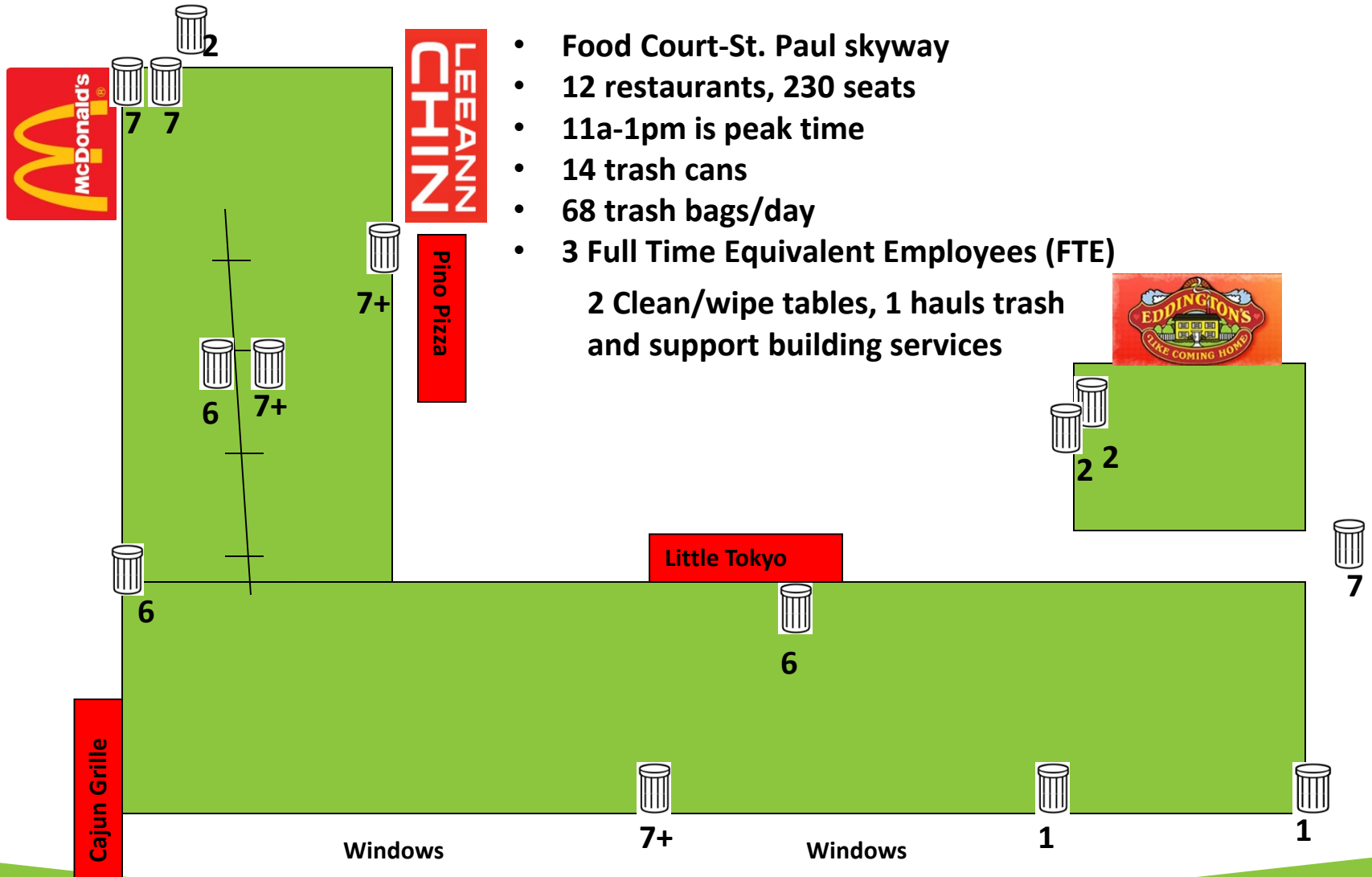


Case Study 2 – Food Court: Skyway downtown St. Paul, MN



- Food Court-St. Paul skyway
- 12 restaurants, 230 seats
- 11a-1pm is peak time
- 14 trash cans
- 68 trash bags/day
- 3 Full Time Equivalent Employees (FTE)
 - 2 Clean/wipe tables, 1 hauls trash and support building services

Results in Food Court

| | <u>Pre</u> | <u>Post</u> | |
|---|------------|-------------|-------------------|
| Trash Cans | 14 | 10 | |
| Compactors | 0 | 3 | |
| Monthly Trash Bag use -3 hi vol areas | 643 | 64 | -579 |
| Monthly Bag \$ @ \$0.138/bag – 3 hi vol areas | \$88.73 | \$8.83 | (\$79.90) |
| Food Court dedicated Waste Handling Labor hrs/day – | 3 | 0.5 | (2.5) |
| Food Court dedicated Waste Handling Labor hrs/month | 60 | 10 | (50) |
| Dedicated Waste Labor Cost/month (\$13.50/hr) | \$810.00 | \$135.00 | (\$675.00) |
| | | | |
| Trash Handling Costs/Month | \$893.73 | \$143.83 | (\$754.90) |

** Enabled FTE to effectively support building services (emergency spill cleanups, restroom issues etc) during lunch hours.

Case Study 2 – Food Court: Skyway St. Paul, MN

Guest Experience: Food Court much cleaner, less litter...noticed by guests and tenants in post study survey. Less presence of "gray whale" in aisle.

Cost Avoidance: Trashbags \$79.80/mo

Reallocation of Labor: 75 hours/month
Enabled FTE to service building restrooms, and manage emergency services 11a-1p without compromising Food Court cleanliness

Waste Reduction: 579 bags of trash/month*

*no change in net tonnage

Other Results-

- Enhanced Guest Experience
 - fewer trash empties during rush periods, reduction of “gross factor”
 - Increased attention to customer service “Eyes on the tables, not on the trash”
- “Clean” perception of trash cans
 - Hands-free deposits
 - Fewer over-fills
- Increased Employee Satisfaction...emptying trash considered a “bad” job
- Reduced “un-supervised” time outside the building
 - Unauthorized breaks
 - Shrinkage from kitchen