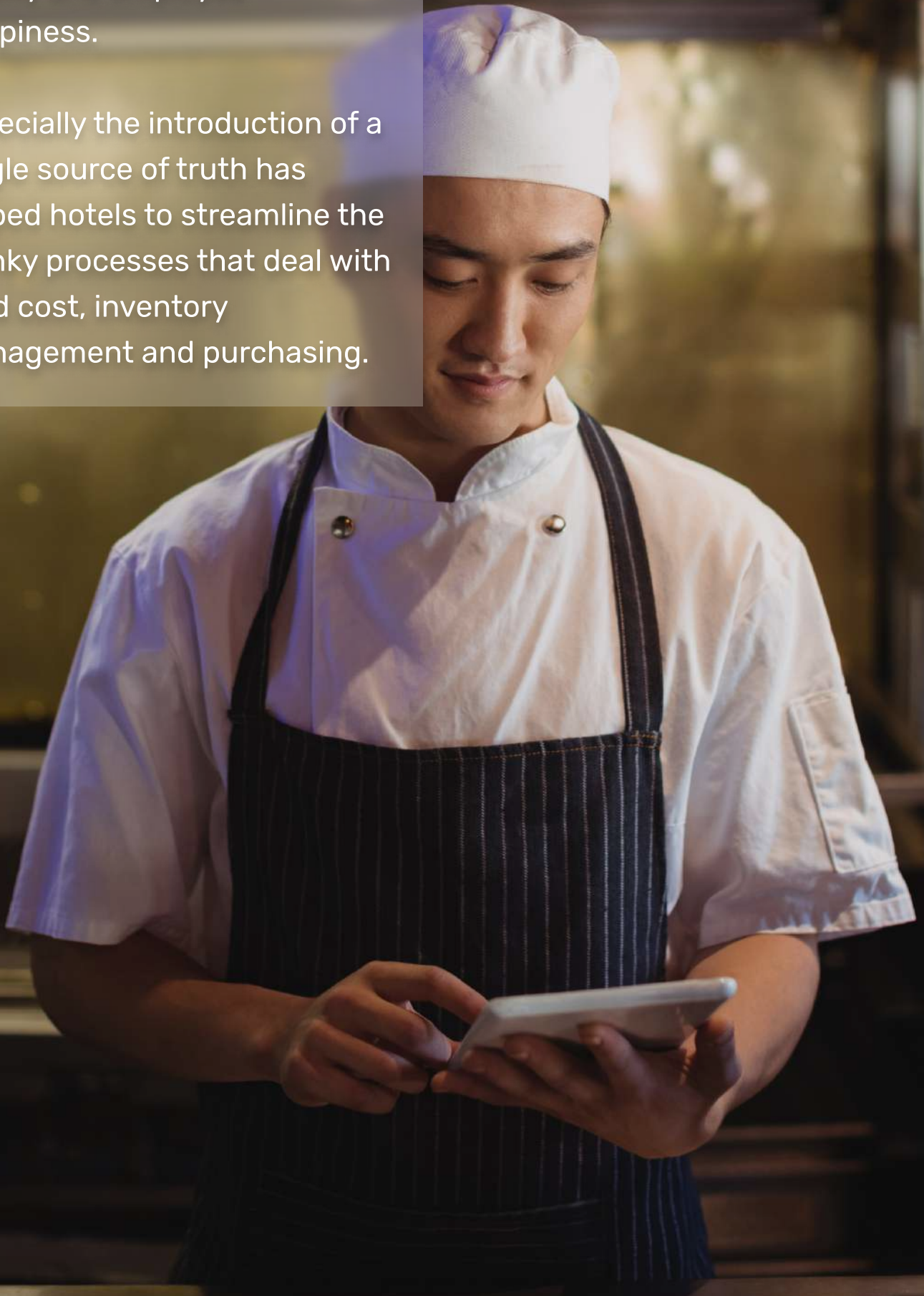




How Hotel Chains are Benefiting from a Single Source of Truth for F&B Management

The digitalisation of food and beverage operations in hotels has increased margins, product quality and employee happiness.

Especially the introduction of a single source of truth has helped hotels to streamline the clunky processes that deal with food cost, inventory management and purchasing.



