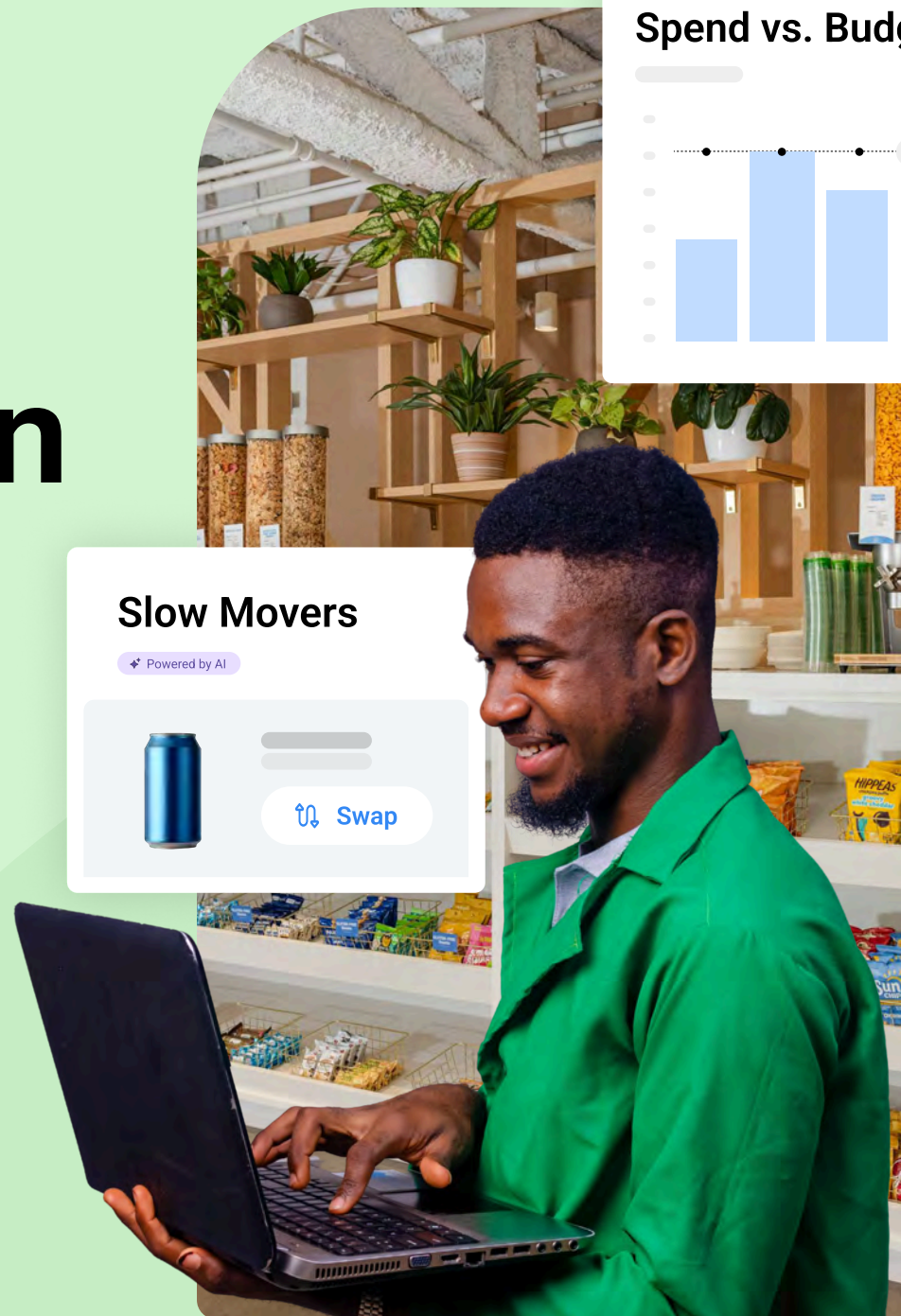


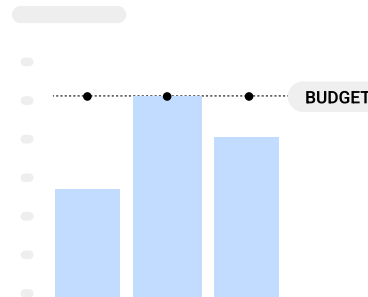
2026 EDITION

The Pantry Optimization Playbook

How leaders should evaluate the office pantry as a business investment.



Spend vs. Budget



Slow Movers

Powered by AI



Swap

A Quick Message From Our CEO

After working with hundreds of companies across industries, one pattern is consistent: the workplace is a direct reflection of a company's real commitment to its people.

As CEO, my job is to set a clear vision and hold high standards. That means pushing every part of the business to move faster, operate leaner, and deliver measurable results. The companies outperforming their peers are not the ones with the most resources. They're applying greater discipline, allocating more precisely, and measuring what most teams overlook. That standard extends to every corner of the workplace, including the pantry.

A well-run pantry consistently ranks among the most visible, cost-effective, high-impact tools a company has. It signals care for your team and alignment between your culture and your business strategy. When executed well, it showcases operational discipline, improves performance, reduces churn, and reinforces your company's ability to deliver on its promises, internally and externally.

What we saw in 2025 was widespread experimentation. In 2026, that window has closed. Every business investment is expected to perform, and the programs that are thriving are the ones built on strategy,

Nate Rosenstock
CEO & Co-Founder, Crafty



Favorite Snack:
Hummus

supported by data, and managed with the same rigor as every other function.

If you are not seeing that kind of return, it is because your pantry is not operating at the level it should. Most underperforming programs suffer from the same issues: disjointed efforts, outdated tools, inconsistent processes, and minimal oversight. That leads to an experience breakdown, a confidence issue, and costs that go far beyond the invoice. The harder-to-measure loss in productivity, performance, and innovation when employees have to go elsewhere for what they need is real, and it compounds.

Inside this playbook, you'll find 12 strategies to turn your pantry into a high-performing business asset, drawn from the programs we manage today. Each one is designed to close the gap between what your pantry costs and what it delivers, connecting spend and utilization to the metrics that matter most to your business.

In a year when every dollar is under scrutiny, and every investment is expected to perform, the pantry programs that win will be those built on strategy, powered by technology, and managed with intention.

4 Ways Your Pantry Program Can Accelerate Your Business

01. Fuels productivity

Drives focus and employee engagement.

02. Incentivizes attendance

Creates a tangible reason to come in.

03. Boosts performance

Improves daily execution and results.

04. Decreases churn

Builds loyalty for long-term success.

The Pantry Payoff Goes Both Ways

The best workplace programs don't just perform for your business, but they also deliver for your people. A strategic pantry is one of the rare investments that checks all the boxes, so everyone comes out ahead.

But, ROI doesn't look the same on both sides.

For employers, ROI isn't only about spending less. It's about making sure what you spend works harder. Pantries come with a cost, but it can be a small fraction compared to what it helps drive when it's executed efficiently: healthier and happier employees, fewer sick days, more productive days, and stronger output.

For employees, ROI shows up every day. It's the financial relief of not spending \$10–\$20 on food and drinks. It's the convenience of not having to waste valuable time on the clock to grab a quick coffee. It's the fuel that helps them stay sharp, hit goals, and grow in their careers.

When a pantry program is working, you'll not only see it in the culture, but you'll see it in the numbers. But that type of success isn't built on guesswork.

A great pantry program is outcome-led, performance-backed, and business-aligned.

Employee Payoff

WHY IT MATTERS

Food is expensive, and your employees feel it. The pantry is no longer just a nice-to-have perk, but part of your total compensation and employee experience package.

✓ Real financial impact

A stocked pantry can offset anywhere from \$10–\$20 per day in an employee's personal spend on snacks, coffee, drinks, and beyond.

✓ Support a healthier lifestyle

A smart pantry gives employees the tools to make better choices throughout the day to improve their long-term health, including blood pressure, blood sugar levels, BMI, and more.

✓ Creates a deeper sense of connection

Employees want to feel aligned with the place they work. Pantries that reflect values like sustainability and DEI foster deeper connections.

