



CASE STUDY: Facility Remediation Project
INDUSTRY: Network Infrastructure Provider

CUSTOMER SATISFACTION REACHES NEW HEIGHTS

Brock Redesigns Café to Enhance the Speed of Service and Menu Variety

MOTIVATION FOR CHANGE

The client relocated their global headquarters to a 15-year-old building. Numerous updates would be necessary to serve their large population. With renovations scheduled for the entire building, Brock's task was to examine the existing CAD drawings of the café and provide design solutions to help layout service improvements.

PARTNERSHIP OBJECTIVES

- Increase speed of service during peak operating hours
- Provide salad bar solutions to reduce long waiting lines
- Expand menu variety to include global menu selections
- Focus on locally sourced ingredients
- Offer temporary food solutions during the renovation period

“Just wanted to say how good the food is at the cafe. I consider myself quite a total food snob (regularly eating at the best restaurants in the DC area) and I'm constantly surprised at the quality and the variety of foods offered, especially the more obscure (Ma Po tofu, for example, was delicious and totally authentic). Keep up the great work especially with the menu!

- Bob”

BROCK'S IMPACT

With extensive commitment, Brock provided detailed facility solutions while continuing to provide service during construction. Brock suggested removing the wall between the servery and prep kitchen. This facility alteration would increase the footprint by 25%. Two bathrooms were transitioned to storage rooms to account for the lost space. The servery floor expanded 22 feet into the dining room to allow for the new International Action Station.

The three-month project resulted in the following:

- A new two-sided salad bar with a 60% increase in food choices and the elimination of long lines
- The introduction of a new hot bar to offer a daily rotation of entrees and sides
- A new action station allowing the chef to showcase daily menu items (serving 35% of the population daily)
- The increase of grill options as a result of the relocation of the Chef Feature Station
- Continuity of service throughout the renovation period using four mobile service stations

After collaborating with Brock on this significant project, the client is thrilled with their enhanced dining program, which now meets their services and employee needs. The café expansion was performed efficiently while staying on course within budget. The new footprint has improved service standards and provided a menu variety that satisfies many diverse palates. Brock's execution of this solution has solidified the partnership, and enriched the daily experience at the company's headquarters.



ABOUT BROCK

With nearly 95 years of foodservice management experience, we understand that no two clients have the same needs. We take the time to understand our client's past, explore their current situation, and collaborate to design a custom foodservice solution.

If you'd like to learn more about the Brock approach, contact us at sales@brockco.com or 866.468.2783