

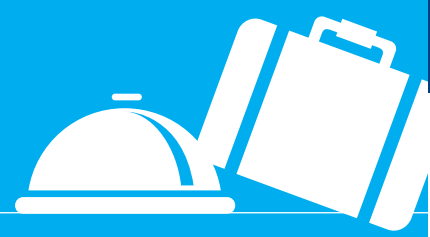
THOUGHT LEADERSHIP BRIEF

# Insights for Hospitality Facilities



The impact of ice in a hospitality environment

**Scotsman**<sup>®</sup>  
ICE THE WORLD DEMANDS



## The impact of ice in a hospitality environment

In the hospitality industry, the most common use of ice machines is far and away from the guest floors. However, as hotels and resorts evolve and continue to raise the bar in terms of guest experience, there are an increasing number of locations throughout a hospitality facility that could benefit from an ice machine.

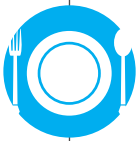
When making decisions around ice machines for a hotel or resort, keep the following locations in mind:



### GUEST FLOORS

Hotel managers need ice machines that can fit effortlessly into their facilities while keeping up with guests' needs. For large chain hotels, versatile cube machines with a dispenser offer a consistent, reliable ice source. In smaller, boutique hotels, undercounter units can suffice and provide more specialty ice forms such as nugget or larger, clear cubes.

Beyond the type of ice machine, there are a few additional features to look for in ice machines on guest floors. Built-in remote diagnostics are a significant advantage when there are multiple floors and several machines per floor; checking them constantly would be a full-time job. Additionally, quiet machines are best so as not to disturb guests during their stay.



### HOTEL RESTAURANT, SNACK COUNTER OR BAR

Ice machines are also a staple at a variety of dining locations around hotels and resorts. For hotel restaurants, a modular machine atop a bin for drink station filling is a popular back-of-house option. In order to meet guest demand, operators need to make sure that the unit has enough capacity to handle large crowds during peak times, especially if the restaurant is available to an audience beyond just hotel guests. A snack counter or bar that serves iced coffees or specialty cocktails could use an undercounter unit that provides larger, clear cubes — an ice form that is ideally suited for these types of drinks. Additionally, locations with an outdoor dining option, like a swim-up bar at a resort, need plenty of ice to assist guests in beating the heat.



## BANQUET KITCHENS

Hotels and resorts offering catering, large-scale dining or other facilities that require a banquet kitchen, have a unique set of ice machine demands — driven by the need to keep up with demand while not wasting energy.

A banquet facility, by nature, is subject to peak times. Ice machines on bins, which are typically found in kitchens of hotels, may offer bin level controls, which allow operators to regulate how much ice is in the bin. This feature helps ensure that they are not making ice that is not needed — an advantage for energy efficiency, water conservation and the hotel's bottom line. It also permits operators to determine when to make ice; if energy rates are higher during certain times of the day, the machines can be programmed so that they are dialed down during those periods.

Depending on the size of the facility, an ice transportation system could address the need to transport large quantities of ice around the facility safely and quickly. Systems that eliminate the need for ice buckets or scooping ice into carts are ideal — helping to minimize the opportunity for contamination and reduce the risk for spillage which could result in unsafe, wet floors. These carts make handling the ice easier, reducing the need to carry bulky buckets that could potentially cause employee injury. Lastly, high capacity transport systems make it easier to get ice where it is needed, eliminating the need for investment in additional equipment.



## SUITES, LOBBIES AND FITNESS CENTERS

More and more hotels are providing ice and water dispensers for guests in suites and common areas such as lobbies, gyms and executive-level lounges.

For suites, undercounter ice machines provide specialty ice for a superior hotel suite experience and convenient bar service. These units eliminate the need to leave the suite and are a value add intended to enhance the 'exclusivity' of that premium-priced room.

In common areas, these dispensers are not only seen as an enhanced offering, but may reduce expenses and benefit the environment, when presented as an alternative to complimentary single-use water bottles.

### **BIN LEVEL CONTROLS —**

*regulate when and how much ice to make*



The ability to enhance guests' experience can be as simple as providing satisfying ice when and where they need it, even if it's not where they expect it.

