

## **Pump n Pantry Makes Room for Revenue with Cintas Cleaning Chemical System**

“The entire quick-service industry could benefit from using the Cintas cleaning chemical system,” said Wade Robinson, Pump n Pantry Food Service Supervisor. “My employees loved it because it was easier, I loved it because I didn’t feel like we were pouring money down the drain and our customers loved it because it freed more space for inventory. It was a win for everyone.”

### **Opportunity**

Pump n Pantry is a convenience store chain in northern Pennsylvania with 17 locations and more than 200 employees. Due to the absence of cleaning controls, waste, theft and sloppiness were issues for many of its locations. They used a dispensing system along with ready-to-use chemicals from their foodservice vendor, which were often only available in bulk.

The additional products required extra storage space, which posed issues at many locations since it took up valuable merchandising space that could be used to generate revenue. At one point, they had so much additional inventory that they ended up donating more than 30 boxes of unused product to charity. Between employees adding in additional cleaning chemical on top of what was dispensed, improperly mixing cleaning chemicals and taking the product home, the system wasn’t cost effective.

“Having to keep track of how much cleaning chemical was supposed to be used versus how much was actually being used, really made ordering and managing inventory a headache,” said Robinson. “On top of that, we had to order so much cleaning product at once and then find a place to store it all. We would end up having so much extra lying around it and no place to put it.”

### **Solution**

In order to gain control of costs and improve cleanliness levels, Pump n Pantry facility managers wanted to streamline their cleaning processes – from how much cleaning chemical they needed to order to how often they needed to order it.

They turned to Cintas to test its dilution control cleaning chemical dispensing system. The Cintas cleaning chemical reservoir dispensing unit ties in directly to the facility’s water line to ensure that the correct dilution is used every time. This also eliminates the waste associated with shipping and storing excess chemical products, and reduces risk of an over-concentrated solution, which can cause damage to hard surfaces and pose potential health risks to workers.

Using proprietary Signet® cleaning chemicals, the Cintas cleaning chemical dispensing system contains a heavy-duty broad-spectrum formula that is designed for use on hard surfaces. Through a one-step cleaning process, the highly-concentrated quaternary formula also eliminates odor-causing bacteria, prevents cross-contamination and kills mold and mildew-causing organisms. As

part of Cintas' Signet® cleaning chemical service, a trained service professional visits the facility on a regular schedule to ensure dispensing units are functioning and cleaning chemicals are replenished.

After piloting the Cintas cleaning system at one facility for 30 days, Pump n Pantry representatives were shocked at how little cleaning chemical they truly needed and the low cost of the system. The program's effectiveness, price, ease of use and worry-free weekly maintenance seemed too good to be true. They soon installed it at each of their 18 locations and saw significant improvements compared to their prior method using ready-to-use cleaning chemicals.

"I couldn't believe how easy it was," added Robinson. "With only one 'hand' in the pot, there are no extra costs associated the distribution, shipping, transportation or maintenance. Cintas does it all for us so we no longer have to worry about any of it. It's a real time saver and stress off our shoulders."

## **Results**

With the Cintas cleaning chemical system, the Pump n Pantry chain has streamlined its cleaning process, improving its image and increasing employee morale.

Additional benefits from the Cintas cleaning chemical system include:

- **Simplicity.** Each Pump n Pantry location was set up with identical reservoir systems so employees and managers working at multiple locations could step in knowing where everything was without having to be retrained. This saves time and resources. Because the unit contains a concentrated cleaning chemical formula, the product lasts longer and can be refilled on the weekly service visit.
- **Improved safety and security.** Cintas' chemical dispensing system uses a locked design, which has reduced instances of waste, theft and misuse while also increasing Pump n Pantry's employee safety. The only person who is able to unlock the reservoir system is a Cintas service professional.
- **Reduced waste.** Pump n Pantry is no longer paying for chemicals they don't use. As part of the Cintas cleaning chemical program, a Cintas service professional stops by each location weekly to service the reservoir, monitor the amount of cleaning chemical used and top off supplies so there is always chemical available. This service allows Pump n Pantry employees more time to focus on other vital tasks, such as sales and customer service duties.
- **Time/Cost savings.** An unexpected benefit since changing over to the Cintas cleaning chemical system was the time savings associated with the switch. Not only are the Pump n Pantry location managers saving on labor costs due to the simplicity and ease of the system, but they also spend less time managing inventory.

- **Increased inventory space.** Without the excess cleaning chemical products lying around, Pump n Pantry was able to reclaim one to two shelves per store. This amounts to approximately 9 sq. ft. of extra inventory space that can now be filled with revenue-generating products for customers.

“With Cintas, I only have one point of contact, which allows me to spend less time managing vendors and more time interacting with customers and employees,” said Robinson. “This system is so easy to use, my employees now have more time to make sure the company looks good, plus we’re saving money. We were paying for all of these extra cleaning chemicals and we weren’t using them. Now we only pay for what we use each week.”