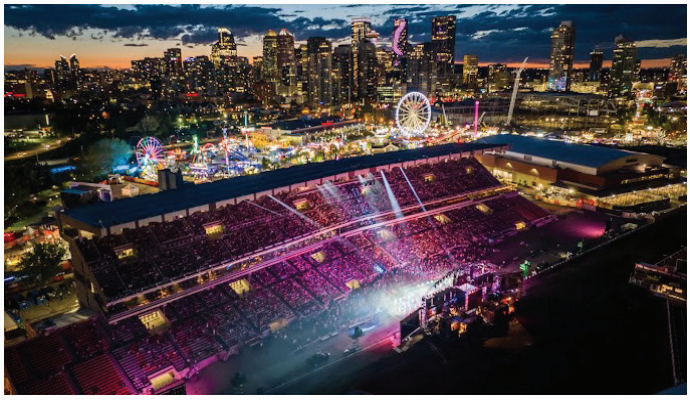
FOOD-TRAK®
Food & Beverage Management System

CASE STUDY: CALGARY STAMPEDE

INTRODUCING MOBILE DATA COLLECTION TO REDUCE LABOR HOURS

Background

The Calgary Stampede is a year-round entertainment and sports venue in Calgary, Alberta, Canada best known for the Stampede Rodeo held in its 17,000 attendee stadium. It also has a 500,000 square foot convention center (currently expanding to 1,000,000 square feet), a concert hall seating 4,000, a 2,500 person arena, a 4,500 person outdoor bar and nightclub, and a 500 person Agriculture Building. It has 3 distribution warehouses and sits on 250 acres. With multiple restaurants, bars and concessions, all venues use the FOOD-TRAK system for F&B accounting and management.



John Wattman is the Logistics Manager and directs the use of the FOOD-TRAK System. While they have been using FOOD-TRAK for many years, when John came aboard, his objective was to operate the system at the highest level possible. His blueprint for success included a 3-step plan beginning with a database cleanup, move to the cloud and fully implementing mobile capabilities, including the use of both the FMA (mobile app) and the FMP (mobile scanning computer).

The Plan and Solution

Once through the database cleanup, they had an onsite visit with a FOOD-TRAK trainer to bring the staff up to speed and address any lingering issues with process flow. The trainer worked with the Finance team, the Culinary team, Procurement department and the Warehouse employees. This was the result of John's belief that multiple departments need to be involved with the system as opposed to a single administrative employee running the system as had been the previous case.

The Results

The system is now heavily utilized by the Warehouse employees as well as team members from Logistics, Procurement, F&B management, Culinary team, IT Department and Accounting. As a result, the organization has seen significant improvements in cost and productivity. John is a major proponent of mobile data collection. According to John, "One of the biggest improvements was eliminating carbon copy transfer slips that are now done electronically using the FMPs. What used to take 56 hours per week manually takes 14 hours per week and team members are able to multi-task. As a result we were able to use fewer labor hours and re-organize the work day for team members."

Anxious to add more mobile devices, interfaces, building recipes and adding supplies to their database, John's primary recommendation for success with the system – "Never have just one person run the project. Have continuous training with the entire team."

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-John Wattman
Logistics Manager

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