

THE CUSTOMER EXPERIENCE



TOUCHING OPERATIONS ONE SCREEN AT A TIME

Kitchen Brains – www.kitchenbrains.com

ZAK Family Foods – www.zakfamilyfoods.com

Founded in 2000 with 2 restaurants located in Red Oak and Atlantic, Iowa, ZAK Family Foods began with a sharply focused vision to create a culture of mutual trust and respect. Now, overseeing 31 restaurants in 4 states with approximately 600 employees, ZAK Family Foods continues growing because of these same core values they implemented from the very beginning.

*A concept of family. A passion for progress.
Dedication to social responsibility.*

ZAK Family Foods first started doing business with Kitchen Brains nearly 5 years ago, but it wasn't until January of 2017, when Jason Zakaras, ZAK Family Foods Owner/CEO, approached us with a custom request. He wanted to supplement his previously purchased (FAST.)® ZAP Timers with a new solution for tracking custom, daily tasks. While the ZAP Timers were great for ensuring food quality and safety with precise timing, Zakaras was lacking a tool to manage his daily tasks.

Our Sales and Engineering teams designed the perfect solution for Zakaras' request. This was the creation of a customized (FASTIMER.)® Model TT-500. Not only does the TT-500 enhance food quality with an intuitive, picture-based touchscreen interface, but the touch timer can be specially programmed to include any daily task. With Kitchen Brains TT-500, Zakaras no longer worries about the back of house complexity facing his management team. Tasks include the sanitization of work stations, oil management functions, break scheduling and food safety routines. The TT-500 took on that role, allowing managers to focus more on improving the customer experience and ensuring the ZAK mission, "Position our restaurant family to WIN everyday" comes alive.

Developing custom solutions offers great potential for franchise businesses like ZAK Family Foods, but success in a project like this is all about the teamwork. Thanks to the skilled, driven and organized team that



"They're really responsive to the needs of our team. In fact, the other day, we needed a replacement timer and Kitchen Brains Service Replacement Exchange (SRE) Program saved the day."

-Jason Zakaras, ZAK Family Foods Owner/CEO

ZAK Family Foods has formed with Kitchen Brains, working together has pushed each company to the next level.

The dedication of the Kitchen Brains team earns high marks from Jason Zakaras – "they've been great to work with," he says. "They're really responsive to the needs of our team. In fact, the other day, we needed a replacement timer and Kitchen Brains Service Replacement Exchange (SRE) Program saved the day." Zakaras called Kitchen Brains Tech Support hotline and a replacement unit was shipped immediately to ensure minimal downtime.



KITCHEN BRAINS®
(FAST.) MODULARM SCK

To learn more about Kitchen Brains custom solutions and Service Replacement Exchange (SRE) visit our website at www.KitchenBrains.com or contact a sales representative at Sales@KitchenBrains.com today.

905 Honeyspot Road, Stratford, CT 06615-7147 USA

www.KitchenBrains.com