

**Open
Pantry
Co.**

**Hospitality
Expertise
Portfolio**

THE OPEN PANTRY CONSULTING STORY SO FAR

Open Pantry Consulting is a team of experienced hospitality leaders providing direction and support to some of Australia's top operators.

With a strategic and operational background, Shaun and his team has advised such industry giants such as Abacus Bar and Kitchen, The Big Easy Group, Pretzel Australia, Ferguson Plarre and Punt Rd Wines giving him and his team the expertise to invest their energy into multiple key industry segments such as bakeries, cafes, restaurants, pubs and hospitality groups.

A new offering in the brand, 42 Days specialises in crafting custom onboarding and training programs, coupled with an emphasis on leadership coaching, to instill the essential soft skills necessary for success within the hospitality industry. This approach ensures a positive start for staff in their hospitality journey, fostering enthusiasm and ambition for a dynamic, rewarding career.

As former venue owners, the team understands the time, effort, and experience required to develop a concept into a profitable and enjoyable venture. Their experience and knowledge have allowed Open Pantry Consulting to quickly apply its organisation improvement model, ensuring high-quality execution and operation of any food and beverage brand.

VISION & MISSION

At Open Pantry Consulting, our vision is to be the leading provider of innovative and comprehensive hospitality consulting services.

We aim to be the go-to partner for businesses in the hospitality industry, helping them to achieve their goals and maximise their potential.

Our mission at Open Pantry Consulting is to help hospitality businesses succeed by providing tailored solutions that meet their unique needs. We are committed to delivering exceptional value to our clients through our expertise, industry knowledge, and dedication to excellence.

We strive to build long-term partnerships with our clients, working closely with them to achieve their goals and enhance their competitive position in the marketplace.



OUR VALUES

Empowerment

We believe in empowering our clients with the knowledge, skills, and resources they need to succeed in the food industry.

Innovation

We are dedicated to providing innovative solutions and strategies that help our clients stay ahead of the competition.

Collaboration

We believe that great results are achieved through collaboration, and we work closely with our clients to understand their needs and goals.

Integrity

We believe in operating with the highest standards of professionalism, ethics, and integrity in all our business dealings.

OUR TEAM



BRUNA KAO

**Product Development
Chef and Kitchen
Operations Analyst**



SHAUN DE VRIES

**Founder and Hospitality
Strategist**



DIANNE MANGALIMAN

**Financial and
Technology Analyst**

BRANDS WE HAVE PARTNERED WITH

**THE BIG EASY
GROUP**



**PRETZEL
AUSTRALIA**



**LAMANNA
SUPERMARKET**



**FERGUSON
PLARRE**



BRANDS WE HAVE PARTNERED WITH

**ABACUS BAR
& KITCHEN**



**SIDEWALK
CAFE**



**FARRO
PIZZA**



**ROOD & GUNN
LODGE BAR**



CRAFTING SUCCESS TOGETHER: OUR TAILORED SERVICES



STRATEGY & ANALYSIS



Align your growth with our review of business model and market potential.



RECRUITMENT & PEOPLE ANALYSIS



From staffing evaluation to hiring the right talent, we guide your team's success.



MENU DEVELOPMENT



Enhance your menu with our optimisation of dishes, pricing, and profitability.



TECH STACK ANALYSIS



Streamline operations with our tech analysis and modern software recommendations.



ONBOARDING & COACHING



Equip your business with essential skills through our tailored 42 Days program.

