rate the taste of the food.

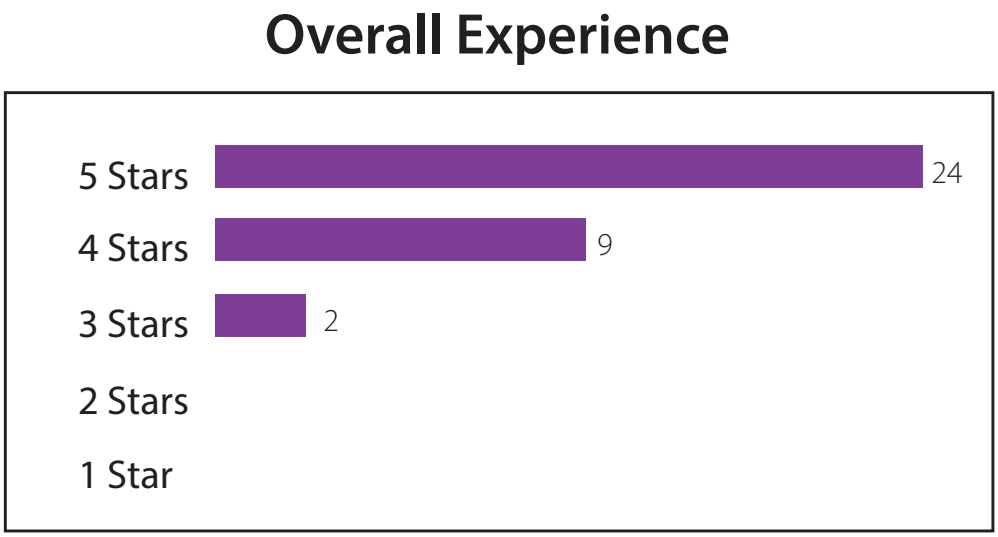
4.49
Average Rating

How would you rate the food quality in terms of temperature, consistency, and presentation?



Overall, how satisfied were you with your experience?

4.63
Average Rating



The Final Numbers

To summarize the data, the Ticket Time Challenge experiment proved the following:

- **Labor Savings:** **14%**
- **Ticket Time Reduction:** **58%**
- **Average Food Quality (1 to 5 Stars):** **4.49/5 Stars**

The proof is in the numbers. Winston's CVap equipment allows customers to realize significant labor savings while exceeding customer expectations for speed and quality.