

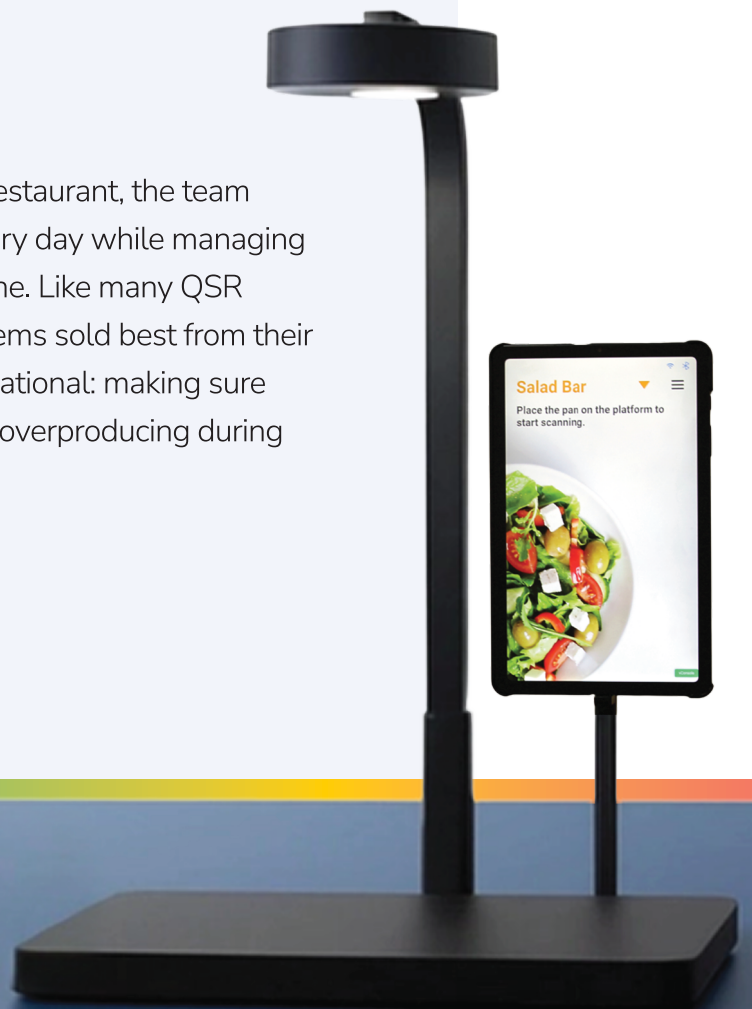


metafoodx

Case Study: How Eaping Fresh Chinese Restaurant Improved Freshness and Kitchen Operations During Peak Hours

Eaping | Fast-Casual QSR / Hot Bar Concept

At Eaping, a fast-casual American Chinese restaurant, the team was serving large volumes of customers every day while managing dozens of rotating pans across the serving line. Like many QSR operators, they already knew which menu items sold best from their POS system. The bigger challenge was operational: making sure food stayed fresh during rush hours without overproducing during slower periods.





Keeping Food Fresh with Fast Service

The kitchen team was constantly balancing competing priorities. During lunch and dinner rushes, staff needed to keep the line full and moving quickly. During slower periods, they needed to avoid cooking too much food that might sit too long or eventually be thrown away. Every dish also had different holding times, making it difficult to track freshness consistently throughout the day.

Most of these decisions depended on staff judgment. Managers and kitchen staff were constantly asking:

- Do we need another batch yet?
- Has this pan been sitting too long?
- Should we replace this item now or wait?
- Are we cooking too much during slower periods?

Over time, this created the same problems many high-volume QSR kitchens face:

- Inconsistent food quality
- Food sitting too long on the line
- Extra waste from overproduction
- Stress during peak hours
- Limited visibility into what was actually happening during service

Eaping wanted a system that could help the team stay ahead of demand while keeping food fresh and operations simple. That's where Metafoodx came in.

Real-time Production Tracking with Serving Time Alert

Eaping relies heavily on Metafoodx's consumption tracking capabilities to understand demand and improve production planning. The platform tracks consumption by menu item and weekday, helping managers make more informed prep and production decisions for future service periods. It also provides visibility into demand during busy hours, allowing the team to prepare in advance and avoid running out of popular dishes.

