



## Xpressnap<sup>®</sup> Customer Case Study

Hansen's Catering operates a full-service café and several food stands on the grounds of a large complex in Columbus, Nebraska. The facility includes a horse race track, fairgrounds, an arena used to host events such as Nebraska's State High School Gymnastics Meet, as well as a hall available for wedding and banquet rental.

In the past, Hansen's Catering used traditional napkin dispensers on tables throughout the facility. The owners recently installed Xpressnap dispensing systems and have been extremely pleased with the results.

### **Dramatic Reduction in Napkin Waste and Cost**

Hansen's Catering has already seen a significant reduction in napkin cost. Phyllis Hansen, owner of Hansen's Catering, said that the main reason for making the switch to Xpressnap was the cost savings.

"It (Xpressnap) has cut our waste by 80 percent," Hansen said. "In the past, people would come up and, instead of picking up one napkin, they'd pick up twelve and leave them sit on the tables. And now – they take one. It is just fantastic."

"I can't imagine the savings it's going to give us through the (horse) races. I used to order napkins by three and four cases at a time," Hansen said.

In addition to patrons *using* many extra napkins, Hansen found that they were also *losing* a lot of napkins due to wind from outside blowing the napkins during refills.

"In our facility, we can get quite a breeze and you always had to clean up the mess from having loose napkins everywhere," Hansen said. "With these (Xpressnap dispensers) you don't have to worry about the napkins blowing anyplace."

“We just love them!” she added.

## **Xpressnap Reduces Labor Time**

Hansen’s Catering gave the Xpressnap dispensers a trial run at the recent State High School Gymnastics Meet. The event’s attendance was approximately 2,500 people. Hansen put the dispensers in all of her concession stands with favorable results.

“At the gymnastic meet, we only put napkins in the dispensers once,” Hansen said. “In the past, we would have just been running.”

Hansen also likes being able to see exactly how many napkins are left in the dispenser. “You know exactly where you’re at. If you need to put more in, you can see that. And, the convenience of filling them – it’s so quick. It’s just amazing,” she added.

The company’s employees have had a favorable reaction to the Xpressnap dispensers. “Employees love them because they’re not constantly refilling napkin holders,” Hansen explained. “The time and cost savings are just fantastic.”

## **Food Inspector Applauds Xpressnap**

A recent visit by a food inspector to the facility brought a favorable response due to the increased hygiene resulting from the one-napkin-at-a-time dispensing.

“Our food inspector loves them (the Xpressnap dispensers),” Hansen said. “He thought they were great because a customer doesn’t touch anybody else’s napkin.”

## **Xpressnap’s Unique Design**

“I love the design of the dispensers. They are just so handy because you can mount them wherever you want,” Hansen said. “They can be permanent, or they can be portable.”

Hansen has heard favorable comments from customers, as well. “Some of our customers have said, ‘Where did you get that? It is so neat and handy.’”

“They are designed to look nice enough to put them out at a nicer, dress-up event or you can use them at your hot dog stand,” Hansen said. “Also, they are so easy to clean to keep them looking presentable.”

## **Conclusion**

“I can tell you that these dispensers are worth changing to,” Hansen said. “I think people are really looking at the cost of everything and trying to cut costs right now, and they (Xpressnap dispensers) will definitely cut costs for you.”

“Horse racing season is a busy, busy time for us and we just don’t have time to spend refilling napkin dispensers,” Hansen added with a laugh. “I am 100% satisfied with them (Xpressnap dispensers) and I would recommend them to others.”