

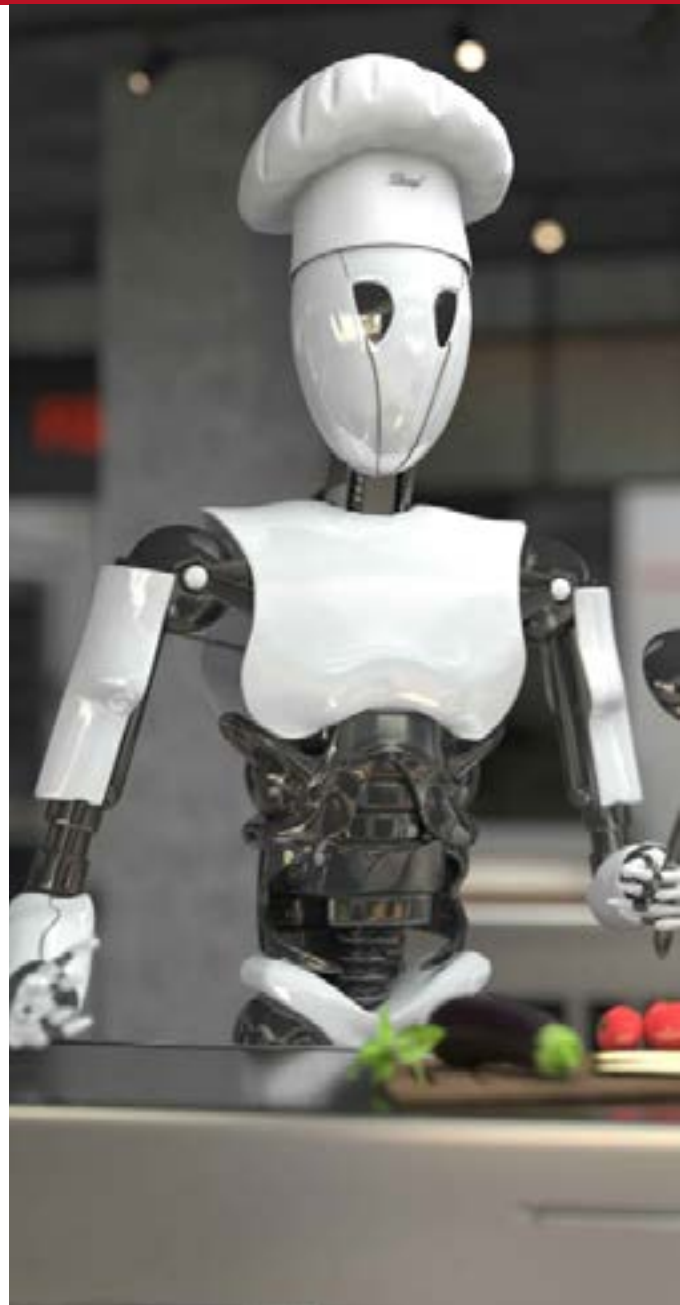
Foodservice Updates

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What will your team look like in 2030?

At the recent National Restaurant Association Show in Chicago, the organization's CEO, Michelle Korsmo, said the industry has about two job openings for every potential worker. As a result, restaurants are currently vying for workers who have significant bargaining power – leverage that often makes it difficult for all but the most highly resourced businesses to compete for labor. This ongoing need for support has only sharpened the spotlight already cast on technology – particularly on the urgent need for many restaurants to automate tasks ranging from order taking to food preparation. Automation will make the industry look a lot different by 2030, Korsmo said. A Restaurant Dive report about the automation technology on display at the National Restaurant Association Show identified several stand-out tools, including robotic fry stations, smart combi ovens, hygiene scanning and safety software, and robotic burger stations – tools that can help a restaurant manage tasks that are not only tedious or time-consuming but are also important to get right. While ensuring near-term survival has had to be the priority for many restaurants in the past few years, taking a longer-term view of your staffing needs is important too. How might you rethink your staffing structure in the coming years? If you're already operating with a slimmed-down team, what tasks are slipping through the cracks as a result? Where might you automate tasks that currently stretch your staff in ways that have the potential to compromise your service and safety?