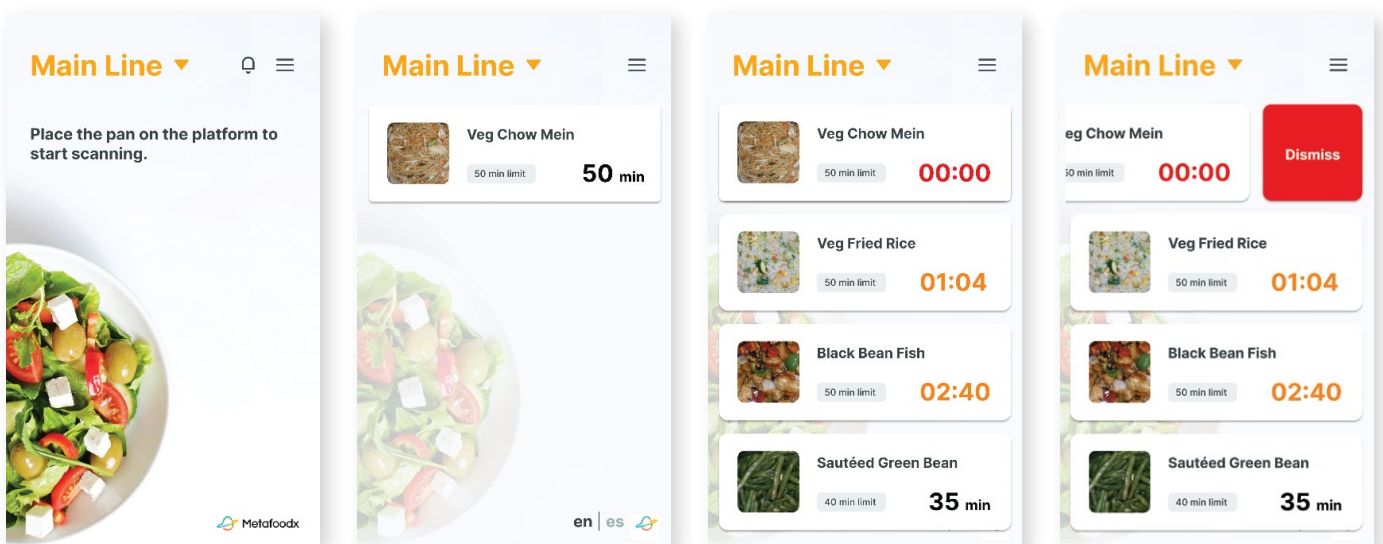
One feature the team particularly values is Serving Time Alert, which helps staff monitor how long food has been on display and maintain food freshness throughout service.

The system automatically tracks how long each pan has been on the serving line after it is scanned. Every menu item can have its own freshness or shelf-time setting based on operational needs. For example, one dish may only be intended to stay on the line for 40 minutes, while another may have a longer hold time.

Once a pan is scanned, a timer immediately appears on the kitchen tablet.

As the freshness window gets close to expiring:

- The timer turns orange when less than five minutes remain
- The timer turns red once the hold time has been exceeded



