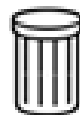


Case Study: Campus Coffee Shop

Deli Counter and Coffee Bar



DOOR



Landfl 4

Recy 5

- Coffee Shop and Deli open 7a-6p
- 4 waste containers emptied 4-5 times/day
- 750' to dumpster (25-30 min change + empty)

Landfl 4-5

Recy 4-5



DOOR



Results in Campus Coffee Shop

	<u>Pre</u>	<u>Post</u>	
Landfill Trash Cans	2	0	
Recycle Cans	2	0	
Original ecotrash compactors	0	2	
Bags/day	17	1	
Bag \$/month @ \$0.11/bag	\$56.10	\$3.30	(\$52.80)
Trash "runs" / day	4.5	1	
Minutes per "run"	25	25	
	\$949.69	\$210.38	(\$736.31)
Total Cost/Month	\$1,002.79	\$213.68	(\$789.11)

Case Study – Campus Coffee Shop

- Guest Experience: More attention from staff (freed from trash)
- Employee Experience: Employee satisfaction went up with less trash handling
- Cost Avoidance: Trashbags \$52.80/mo
- Reallocation of Labor: 43.75 hours/month
- Route to dumpster included busy elevator and unpredictable wait time during peak use period.
- Waste Reduction: 450 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
 - No more over-fills
- Increased Employee Satisfaction...emptying trash considered a “bad” job
- Reduced “un-supervised” time outside the building
 - Unauthorized breaks
 - Shrinkage from kitchen