

What if...

Electric foodservice equipment could give you a competitive advantage over your competition?

Duke Energy's Foodservices

THE PROBLEM: WHAT NOW?

In today's highly competitive foodservices industry, you must constantly address issues involving

- workforce turnover and training,
- food quality and safety,
- equipment maintenance and repair, and
- customer satisfaction.

There are many reasons why employees come and go: age issues, workplace comfort and equipment usability. Because of workforce turnover, many employees must be trained to use and clean the equipment and to handle food safely. Sometimes, language barriers and production demands can impact an employee's trainability.

With hectic schedules and less time to prepare food, sophisticated customers eat outside of their homes more often and demand a higher quality of food for their money. Foodservice providers must quickly prepare food while safely handling it in compliance to strict food regulations to mitigate risks to their consumers.

To prevent costly repairs and replacements, equipment must be regularly cleaned and maintained. Equipment failure can significantly impact your business resulting in costly equipment repair, dissatisfied customers, loss of business and unhappy workers.



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THE SOLUTION: WHAT ABOUT...?

With electric foodservice equipment, cooler kitchen temperatures increase employee comfort. Employee comfort means less turnover, less training required and higher productivity. Precise and easy-to-operate temperature controls make it easier to teach new employees efficient cooking techniques—faster training and fewer mistakes mean higher yield and less wasted product.

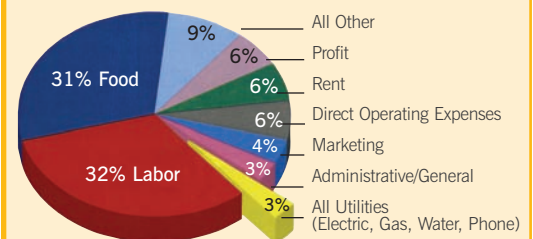
To increase profits and grow sales, you must keep your loyal customers satisfied and your workers happy. A well-trained workforce and high-quality food, prepared safely and quickly, will keep your customers coming back for more.

Duke Energy's Customer Resource Center provides on-site demonstrations and hands-on training on electric foodservice equipment. Equipment experts will show your employees how to properly use, maintain and clean electric foodservice equipment to prevent equipment failure and save you from costly and unproductive downtime.

Duke Energy partners with the Electric Foodservice Council to bring the resources, knowledge and expertise needed to help improve your business. We have extensive knowledge in energy efficiency, equipment technology and development, foodservice design and more. Duke Energy's Foodservices professionals can help.

That's why you need our resources, knowledge and expertise to help you meet your customers' needs and wants.

To purchase new foodservice equipment, you need the complete picture. The following pie chart depicts all categories of operating expenses in foodservice establishments, the largest of which are labor and food.



(The Electric Foodservice Council and the NRA 1998 Restaurant Industry Operations Report)

Lower Employee Turnover – A cooler kitchen for employees can provide a more comfortable work environment and a more desirable place to work.

Lower Labor Costs – Typically, electric equipment has fewer parts to clean and maintain.

Lower Food Costs – Electric equipment that reduces shrinkage results in less food product being purchased to provide an equal number of portions.

Lower Air Conditioning Costs – Electric equipment generates less radiant heat into the kitchen.

Therefore, it can actually lower your summer air conditioning costs due to less demand being placed on the system.

Lower Ventilation Costs – Electric equipment does not have a combustion process that generates flue gasses. Therefore, it reduces the costs that are commonly associated with ventilation.

Electric foodservice equipment operating costs are typically lower because of rising gas prices. Using electric foodservice equipment mitigates the risks associated with the volatility of future gas prices.



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WHAT IS THE VALUE?

What are the benefits?

Duke Energy's Foodservices offers many benefits giving you a competitive advantage over your competition including

Improved Operational Efficiency

- One piece of equipment performs two or three cooking functions providing greater flexibility.
- Precise, more accurate temperature controls and quick warm-up and recovery.
- Easy to operate equipment makes it easier to train new employees efficient cooking techniques.
- More reliable equipment results in lower maintenance costs and longer equipment life expectancies.
- Cooler operating temperatures translate into lower air conditioning operating costs.
- Equipment with a smaller footprint requires less floor space.

Enhanced Work Environment

- Cooler kitchen temperatures increase employee comfort.
- Employee comfort means less turnover and higher productivity because the work environment is more desirable.
- Less turnover equates to less downtime and training needed for employees.

Improved Product Quality

- Increased mobility of equipment allows owners and operators to quickly and inexpensively rearrange your kitchen to meet changing needs.
- Better temperature control and less shrinkage yield better product quality and consistency.

Enhanced Safety

- "No open flames" mean less potential for fires and no combustion by-products.
- There are no risks of gas leaks when you use electric equipment.

Why is Duke Energy uniquely qualified?

Duke Energy has years of experience and expertise working with foodservice providers to improve operational efficiency, enhance work environments, improve product quality and enhance safety.



Duke Energy's Customer Resource Center offers you an opportunity to

- Test the latest commercial cooking equipment before making purchasing decisions.
- Use our professional consultants and training facilities to learn about energy-saving ideas and operating cost comparisons.
- Attend our workshops and seminars on all aspects of electric foodservice equipment.

For more information on how Foodservices can benefit your business, please contact your Duke Energy business development manager, call us at 1-800-927-6432 or e-mail us at www.duke-energy.com.

