

**CSP #26-021 - Kitchen Equipment Repair Service
Marketbasket Tabulation Summary**

| <u>Scenario 1</u> | <u>Total Extended Price</u> |
|---------------------------------------|-----------------------------|
| Heritage Service Group | \$558.44 |
| Dawson Company | \$587.39 |
| Armstrong Repair Center | \$620.60 |
| Commercial Cooking Equipment Services | \$636.60 |

| <u>Scenario 2</u> | <u>Total Extended Price</u> |
|---------------------------------------|-----------------------------|
| Heritage Service Group | \$920.90 |
| Commercial Cooking Equipment Services | \$1,029.15 |
| Dawson Company | \$1,086.21 |
| Armstrong Repair Center | \$1,091.21 |

| <u>Scenario 3</u> | <u>Total Extended Price</u> |
|---------------------------------------|-----------------------------|
| Heritage Service Group | \$500.53 |
| Dawson Company | \$531.35 |
| Armstrong Repair Center | \$561.05 |
| Commercial Cooking Equipment Services | \$564.05 |

1. **Scenario 1--NORMAL BUSINESS HOURS**

Problem: Steamer (Cleveland 24CGA10) is leaking.

Solution: Order fitting and float switch chase, replace bad fill valve, and unstop drain valve.

Replace condensated solenoid and order fill valve. Clean scale deposits and drain lines.

Explain Pricing and Total.

Heritage Service Group

| | |
|-----------------|-----------------|
| Service Charge: | \$65.00 |
| Labor (3 hrs): | \$195.00 |
| Float Assy: | \$154.52 |
| Fill Valve: | \$103.92 |
| Freight: | \$25.00 |
| Fuel Surcharge: | \$15.00 |
| Total: | <u>\$558.44</u> |

Dawson Company

| | |
|-----------------|-----------------|
| Service Charge: | \$65.00 |
| Labor (3 hrs): | \$195.00 |
| Float Assy: | \$195.72 |
| Fill Valve: | \$131.67 |
| Total: | <u>\$587.39</u> |

Armstrong Repair Center

| | |
|-----------------|-----------------|
| Service Charge: | \$69.00 |
| Labor (3 hrs): | \$207.00 |
| Float Assy: | \$206.02 |
| Fill Valve: | \$138.58 |
| Total: | <u>\$620.60</u> |

Commercial Cooking Equipment Services

| | |
|-----------------|-----------------|
| Service Charge: | \$70.00 |
| Labor (3 hrs): | \$210.00 |
| Float Assy: | \$206.02 |
| Fill Valve: | \$138.58 |
| Handling Fee: | \$12.00 |
| Total: | <u>\$636.60</u> |

2. **Scenario 2--NORMAL BUSINESS HOURS**

Problem: Double stack oven (Blodgett DFG-100-3) not working properly.
Solution: Repair shorted sensor wire to pilot. Order new door switch. Discover that heated shield plate in back of oven is installed upside down. Repair strip of metal between doors. Grease door latches. Replace spark box on top oven, order fan motor (fan motor is noisy), and order- timer, wheel, and thermostat safety valve.
Explain Pricing and Total.

Heritage Service Group

| | |
|-----------------|-----------------|
| Service Charge: | \$65.00 |
| Labor (4 hrs): | \$260.00 |
| Door Switch: | \$45.94 |
| Spark: | \$127.35 |
| Timer: | \$46.94 |
| Motor: | \$259.12 |
| Wheel: | \$76.55 |
| Freight: | \$25.00 |
| Fuel Surcharge: | \$15.00 |
| Total: | <u>\$920.90</u> |

Dawson Company

| | |
|-----------------|-------------------|
| Service Charge: | \$65.00 |
| Labor (4 hrs): | \$260.00 |
| Door Switch: | \$58.19 |
| Spark : | \$161.32 |
| Timer: | \$59.46 |
| Motor: | \$328.22 |
| Wheel: | \$96.96 |
| Total: | <u>\$1,029.15</u> |

Armstrong Repair Center

| | |
|-----------------|-------------------|
| Service Charge: | \$69.00 |
| Labor (4 hrs): | \$276.00 |
| Door Switch: | \$61.26 |
| Spark : | \$169.80 |
| Timer: | \$62.59 |
| Motor: | \$345.49 |
| Wheel: | \$102.07 |
| Total: | <u>\$1,086.21</u> |

Commercial Cooking Equipment Services

| | |
|-----------------|-------------------|
| Service Charge: | \$70.00 |
| Labor (4 hrs): | \$280.00 |
| Door Switch: | \$61.26 |
| Spark: | \$169.80 |
| Timer: | \$62.59 |
| Motor: | \$345.49 |
| Wheel: | \$102.07 |
| Total: | <u>\$1,091.21</u> |

3. **Scenario 3--NORMAL BUSINESS HOURS**

Problem: NU-VU Proofer (UB-6/8) warmer is not working properly.