Employer Payoff

WHY IT MATTERS

When done right, the pantry becomes one of the lowest-cost, highest-impact ways to accelerate performance, reinforce culture, and build a workplace people want to be in.

✓ Drives traffic without friction

A convenient pantry gives people a reason to come, engage, and stay present without relying on forced policies or ineffective incentives.

✓ Fuels productivity and performance

When teams are energized, nourished, and focused, they perform better. That translates into stronger daily output at scale.

✓ Reinforces company values

The pantry is one of the only tangible ways to show what the company stands for every single day. It's our opportunity to inspire, build trust, and cultivate loyalty and belief in the company and the leaders behind it.

Elevate Your Pantry Experience

✓ Get It Right

You deliver a high-quality and consistent pantry that fuels results, strengthens satisfaction, reinforces values, and signals a workplace built for lasting success.

✗ Miss the Mark

Inconsistencies erode trust and signal that your company may not be as strong or aligned as it claims, ultimately undermining the employee experience.

Optimize Every Dollar

✓ Get It Right

You align spending with performance, stretch every dollar, and build a pantry that delivers more value for less.

✗ Miss the Mark

You overspend on low-impact offerings, lose financial control, and weaken confidence in your workplace investments.

Minimize Waste

✓ Get It Right

You reduce inefficiencies, support sustainability goals, and strengthen your reputation for smart stewardship.

✗ Miss the Mark

You absorb avoidable costs, weaken cultural credibility, and cast doubt on your team's ability to manage resources responsibly.

Save Valuable Time

✓ Get It Right

You protect your team's time, streamline decisions, and free up capacity for strategic priorities and professional growth.

✗ Miss the Mark

You drain internal resources, stall momentum, and create friction that distracts from bigger goals.

4

Pillars of a Strategic Pantry

Nail all pillars, and your pantry becomes a business accelerator.

Miss them, and it becomes an invisible drag.

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PILLAR #1

Elevate Your Pantry Experience

THEN 2025



↻ The pivot

The experimentation window closed. Every part of the workplace is now expected to show measurable performance.

NOW 2026



📶 The signal

Employees come in with intention. They feel the difference between a thoughtful pantry and an afterthought.

NEXT BEYOND



🚀 The payoff

Get it right, and it compounds into culture. Miss the mark, and the trust you've built quietly erodes.

Consistency compounds into *culture*.

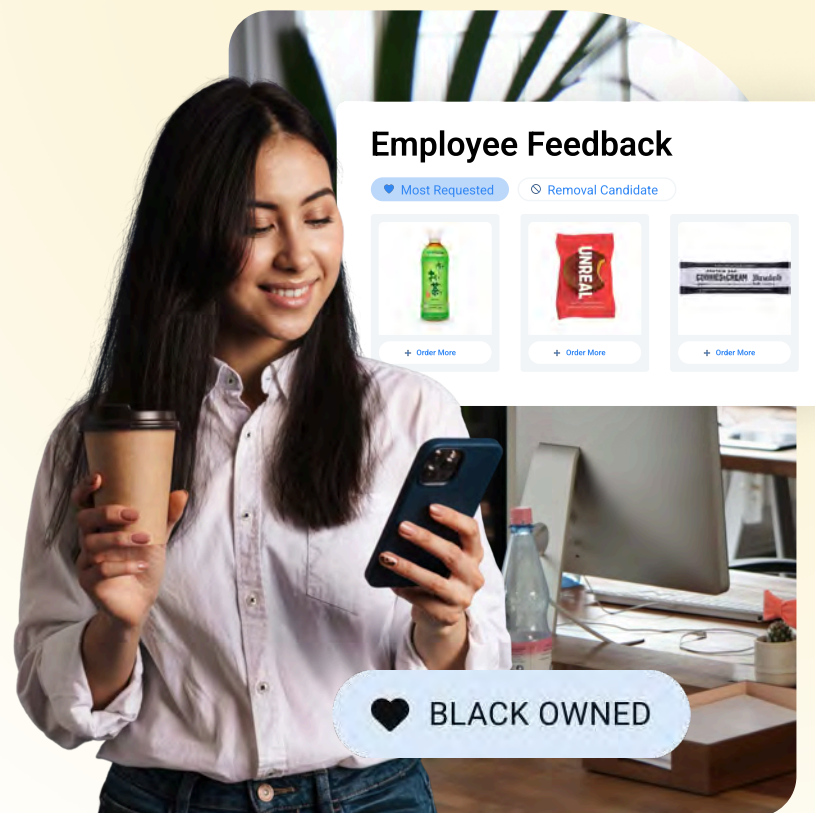
An elevated pantry experience is one of the clearest signals a company can send about how invested they are in their people. It's a daily opportunity to strengthen employee connections, reinforce your values, and show employees they are part of something built to last.

Get it right, and it compounds.
Miss the mark, and it erodes trust.

In 2025, companies were in experimentation mode; testing new tools, strategies, and approaches to see what stuck. In 2026, the focus has shifted from experimentation to performance, and every part of the workplace, including the pantry, is expected to show up.

Pantry programs previously built on instinct, one-off requests, or inconsistent service will no longer cut it with employees or leadership. Both expect more: more personalization, more function, more impact. Tighter resources are not an excuse not to perform.

To meet rising expectations without increasing complexity, leading organizations are turning to technology. The right tools make it easier to understand employee preferences, adapt to changing needs, and deliver the quality, personalization, and reliability employees expect. In a year defined by performance, technology is helping workplace teams create experiences that feel intentional, relevant, and worth showing up for.



STRATEGY

01

**Deliver
Consistency to
Drive Performance**

STRATEGY

02

**Curate with
Purpose to Drive
Engagement**

STRATEGY

03

**Gain a Strategic
Advantage with
Seasonal Insight**

01. Deliver Consistency to Drive Performance

Intentional pantry programs are a powerful way to build culture, foster loyalty, and support employee performance. It's not just about what's offered. It's about how consistently and strategically it's delivered. The best workplace experiences are the ones people can count on, day after day, office to office.

When pantry programs are built on instinct rather than strategy, they create friction: inconsistent service, low-value choices, and a creeping sense of disorganization that undermines both culture and quietly drains your time and money.

Trust is built through repetition, and the best workplace experience is one your team can count on.

A great experience is engineered. Consistency at scale takes a performance mindset supported by the right systems, tools, and expertise. When your systems and your people are in sync, it creates the kind of feedback loop that drives smarter decisions and better outcomes.

▲ THE PROBLEM

Built on instinct, not strategy.

- Lack of centralization and inconsistent experience
- Instinct-based programs create friction and erode trust
- Disjointed programs quietly drain time and budget

▮ WHAT'S AT STAKE

Fragmentation that won't scale.

- Fragmented programs are harder to scale reliably
- Reactive work limits strategic thinking
- Inconsistent signals weaken culture and credibility

🔧 THE STRATEGIC FIX

Standards to scale with tools to execute.

- Define pantry standards across product, service, setup
- Tailor execution within a consistent framework
- Streamline with centralized tools built to scale

🔧 TOOLS YOU NEED

A central pantry command center.

- Centralized inventory management across offices
- Task-by-task operational oversight to verify execution
- Quantitative and qualitative feedback loops to close gaps

02. Curate with Purpose to Drive Engagement

The best workplace programs don't just meet needs, they reflect values. Your pantry is one of the most visible ways a company signals what it stands for, and when it feels generic or outdated, it sends a message that culture is static and innovation is optional.

Strong programs support a wide range of team needs, from dietary preferences to sustainability goals and cultural relevance. Whether it's offering bulk snacks to reduce waste or highlighting Black-owned brands during Black History Month, every choice sends a signal. When your products reflect your people, they engage more, contribute more, and connect more.

When people feel seen, they show up stronger.

Leading organizations do more than just curate better; they also accomplish it faster. With the right systems in place, your team can quickly find value-aligned options, get them into employees' hands faster, and track performance in real-time. It's not just about selecting the right products. It's about using data to understand what your team actually values.

⚠ THE PROBLEM

Values that are stuck in slides.