35%

Average wasting of all food purchased by hotels.

47%

Says high food cost is the #1 challenge.

€7

Average cost saved per €1 invested in inventory control.

The challenge

Many industry professionals say their number one challenge is to reduce high food costs, without giving in on quality or customer experience.

The main drivers for high food costs are poor inventory management and unreliable purchasing data. These two pain points are draining hotel margins.

For multi-unit hotel operations, the losses are exponential. A single source of truth for F&B management puts a cork in it, and that is not all it does.

According to one study, **operators can add between 2% and 10% to their bottom line** thanks to optimised inventory control and accurate purchasing. They can quickly identify sales trends and minimise over- and understocking.

A single source of truth: how it works

The single source of truth works like this: the system collects the operational data from different sources and does the numbers crunching. The easy to navigate dashboard then displays all the realtime performance metrics for everyone involved.

The system is transparent and flexible. It reduces the number of manual actions and

the chances of mistakes happening. And above all, having an integrated system for F&B management speeds up operations.

Staff is wasting no time entering data in separate software systems (or worse, spreadsheets), and HQ gets real-time updates about the performance of each outlet.

Picture this...

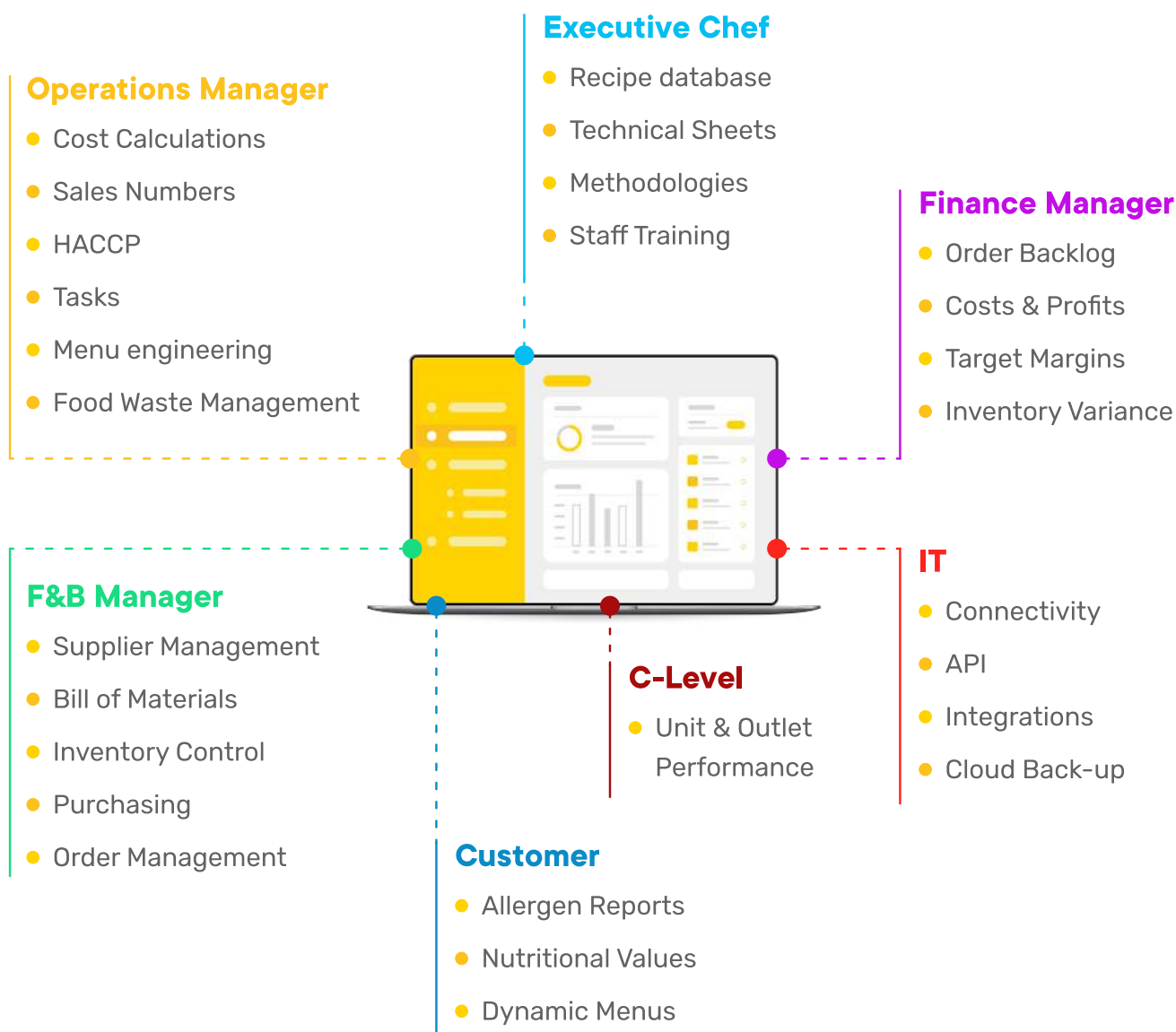
The executive chef, the F&B manager, the finance manager and the general manager, all looking at the same dashboard and working with the same up-to-date numbers to make strategic and operational decisions.

