

# THE CUSTOMER EXPERIENCE

## COOKING WITH THE MILLERS



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-Gwendolyn Graham, President of Miller's Roast Beef

### MEET THE MILLERS

The Miller's opened a sandwich shop in 1972 following their dream of owning and running a restaurant. Thus, Miller's Roast Beef was born in East Providence, Rhode Island! Over the years, Miller's Roast Beef has become one of the most famous shops in East Providence. It has been a favorite spanning multiple generations. Signature sandwiches featuring roast beef to pastrami to Thanksgiving specials and BBQ pulled pork, with sides of fries and onion rings... each sandwich creation more savory than the next. As Miller's Roast Beef continues to grow, their focus is unwavering – to provide customers outstanding service with the highest quality food possible.

### THE MILLER'S SITUATION

In order to ensure accuracy, consistency and quality for each sandwich in the oven, Miller's Roast Beef wanted a solution to alert the cook exactly when to pull the product. “We're looking to bring more consistency to our cooking process,” said Gwendolyn Graham, President of Miller's Roast Beef.

The Millers only use fresh, natural, whole roast beef and their ovens run all day, every day. Prior to Kitchen Brains® relationship with Miller's Roast Beef, the kitchen crew was constantly pulled off the line to check the ovens and pull product.

### THE KITCHEN BRAINS® SOLUTION

Miller's Roast Beef first approached Kitchen Brains® in May of 2017 looking for a solution to ensure consistently cooked roasts for their Rhode Island location. Kitchen Brains® successfully helped the Millers increase efficiency in their shops and created a consistent solution. Today, Kitchen Brains® (FASTRON.)® Cooking Controller System resides in all of Miller's Roast Beef locations. “This tool has helped with consistently cooking each roast, which allows staff to focus on customers and avoid running



(FASTRON.)® Cooking Controller System

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### RESULTS

- Peace of mind knowing that each and every roast was cooked to the correct temperature every time.
- Increased productivity by eliminating inconsistency and interruptions in crew operations.
- Freed up staff time to focus more on the customer's dining experience.
- Enabled the staff to be successful and enjoy a less stressful environment.

Kitchen Brains – [www.kitchenbrains.com](http://www.kitchenbrains.com)

Miller's Roast Beef – [www.millersroastbeef.com](http://www.millersroastbeef.com)



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