

CASE STUDY: BOCA WEST COUNTRY CLUB

Creating an Efficient Purchasing Environment in a Multi-Outlet Club



Background

The Boca West® Country Club was developed in 1971 and is the one of the nation's largest and most prestigious private clubs. Spanning 1,400 acres, the Club includes 4 championship golf courses and 39 tennis courts that surround the many residences, waterways and wooded areas. Boca West Country Club food and beverage department manages several dining and entertainment venues and provides members with numerous food service and banquet offerings. Jo Anna Schillaci joined Boca West 18 years ago and is the Food & Beverage Controller for the Country Club. She manages the food and beverage purchasing, receiving and accounting operations. In addition, she is a nationally recognized speaker on “food and beverage cost control” for many club, hospitality and

culinary associations. All Club activities and processes associated with food and beverage revenue are Ms. Schillaci's responsibilities.

The Catalyst: Growth Spawns Need for a Powerful System

The Boca West Country Club food service department has grown significantly over the years. The Club has gone from serving 240 meals a day to preparing 3,000 meals a day during peak season. According to Ms. Schillaci, “Our purchasing and receiving procedures were manual with the help of a small food and beverage software program. Our growth finally reached a level that we couldn't sustain with our current systems and manual processes. We needed a much more powerful food and beverage management system.”

The Goal: Effective Purchasing and Storeroom Management

Boca West Country Club has three large clubhouses with full service restaurants in addition to many smaller food and beverage outlets—all supported out of a central storeroom. Effectively managing and controlling the centralized food and beverage purchasing activities for the storeroom was the main concern for the Club. Per Ms. Schillaci, “Most of our items are purchased through the storeroom and transferred out to the other outlets. We had a huge concern over inventory movement out of the storeroom. In order to effectively support our multi-million dollar, high-volume food and beverage department, we wanted desperately to get the storeroom under control.”

“The system that we were initially using was just not powerful enough to handle our business,” Ms. Schillaci continues. The number of food and beverage outlets in our facility demanded multiple users accessing the system, which our old system couldn't handle. Plus, we needed it to perform in a complex environment. We were forced to look for a system that could meet our requirements.”

“By automating all purchasing activities with the FOOD-TRAK System, Boca West has greatly improved food cost management.”

*-Jo Anna Schillaci
Food & Beverage Controller, Boca West Country Club*

The Selection Process: Requirements and Recommendations

According to Ms. Schillaci, “We knew exactly what we wanted in a system. With our focus on creating an efficient and effective purchasing process, the next system we selected needed to excel in this area. Our selection process consisted of assessing several systems, including the FOOD-TRAK® Food and Beverage Management System developed by System Concepts, Inc. The FOOD-TRAK System came highly recommended by neighboring clubs as well as by our Squirrel Systems® account representative. So as part of our system evaluation process, we visited a local club to observe the FOOD-TRAK System in use.”

The Choice: The FOOD-TRAK System for its Strong Purchasing Capabilities

“Our selection of SCI’s FOOD-TRAK System was based on a number of items,” Ms. Schillaci continued. “The first consideration was the FOOD-TRAK System’s purchasing power. The strong purchasing capabilities would allow us achieve our goal of having a tightly managed buying process. Another deciding factor was that the FOOD-TRAK System was a Windows®-based system. Other offerings were still DOS-based, so a Windows-based solution offered a more user-friendly environment to the multiple new users that would be accessing the system. Finally, the referral from Squirrel Systems, a peer in food and beverage technology, further substantiated our decision.”

“As a result of receiving from purchase orders, using credit memos issued at receipt of goods, for a recent 10 month period we calculated our savings using the system at over \$65,000.”

-Jo Anna Schillaci

Food & Beverage Controller, Boca West Country Club

The Results: Efficient and Automated Purchasing Process

Ms. Schillaci goes on, “Our first priority for the FOOD-TRAK System was to manage purchases better. Specifications and prices change daily in our business and we wanted to stay ahead in our industry. By automating all purchasing activities with the FOOD-TRAK System, Boca West has greatly improved food cost management. Purchases are made automatically by obtaining vendor bids, comparing bids and using shopping lists to generate purchase orders. Detailed purchasing history (including history of purchases, price history and product rankings) have also helped Boca West to achieve the goals of the purchasing department in our annual vendor negotiations.

“Our receiving processes have benefited as well. With the FOOD-TRAK System, automatic corrections are made to wrong orders, over-shipments, shortages and overcharges—something that was impossible for us to do manually. This monitoring capability provided by the FOOD-TRAK System has saved the Club a substantial amount. As a result of receiving from purchase orders, using credit memos issued at receipt of goods, for a recent 10 month period we calculated our savings using the system at over \$65,000.”

“Price Exception Reports are also a key tool for Boca West due to the volatility of food in Florida,” Ms. Schillaci continues. The information we receive from FOOD-TRAK is communicated to all outlets regularly. This helps our staff understand the impact that a price increase on a single food item may have on menu items and service aspects. For example, if the price of butter increases 3%, we can calculate the effect that simply reducing a pat of butter per plate will have on our costs. That’s pretty powerful. Also, as prices and specifications change, so do recipes. The FOOD-TRAK System automatically recalculates recipe costs for us as ingredient amounts or prices change.”

The Future: Continue to Benefit from FOOD-TRAK Capabilities

In addition to realizing the benefits of the FOOD-TRAK System themselves, the Boca West Country Club has become an advocate of the system within the Club industry. Since implementing the system, they have demonstrated how they are using the FOOD-TRAK System to a number of clubs that are interested in taking control of their food and beverage costs. “The ultimate compliment to a business,” states Bill Schwartz, president and founder of System Concepts Inc., “is when you have a client pleased enough with your products and services that they want to recommend it to their peers.”

The Boca West Country Club realizes that the FOOD-TRAK System has much more to offer than what they are currently using. They will continue to incorporate additional features in the near future. According to Ms. Schillaci, “Some of our upcoming plans for FOOD-TRAK include integrating the system with our point-of-sale systems in our higher volume food service outlets. In addition, the buying history that FOOD-TRAK provides will prove to be a valuable tool in future buying negotiations, allowing Boca West to get more aggressive with vendors and receiving benefits of consolidated buying and larger discounts.”



About Boca West® Country Club

Boca West® Country Club, one of the nation's largest private clubs, spans 1,400 acres of lush tropical landscaping with an array of magnificent residences including town homes, patio homes, villas, garden apartments and single-family homes. The Club's 54 private villages are bordered by four championship golf courses, 39 tennis courts, waterways and wooded areas. This award-winning community, originally developed by Arvida Corporation in 1971, is home to more than 8,000 residents (3,400 families). Boca West® Country Club facilities are now owned by the membership, directed by a Board of 15 members who are elected by the general membership and is operated through

its president and general manager. For more information, visit www.bocawest.com.

About System Concepts, Inc.

System Concepts, Inc. (SCI) is the developer of the FOOD-TRAK® System and is one of the world's first companies to specialize in the field of food and beverage management automation. Now celebrating its 25th anniversary, the company provides software and consulting services designed to help all types and sizes of food service operations maximize food and beverage profits. SCI utilizes a project approach, incorporating a diverse set of documented steps and procedures customized for each client to help ensure success. Headquartered in Scottsdale Arizona, the company has more than 10,000 clients in over 18 countries. For more information, visit www.foodtrak.com.

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