



# TOP SHELF

HOSPITALITY



PERSONALLY  
DELIVERED  
SERVICE



WORLD CLASS  
INNOVATION



INSIGHTS THAT  
EMPOWER

# Partnering to protect Canada's most well-known brands



# Worry-free operations enabled by the industry's biggest and best team



## **FIELD SALES AND SERVICE**

On-site expertise  
available 24/7/365

## **CORPORATE ACCOUNTS**

Dedicated to meeting your  
business objectives

## **CUSTOMER SERVICE**

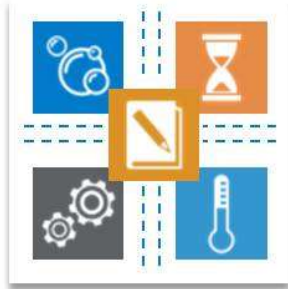
Trained and always  
there to support you

## **TECHNICAL SERVICE**

Expert analysis  
of your specific needs

Only Ecolab provides the responsive on-site service that can prevent and immediately solve problems - and keep your operation running smoothly

# The Essential Element: **SERVICE**



## 5 Factors of Clean

Personalized onsite service keeps all 5 Factors of Clean optimized to deliver the best possible results at the lowest total cost while minimizing your impact



### Chemical Action

▲ Unit-level product recommendations based on specific soil challenges, water conditions, etc.



### Time

▲ Proactive maintenance of machine cycle times with specific emphasis on the challenges of each unit



### Procedure

▲ Proactive onsite training specific to each location tailored to fit their needs



### Mechanical Action

▲ Proactive maintenance of wash arms, motors, belts, pumps, rinse jets, etc. to ensure mechanical action



### Temperature

▲ Regular inspection & maintenance of procedures, scale build up, etc., impacting temperature

# Consistent Service & Training Protocol Everywhere It Matters

## Sample of Observations Made by Your Onsite Expert on Each Regularly Scheduled Visit

### ✓ Ware Results Inspected

- Dishware
- Glassware
- Cups/Mugs
- Flatware
- Pots & Pans
- Servingware

### ✓ Dishmachine - Areas Inspected

- Booster heater
- Arms
- Overflow
- Gauges
- Wash Tank Heater
- Door
- End Caps
- Tanks
- Water level
- Rack Counter
- Valves & Drains
- Jets
- Motor/Pumps
- Switches
- Vacuum Breaker
- Conveyors
- Curtains
- Scrap/Pump
- Intake Screens

### ✓ Analytics/Tests

- Wash Temp
- Detergent Titration
- Rinse PSI
- Salt test
- Food soil test
- Cola test
- Final Rinse Temperature
- Water Hardness
- Sanitizer
- Quat Sanitizer
- Indicator P test
- Rinse Additive
- Rack Count

### ✓ Dispensing Equipment Inspected

- Inspect all Dispensing Equipment to ensure proper function and concentrations

### ✓ Kitchen Areas Inspected

- Pre-scrap Hose
- Drains
- Food prep Surfaces
- Spray Bottles
- Receiving/Storage Areas
- Potential OSHA Violation
- Floors/Stairs
- Walls
- Restrooms
- Filters
- Mats
- Employee Procedures
- Hand Soap/Disinfectant
- Hand Hygiene
- Wall Charts
- Oven/Grill/Fryer
- Garbage Disposal
- Sink
- Product SDS
- Test Strips
- First Aid Kit
- Bio hazard
- Spray Bottles/Labels
- Safety/PPE

# Foodservice



Ensure guest satisfaction

Protect  
food safety

Improve  
efficiency

Enhance  
your brand

Your customers value cleanliness, so our programs are designed to deliver exceptional clean throughout your operation.

When our customers succeed,  
we succeed