Tech Talk

Make better predictions from your data

Does your customer data have gaps in it where you're missing insights that could be helpful to you? Or is it simply just too patchy to be able to help you draw meaningful conclusions? Predictive analytics may help you make connections that can help you deliver more personalized experiences to guests. As this report from Restaurant Technology explains, predictive analytics software draws from data analysis, machine learning, AI and statistical models to identify patterns and predict future behavior. So even after a single purchase by a guest, a business is able to zoom out and make predictions about guest preferences. This can be a money saver for operators as well, allowing them to predict future inventory needs so they can avoid both over-ordering and being caught short.



Breaking down barriers in digital payment



Can your guests place an order with you via social media? It's a practice that is likely to expand in light of Deliverect's recent announcement that it would be acquiring ChatFood, a firm that specializes in ordering via social media, as well as tableside order and payment functionality and loyalty solutions. Restaurant Business explained that ChatFood integrates with Meta apps such as Facebook, Instagram and WhatsApp and allows customers to order directly from a restaurant's profile via these platforms. The move was made in an effort to help remove barriers between consumers and the restaurant food they're craving. It's a good time to re-view the process your guests go through to order from you. Where is there an opportunity to reduce the friction?

Trends

Plant-based 2.0

Plant-based foods have been on the rise for some time – and there’s no end in sight. A new report by Bloomberg Intelligence projects the plant-based foods market to comprise a substantial share of the global protein market, reaching 7.7 percent by 2030 – a huge leap from where it was in 2020. Consumer interest in healthy, sustainable foods is driving the trend. Plant-based options are expanding into in new product categories including ice cream, eggs, cheese and seafood options. The recent National Restaurant Association Show reflected the continued rise of plant-based options, with a plant-based tuna filet and shrimp attracting attention and accolades in the seafood category.



Check in on your supplies

Restaurants can be chaotic – but if your storage areas make it look that way, you’re inviting food safety hazards. Looking through everything you store, from menu ingredients to cleaning solutions, is anything missing a label? If during the dinner rush your staff has to make educated guesses about the freshness of food items they are preparing or the identity of solvents they are using to clean, you might serve ingredients that have spoiled or introduce toxic chemicals into your kitchen in areas where they don’t belong. Make sure all containers are labeled with their contents, as well as the date they were filled and the date by which contents must be discarded.



#FoodSafety

#FoodSafety

What do your temperature logs say about your food safety?

Keeping foods out of the temperature danger zone – between 40 and 140 degrees Fahrenheit – can be more difficult in the summer heat, particularly if you're preparing and serving food outdoors. Your temperature logs can help keep your food safety on track, but the information they contain can also reveal problems. In an interview with Mashed, Chris Boyles of Steritech said when temperature logs show several blank spaces or list the same temperature for every item, they can indicate to a health inspector that the restaurant isn't tracking food temperatures correctly. Using digital tools to automate these tasks can help you identify these problems promptly and avoid raising red flags with inspectors.



Foodservice Updates

Restaurant food in grocery store settings

While operating a restaurant has long been a practice of managing on razor-thin margins, the rising costs of everything from food to labor to energy have given many operators no choice but to adjust their model. According to a recent report from Fast Company, that has meant a growing crop of restaurants are entering the consumer packaged goods arena, providing popular menu items and accompaniments that consumers can pick up at the grocery store and keep in their pantry or freezer. To be sure, restaurant-branded condiments and meals are hardly new – they have been around for decades. But the range of them has been exploding in the past few years and continues to grow, with products as diverse as burritos from the Mexican chain Tacombi and smoked mushroom garum from Copenhagen’s Noma getting into the act. The income stream not only has the potential to help a restaurant expand its brand well beyond the regions where it prepares and serves food, but also to more easily ride the waves of a challenging economy (or even a pandemic). The perception of restaurant-quality food in a grocery setting may also give it the lift it needs to secure a sale. Indeed, even in an environment of high inflation, consumers have still been able to justify splurging on their favorite restaurant brands in retail settings, according to the Food Institute.



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