An integrated system like this used to be a complete fantasy because the food and

beverage data for hotels are notoriously hard to monitor.

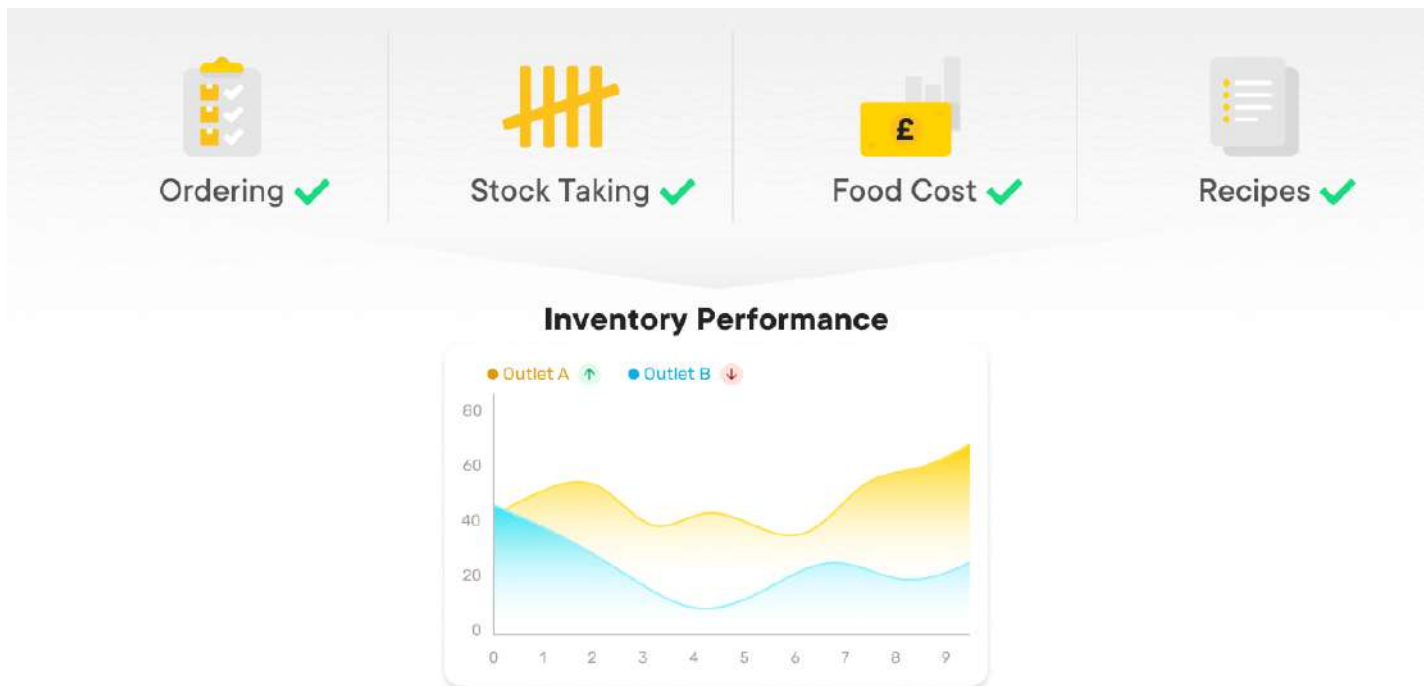
It was undoable.

