

BILL SCHWARTZ
Bill Schwartz is the founder and CEO of System Concepts, Inc. (SCI). Based in Scottsdale, AZ, SCI is a food and beverage procurement and inventory management consulting firm and the developer of the FOOD-TRAK System, which is widely used in club operations around the country. Bill can be reached at (480) 951-8011 or bills@foodtrak.com.

Boca West's Secret Weapon for F&B Report Accuracy

From inventory to attitude: How FOOD-TRAK® mobile scanners streamlined back-of-house operations and energized the Boca West team

Boca West Country Club is one of the largest private clubs in the country. With eight dining destinations, banquets serving over 600 events per year, and four championship golf courses, Boca West is one of the most complex and difficult operations to manage. A FOOD-TRAK client since 2002, the late Jay Di Pietro – the "Godfather" of club managers saw the potential for improving club F&B profitability with our software. He and his protégé and successor Matthew Linderman, CCM, who is now President/COO/GM, have been industry pioneers when it comes to using F&B management software. Matt took the next step by adding FOOD-TRAK mobile scanners to his toolbox. We interviewed Matt to get his thoughts on the impact of mobile scanners on the operation.



"If you're on the fence about adding FOOD-TRAK, my advice is simple: Do it. You'll save time, cut down mistakes and your team will thank you."
Matthew Linderman, CCM

SCI: When did you start using the scanners and how many do you have?
ML: We started using FOOD-TRAK back in 2002, and about 10 years ago we added scanners into the mix. At first, we had four. Now we're up to 11, and we've got three more on the way. Even with that large number, they've already paid for themselves many times over.

SCI: What do you use them for?
ML: Scanners are currently used for receiving, requisitions, transfers and inventories. They've saved us countless hours every month. What used to take twice as many people and twice as long now gets done in about half the time. And because everything is scanned directly into the system, the reports come back faster and more accurate with fewer mistakes.

SCI: How have they helped other than time savings?
ML: The biggest difference has been accuracy. No more trying to read messy handwritten notes or figure out what "kitchen language" means compared to what purchasing calls something. The barcodes make sure the right item is entered every single time. And if something doesn't look right, we can check it on the spot instead of waiting weeks.

SCI: How did you handle the implementation of this technology?
ML: Our storeroom and culinary teams worked together to organize the barcodes in a way that makes sense for them—by storage location, category, shelf, or alphabetically. That simple step has made the process much smoother and easier for everyone involved. Were there challenges at first? Sure. Training the staff, updating barcodes, and getting used to a new system always takes some effort. But once the team saw how much quicker and easier it made their work, the feedback turned positive fast.

SCI: What advice do you have for other club managers with regard to using scanners with their FOOD-TRAK System?
ML: For us, the FOOD-TRAK scanners have been a game changer. They've made data collection faster, more accurate, and ultimately made the club more profitable. They're the single best tool we've got to keep things moving and keep everyone accountable. No matter how large the operation is, if you're on the fence about adding them, my advice is simple: do it. You'll save time, cut down mistakes, and your team will thank you. BR



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