

## CASE STUDY: HAMILTON CONVENTION CENTRE

### Controlling Food Costs Through Improved Purchasing



#### Background

The Hamilton Convention Centre is located in Hamilton, Ontario Canada. The facility provides 19 meeting rooms over 3 floors with a total exhibition space of over 52,000 sq ft. allowing flexibility for tradeshow and events from 2 to 2,000 guests. The in-house catering, fully equipped kitchen with chefs on staff, is capable of preparing dishes to every level of sophistication.

#### The Catalyst: Saving Valuable Time

The Hamilton Convention Centre operates its own in-house kitchen facility. All meals are prepared on the premises by Executive Chef, Alan Ginn, and his staff. According to Chef Ginn, “Prior to the purchase of FOOD-TRAK®, recipe building and food costing were extremely time-consuming. All inventory taking tracking and inventory extensions were done manually. Many times I took work home and completed it in my own time. Things got worse when we experienced massive labor cuts. I lost two purchasers due to cut backs.”

#### The Solution: The FOOD-TRAK System

Chef Ginn continues, “I was given a FOOD-TRAK demo and was totally impressed with the system from that day forward. However, the decision was not mine to purchase the FOOD-TRAK system. Management decided on the purchase when the purchasers were let go and they needed to improve efficiencies.”

#### The Key Features: Inventory Extension and Recipe & Ingredients Lists

The FOOD-TRAK System offers many features to improve a facility’s ability to manage its food and beverage operations. “I like the recipe and ingredients list the best,” Chef Ginn goes on to say. “If I have forgotten an ingredient, I can look it up with the click of a key. No more monotonous searching through recipe books, which take up lots of room. I also love the inventory extension feature of FOOD-TRAK. A job that used to take me hours and hours is now finished in minutes—and accurately, too. I also like the fact that recipe costs are updated as often as I want to update them. It is hard to define one quality that I like the most because all of the features that I use are great.”

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*-Chef Allen Ginn  
Executive Chef*

#### The Results: Improved Control of Food Costs, Recipe Construction and Costing

Due to FOOD-TRAK, Chef Ginn no longer has to take work home with him. “FOOD-TRAK was a life saver especially for ordering, receiving and invoicing purposes,” says Chef Ginn. “After the purchase of FOOD-TRAK, I found that I had much better control over food costs. Now, it was a snap to whip a recipe up, regardless of how few or many portions were required. My staff no longer had to second guess amounts. Custom menu costing, which could be a long laborious task, is much faster and easier with FOOD-TRAK.”

## **The Final Word: “I Don’t Know How I Managed Without FOOD-TRAK”**

Per Chef Ginn, “The main improvements we experience with FOOD-TRAK are in time and labor savings. In addition, we have more accurate food costs; better price comparisons, purchase history, vendor lists and vendor information storage. I don't know how I managed without FOOD-TRAK. I highly recommend it to anybody looking for a system of this nature.”



### **About Hamilton Convention Centre**

Hamilton Entertainment and Convention Facilities Inc. (HECFI) operates and manages the Hamilton Convention Centre, along with the Copps Coliseum and Hamilton Place on behalf of the Corporation of the City of Hamilton.

Centrally located downtown, the Hamilton Convention Centre is a sophisticated, state of the art, multi-purpose exhibit and convention facility with a service culture dedicated to making every moment count. Appointed with luxurious tile and broadloom enhancing a cedar decor throughout, the Convention Centre provides elegance with

affordability and flexibility. Supplying the finest in creative banquet services, every function is enhanced with a personal touch by a professional team committed to customer satisfaction. For more information, visit [www.hecfi.ca](http://www.hecfi.ca)

### **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](http://www.foodtrak.com)

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