



Firm Profile

Cini•Little's commitment is to provide business and design consulting services to augment each client's opportunity for success. We recognize that in a globally competitive market, you need every edge you can get. You must plan carefully and respond quickly in a rapidly changing environment. Whether your facility is in the preliminary design stages or fully operational, Cini•Little's consultants can assist you in meeting your specific financial and design objectives.

Our years of experience and internal resources have made us the quality leader in situation assessment and solution development. We provide a broad range of specialized consulting services in the areas of business planning, foodservice, materials management, transport, solid waste/recycling and laundry.

By involving us at the earliest stage of a project, you are assured that the project flow from idea to implementation is consistent. We can provide feasibility studies, site evaluations, and concept development assistance during the planning phase. We can design a facility's space and provide detailed equipment specifications, cost estimates and bid documents. We can assist with an organization's structure and staffing decisions, training program development, menu and production planning, and in the selection of computerized management information systems. After opening, we can still be there, able to assess an operation's performance and assist in achieving desired results.

Cini•Little is committed to assembling the best-qualified consulting team to provide the knowledge, experience, and skills that will position your business for success. We believe in the ongoing development of our internal resources through training and educational support. Our staff recognizes your concerns for timeliness, accuracy, and a true understanding of the project.

Our organization's market segment focused structure and regional resources enable us to address design and operational issues in your local market and in the global market. We continually develop synergistic affiliate relationships to further our ability to serve you.





Firm History

How Cini-Little Started

- 1968** **John C. Cini, Chairman of the Board**, decided to offer his knowledge of foodservice processes to assist owners, developers, and operators in planning or improving their operations. He began his education at Cornell University's College of Engineering, but completed his degree from the University's world renowned School of Hotel Administration. He gained solid operations experience, working at Stouffer's Restaurants and Prexy's in New York City, as well as with equipment dealer's design departments. In 1963, he was recruited by Marriott Corporation to direct their Food Facilities Design division in Maryland. Several years later, in 1968, Mr. Cini struck out on his own with fellow Marriott and Cornell alum, F. Dewayne Grissom to form Cini-Grissom Associates..
- 1962** Similarly, **James H. Little, Principal**, has a background in engineering, having achieved his B.A.Sc. Degree in Civil Engineering from University of Toronto. In 1962 after working for IBM in computer sales and service, Mr. Little joined his father's foodservice consultancy, Keith Little Associates Limited, originally established in Toronto in 1957 to better serve architects on large institutional projects. Mr. Little has also owned several successful restaurants in Toronto, Canada. Through the years Keith Little Associates merged with several other foodservice consulting firms, becoming known worldwide as the LFL Consulting Group.
- 1970/1971** **Ronald P. Kooser, Principal** and **William V. Eaton, President** joined the firm in 1970 and 1971, respectively. Mr. Eaton began his career in foodservice and hotel operations and then joined the Marriott Corporation in the mid-60's, where he first met John Cini. Mr. Kooser is a Principal and is an integral part of the firm's corporate efforts to strategically position the firm and strengthen market awareness of Cini-Little and its broad range of services. He brings a background in family run restaurants, dealer equipment design companies and as Director of Design for the Stouffer's Foods Company, where he was responsible for the design of hotels, restaurants and many large institutional facilities.
- 1985** Cini-Grissom, Inc. & LFL Consulting Group merged to form Cini-Little International, Inc., expanding their geographic reach and creating the preeminent consulting firm in the foodservice industry providing business and design consulting.
- 2002** The firm re-organized from a geographically based structure, to one organized around market segments. Each of their primary market segments, **Hospitality+Leisure, Sport+Public Assembly, Higher Ed, Healthcare, Corporate Services and Retail+Entertainment**, has a dedicated Vice President/Managing Director as its leader, providing the opportunity for these Managing Directors to focus on identifying and responding, even more quickly and thoroughly, to their market's needs.
- 2004** The firm made a key management change to address the future growth of the company with the appointment of **Richard Eisenbarth** as **Senior Vice President/Director of Operations** for the company. Mr. Eisenbarth, who joined the firm in 1977, assumes all of the day-to-day operational responsibilities of the firm. Managing Directors, along with Regional Managers, report directly to Mr. Eisenbarth.