Solution: Adjust and tighten door latches on NU-VU oven. Order new cooling reservoir and fan for warmer. Repair wiring and order thermal fuse.

Explain Pricing and Total.

Heritage Service Group

| | |
|-----------------|-----------------|
| Service Charge: | \$65.00 |
| Labor (2 hrs): | \$130.00 |
| Reservoir: | \$33.76 |
| Fan: | \$226.99 |
| Fuse: | \$4.78 |
| Freight: | \$25.00 |
| Fuel Surcharge: | \$15.00 |
| Total: | <u>\$500.53</u> |

Dawson Company

| | |
|-----------------|-----------------|
| Service Charge: | \$65.00 |
| Labor (2 hrs): | \$130.00 |
| Reservoir: | \$42.77 |
| Fan: | \$287.52 |
| Fuse: | \$6.06 |
| Total: | <u>\$531.35</u> |

Armstrong Repair Center

| | |
|-----------------|-----------------|
| Service Charge: | \$69.00 |
| Labor (2 hrs): | \$138.00 |
| Reservoir: | \$45.02 |
| Fan: | \$302.65 |
| Fuse: | \$6.38 |
| Total: | <u>\$561.05</u> |

Commercial Cooking Equipment Services

| | |
|-----------------|-----------------|
| Service Charge: | \$70.00 |
| Labor (2 hrs): | \$140.00 |
| Reservoir: | \$45.02 |
| Fan: | \$302.65 |
| Fuse: | \$6.38 |
| Total: | <u>\$564.05</u> |

**CSP #26-021 - Kitchen Equipment Repair Service
Manufacturer Discount and Repair Rates**

| Brand | Sorted by: | | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 1. Hobart | | | |
| Heritage Service Group | +30% | \$65.00 | \$97.50 |
| Dawson Company | +25% | \$65.00 | \$97.50 |
| Armstrong Repair Center | 20% | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| Hobart | -15% | \$102.00 | \$153.00 |
| 2. Lincoln | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 3. Crescor | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 4. Wilder | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 5. Epco | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| | | Sorted by: | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| Brand | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 6. Metro | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 7. Lang | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 8. American Range | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 9. Middleby Marshall | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 10. Pitco | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| Brand | Sorted by: | | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 11. Blodgett | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 12. Vulcan | | | |
| Heritage Service Group | 10% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 13. Mannhart | | | |
| Heritage Service Group | 10% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 14. Atlas | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 15. Delfield | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| Brand | % Discount Parts | Sorted by: | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| | | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 16. Traulsen | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 17. McCall | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 18. Cleveland | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 19. Groen | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 20. Bevles | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| | | Sorted by: | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| Brand | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 21. Servolift | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 22. Mod-u-serve | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 23. Wells | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 24. Hatco | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 25. Hoshizake | | | |
| Heritage Service Group | 10% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 26. Manitowoc | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| | | Sorted by: | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| Brand | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 27. Lincoln | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 28. South Bend | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 29. US Range | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 30. Nu Vu | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 31. Alto Sham | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |

| | | Sorted by: | |
|---------------------------------------|---------------------|-----------------------------|---------------------------------------|
| Brand | % Discount Parts | Hourly Rate (School Hrs) | Hourly Rate After Hrs/ Weekends |
| 32. Salvajor | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 33. Red Goat | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 34. South Bend | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |
| 35. Merco | | | |
| Heritage Service Group | 25% | \$65.00 | \$97.50 |
| Dawson Company | 5% | \$65.00 | \$97.50 |
| Armstrong Repair Center | list | \$69.00 | \$103.50 |
| Commercial Cooking Equipment Services | 0% | \$70.00 | \$105.00 |