42 Days: Setting the Course for Success in Hospitality

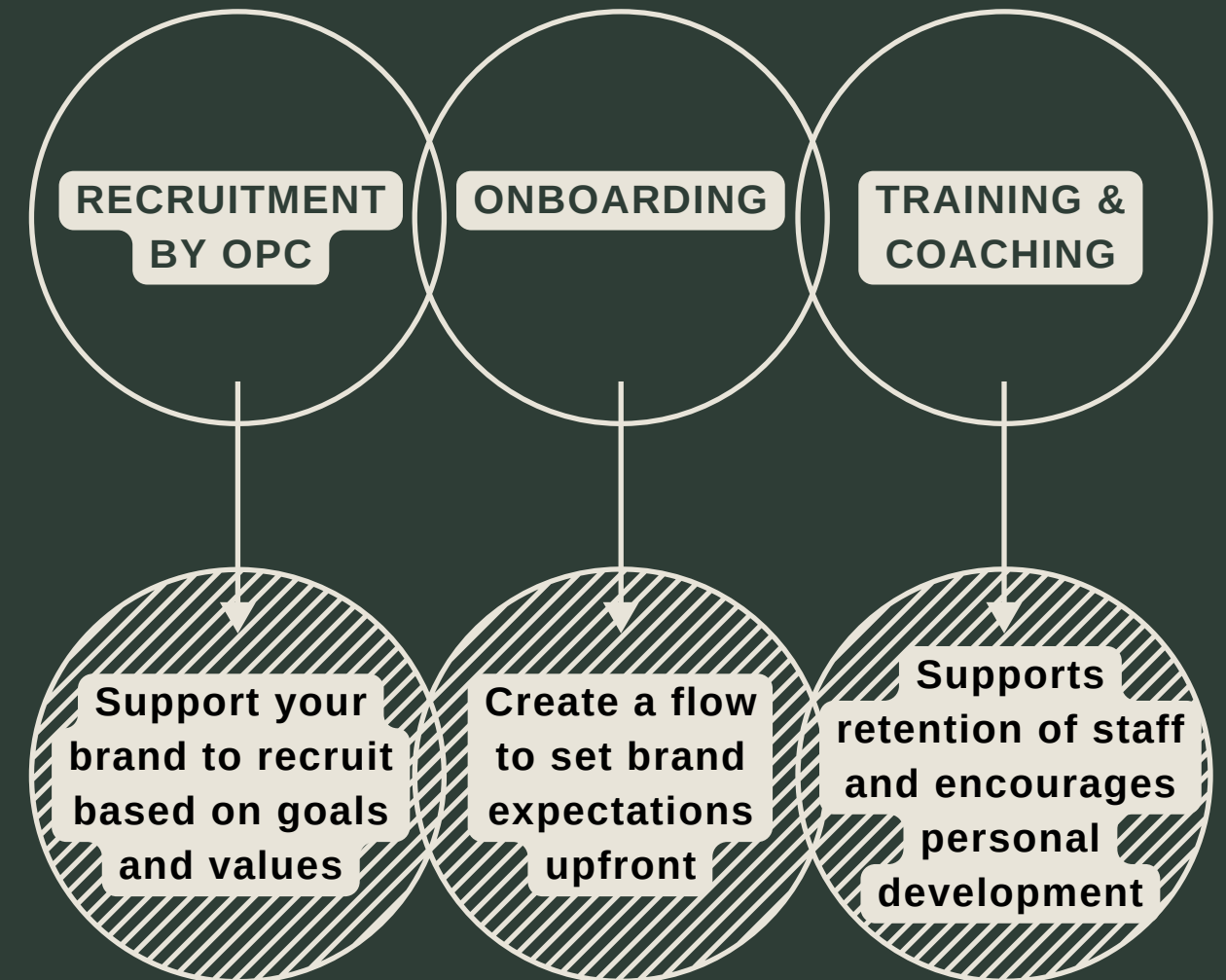
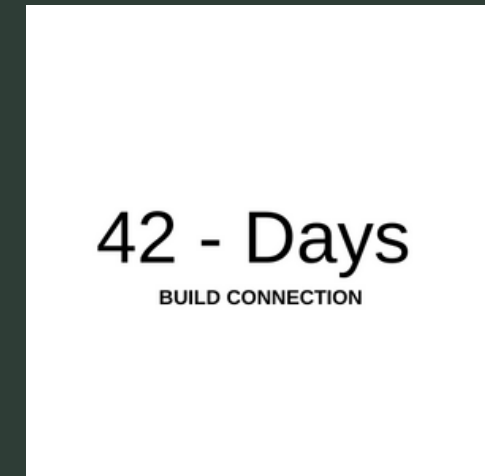
In the rapid world of hospitality, the first 42 days can shape a career. That's why we've introduced 42 Days, a program concentrated on those vital initial weeks.

With Chris Firinauskas's extensive experience in HR, training, and leadership, he brings invaluable insight to 42 Days.

Our program specialises in custom onboarding and training, blending leadership coaching with essential soft skills to foster success in the hospitality industry.

Our approach unfolds in phases, beginning with induction and orientation, followed by a tailored training pathway unique to your business.

We equip your team to deliver on this experience, embedding a culture of enthusiasm and ambition for a rewarding, dynamic career. 42 Days is more than a program; it's a commitment to laying a strong foundation for your staff's future in hospitality.



DEVELOPING A NEW AND EXCITING BREAKFAST RANGE: **FERGUSON PLARRE**

Introduction: Melbourne's family-owned Ferguson Plarre Bakehouses, with over 90 stores, sought to expand their offerings with an Egg and Bacon Roll and a refreshed breakfast range. Our team developed the new products, conducted a customer survey, and optimized the supply chain for successful integration.

Challenges: The main hurdles were introducing a product outside their conventional range, gathering customer feedback, and modifying the supply chain without affecting current operations.

Proposed Solution: We crafted a delectable Egg and Bacon Roll recipe suitable for all 90 shops, designed a customer survey to gauge product acceptance, and recommended supply chain improvements for smooth launching and consistent availability.

Implementation: The plan unfolded in stages: developing the recipe, launching a customer survey with over 40 loyal patrons, and focusing on sourcing, handling, and delivery within the supply chain. Regular communication ensured a seamless rollout.