- Lack of data makes curating with confidence hard
- Teams spend hours manually hunting for products
- Updates take too much time and coordination

📊 WHAT'S AT STAKE

Static pantry equals a static culture.

- A static pantry signals employees aren't a priority
- Lack of relevance leads to transactional mindsets
- Transactional workplaces see higher turnover

🔧 THE STRATEGIC FIX

Products that mirror your values.

- Use your pantry to reflect what you stand for
- Align products to tastes, values, and wellness goals
- Use tech to act faster and measure impact

🔧 TOOLS YOU NEED

Curation driven by data, not guesswork.

- Employee voting with centralized data collection
- Filtered product search to find aligned products fast
- Product performance data to measure what lands

03. Gain a Strategic Advantage with Seasonal Insights

High-performing workplace programs are built on foresight. It's not just about reacting well, it's about anticipating what's coming. You can't build a system that performs under pressure if you don't have the tools to forecast demand and plan accordingly.

The pantry can either run with purpose, or it can run you and your team into the ground.

Employee preferences shift constantly, and many of those changes are seasonal. Warmer months bring demand for cold drinks, cooler seasons call for heartier snacks, and intern season means your pantry needs a lot of backups in the stockroom after they clear you out. These shouldn't be surprises, and the right tools can make your program entirely predictable.

Staying ahead means connecting the dots between what's happening now and what's coming next. When teams have access to real-time data and seasonal trends, they can adjust proactively.

⚠ THE PROBLEM

Responding too late, season after season.

- Employee needs evolve faster than programs can respond
- Without data, programs default to autopilot
- Seasonal opportunities are consistently missed

📊 THE STRATEGIC FIX

Plan your program with data, not hope.

- Lead with data instead of assumptions
- Track category and subcategory spend seasonally
- Adjust the product set using moment-planning

📈 WHAT'S AT STAKE

The reaction costs more than foresight.

- Employees stop seeing value in a program that lags
- Disengagement compounds, hiring costs rise
- Budget wasted on reaction instead of performance

🔧 TOOLS YOU NEED

Track patterns to refine your program.

- Historical pantry spend data to forecast demand
- Subcategory breakdowns to identify trends
- AI-powered product swap tooling to act quickly

Data Bites

86%

of employees say free food encourages them to come into the office

ezCater

60%

of employees say losing perks would reduce loyalty to their employers

Dayforce

60%

consider workplace perks when deciding on a job offer

Glassdoor



Less guesswork. More *impact*.

1. Centralize

Build a strong foundation with one platform that manages your pantry program across every office, so your team can execute a consistent strategy and operation at scale.

2. Listen

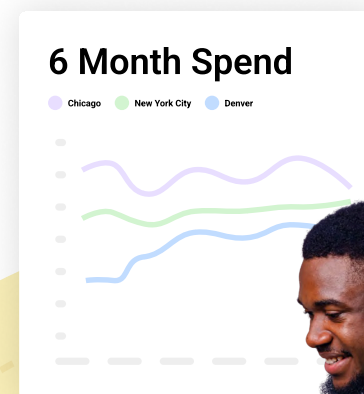
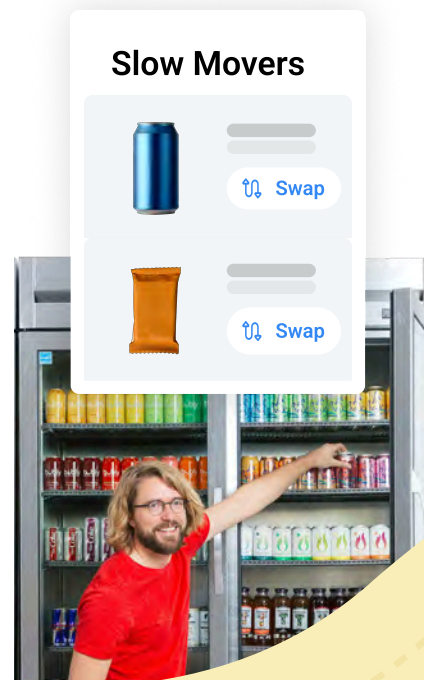
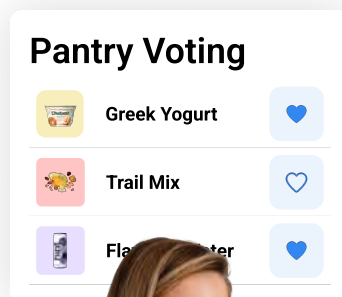
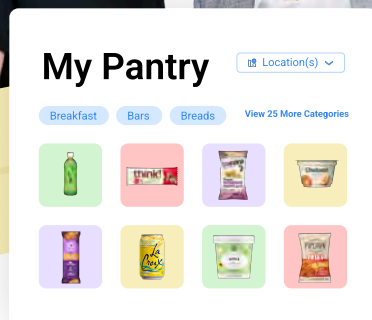
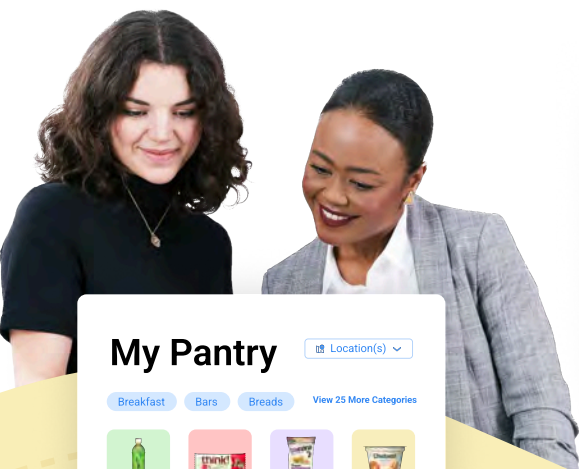
Give employees a centralized way to vote and share feedback so your lineup reflects what your people actually want, value, and expect from their workplace.

3. Measure

Track what moves and what stalls across every location so every order decision is backed by real consumption data and not instinct.

4. Refine

Use historical spend and subcategory trends to forecast seasonal demand and continuously sharpen your program before the moment hits.



KPIs to measure your pantry's *quality*.

SENTIMENT

Employee Voting

A qualitative signal that tells you whether employees feel heard and whether the pantry reflects their needs. High engagement with voting indicates trust in the program.

👁️ WATCH FOR

Declining participation, recurring requests for the same missing items, or low satisfaction with existing products; early signs that the program has stopped listening.

ATTENDANCE

Headcount Data

Ensures pantry investment aligns with the number of employees you're supporting. Keeping headcount current allows you to accurately measure employee-level spend, plan resources, and deliver the experience you intended.

👁️ WATCH FOR

Hiring, intern classes, all-hands meetings, events, policy changes, and office growth. These moments are good opportunities to update and keep reporting accurate.

EXPERIENCE

Employee-Level Spend

Normalizes spend against actual headcount so you can benchmark fairly across locations, time periods, and budget tiers, without being misled by raw totals.

👁️ WATCH FOR

Significant variance between locations at the same investment tier, or a declining PPPD alongside flat spend, which may quietly signal waste.

PILLAR #2

Optimize Every Dollar

THEN 2025



↪ The pivot

Budgets tightened, and every dollar came under scrutiny. Pantry programs built on guesswork became impossible to defend.

NOW 2026



📶 The signal

Companies are moving from reactive spending to precision investment. Every dollar is expected to perform.

NEXT BEYOND



🚀 The payoff

Programs that align spend to real usage deliver more value for less, and earn the trust of leadership in the process.

Smart spending is a *non-negotiable*.

For years, pantry programs were managed on feel. Teams ordered what looked low, restocked what ran out, and adjusted based on whoever complained loudest. It worked well enough when budgets were flexible and expectations were lower. That approach does not hold up when every dollar is under scrutiny.

Over 21% of Crafty-powered pantries are now focused on finishing the year at or below budget, up from 15% the year prior, rather than prioritizing spending to budget or expanding employee experience investments. The pantries navigating that shift successfully are the ones with a clear picture of where every dollar is going, what employees are actually consuming, and where spend can be reallocated for greater impact.