Once facility management has determined the locations where an ice machine is needed, there are a number of considerations to review before making a selection:

# 1

## LOCATION REQUIREMENTS

Two common types of condensers in ice machines are water and air, and the location of the ice machine may necessitate the use of one over the other. In areas with conditioned air, an air-cooled unit works well, and in areas with unconditioned air, or limited 'breathability,' water-cooled is appropriate.

The type of unit selected also has an impact on efficiency. Water-cooled units, although they use more water, are typically more energy efficient because water does a better job of transferring heat than air. For some larger hotels, there is potential to reuse some of this water by putting ice machines on a water recirculation loop. In situations where this type of recycling is possible, it could make sense to go with a water-cooled ice machine because of the overall energy savings.

# 2

## CAPACITY

In order to keep up with demand, operators need to understand the required capacity for an ice machine — which can vary based on the ice machine's location.

For a restaurant or bar, ice capacity can be determined by the peak number of customers per day or by the average number of drinks per day, plus any additional ice needs beyond beverages. A drink count can be used to calculate ice needed for blended drinks and a customer count for ice needed for cocktail drinks or non-alcoholic beverages, such as soft drinks or iced tea. Once those numbers have been identified, an average of 1.5 pounds of ice per drink is needed per blended drink and three pounds of ice per person for cocktail drinks or other beverages (assuming no cold plate is being used with the beverage dispenser).

For ice machines on guest floors, figure three pounds of ice per guest room per day. To determine the amount of ice needed per person for onsite catering, assume two pounds per person to meet their beverage needs — keeping in mind that this could come over a shorter time frame than some other applications and the machine will need to keep up accordingly.

There may be unique circumstances that also need to be taken into account. For example, if the resort is near a beach, guests are more likely to use the ice machine to fill up coolers or ice chests, which can significantly impact capacity needs.

PER GUEST  
ROOM

3  
lbs.

PER DAY

FOR  
CATERING

2  
lbs.

PER PERSON

### 3

#### FOOTPRINT

When selecting new ice machines or replacing existing ice machines, hotel operators should look at the machine footprint to ensure that the new unit will fit within the allotted space. Beyond just the dimensions of the unit, there also needs to be proper clearance to effectively clean, maintain and service the machine.

For the air-cooled ice machines, there needs to be enough space around the machines to ensure it is getting enough air to work properly. Units that feature reusable front-breathing air filters allow for smaller side clearance and easy access for cleaning the filter — making them a smart option.

### 4

#### EFFICIENCY

When it comes to selecting an ice machine, it's important to look for a machine that is not only reliable, but efficient as well.

One of the easiest ways to determine if an ice machine is energy efficient is to see if the product is ENERGY STAR®-qualified. According to the organization, ENERGY STAR products are independently certified to save energy without sacrificing features or functionality. Additionally, Consortium for Energy Efficiency (CEE) has energy standards for ice machines to encourage increased use of efficient goods in the market.

By reducing energy and water via the use of efficient ice machines, operators can save money on a consistent basis. Furthermore, rebates from utility companies and the ENERGY STAR and CEE programs provide financial incentives to purchase more energy efficient equipment.

Preventative maintenance and regular cleanings will help keep an ice machine running efficiently. Machines should be cleaned and sanitized at least every six months. This periodic maintenance helps keep the evaporator clean, so there is better heat transfer. Furthermore, a water filter should be put on all ice machines to minimize scale and contaminant build-up, which can negatively impact efficiency. Air filters should also be changed or cleaned at least every month, as dust and dirt can block the filter, causing the machine to be less efficient and make less ice. Changing filters can be done more frequently if the environment requires it, such as in a hot kitchen.

From kitchens and banquet facilities to guest floors, ice plays a critical role in hotels and resorts. By selecting the right ice machines and using them to enhance the facility's offerings, managers and operators can feel confident that guests are getting the ice they need and can continue focusing on providing them with an exceptional experience.

*Get financial incentives from utility companies, and ENERGY STAR® & CEE programs.*



## ABOUT SCOTSMAN ICE SYSTEMS

As one of the world's largest manufacturers of ice systems, Scotsman is dedicated to developing today's most innovative ice solutions. Scotsman is proud to offer the latest evolution of ice-making technology with the Prodigy Plus® line of products. Now it's easier than ever for operators to get the information they need, keep things running smoothly and save on both water and energy.

Learn what make the Prodigy Plus® platform so unique for Hospitality Facilities visit [scotsman-ice.com/prodigyplushospitality](http://scotsman-ice.com/prodigyplushospitality).



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