Results: The Egg and Bacon Roll and new breakfast range were warmly received. This success emphasised the significance of product development, customer insights, strategic planning, and supply chain management in enhancing a bakery's offerings.



Brand Website:

fergusonplarre.com.au/blog/ferguson-plarre-breakfast-menu

REVAMPING OPERATION EFFICIENCY AND RECRUITMENT: SAIGON MAMMA

Introduction: Saigon Mamma, renowned for authentic Vietnamese cuisine, aimed to enhance operational efficiency through modern technology and skilled workforce development.

Challenges: The restaurant's challenges included an outdated recruitment process, lack of staff training, and underutilization of technology. These issues hampered their ability to maintain efficiency and quality service.

Proposed Solution: We proposed a comprehensive solution including a robust recruitment and training program tailored to the staff's primary language (Vietnamese), and the integration of technology solutions. The plan focused on attracting the right talent and harnessing modern technologies to streamline operations.

Implementation: Our plan was implemented in stages, revamping recruitment, providing meticulous training, and selecting the right technology to optimize efficiency. Regular communication ensured a seamless process.

Results: The initiative resulted in improved hires, enhanced staff skills, and greater operational efficiency through technology integration. Saigon Mamma was able to meet its goals and elevate the quality of its service.



Brand Website:
saigonmamma.com.au

SECURING A FOOD BUSINESS LICENSE: **ABACUS CAFE CBD**

Introduction: Abacus CBD, branching from the innovative Abacus Bar and Kitchen, aimed to replicate its success in Melbourne's CBD. Their significant challenge was navigating the complexities of obtaining a food business license in Australia.

Challenges: Navigating Australia's intricate food business licensing was the main hurdle for Abacus CBD. Expert guidance was needed to fulfill legal requirements and successfully secure the license.

Proposed Solution: Open Pantry Consulting stepped in to offer comprehensive support, explaining legal intricacies, aiding in the application process, and ensuring compliance with food safety and business operation standards.

Implementation: The strategy was carried out methodically, maintaining constant communication with Abacus CBD. From understanding specific legalities to assisting with applications, we provided full support.

Results: Our collaborative efforts led to Abacus CBD successfully obtaining the essential food business license, enabling them to bring their unique culinary offerings to Melbourne's bustling CBD.



Brand Website:
abacusbar.com.au

A COMPREHENSIVE BUSINESS STRATEGY: **SIDEWALK CAFE**

Introduction: SideWalk Cafe, a friendly spot at Airlie Beach, aimed to transform from a holiday destination into a year-round favourite for locals and tourists alike. This required a complete revamp of the existing operational strategy.

Challenges: The cafe faced inconsistent customer flow, an unclear understanding of local competitors, and a need for effective marketing and pricing strategies. Additional challenges included staff development and menu optimisation to suit both tourists and local clientele.

Proposed Solution: We provided a comprehensive plan including competitor analysis, marketing activations, revised pricing strategy, staff development, and menu analysis. Our objective was to make the cafe appealing all year round, attracting diverse patrons.

Results: Our collaborative efforts turned SideWalk Cafe into a preferred spot throughout the year. Increased footfall, competitive differentiation, customer satisfaction, and improved service and offerings were key achievements.

Conclusion: The success story of SideWalk Cafe emphasizes the importance of strategic planning, understanding the competition, effective marketing, and focused development in achieving a vision. Open Pantry Consulting is dedicated to enhancing operational efficiency and helping hospitality businesses like SideWalk Cafe realise their goals.



Brand Website:
sidewalkcafe.com.au

STREAMLINING OPERATIONS AND ENHANCING EFFICIENCY: FARRO ORGANICO

Introduction: Farro Organico, a leading organic food distribution company in Australia, aimed to boost operational efficiency and profitability across their wholesale/retail division, enhancing visibility in production and logistics.

Challenges: Facing outdated technology, inadequate inventory management, and a lack of KPIs, Farro Organico encountered slow productivity, cost overruns, and stock discrepancies. Supplying both restaurants and around 30 retail outlets added complexity.

Proposed Solution: Open Pantry Consulting designed a tailored solution, including an advanced inventory management system, custom KPIs, and a strategy for supply chain optimisation. These elements targeted waste elimination, stock accuracy, cost reduction, and data-driven decision-making.

Implementation: Executed in stages, we initiated the plan with the inventory system, integrating KPIs, followed by the supply chain strategy. Farro's readiness for change enabled a smooth transition.

Results: Our collaboration with Farro Organico led to increased operational efficiency, streamlined inventory, and reduced waste. The use of KPIs facilitated clear goal-setting, turning around operations significantly. We believe in the transformative power of customised solutions and innovation, turning unique challenges into opportunities.



Brand Website:

<https://farroorganico.com.au/>



OUR INFORMATION AND DETAILS

OPEN PANTRY CONSULTING WEBSITE

<https://www.openpantryconsulting.com/>

42 DAYS WEBSITE

<https://www.42days.co/>