

CASE STUDY: SEMINOLE CASINO

Improving Casino Food and Beverage Service Profitability



The Challenge: Creating Efficient & Integrated Practices

Seminole Casino's food and beverage staff found that their current methods of tracking purchases, spotting vendor price changes and catching data entry errors were difficult and time consuming. Their nonintegrated, multiple spreadsheet-based inventory and purchasing tools were not conducive to the food and beverage management tasks that needed to be performed. Additionally, data passed between the

accounting and purchasing departments was manually cross-referenced, making the transfer of common information a slow and tedious process.

The Solution: The FOOD-TRAK System

Seminole's newly appointed Purchasing Manager, Holly Hardy, obtained permission to search for a system to replace the inadequate spreadsheet system that was in use. "I used the FOOD-TRAK System previously and knew without a doubt that it was the answer to our present situation," stated Holly. She decided to introduce the FOOD-TRAK System to Seminole Casino.

First Steps: Planning, Implementation and Training

Per Holly's recommendation to Seminole, "We decided to implement the FOOD-TRAK System as a centralized configuration. First, we worked with SCI project managers to build a plan for implementation and training. Then, within a 30-60 day period, the staff began using the FOOD-TRAK System to routinely enter inventories, invoices and purchase orders. Finally, we extended the system to the remaining two profit centers." Holly continued, "The staff was also trained on the use of requisition forms, converting them into transfers and other advanced features of the system."

Realizing FOOD-TRAK Benefits

Once purchasing and inventory functions were operating smoothly, Seminole began the process of collecting ideal use information. Recipe construction was completed and POS information was imported using the FOOD-TRAK HSI interface. The system was now able to calculate ideal usage, and compare it to the actual usage information already being produced. The ability to identify the usage variances gave Seminole's managers the information they needed to more effectively control their inventory. The Project Plan was completed ahead of schedule and the staff immediately noticed that the amount of paperwork was substantially reduced.

Instead of passing multiple spreadsheets between accounting and purchasing; inventories, pricing and recipe costs were found in one system. The integrated system helped the staff improve profitability and accountability. One example of the profitability improvement capability was Holly's use of the FOOD-TRAK Price History and Purchase Recap Reports to spot discrepancies in a vendor's prime rib pricing. She pinpointed the overcharges, took the report to the vendor and obtained a \$3000 credit. This would have been difficult to do with their previous approach.

"I used the FOOD-TRAK system previously and knew without a doubt that it was the answer to our present situation."

*-Holly Hardy
Purchasing Manager*



The Result: Long Term Value & Profitability

“Seminole acquired FOOD-TRAK with the goal of tracking usage variances by outlet. Communication between the various departments of the organization was an essential element in the project’s success,” stated Holly. She then goes on to say, “Utilizing FOOD-TRAK as a common point of interchange, from point-of-sale to accounting, Seminole Casino discovered that spending less time shuffling paper allowed us to focus more on maximizing profits.” Per SCI account manager, Gregg Sourbeck, “We are glad to have played a part in streamlining operations for Seminole and will continue to conduct

database reviews to guide their staff in fine-tuning their FOOD-TRAK System, suggest ways of improving the operation and equip them with the technological tools to get the job done.”

About The Seminole Casino

Open 24 hours a day 7 days a week, the Seminole Casino is the largest, most exciting attraction in the five county region featuring; high paying gaming machines, live action poker and award winning dining. Located in the heart of Southwest Florida, the Seminole Casino neighbors both Naples and Fort Myers. For more information, visit www.theseminolecasino.com.

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

Critical Steps to Seminole’s Success

- 1. Identifying clear objectives*
- 2. Planning and detailed preparation*
- 3. Creating comprehensive databases*
- 4. Interfacing with Point of Sale and Accounts Payable systems*
- 5. Training staff on system usage*
- 6. Implementing FOOD-TRAK practices*
- 7. Analyzing results*

FOOD-TRAK is a registered trademark and registered service mark of System Concepts, Inc.