FOOD-TRAK®
Food & Beverage Management System

CASE STUDY: SOUTHERN HILLS COUNTRY CLUB

HOSTED SOLUTION, MOBILE-BASED INVENTORY AND ELECTRONIC REQUISITIONS

Background



Southern Hills Country Club is a beautiful, private golf and country club in Tulsa, Oklahoma. Established in 1935, this prominent club was built in "English country manor" style on land donated by multimillionaire oilman Waite Phillips. Southern Hills has hosted seven major championships - three U.S. Opens and four PGA Championships - and will host its fifth PGA Championship in 2022.

The Purchasing team first recognized the need for a food and beverage management system way back in the early '90s. According to Sherri Scott, Purchasing Manager for Southern Hills, "We were doing everything the old-fashioned way including handwritten requisitions and quarterly inventory. Our biggest challenge of not having a system was the requisitioning of goods from the kitchen to the outlets. Outlet staff would come to the kitchen for a single green pepper." Scott already knew exactly which system she wanted to implement; she was just waiting for the appropriate time and approval from the General Manager in order to make their move.

The Goal

Southern Hills wanted a solution that offered automated inventory via handheld scanners, streamlined purchasing with their prime vendor and up-to-date pricing on invoices for all purchased items. Scott made a point to note, "We don't have an IT department so we needed a hosted solution and this was a nonnegotiable for us." The FOOD-TRAK® Food & Beverage Management System was the only system Scott had her heart set on, stating "FOOD-TRAK is by far the best in the industry for our club business."

The Plan

Their patience finally paid off and Scott's team at Southern Hills received the green light from the General Manager to purchase the FOOD-TRAK System, kicking off the project in 2012. Training started with a four-day intensive course at the FOOD-TRAK headquarters in Scottsdale, Arizona where Scott had her first hands-on experience with the software. "Just like any new system in your business, it takes time to adapt but FOOD-TRAK was easy to learn and get used to," states Scott. She worked with her team upon returning from training to get everyone prepared for the on-site visit by one of SCI's Implementation Specialists. "Our trainer was easy to work with, knew the product inside and out, gave us great tips on our FOOD-TRAK Mobile Partner (FMP) handheld scanners and we felt comfortable with the system at the completion of the visit," says Scott.

FOOD-TRAK was implemented throughout the club including all nine outlets, kitchen staff and warehouse personnel. The successful implementation was a direct result of the incredible partnership between Southern Hills and SCI's sales, support and implementation staff. "Everyone at SCI was quick to help, knowledgeable and always found an answer for us. Our account manager was and still is amazing and the technical support is stellar! The personalized service is what really made the difference throughout this process," raves Scott.

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> *Purchasing Manager, Southern Hills Country Club*

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The Solution and Results

Southern Hills implemented new standard operating procedures for inventory by training both the warehouse and outlet staff to capture data electronically, using their own custom templates on the FMP scanners. According to Scott, "The scanner is what allows inventory to be counted so quickly as we were able to cut inventory time in half and down to just three hours. We saw labor savings with physical inventory in the outlets around 50% and as high as 80% in our warehouse. " Inventory is now taken on a monthly basis and is both efficient and accurate. Scott also takes advantage of FOOD-TRAK's variance reports to reconcile inventory in less than two hours in the central storeroom, which used to take days to complete.

The most significant time savings for Southern Hills was the introduction of an electronic transfer and requisition process that automatically calculated costs and G/L account distribution for each transfer. According to Scott, "We were spending four to five hours almost every single day entering these. It was so hard to catch up! FOOD-TRAK was a game changer when we began entering electronic requisitions as it now takes less than an hour and we've seen at least a 60% time savings!"

Scott was always looking for opportunities to speed up their ordering process and prior to implementing FOOD-TRAK, vendors would come on-site and take orders. Scott wanted a more streamlined approach where she could establish integrated online ordering with their prime vendor. This vendor integration also allowed Southern Hills to achieve their goal of keeping up-to-date pricing on their invoices. Susan Berbee, Inventory Control Assistant states, "I really like the way you can set up an invoice in FOOD-TRAK. The software is very cohesive and the data flows really well into reports." Not only did the purchasing team at Southern Hills discover labor savings, but by having valuable reports like Price History at her fingertips, Scott has found price discrepancies with vendors that put money right back into the club's pocket. Scott also notes "The reporting capability is huge for us because we can build a report in so many different ways. Our Food & Beverage Director wanted to look at a summarized spending report for certain outlets and only specific food categories and I was able to get it whipped up immediately."

The Future

Southern Hills has plans to explore FOOD-TRAK's Catering Production and Menu Planning Module, begin building recipes and incorporate liquor, wine and beer into their database. When asked if she would recommend the FOOD-TRAK® Food & Beverage Management System to another organization, Scott replied, "In my years of purchasing at Southern Hills I have looked at many systems. FOOD-TRAK is by far the most user-friendly, the support staff is incredible and the program works really well as an overall food and beverage package. The versatility we need is there and the software is limitless - the best one I've ever worked with."

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