Precision over abundance. Performance over guesswork.

At the enterprise level, this is even more critical. Tech-enabled programs provide the visibility, control, and data infrastructure needed to ensure that every dollar is being spent for maximum impact. A few missed opportunities across multiple offices can cost thousands, even tens or hundreds of thousands, if not caught early and corrected quickly. That urgency is reflected in the 27% increase in enterprise companies switching to Crafty to bring that level of precision to their program.



STRATEGY

04

**Power Macro
Impact with a
Micro-Budget**

STRATEGY

05

**Let Usage Tell You
What to Keep and
What to Cut**

STRATEGY

06

**Use Behavior
Science to Control
Your Spend**

04. Power Macro Impact with a Micro-Budget

Budget issues rarely show up all at once. They build slowly: missed targets, small exceptions, unclear accountability, and by the time they're visible, they've already taken a toll. The larger the program, the easier it is for small inefficiencies to compound.

It's not just about how much you spend, but how well that spend is aligned, tracked, and enforced across every location. When budget ownership is unclear or systems are inconsistent, programs start operating on instinct rather than strategy. Teams lose time chasing down exceptions. Finance loses trust in the numbers. Everyone loses control.

Strong programs rely on clear budgets, the right tools, and the discipline to stick to both.

Disciplined programs don't make after-the-fact fixes a pattern. They create guardrails at the point of decision. Order-level guardrails, clear budget visibility, and shared goals across teams make it easier to scale without the slow bleed of untracked spend.

⚠ THE PROBLEM

Overspending before anyone notices.

- Monthly budgets miss what happens in between
- Without order tracking, overspending happens early
- Teams scramble to cut back at the cost of experience

🔍 THE STRATEGIC FIX

Built-in spend intelligence.

- Create order-level targets tied to program goals
- Embed targets where spending decisions happen
- Empower teams to course-correct before overspending

📊 WHAT'S AT STAKE

Small leaks become big losses.

- Overspend builds quietly, eating into your budget
- Financial pressure forces reactive cuts and friction
- You erode long-term value for short-term savings

🔧 TOOLS YOU NEED

Guardrails at the point of decision.

- Budget trackers built into every order
- Notifications when approaching your budget limit
- Spend versus budget monthly tracking across locations

05. Let Usage Tell You What to Keep (and What to Cut)

Workplace teams often sense waste but lack the visibility to act on it. Product lists grow cluttered, budgets stretch thin, and the pantry loses its value. A common response is to ask people what they want, but their answers rarely align with their actual behavior.

The smartest decisions don't come from asking what people want. They come from watching what they use.

When you treat usage as a feedback loop, the guesswork disappears. Real-time consumption data gives teams the power to see patterns, spot low performers, and shift spend quickly toward options that make an impact.

To turn the pantry from a static list into a dynamic tool for culture, satisfaction, and smarter spend, product data needs to be built into the process. When product insights are accessible, filterable, and part of every decision, teams can move faster and operate with more precision. You don't win by offering more. You win by offering what matters.

⚠ THE PROBLEM

Spending on what sits, not what moves.

- Limited product data leads to unfocused spend
- Low-use items take up space and drain the budget
- Missed potential limits the pantry's overall impact

📊 WHAT'S AT STAKE

A pantry leadership starts to question.

- Ineffective programs cost more than they deliver
- Employees disengage when offerings miss the mark
- Leadership starts questioning the program's value

🔍 THE STRATEGIC FIX

Consumption data is your North Star.

- Use real-time data to guide smarter decisions
- Quickly identify the products that are working and don't
- Reallocate spend with confidence and clarity

🔧 TOOLS YOU NEED

Product insights to drive each decision.

- Product reports to identify what to keep and what to cut
- Slow mover insights that flag underperforming products
- AI product swap tooling to turn insights into action

06. Use Behavior Science to Control Your Spend

When managing a large-scale pantry program, it's easy to focus on what goes on the shelf. But just as important is how it gets there. Presentation, placement, and pacing all shape how employees consume and how your budget holds up over time.

People consume with their eyes first. Where items are placed, how full the shelf looks, and when restocks happen directly influence usage. High-cost products at eye level will disappear first. If premium drinks are fully stocked all day, expect to reorder often. Small adjustments, such as shifting placement, spacing inventory, or timing restocks, can subtly shape behavior and stretch your budget without sacrificing experience.

If you understand how people choose, you can control how much they use.

In grocery, merchandising is built to drive consumption. In the workplace, it should help manage it. That shift in approach is where operational control meets user experience.

⚠ THE PROBLEM

Placement can lead to budget overages.

- Lack of expertise leads to poor product placement
- Misplacement drives overconsumption and spend
- Quick fixes often create long-term budget strain

🔧 THE STRATEGIC FIX

Engineer usage, don't just react to it.

- Place budget-friendly items where eyes land first
- Use aesthetics to create a full look with less product
- Time restocks to control pace and prevent overuse

📊 WHAT'S AT STAKE

Overconsumption compounds quietly.

- Small issues scale quickly across locations
- Poor execution blocks long-term optimization
- Inconsistencies inflate costs and weaken experience

🔧 TOOLS YOU NEED

Data leads to smart merchandising.

- Subcategory reports to see what drives overuse
- Product-level reporting to pinpoint the specific items
- Real-time budget tracking to see the impact

Data Bites

84%

of companies are using
tech to improve how they
allocate resources

TEKsystems

\$800

per employee per year

can be saved by
offsetting snack
and beverage costs

NielsenIQ

3-4x

an employee's salary is
the cost to replace vs
retain an employee

SHRM



The data to spend with *precision*.

1. Visibility

Put budget information at every point of decision, from orders to product swaps, so your entire team stays aligned to your budget priorities.

2. Insights

Dig into category and product-level data to understand exactly what is driving spend and where your dollars are delivering the most impact.

3. Curate

Ensure your technology has built-in tooling to quickly identify optimization opportunities and act on them before they impact your bottom line.

4. Forecast

Leverage historical spend and subcategory trends to plan ahead, anticipate demand shifts, and make proactive adjustments before they become reactive ones.

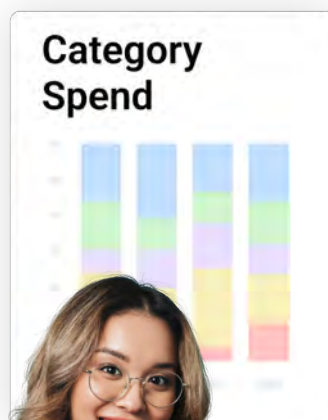


Upcoming Orders

[Editable](#)

Spend ↓ Below Budget

Items: 12



Slow Movers

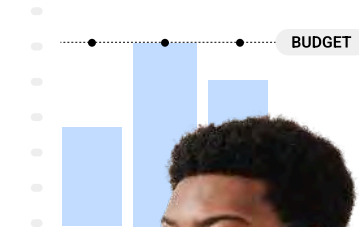


Swap



Spend vs. Budget

Budget Used: 63% Headcount: 102 Per Person Spend: \$9.75



KPIs to measure pantry *optimization*.

SPEND

Monthly Budget

The financial baseline for your entire pantry program. You want to be able to track total spend against your set budget each month, so your team always knows where they stand and can make informed decisions before the invoice arrives.

👁️ WATCH FOR

Consistent overages in the same month, year over year, or sudden spikes mid-month that signal ordering decisions are being made without budget visibility.

PERFORMANCE

Order-Level Spend Targets

Breaks your monthly budget down to the individual order, so every purchasing decision carries a clear spending target. Turns a monthly number into a real-time operational tool that your entire team can act against throughout the full order cycle.

👁️ WATCH FOR

Consistent overages on every order signal that your program may need more resources, a tighter variety, different merchandising, or a swap to more cost-effective alternatives.

GROWTH

Year-Over-Year Comparison

Measures how spend, consumption, and program performance have shifted over time, providing the clearest signal of whether your program is improving or drifting. Use these insights to justify investment, identify trends, and shape future decisions.

