

**FE&S SPECIAL REPORT**

FE&S' fifth annual Best in Class survey shines the industry spotlight on those manufacturers that subscribing dealers, consultants and broadliners named the ones that help them best meet customer needs.



# Class Acts

By the Editors

**T**o get their foot in the door with any dealer, broadliner or consultant, manufacturers need to offer quality products that are priced correctly. To cultivate and maintain a long-term relationship with their distribution partners, though, a manufacturer must do much more. Those manufacturers that go beyond the call by being flexible and responsive when it comes to service, support and anything else that adds value for the end-user earn that coveted preferred status from their individual distribution partners.

Achieving an elite level of trust with even one dealer, broadliner or consultant is no small feat. But when a manufacturer gains the widespread respect from FE&S' subscribing dealers, broadliners and consultants who participated in our fifth annual study, that company has truly become Best in Class.

FE&S' Best in Class survey polls a sample of dealers, broadliners and consultants from the magazine's circulation file to determine who they perceive to be the best manufacturer for a series of key foodservice E&S categories. This year, the survey includes more data than ever (1,000 interviews total), including 425 dealer respondents, 325 broadliner respondents and 250 consultant respondents.

In addition to expanding the number of professionals surveyed, the other significant change in this year's study was made to the Overall Best in Class designation. The best way to determine whether a company truly is Best in Class is by making like-for-like comparisons with their competitors in that industry segment. For that reason, FE&S now offers an Overall Best in Class Award in four

Overall Best in Class by Category			
Heavy Equipment	Light Equipment	Smallwares	Tabletop
1. True Mfg.	Star	Tie: Cambro, Vollrath	Libbey/Syracuse/World
2. Hobart	Hatco		Oneida/Bufalo
3. Vulcan-Hart	APW/Wyott	Carlisle	Walco
Dealers			
Heavy Equipment	Light Equipment	Smallwares	Tabletop
1. True Mfg.	Star	Cambro	Libbey/Syracuse/World
2. Hobart	APW/Wyott	Vollrath	Walco
3. Vulcan-Hart	Hatco	Carlisle	Oneida/Bufalo
Consultants			
Heavy Equipment	Light Equipment		
1. Hobart	Hobart		
2. Vulcan-Hart	Hatco		
3. Cleveland	Star		
Broadliners			
Heavy Equipment	Light Equipment	Smallwares	Tabletop
1. True	Star	Vollrath	Libbey/Syracuse/World
2. Hobart	Vollrath	Cambro	Oneida/Bufalo
3. Vulcan-Hart	Bunn-O-Matic	Carlisle	Homer Laughlin

categories: Heavy Equipment, Light Equipment, Smallwares and Tabletop. This table, previously labeled "All Respondents," provides a clearer result.

Without any further adieu, we present the results from FE&S' 2005 Best in Class study.

