



Wild Wing Cafe Ditches Grease Caddies and Switches to Modern Oil Management

When Wild Wing Cafe opened its first restaurant two decades ago, the company adopted the same oil management system that's been around since Buffalo sauce first met the wing.

That system, however, was messy and cumbersome. Employees poured, by hand, jugs of fresh cooking oil in fryers and manually siphoned hot used oil into pots and placed them onto carts. Carts were pushed through the kitchens to the outdoor grease dumpsters – oil splashing on its way. Spills, slips and burns often occurred. The frequent cleanups were a drain on the organization's efficiency.

All the while, operators cringed at the mess and were concerned about the safety of their employees as well as knew the oil may not have been used to its full potential.

Oil quality – new, old or recycled – alters the texture, color and taste of fried food – in good ways and bad. For Wild

Wing Cafe, making the customer the number one priority means serving the great homemade hot wings and buckets of cold beer thousands of people have come to love.

"We realized we needed to modernize our oil management system," said Joe Sciortino, procurement director for Wild Wing Cafe. "Oil is expensive. With increasing poultry costs – plus drought conditions driving up commodity prices (e.g. corn and soybeans) – optimizing oil management was even more urgent."

Improved Quality and ROI

This urgency drove Wild Wing Cafe to try a variety of approaches to reduce the high cost and hassle of managing oil. But none of those approaches worked – that is, until the company installed an automated oil management system from Restaurant Technologies, Inc.® (RTI).



Restaurant Technologies, Inc.

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Better flavor, all the time



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SAFETY

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CLEANLINESS

Clean, from the kitchen to the curb



SUSTAINABILITY

Sustainable practices for a healthy world

“Seldom can you improve your food quality and increase your profitability at the same time,” Sciortino said. “But with RTI, that’s exactly what happened.”

The chain reduced their annual oil usage by almost 14,000 pounds and \$150,000 across 13 company-owned stores, offsetting some of the cost of rising food prices. The heart of the innovative RTI technology is a closed-loop system that includes two tanks installed near the fryer. One contains fresh liquid shortening to refresh or replace the oil when needed. The other tank holds used oil. Both tanks are connected by separate lines that extend to a secure fill-box mounted on the restaurant’s exterior.

Software that tracks oil usage interfaces with the oil distribution system at RTI. Operators don’t worry about quantity of oil on-hand because RTI trucks fill the fresh oil tank, while siphoning out the old oil and hauling it away, all based on actual usage. All employees have to do is hold the filling wand.

The days of storing jugs of oil, manually hauling hot oil-filled vats and scrubbing floors to remove greasy residue are over.

“Our employees love it,” Sciortino said. “It makes their jobs a lot easier, cleaner and, more importantly, safer.”

Instant Insight for Managers

Sciortino also wanted to optimize oil filtering to ensure high quality during length of use. *“In real estate, it’s location, location, location. With frying, it’s filter, filter, filter.”*

Proper oil filtration extends the life of the oil (e.g. operators buy and use less shortening over time) and makes fried food taste better. *“The consumption of frying oil can be reduced with efficient and consistent filtration,” Sciortino said.*

The RTI system provides restaurant managers with real time insight into the oil management process, including metrics on filtration frequency and oil usage. The RTI Total Oil Management online portal presents oil monitoring data collected from fryer sensors. Local restaurant and regional managers can view the data via the Web to see whether employees are following proper restaurant procedures.

Filtration policies and Standard Operating Procedures (SOPs) are programmed into the RTI system, allowing it to track events and flag filtration instances outside of the SOPs. A filtration summary report shows Expected Filtration Events compared to Actual Successful Events to track filtration compliance. And alerts notify managers when activities are out of compliance, including both oil usage and filtration events. To stay on top of any change in activity, alerts can be delivered to managers via email or text message.

“Before RTI, we couldn’t achieve the filtration consistency or food quality we needed,” said Sciortino. “Equally important, we couldn’t provide metrics or statistics on our filtration practices, time, frequency, oil usage, etc. – data we needed to change employee behavior.”

“Our online dashboard shows actual filtration start and stop times for each store,” continued Sciortino. “Those analytics are important because it shows how well we’re maximizing the life of our oil. And that’s important because business cost savings and food quality are deeply impacted by proper oil usage.”

Wing lovers can taste the difference, too.

“As oil ages, it begins to degrade and the flavor of the food it cooks degrades along with it,” Sciortino said. “Before RTI, we couldn’t achieve the filtration consistency we wanted. With the RTI system, we have a precise filtration process providing the high-quality food our customers expect.”

Change for Good

Training provided by RTI contributed to the success of Wild Wing Cafe’s conversion to modern oil management.

According to Sciortino, “It was a very robust educational process. RTI sent a service team member and installer to each restaurant to put the systems in place, including training the managers and staff. They didn’t come for one day; they stayed as long as necessary and trained all of our employees, both day and night shifts.”

Workers learned more than how to operate and manage the system. They learned why it was installed and how it would ultimately make their jobs easier.

“People often revert to their old way of doing their jobs,” Sciortino said. “But if they fully understand the benefits behind a business decision, they’re more likely to change for good.”

Free Offer

Call for a FREE oil usage analysis and we’ll show you how your locations can be safer, more efficient and more consistent with our closed loop system.

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