👁️ WATCH FOR

Spikes in headcount or consumption during specific months that were not planned for, and use those patterns to anticipate and budget for peak demand the following year.

PILLAR #3

Minimize Pantry Waste

THEN 2025



↶ The pivot

Waste was a cleanup issue. Many programs without data over-order, under-track, and absorb costs without fixing the root cause.

NOW 2026



📡 The signal

The most effective programs are building programs and management systems that prevent waste before it happens.

NEXT BEYOND



🚀 The payoff

Programs built around data, automation, and accountability build credibility that leadership and employees both respect.

The real sustainability win is *upstream*.

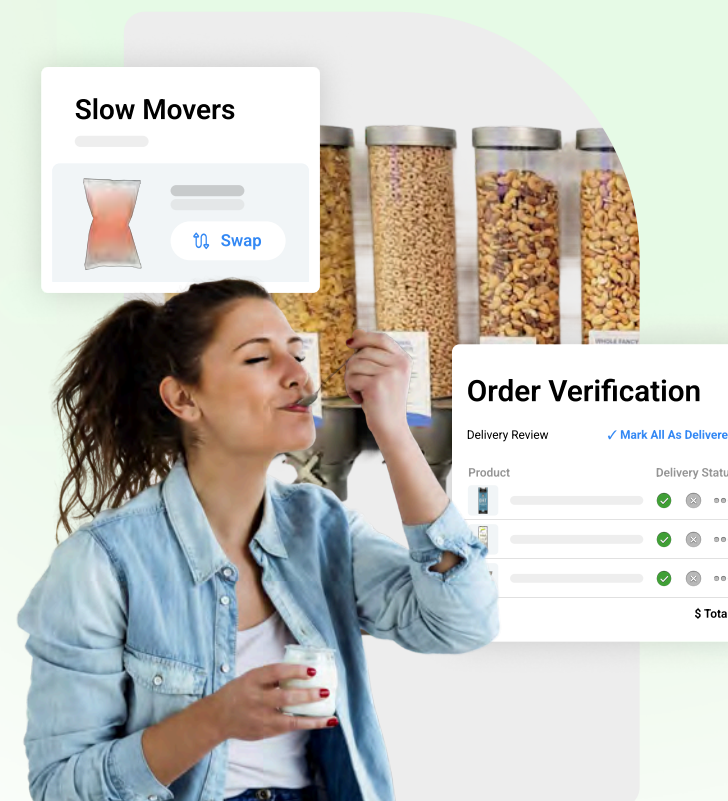
Most organizations approach sustainability through the lens of what happens after. Compost programs, recycling initiatives, and packaging audits. These matter, but they address the symptom, not the source.

The EPA estimates that food waste is the single largest category of material placed in municipal landfills, representing nearly 24% of all municipal solid waste. In the workplace, that waste is largely preventable. The most significant and costly form of waste in a pantry program happens in the order that was placed without data, the delivery that was never verified, and the product that sat on the shelf until it expired.

Cleanup is playing defense.
Prevention is playing offense.

The shift from reactive to proactive is an operational conversation. Pantries that prevent waste before it happens do not just reduce environmental impact. They protect budgets, build credibility with leadership, and signal to employees that the organization operates with intention at every level.

Technology is the key to making this shift possible. The right platform gives teams visibility into exactly where waste is occurring, accountability to verify that what was ordered actually arrived, and the data to identify opportunities to reduce excess before it accumulates.



STRATEGY

07

**Accountability
Should Be Built into
Every Delivery**

STRATEGY

08

**Order with
Precision, Not
Assumptions**

STRATEGY

09

**Drive Savings and
Stability with Bulk
Upgrades**

07. Build Accountability into Every Delivery

You can have the best pantry strategy on paper, but if the execution lacks accountability, it all falls apart. Smart programs lose traction not because they're poorly planned, but because they're poorly monitored.

Every time a pantry delivery shows up without confirmation, proof, or clarity, you're opening the door to silent waste. When you're burning dollars, you're losing more than just money; you're also losing time trying to fix it, and those efforts often go overboard.

You can't control what you don't verify.

With today's volatile economic and environmental pressures, those inefficiencies are unacceptable. That's why accountability has to be built into the system so you stop waste before it happens by verifying deliveries, ensuring you only have only what you need, and enabling smarter resource allocation.

Without built-in accountability, inefficiency becomes a liability. The companies winning today are the ones turning operational control into cultural capital. They show their teams, investors, and the public that they treat every resource as if it matters.

▲ THE PROBLEM

Paying for what never arrived.

- You may be paying for products you never received
- Unverified deliveries lead to silent waste
- If noticed, fixing it drains time and internal resources

🔍 THE STRATEGIC FIX

Accountability built into every step.

- Build item-level checks into your receiving process
- Centralize verifications for visibility across locations
- Require visual proof to hold partners accountable

📊 WHAT'S AT STAKE

Invisible spend is impossible to justify.

- Economic uncertainty means every dollar counts
- Gaps weaken planning, forecasting, and trust
- Lack of oversight undermines credibility

🔧 TOOLS YOU NEED

Verification from order to invoice.

- A central inventory system across every office
- Line-by-line verification records for every order
- Centralized billing for easy reconciliation

08. Order with Precision, Not Assumptions

Pantry programs are often built on guesswork and a feeling of what you need. It may seem manageable now, but those assumptions add up to serious inefficiencies over time.

When orders have no basis in data, teams end up overstocking some items, under-ordering others, and spending extra time putting out fires. Then you're left with a stockroom full of items that sit and expire.

Precision starts when you stop making assumptions and start trusting the data.

The solution starts with embedding intelligence into how you order. Automating based on real usage and product-level thresholds minimizes guesswork and human error. This way, you only have exactly what you need.

Sustainability can't just be a value; it has to be an operating principle. When efficiencies are built into the way you run your program, you're proving your commitment to a more responsible and future-proof operation.

That's the kind of accountability employees respect, stakeholders expect, and organizations need to lead.

⚠ THE PROBLEM

Guesswork that results in waste.

- Most workplaces restock based on feeling
- Restock guesswork results in inconsistencies
- Gaps turn into fire drills that disrupt daily operations

📊 WHAT'S AT STAKE

Overstocked and under-optimized.

- Emergency orders inflate costs and blow budgets
- Teams lose efficiency managing preventable issues
- Overstocked items quietly erode sustainability efforts

🔧 THE STRATEGIC FIX

Consumption-driven pantry orders.

- Set minimum and maximum thresholds for each product
- Automate so this runs without manual effort
- Minimize waste by aligning orders with actual demand

🔧 TOOLS YOU NEED

Precision ordering on autopilot.

- Order automation that triggers based on minimums
- Product performance reports to understand what's moving
- Employee voting to layer in qualitative demand signals

09. Drive Savings and Stability with Bulk Upgrades

A high-performing food and beverage program is built on structural decisions that support scale, resilience, and long-term value. In today's climate of rising costs and supply chain volatility, the smartest programs are the ones designed to flex without breaking.

Sustainability is at the center of every conversation. Yet, many workplace teams treat waste as a reactive cleanup issue. The real opportunity lies upstream.

The best way to manage waste is to prevent it.

That's where bulk formats become a strategic tool. While single-use items will always have a place, integrating bulk options where it makes sense can reduce packaging waste, stabilize spend, and simplify restocking while maintaining your experience.

Your pantry is a highly visible, deeply felt part of the employee experience. If sustainability is a priority, this is where it needs to show up. When employees see piles of sparkling water cans right after leadership talks about ESG, it erodes trust. When your operations reflect what you stand for, it builds credibility, and that credibility drives buy-in, retention, and long-term impact.

⚠ THE PROBLEM

Bulk potential that never gets acted on.

- Supply chain volatility demands program flexibility
- Overreliance on disposables drives up waste
- Rigid, single-use-heavy models strain budgets

📊 WHAT'S AT STAKE

Visible waste erodes trust fast.

- Unpredictable spend weakens financial control
- Growing waste challenges sustainability credibility
- Inflexible systems make it harder to scale responsibly

🔧 THE STRATEGIC FIX

Shift to bulk before the waste adds up.

