

How We Alleviate Labor Challenges & Enhance Food Quality for Full-Service Dining

WHITE LABEL

ABOUT THE COMPANY

- Amusement and water park with attached 200-room lodge located in upstate New York
- Home to ~15 on-property dining options and over 40 attractions, spanning 350+ acres
- Part of a publicly traded amusement park corporation with 27 properties throughout North America, hosting more than 20 million guests annually

SEGMENTS



Entertainment



Amusement Parks

PROBLEMS & PAIN POINTS

- ⚠ Experienced challenges finding and retaining culinary talent
- ⚠ Dealt with high turnover rates, which strained training resources and led to inconsistent output
- ⚠ Needed a turnkey solution to revamp the menu offerings at the lodge's dining outpost



WONDER'S SOLUTION

- 💡 Introduced several of Wonder's items to uplevel food caliber and add menu diversity
- 💡 Installed space-effective, multi-purpose equipment to make foodservice operations more efficient
- 💡 Leveraged the program's simplicity to easily train new and existing staff

KEY RESULTS



On track to reduce food waste to just \$50 per week



Reduced ticket times by 50% to 13 minutes or less, while offering a full menu of items



Reported being able to focus more on the guest experience since implementing the program



Achieved a consistent final product across every shift, regardless of staffing



Noted that food quality is "far superior" to the previous offering, with ~15% of tables commenting that their meal was "absolutely amazing"

WHERE ARE WE NOW?

Launching the program for the lodge's room service during peak season