## PRODUCT MANUFACTURERS Overall Best in Class

Heavy Equipment	First	Second	Third
Blast Chillers	Traulsen	Servolift/Eastern	True Mfg.
Braising Pans/Tilting Skillets	Groen	Cleveland	Vulcan-Hart
Broilers	Vulcan-Hart	Southbend	Garland
Chef Counters, Prefab	Delfield	Randell	Advance Tabco
Combi Ovens	Blodgett	Rational	Alto-Shaam
Convection Ovens	Blodgett	Vulcan-Hart	Southbend
Conventional Ovens	Vulcan-Hart	Blodgett	Tie: Garland, Southbend
Conveyor Ovens	Lincoln	Blodgett	Middleby Marshall
Cook & Hold Ovens	Alto-Shaam	Cres Cor	Vulcan-Hart
Cooking Suites	Montague	Vulcan-Hart	Garland
Deck Ovens	Blodgett	Bakers Pride	Garland
Dishwashers/Warewashers	Hobart	Jackson	Champion
Fryers	Frymaster	Pitco	Imperial Commercial Cooking Equipment
Ice Makers	Manitowoc	Scotsman	Hoshizaki
Mixers, 12 Qt. & Larger	Hobart	Globe	Univex
Mobile Heated Cabinets	Cres Cor	Alto-Shaam	Carter-Hoffmann
Ranges	Vulcan-Hart	Garland	Southbend
Refrigerated Prep Tables	True Mfg.	Delfield	Beverage-Aire
Rotisseries	Henny Penny	Old Hickory/Hickory	Alto-Shaam
Steamers	Cleveland	Groen	Vulcan-Hart
Steam-Jacketed Kettles	Groen	Cleveland	Vulcan-Hart
Upright/Reach-In Refrigeration	True Mfg.	Traulsen	Victory
Ventilation Systems	Captive-Aire	Greenheck	Gaylord
Walk-In Refrigeration	Kolpak	Thermo-Kool	Nor-Lake
Light Equipment	First	Second	Third
Beverage Blenders	Waring/Cuisinart	Hamilton Beach	Vita-Mix
Coffee Brewers	Bunn-O-Matic	Bloomfield	Fetco
Conveyor Toasters	Hatco	Star	APW/Wyott
Countertop Griddles	Star	APW/Wyott	Vulcan-Hart
Countertop Ovens	Bakers Pride	Cadco	Blodgett
Disposers	In-Sink-Erator	Salvajar	Hobart
Drawer Warmers	Hatco	Wells	APW/Wyott
Electric Slicers	Hobart	Globe	Berkel
Food Processors	Robot Coupe	Waring/Cuisinart	Hobart
Griddles & Grills	Star	Vulcan-Hart	APW/Wyott
Heat Lamps	Hatco	Merco-Savory	APW/Wyott
Hot Dog Equipment	Star	APW/Wyott	Roundup
Induction Cooktops	Vollrath	CookTek	Tie: Garland, Spring
Microwave Ovens	Amana	Panasonic	Sharp
Parts & Accessories	FMP	Hobart	Consolidated Commercial
Pulpers	Hobart	Somat	In-Sink-Erator
Scales	Edlund	Pelouze	Detecto
Self-Leveling Dispensers	Servolift/Eastern	Lakeside	APW/Wyott
Serving Carts	Lakeside	Vollrath	Cambro
Shelving	InterMetro	Eagle/Metal Masters	ISS
Sinks, Prefab	Advance Tabco	Eagle/Metal Masters	Universal Stainless
Worktables, Prefab	Advance Tabco	Eagle/Metal Masters	Duke
Smallwares	First	Second	Third
Cookware	Vollrath	Lincoln	Update
Cutlery	Dexter-Russell	Forschner	Mundial
Food Storage Containers	Cambro	Carlisle	Rubbermaid
Thermometers/Sensors	Cooper-Atkins	Taylor	Comark
Tabletop	First	Second	Third
Dinnerware/Chinaware	Libbey/Syracuse/World	Oneida/Buffalo	Homer Laughlin
Flatware	Oneida/Buffalo	Libbey/Syracuse/World	Walco
Glassware	Libbey/Syracuse/World	Anchor Hocking	Cardinal

## DEALERS Best in Class

Heavy Equipment	First
Blast Chillers	Traulsen
Braising Pans/Tilting Skillets	Groen
Broilers	Vulcan-Hart
Chef Counters, Prefab	Delfield
Combi Ovens	Blodgett
Convection Ovens	Blodgett
Conventional Ovens	Vulcan-Hart
Conveyor Ovens	Lincoln
Cook & Hold Ovens	Alto-Shaam
Cooking Suites	Vulcan-Hart
Deck Ovens	Blodgett
Dishwashers/Warewashers	Hobart
Fryers	Frymaster
Ice Makers	Manitowoc
Mixers, 12 Qt. & Larger	Hobart
Mobile Heated Cabinets	Cres Cor
Ranges	Vulcan-Hart
Refrigerated Prep Tables	True Mfg.
Rotisseries	Old Hickory
Steamers	Cleveland
Steam-Jacketed Kettles	Groen
Upright/Reach-In Refrigeration	True Mfg.
Ventilation Systems	Captive-Aire
Walk-In Refrigeration	Kolpak
Light Equipment	First
Beverage Blenders	Waring/Cuisinart
Coffee Brewers	Bunn-O-Matic
Conveyor Toasters	Hatco
Countertop Griddles	Star
Countertop Ovens	Bakers Pride
Disposers	In-Sink-Erator
Drawer Warmers	Hatco
Electric Slicers	Hobart
Food Processors	Robot Coupe
Griddles & Grills	Star
Heat Lamps	Hatco
Hot Dog Equipment	Star
Induction Cooktops	Vollrath
Microwave Ovens	Amana
Parts & Accessories	FMP
Pulpers	Hobart
Scales	Edlund
Self-Leveling Dispensers	Lakeside
Serving Carts	Lakeside
Shelving	InterMetro
Sinks, Prefab	Advance Tabco
Worktables, Prefab	Advance Tabco
Smallwares	First
Cookware	Vollrath
Cutlery	Dexter-Russell
Food Storage Containers	Cambro
Thermometers/Sensors	Cooper-Atkins
Tabletop	First
Dinnerware/Chinaware	Libbey
Flatware	Walco
Glassware	Libbey