A timer starts when a pan is scanned

Timer **turns orange** when < 5 minutes and **turns red** when time is up

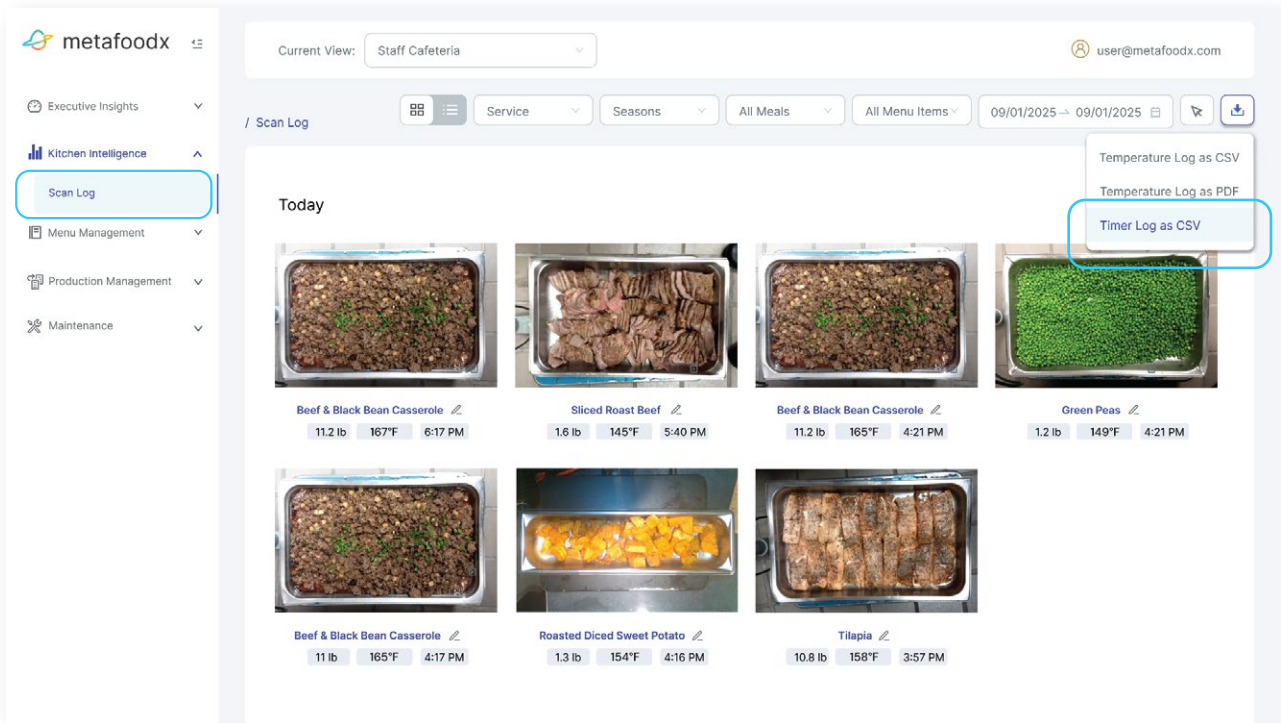
Click on the alert. Click **'Dismiss'**

This gives staff a very clear visual signal without interrupting service or requiring manual tracking.

When a new pan of the same item is scanned, the timer resets automatically. If a dish sells out early, staff can dismiss the alert so the kitchen only focuses on active items. At the end of the day, all alerts clear automatically for the next service cycle.

Managers can also review detailed Timer Log reports showing:

- Scan times
- Alert history
- Holding times
- Temperatures
- Actions taken during service



Instead of relying on memory or guesswork, the kitchen now had a consistent process for managing freshness across every shift.



What Changed for Eaping

One of the biggest improvements was consistency during busy service periods.

Before Metafoodx, staff were focused on keeping lines moving, refilling food quickly, and serving customers fast enough to avoid backups. With Serving Time Alert, the kitchen team could instantly see which items needed attention. Instead of guessing when food should be replaced, staff had clear visual indicators showing exactly where each dish stood in its freshness cycle. This helped the team make better decisions during both rushes and slower periods.

Around February 2026, Eaping began paying closer attention to freshness alerts and timer logs. Over the