- Shift high-volume snacks to bulk to cut waste
- Validate drink volume to justify bulk equipment
- Apply across locations to standardize experience

🔧 TOOLS YOU NEED

The data to validate the switch.

- Product-level reports to flag high-volume items
- Subcategory reports to justify the investment of bulk
- Budget savings built into product swap tooling

Data Bites

80%

of leaders see sustainability as a tool to optimize costs

Gartner

74%

of supply chain leaders expect sustainable practices to positively impact profitability

Gartner

75%

of employees want employers to take action on social responsibility

IBM



Tools that make waste *preventable*.

1. Streamline

Centralized inventory gives your team full visibility into what is on the shelf, what is running low, and what has already been ordered.

2. Verify

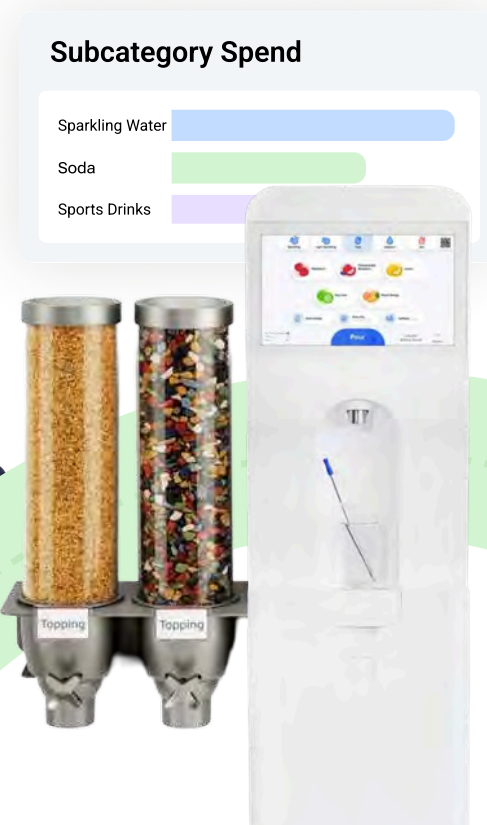
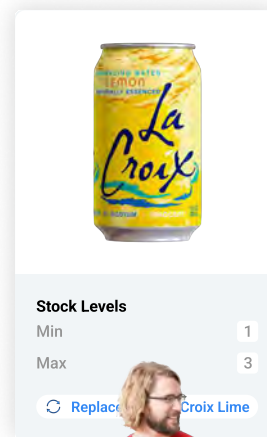
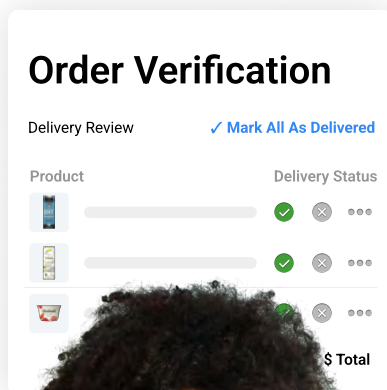
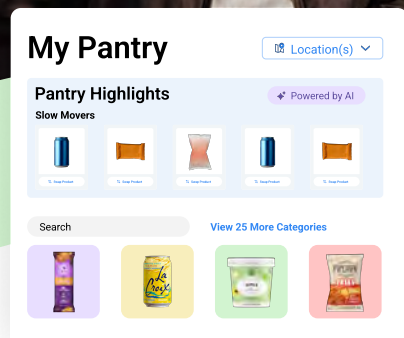
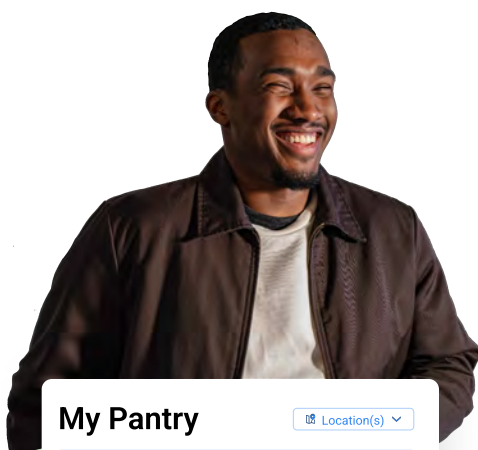
Built-in line-by-line order verification ensures that what was ordered is what arrived, so silent discrepancies don't creep into your budget.

3. Automate

Smart min and max thresholds trigger replenishment based on real usage data, so your team is never over- or under-ordering.

4. Optimize

Pantry insights surface opportunities to reduce waste, validate bulk investments, and refine your program before the inefficiencies compound.



KPIs to measure pantry *efficiency*.

ACCOUNTABILITY

Delivery Verification

Tracks deliveries that are verified line by line at the point of receipt. The most direct signal of whether your accountability systems are actually working or whether discrepancies are slipping through undetected and unresolved.

👁️ WATCH FOR

If your provider cannot confirm what was delivered line by line, audit one week of deliveries against your invoices. What you uncover will tell you how much this is costing you.

PERFORMANCE

Product-Level Performance

Measures how each product in your lineup is actually moving relative to what was ordered. Tells you what is earning its place on the shelf and what is quietly sitting, expiring, and adding to waste before anyone makes a change.

👁️ WATCH FOR

Products that underperform across multiple order cycles. Identify the slow movers, swap it out with a different flavor or item, and track to see how the new item performs.

EFFICIENCY

Par-Level Thresholds

Defines the minimum and maximum stock levels for each product based on real consumption data. When calibrated correctly, replenishment runs automatically, and the program stops swinging between over-ordering and running out.

👁️ WATCH FOR

If the same products are consistently hitting their minimum threshold before the next delivery, that is your signal to evaluate whether a bulk format makes more sense.

PILLAR #4

Save Valuable Time

THEN 2025



↪ The pivot

Too often, workplace teams accepted the burden, whether managing it themselves or cleaning up after underperforming partners.

NOW 2026



📶 The signal

Teams are being asked to do more with less, and demanding partners who can offload the operational work and prove program value.

NEXT BEYOND



🚀 The payoff

Workplace teams shift from reactive operators to strategic architects, building experiences that give employees a real reason to show up.

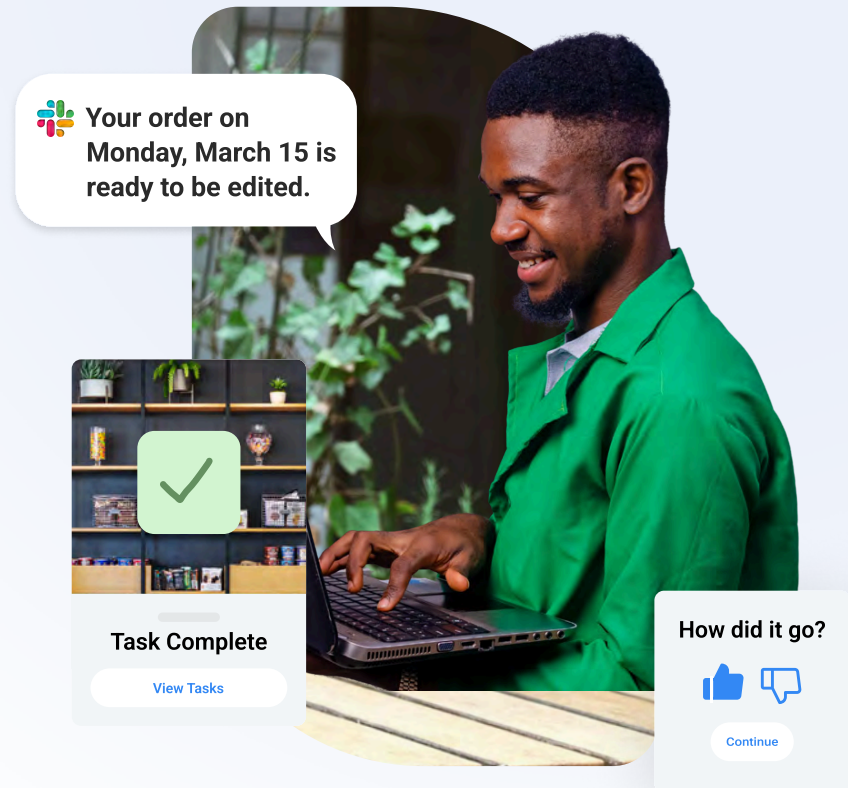
Wasted time is wasted *money*.