## CONSULTANTS Best in Class

Heavy Equipment	First
Blast Chillers	Traulsen
Braising Pans/Tilting Skillets	Groen
Broilers	Tie: Southbend, Vulcan-Hart
Chef Counters, Prefab	Delfield
Combi Ovens	Rational
Convection Ovens	Blodgett
Conventional Ovens	Blodgett
Conveyor Ovens	Lincoln
Cook & Hold Ovens	Alto-Shaam
Cooking Suites	Montague
Deck Ovens	Blodgett
Dishwashers/Warewashers	Hobart
Fryers	Frymaster
Ice Makers	Manitowoc
Mixers, 12 Qt. & Larger	Hobart
Mobile Heated Cabinets	Cres Cor
Ranges	Vulcan-Hart
Refrigerated Prep Tables	Delfield
Rotisseries	Tie: Hardt, Henny Penny
Steamers	Cleveland
Steam-Jacketed Kettles	Groen
Upright/Reach-In Refrigeration	Traulsen
Ventilation Systems	Captive-Aire
Walk-In Refrigeration	Kolpak
Light Equipment	First
Beverage Blenders	Waring/Cuisinart
Coffee Brewers	Bunn-O-Matic
Conveyor Toasters	Hatco
Countertop Griddles	Star
Countertop Ovens	Bakers Pride
Disposers	In-Sink-Erator
Drawer Warmers	Hatco
Electric Slicers	Hobart
Food Processors	Robot Coupe
Griddles & Grills	Vulcan-Hart
Heat Lamps	Hatco
Hot Dog Equipment	Star
Induction Cooktops	CookTek
Microwave Ovens	Amana
Parts & Accessories	FMP
Pulpers	Hobart
Scales	Hobart
Self-Leveling Dispensers	Servolift/Eastern
Serving Carts	Lakeside
Shelving	InterMetro
Sinks, Prefab	Advance Tabco
Worktables, Prefab	Advance Tabco

**NOTE:** The survey results and findings presented in this article represent the opinions of surveyed dealers, consultants and broadliners subscribing to FE&S and should in no way be construed as editorial endorsements of companies and products mentioned.

## BROADLINERS Best in Class

Heavy Equipment	First
Blast Chillers	Traulsen
Braising Pans/Tilting Skillets	Groen
Broilers	Vulcan-Hart
Chef Counters, Prefab	Delfield
Combi Ovens	Blodgett
Convection Ovens	Blodgett
Conventional Ovens	Vulcan-Hart
Conveyor Ovens	Lincoln
Cook & Hold Ovens	Alto-Shaam
Cooking Suites	Montague
Deck Ovens	Bakers Pride
Dishwashers/Warewashers	Hobart
Fryers	Frymaster
Ice Makers	Manitowoc
Mixers, 12 Qt. & Larger	Hobart
Mobile Heated Cabinets	Cres Cor
Ranges	Vulcan-Hart
Refrigerated Prep Tables	True Mfg.
Rotisseries	Henny Penny
Steamers	Cleveland
Steam-Jacketed Kettles	Groen
Upright/Reach-In Refrigeration	True Mfg.
Ventilation Systems	Captive-Aire
Walk-In Refrigeration	Kolpak
Light Equipment	First
Beverage Blenders	Waring/Cuisinart
Coffee Brewers	Bunn-O-Matic
Conveyor Toasters	Star
Countertop Griddles	Star
Countertop Ovens	Cadco
Disposers	In-Sink-Erator
Drawer Warmers	Hatco
Electric Slicers	Globe
Food Processors	Robot Coupe
Griddles & Grills	Star
Heat Lamps	Hatco
Hot Dog Equipment	Star
Induction Cooktops	Vollrath
Microwave Ovens	Amana
Parts & Accessories	FMP
Pulpers	Hobart
Scales	Edlund
Self-Leveling Dispensers	Lakeside
Serving Carts	Lakeside
Shelving	InterMetro
Sinks, Prefab	Advance Tabco
Worktables, Prefab	Advance Tabco
Smallwares	First
Cookware	Vollrath
Cutlery	Dexter-Russell
Food Storage Containers	Cambro
Thermometers/Sensors	Cooper-Atkins
Tabletop	First
Dinnerware/Chinaware	Libbey
Flatware	Oneida
Glassware	Libbey