These days, however, technology is making the tracking of inventory, purchasing, product development and menu engineering reasonably straight-forward.



Hotel management and the kitchen teams pull the operational data straight from the system. This speeds up workflows and improves accuracy.





Let's Take a Look at Inventory

Inventory management is vital for keeping food cost under control.

In hotels, unfortunately, it can be a nightmare - so many bars, dining rooms, buffets and a range of people responsible for the ordering and receiving of goods.

Overstocking and order mistakes are always lurking behind the corner. And they are costly.

The risk of things going wrong goes down when the operations manager, the chefs and the procurement-team all have access to and work from the same system.

In that case the F&B manager only has to push one button to generate a precise bill-of-materials. There is no going through spreadsheets or emailing coworkers anymore, because the data they need are already there. The **software calculates the amounts that need to be ordered** by cross-referencing recipes, inventory status and portions required. →

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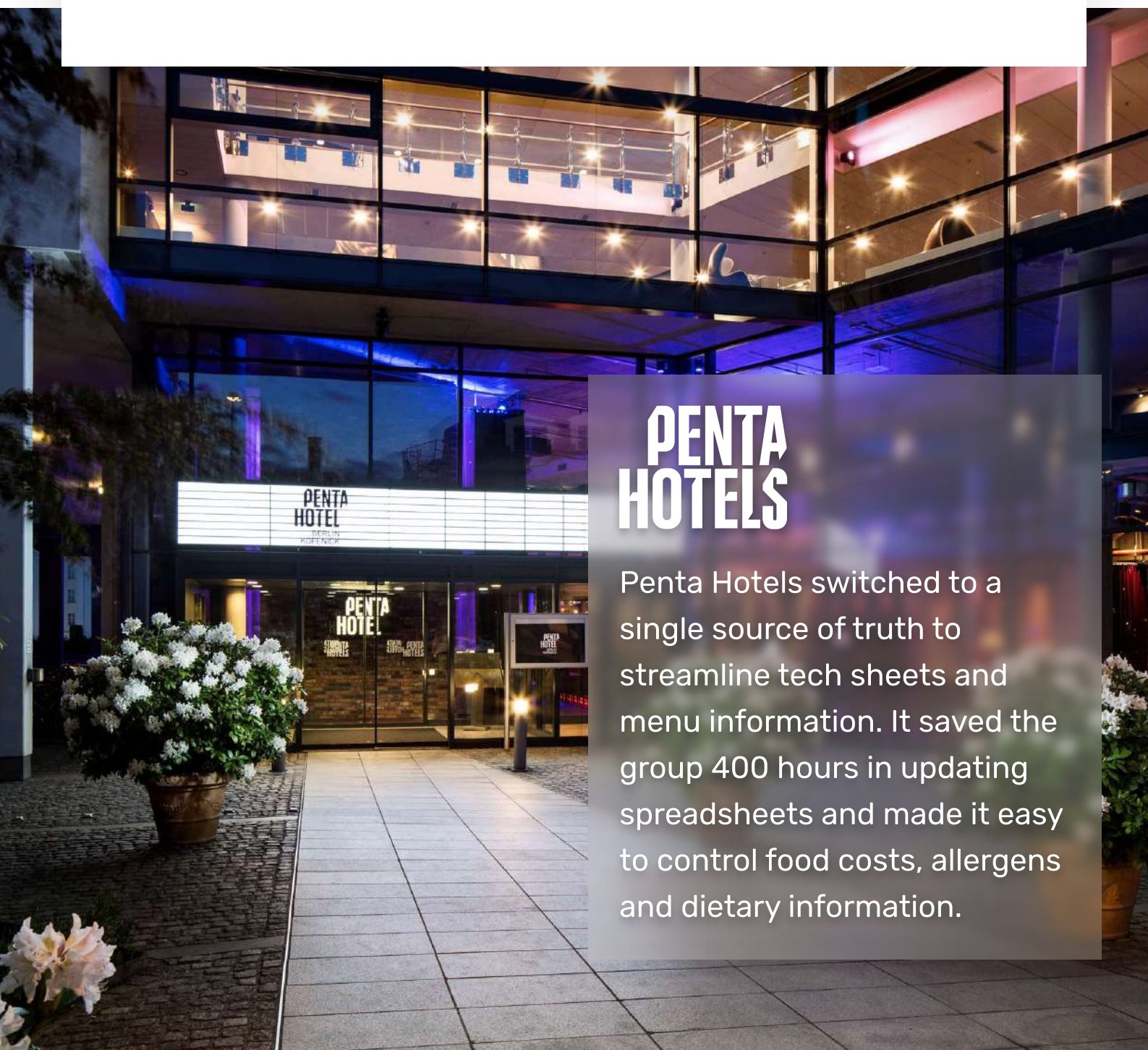
What happens when hotel F&B management goes digital?