Your pantry should empower your team, not exhaust them. When operations are fragmented, workplace teams spend hours reacting to issues and chasing down answers. A successful pantry unlocks more capacity and allows them to focus on the work that actually moves the business forward.

The real cost of a bad pantry system is rarely visible on an invoice. It shows up in the hours spent troubleshooting a missed delivery, reconciling an inaccurate order, or manually tracking down information that a good platform would surface automatically. Bad systems make you pay twice. Once for the program, and again for the time your team spends cleaning up after it.

Every hour spent managing problems translates into a cost your business has to absorb.

The right partner changes that equation entirely. When you can trust that the operational side of your pantry is handled, verified, and visible without your team having to chase it, that time does not just disappear. It gets reinvested. Into better employee experiences, smarter workplace strategy, and the kind of intentional programs that give your team a real reason to show up.



STRATEGY

10

**Save Time
with Instant
Insights**

STRATEGY

11

**Drive Efficiency to
Empower Your
Team**

STRATEGY

12

**Optimize Time
with Proactive
Systems**

10. Save Time with Instant Insights

One of the most overlooked business costs isn't just what you spend, it's how long it takes to understand what you're spending. Pulling reports, chasing invoices, and consolidating spreadsheets might get you the data, but at what cost? Time isn't just valuable. It's expensive.

To have true financial clarity in your pantry, you need the numbers fast enough to act. If your teams are always reacting, they're never optimizing. Delays in insight lead to delays in decisions, and every delay costs you.

Speed is what turns smart decisions into great outcomes.

Real-time visibility changes everything. It means being able to access, filter, and compare your pantry data instantly. You want to create conditions for strategic decisions, sharper priorities, and smarter use of their time.

Your pantry, like every other part of the business, should run with the same level of discipline and efficiency. When your teams spend less time chasing data, they gain the capacity to fuel momentum across your business.

⚠ THE PROBLEM

Too much time finding answers.

- Teams waste hours chasing down the numbers
- Delayed data slows decisions and hides issues
- Teams react instead of staying ahead

🔧 THE STRATEGIC FIX

Technology that removes the chase.

- Use infrastructure that makes data instantly accessible
- Ensure you can filter to the cuts of data you need
- Use historical data to anticipate future demand

📊 WHAT'S AT STAKE

Inefficiency drives up operating costs.

- Time spent chasing data drains team capacity
- It pulls focus from priorities and increases burnout
- Results in added support, driving up operating costs

🔧 TOOLS YOU NEED

Everything accessible, instantly.

- Centralized inventory, orders, and billing in one place
- Spend reports with location, category, and product filters
- Easy export capabilities across all reports

11. Drive Efficiency to Empower Your Team

When resources are stretched and expectations rise, efficiency becomes one of the most powerful tools a leader can use. It's how you protect your team's time, reduce operational drag, and drive results. Every hour spent restocking shelves, troubleshooting equipment, or fixing avoidable issues is a cost. One that compounds if it's left unchecked.

Delegation is how organizations accelerate, but only if it's done with precision. That means assigning responsibility to partners who understand your goals and have the tools to execute against them.

Operational trust isn't built through promises. It's built through systems.

Structure is what turns delegation into impact. Today, structure means technology. You should be able to track what's happening onsite in real time, verify execution standards, and have an easy way to contact your team or partners. Technology is the unlock to consistent execution and how operational discipline scales without adding complexity.

⚠ THE PROBLEM

Operational drag that quietly compounds.

- Daily pantry tasks quietly drain your team's time
- These tasks pull focus away from strategic work
- Avoidable issues turn into recurring costs

🔧 THE STRATEGIC FIX

Delegate without losing control.

- Delegate pantry operations to increase bandwidth
- Put tools in place to maintain oversight
- Use tech to verify execution across locations

📊 WHAT'S AT STAKE

A team buried in logistics cannot build.

- When teams are buried in logistics, experience suffers
- Engagement programs fall behind or lose momentum
- Turnover increases and rehiring eats at your bottom line

🔧 TOOLS YOU NEED

Oversight without the overhead.

- A central pantry schedule with itemized tasks and priorities
- Real-time status updates across all tasks at all offices
- Photo proof of all tasks completed across offices

12. Optimize Time with Proactive Systems

A missing gallon of milk can derail an entire morning. By the time you've tracked down the details, placed a replacement order, and reconciled the charge with finance, hours are wasted while the strategic work that matters is sidelined.

Most food service systems were never designed for the workplace. Workplace teams are lean, juggling competing priorities, and you don't want them wasting time restocking a fridge or filling up your snack shelf.

Most companies optimize their spend. Few optimize their time.

To save time, you need a proactive system that works behind the scenes. Tasks should be prioritized by location need, tracked in real-time, and supported by visual proof—so you can see what's done, what's in progress, and what still needs attention, without asking.

Smart organizations delegate to smart systems. With the right structure, your team stays out of the weeds and focuses on high-impact work. Time saved on the ground becomes time reinvested at the highest level.

⚠ THE PROBLEM

Reactive systems that drain the day.

- Minor issues spiral into hours of manual follow-up
- Operational noise drains your team's capacity
- High-impact initiatives lose momentum

📊 WHAT'S AT STAKE

Strategic work will always lose.

- Time lost on tasks means strategy gets sidelined
- Your best people are not reaching their full potential
- Performance, morale, and credibility take a hit

🔧 THE STRATEGIC FIX

Proactive operations at every level.

- Use system-driven workflows to prioritize your efforts
- Build visibility into what's done and what's next
- Integrations into workflows with clear action items

🔧 TOOLS YOU NEED

Innovative tools that keep you ahead.

- Clear priorities outlined for every pantry shift
- A responsive support center with real-time status updates
- Notification integrations into Slack, email, etc.

Data Bites

2.4B

hours/year

were lost in productivity
due to out-of-office coffee
and snack runs

Staples

30%

of the average workday,
or roughly 2.5 hours per
day, is spent searching
for information

