

Ecolab's SMARTPOWER™ program helps Mama's Fish House shine with sparkling clean glassware.



CASE STUDY - INSTITUTIONAL

BACKGROUND

Mama's Fish House is a regular on "best restaurant" lists. Diners at the 43-year old establishment on the north coast of Maui have voted it among the Top 10 restaurants in the U.S. on TripAdvisor, made it the nation's second most popular restaurant on Open Table and repeatedly rated it among the finest in Maui News' "Best of Maui Readers' Poll."

Since its founding, the focus has been on the highest quality food - and an exquisite guest experience. Quality continues to be the motto in every aspect of the operation. And Executive Chef Perry Bateman, a 31-year veteran of the restaurant, is its foremost standard bearer.

SITUATION

Clean, sparkling glassware, in Chef Bateman's view, is non-negotiable: It is inseparable from the splendid experience Mama's aims to provide each guest. In fact, the restaurant has long employed two employees dedicated to hand polishing its wine, water and specialty glasses.

"The glassware is always a good indicator of how the warewashing system is performing," said Chef Bateman.

But with hand polishing still required even after soiled glasses were manually cleaned then run through the dishmachine, it seemed the restaurant could benefit from a better warewashing solution.

In recent years, with both the cost and availability of labor on his mind, Chef Bateman imagined the advantages of a program that would help reduce, if not eliminate, the need for polishing, along with reducing the restaurant's water and energy use. Hawaii's 2050 Sustainability Plan, introduced in early 2018, called for urgency in addressing environmental concerns and highlighted the critical need to reduce fresh water consumption.

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– Perry Bateman, Executive Chef

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SOLUTION

Members of Ecolab's field service team had supplied Mama's with warewashing chemistry - Ecolab's Apex program - since July 2016. The team was well acquainted with Chef Bateman's high standards, as well as his desire to save labor and natural resources. So in the fall of 2017, when Ecolab introduced its most advanced warewashing solution to date, the team partnered with Chef Bateman to install the SMARTPOWER™ program.

SMARTPOWER was designed to meet customer needs like Chef Bateman's, including three critical components:

- ▶ **Advanced proprietary chemistry**, formulated to break down food soils and delivered in compact solid blocks for safety and ease of handling
- ▶ **Insights into critical warewashing factors** such as water temperature, wash tank change out and detergent concentration, via cloud-connected monitoring
- ▶ **Personalized, professional service** from Ecolab's field experts, who are able to address issues effectively, efficiently and often proactively using insights into what's happening, or not happening, during warewashing processes

With the installation of SMARTPOWER, Chef Bateman saw improved results. But three weeks into the installation, the Ecolab service team found the restaurant's hand polishers still shining, glass after glass. Everyone agreed spotting had decreased, but the glassware was not yet at the chef's desired level of perfection.



Not satisfied, the Ecolab team turned to data and insights generated by the SMARTPOWER controller, a digital device that monitors warewashing metrics 24/7. It revealed an important clue: wash-tank change-outs had not been happening, contributing to soil buildup on wares. When the wash tank water was changed, results changed, too - for the better.

Since then, members of Mama's kitchen crew have come to appreciate the controller's alarms and alerts, issued when a warewashing adjustment is needed. And Chef Bateman is pleased not to be burdened with a mountain of data from the controller: Instead, he can focus on serving fabulous food, knowing the Ecolab service team is monitoring the warewashing system online in real time - and that they will be on site to deliver service when needed.

RESULTS

With SMARTPOWER installed, Mama's achieved key operational and sustainability improvements*, including:

- ▶ **2,394 hours of labor saved:** the SMARTPOWER program succeeded in substantially reducing glassware spotting, thus significantly reducing the need to hand polish glasses and freeing up labor to attend to other kitchen tasks
- ▶ **17 percent rack reduction** resulting from less re-wash delivered by SMARTPOWER chemistry and insights working together to drive better procedures and improve results
- ▶ **Annual water savings of more than 145,000 gallons and energy savings of 11,000 kWh** - both attributed to the reduced rack rate
- ▶ **Less solid waste:** Delivered in small, compact blocks encased in minimal packaging, SMARTPOWER helped to reduce restaurant refuse
- ▶ **Safety:** SMARTPOWER's small solid blocks require no personal protective equipment (PPE) which proved easy for staff to move, reducing the risk of accidents and injury. Shape and color-coding of the blocks makes it easier for employees with language barriers to use the correct product

CONCLUSION

"Since we started using SMARTPOWER, the quality of glassware results has been the best we've seen so far - and I've been part of Mama's for more than three decades," said Chef Bateman. "In addition, Ecolab's whole team has been diligent and passionate about making sure our needs are met. Our best interest has been their priority - and that's key to success. As we at Mama's look to the future with SMARTPOWER and Ecolab, the future looks to be clear and bright."

CUSTOMER IMPACT



ECONOMIC RESULTS

17% rack reduction resulted in annual water savings of 145,000 gallons per year



More than \$750 annually

17% rack reduction resulted in annual energy savings of 11,806 kWh



Saved more than \$3,000 per year

Reduction in hand polishing saved more than 2,000 hours of labor per year



Annual labor savings of more than \$24,000

Compact, PPE-free and color-coded detergent blocks are easy to store, carry and load



Reduced risk of accidents and injury

* Because of factors outside of Ecolab's control, such as water conditions, procedures, and any other factors, results to be obtained including but not limited to labor, water and energy savings cannot be predicted or guaranteed by Ecolab.