Digitalisation gets rid of the all too common guesswork, resulting in:

1. Data-driven decision making
2. Accurate procurement planning
3. Low food cost
4. Efficient staff onboarding
5. Less admin, more quality

PENTA HOTELS

Penta Hotels switched to a single source of truth to streamline tech sheets and menu information. It saved the group 400 hours in updating spreadsheets and made it easy to control food costs, allergens and dietary information.



→ Afterwards, accounting double-checks the supplier invoices in the order backlog of the system. It saves everyone time and reduces the risk of over- (& under) stocking and purchasing errors.

The back-of-house of a hotel massively

impacts its bottom line, and therefore its competitiveness.

Just as important, sharing information between teams and departments **is now instant and 100% accurate.**

No more going through spreadsheets or emailing coworkers; the data is already there.

Assess Your Competitiveness

F &B processes are typically things that develop organically over time. With technology making rapid progress, this is an excellent time to assess the robustness of your system.

On page 9 you will find nine questions. We have included the ideal answers. They give you an idea of where you are at and how the competition is using F&B technology right now.



9 questions to test the competitiveness of your hotel F&B management system

- 1** **How many people do you have to contact to know how much money is locked in F&B stock?**
Ideal answer: "none, I check the number every morning on my laptop".
- 2** **Are you relying on spreadsheets to keep track of performance?**
Ideal answer: "no, spreadsheets are hard to update and a nightmare for collaborating with co-workers".
- 3** **Do all departments churn out reports for others to analyse?**
Ideal answer: "no, we don't print or share reports. The required data are available in the ERP-system for those who need them".
- 4** **Are you actively reducing the number of manual actions required to get valuable business insights?**
Ideal answer: "yes, manual actions are prone to errors and therefore costly".
- 5** **Are you copying data from one software system to another?**
Ideal answer: "no, that would be a waste of time. All systems integrate. The data is shared automatically via API or otherwise".
- 6** **Can you extract allergen information and nutritional values for your recipes and menus?**
Ideal answer: "yes, informing customers is paramount".
- 7** **Do you have a database for recipes?**
Ideal answer: "yes, employee turnover is high, so onboarding has to be quick and effective. Staff can look up recipes, methodologies, technical sheets and step-by-step (video)guidelines".
- 8** **Are your menu items hitting their target margin, right now?**
Ideal answer: "let me check. Yes, 90% are, 10% is just below target. I can give you the ideal and actual food cost for each recipe too, if you are interested".
- 9** **Are you actively recording inventory actions like stock transfers and waste?**
Ideal answer: "yes, high food cost is the #1 challenge. We enter stock counts, transfers & waste directly into the system".

The image shows a large, multi-level interior space, likely a hotel lounge or bar. On the left, a tall wall is covered in numerous small, illuminated wooden panels. A long bar runs along the base of this wall. The right side features a mezzanine level with a white railing, where several people are standing. The main floor is filled with a large crowd of people, mostly men, who appear to be socializing and drinking. In the background, a large, ornate wooden organ is visible, and the ceiling is decorated with blue star-like lights. The overall atmosphere is lively and modern.

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HOTELS

Innovative hotels like Bunk Hotels require total control over their back-of-house. It's how they keep ahead of the competition.



Add up to 10% to Your Bottom Line.

Digitalise hotel F&B operations
and streamline the processes
that deal with food cost, kitchen
management, inventory and
procurement.

**Get in touch with our
hotel tech specialist**



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