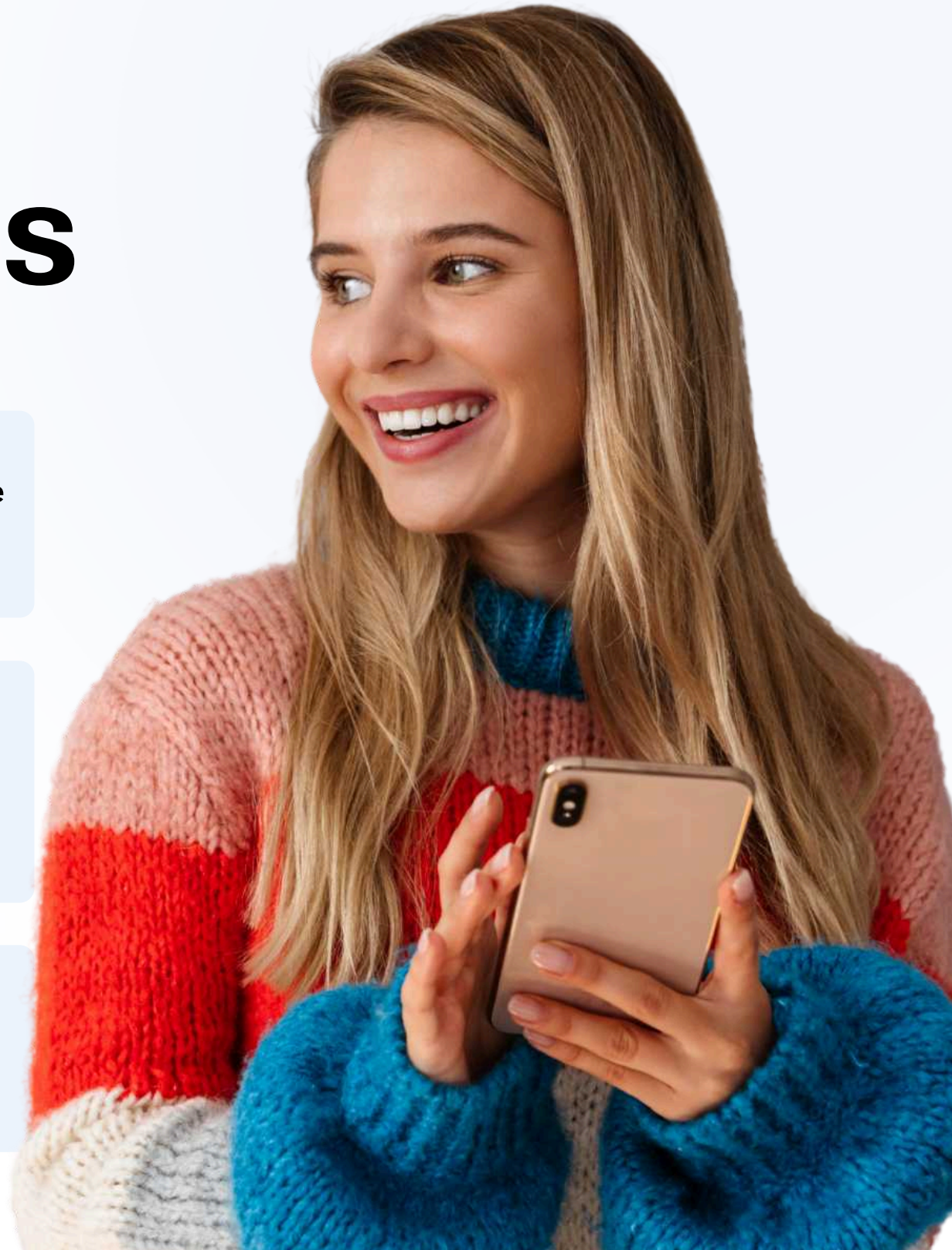
IDC

35

hours/week

can be spent manually
managing a single
pantry location

Crafty



Work smarter, not *harder*.

1. Execution

Expert-led execution across offices so your team never has to manage the details or wonder if the pantry is running as it should.

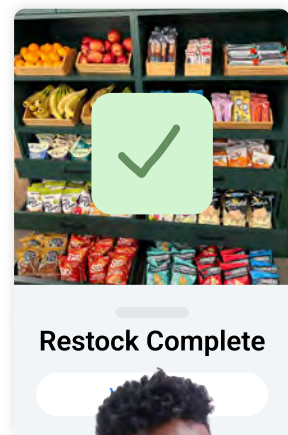
Save 23 hrs/wk



2. Transparency

Real-time visibility into every location so you always know what is done, what is in progress, and what needs attention.

Save 8 hrs/wk



3. Support

Responsive support with real-time status updates so every issue is tracked and resolved without your team chasing it down.

Save 3 hrs/wk



My Tickets

Location(s)	Type	Status
		Submitted
		In Progress
		In Progress
		Client Review

4. Reporting

On-demand reporting that gives instant access to the data needed to track performance and prove program value.

Save 1 hr/wk

Total Spend



Schedule

Chicago		
Monday	Wednesday	Friday
Delivery Order placed	Delivery Order placed	Delivery Order placed
Order Day	Order Day	Order Day
Shift 10AM - 10PM CT	Shift 10AM - 10PM CT	Shift 10AM - 10PM CT

KPIs to prove operational *performance*.

EFFICIENCY

Priority Task Completion Rate

Tracks the percentage of prioritized pantry tasks completed across every location. It's a clear signal of whether your operational systems are executing as designed or whether gaps are forming that your team will eventually have to absorb.

👁️ WATCH FOR

A completion rate that consistently falls below target signals a need to reassess both the service frequency and the task list itself. You may need to compromise on one.

SENTIMENT

Satisfaction Rating

Gives workplace leaders a structured way to rate service quality over time and communicate progress back to their partner. A consistent feedback loop that ensures the program is always improving and that service gaps are surfaced and addressed before they become patterns.

👁️ WATCH FOR

If your provider does not have a built-in mechanism for rating service and tracking satisfaction over time, you have no way to hold them accountable or drive improvement.

IMPACT

Hours Saved

Measures the time your team gets back when pantry operations run the way they should. Tracks the reduction in hours spent on manual tasks, issue resolution, reporting, and operational follow-up, so the value of a well-run program shows up in more than just the experience.

👁️ WATCH FOR

If your team is spending more time on pantry management, it is a signal that something in the operational model has broken down and needs to be reassessed.

4 Takeaways to Build an ROI-Driven Pantry Program

Every strategic decision is a balance of tradeoffs: time, capital, and focus. In a world where every investment is scrutinized, the way you manage your workplace experience sends a message. The pantry may seem like a small part of your business, but it's a very visible reflection of your company's values, priorities, and operational precision.

This playbook is about learning how to remove friction in a place that touches every employee, every day, and turning it into a competitive advantage that yields better outcomes across your entire business.

When you incorporate the strategies outlined in this playbook, you're not just fine-tuning a perk, but you're unlocking real, measurable ROI. You spend smarter. You waste less. You give your team time back. And most importantly, you turn your workplace experience into a lever that drives retention, performance, and trust. **That's not just a better pantry program; it's better business.**

1. Visibility drives every smart decision.

A pantry program you cannot see is a program you cannot manage.

Spend, usage, and operational data give your team the foundation to make every decision with confidence, so spend and waste don't go unnoticed.

The teams winning in 2026 are the ones who treated visibility as infrastructure, not a nice-to-have.



2. The best time to fix a problem is before it costs you.

Every issue your team scrambles to fix is a cost a better system would have prevented. Get the right tools in place before it compounds.



3. Accountability is what separates good from great.

The best pantry strategy on paper means nothing if the execution lacks oversight. Verification in real-time is what keeps your program running smoothly and what gives leadership confidence.



4. Built-in tooling turns insight into action.

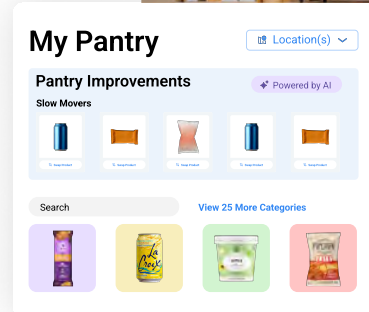
The programs that perform are the ones with tooling built directly into the workflow to help your team act from automation, notifications, to recommendations.

When the right message reaches the right person at the right moment, your team can take advantage of every opportunity to drive the most impact without needing more resources.

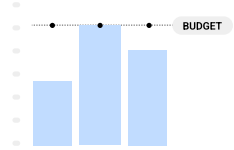


The Smartest Way to Run Your Pantry

[CHAT WITH OUR TEAM](#)



Spend vs. Budget



Single-Office

Streamline your pantry program with curated offerings, expert operations, and real-time visibility.

Your Program Includes:

- Tailored snacks, beverages, coffee, and equipment
- Crafty Platform access to track spend, orders, and reports
- Expert onsite service for inventory, stocking, and upkeep
- Same-day responses for support and troubleshooting

Multi-Office

Upgrade your pantry experience with a consistent pantry program that caters to each location.

Everything in Single-Office, PLUS:

- A flexible, customizable pantry framework for every location
- Dedicated management across locations
- Operational visibility across every office
- Consolidated invoicing and reporting to manage spend

National

Unify your pantry program across regions with a strategic partner who scales with you.

Everything in Multi-Office, PLUS:

- National program governance aligned with your business goals
- Strategic account management to optimize your program
- Nationwide transparency inside the Crafty Platform
- Ability to request out-of-catalog products and equipment

Legal Jargon

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You've got the Qs, and we've got the As!
Contact us at friends@craftydelivers.com



If you liked what you saw, check out our [insights](#) for more office pantry data, insights, and trends.