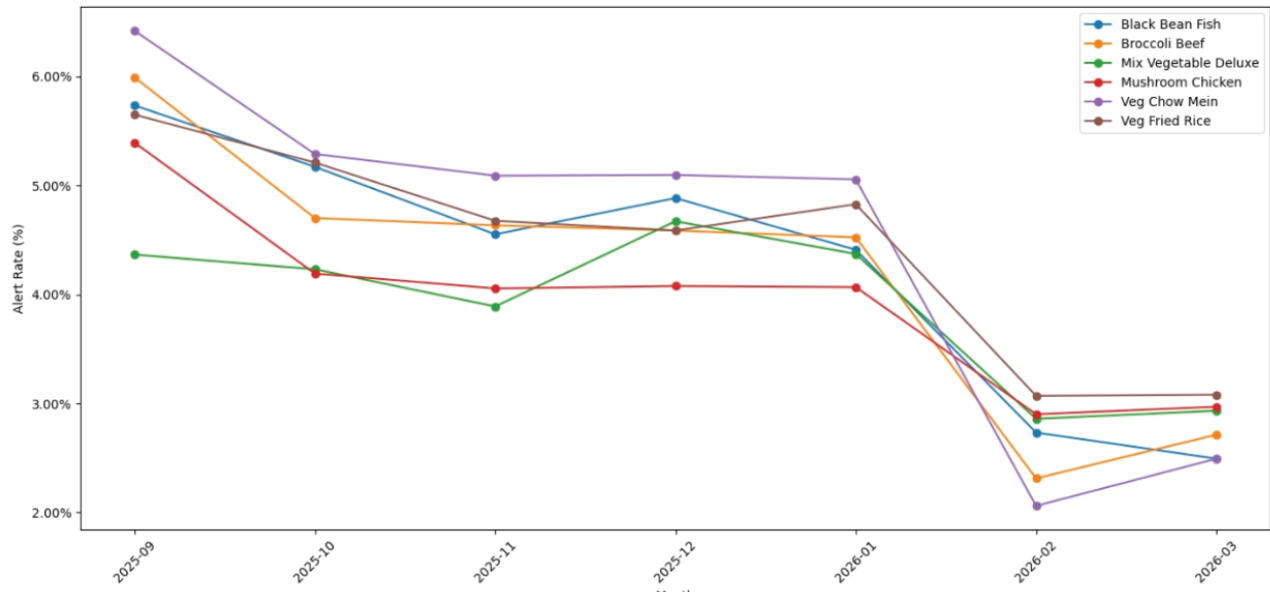
following months, the restaurant saw a noticeable improvement in operational consistency.

From September 2025 through March 2026:

- Freshness alerts were reduced by approximately 30%
- The six menu items with the highest number of alerts all showed downward trends over time

For Eaping, that improvement was important because it showed the kitchen was getting better at managing timing, replenishment, and production throughout the day.

Alert Rate by Menu Item Over Time



- ✔ Customers get fresh food - every time, not just during peak hours.
- ✔ Freshness Alert reduced by 30% over the course from September 2025 to March 2026, indicating improved food freshness and handling.
- ✔ Top 6 Menu Items with Most Alerts All have a Downward Trend in Number of Alerts

Better Production Decisions Throughout the Day

The system also helped Eaping improve how food was produced throughout service. In many QSR kitchens, overproduction happens because teams prepare too much food “just in case” demand spikes. While this can prevent empty pans during rushes, it can also create waste during slower periods.

Metafoodx gave the team more visibility into production and consumption patterns throughout the day.

During slower periods:

- Staff could produce smaller batches
- Food was less likely to sit beyond freshness windows

During peak hours:

- Refill timing became more organized
- Teams could stay ahead of demand without overreacting

The restaurant also tracked food diversion categories including reuse, donation, and compostable food. For management, this created much clearer visibility into where operational improvements could be made.



Simpler Operations for Staff

Another major benefit was reducing stress for kitchen teams.

The Serving Time Alert system removed much of the manual tracking that staff previously handled during busy shifts. Instead of relying on memory or constantly checking timestamps, employees could focus on cooking, serving, and maintaining quality. The alerts themselves were intentionally designed to be simple and non-disruptive.

Kitchen staff did not need to stop service or manage complicated workflows. The system quietly provided guidance in the background while helping teams stay accountable.



“

Around February, we started paying closer attention to the alert system and timer logs. That made a big difference in quality consistency. Since using Metafoodx, we've seen real improvements in food freshness and quality consistency. Staff are more accountable too, the alert system keeps everyone on track without being disruptive. ”

— Allen Shi, Owner, Eaping Fresh Chinese Restaurant



Why This Matters for QSR Restaurants

For quick-service restaurants, success depends on balancing three things at the same time:

- Speed
- Consistency
- Cost control

That balance becomes harder as operations scale and service volumes increase. Eaping's experience shows that freshness management is not just about food safety or timers. It directly affects customer

experience, kitchen efficiency, waste reduction, and day-to-day operations.

By giving staff a simple real-time system for managing freshness and production, Metafoodx helped Eaping operate more consistently during busy service periods while creating better visibility into what was happening across the kitchen every day.