Board of Directors approve the issuance of shares to members of the firm who have proven their loyalty and dedication to the company and their clients for many years. These shareholders form the core of the team to manage the future of the company.

The Company Now

Cini-Little's growing family of companies includes:

- **Cini-Little International, Inc.**, which provides design, operational and management consulting services in the functional areas of **foodservice** and **hospitality** through offices in Washington DC, Atlanta, Chicago, Cleveland, Ft. Lauderdale, Los Angeles, New York City, Toronto, and San Francisco.
- **Cini-Little Japan Inc.** provides services through offices in Tokyo and Osaka.
- **Cini-Little Australia, Ltd.** provides services through a Sydney location.
- **Cini-Little Asia, Ltd.** provides and coordinates services through our locations in Tokyo, Hong Kong, Korea and Los Angeles.
- **Cini-Little [G.B.], Ltd.** provides and coordinates services in the UK, Europe and the Middle East through a London location.





Foodservice Design

Foodservice planning requires a specialized understanding of business objectives, concept marketability and feasibility, labor costs, production systems, available equipment, ventilation, design principles, and many other details. A foodservice expert on your design team is critical to your project's success. Cini•Little has the expertise to assist you in any phase of your project. We offer a wide variety of design services from master planning to equipment contractor negotiations. Our experience in all areas of foodservice operation and design enables us to bring creative solutions to your team.

Operational Planning

It takes planning and hard work to achieve financial success. Today's competitive business world requires sophisticated management and creativity in order to increase sales, improve productivity, reduce or control costs, and maximize return on investment. Our many diverse clients have found that, whether they are in the analysis, programming, pre-opening, or operational phase of their foodservice or hospitality facility, Cini•Little can provide successful solutions to their problems. Cini•Little has the experience to help you define your problem, create solutions, and obtain results.

Solid Waste/Recycling

Waste disposal is a problem that demands immediate attention. You are challenged to respond to diverse regulations while managing your operational costs in this typically non-revenue producing area. Cini•Little can provide solutions to your specific waste problems that are effective, efficient, and environmentally responsible. By involving Cini•Little at the earliest stage of your project, you are assured that the flow of waste from its production area to its disposal is well planned. If your facility is already operational, our staff can review your disposal and recycling systems to develop more cost-effective methods.

Laundry Consulting

Operating without a wrinkle requires a smooth laundry process. Since many departments are dependent upon your laundry, you are looking for efficient design, productive equipment, and cost-effective operation. Whether the task is related to planning, design, pre-opening, or operations assessment, Cini•Little offers the experience. We work with architects, owners, and operators to ensure the selection of energy-efficient equipment, the development of an economical work flow, and labor and handling procedures that are tailored for the project.

Materials Handling & Transportation Consulting

Materials/Solid Waste Management and Transport disciplines address the flow of people and product into, around and through a facility. The two disciplines must be well-planned and well-coordinated as they are integral to the successful attainment of management's operational objectives. With Materials Management, the goal is to provide the proper type, quantity, and quality of materials at the right times, to the right locations, and at the lowest reasonable costs to ensure that the needs of the users are fully satisfied. Safe passage is the primary goal of people Transport. To properly Transport people, materials, and waste a dependable, timely, cost-effective and well coordinated method of movement in the horizontal and/or vertical planes is required.



Foodservice Design

- Program Development
- Schematic Planning
- Design Development
- Contract Document Development
- Bid & Contract Award
- Construction Supervision
- Equipment Evaluation
- Value Engineering

Operational Planning

- Master Planning
- Operating Program
- Operator Selection (RFP)
- Operations Analysis
- Operations Development
- Manual Development
- Market/Feasibility Analysis
- Mix Analysis
- Financial Analysis
- MIS/POS System
- Smallwares Selection
- Through-Put Analysis
- Training
- Questionnaires/Surveys
- Benchmarking

Solid Waste/Recycling Consulting

- Program Development
- Schematic Planning
- Design Development
- Contract Document Development
- Bid & Contract Award
- Construction Supervision
- Equipment Evaluation
- Generation Analysis
- Recycling Study
- Design Review
- Manual Development

Laundry Consulting

- Program Development
- Schematic Planning
- Design Development
- Contract Document Development
- Bid & Contract Award
- Construction Supervision

Materials Handling & Transportation Consulting

- Program Development
- Concept Development
- Pre-Design
- Schematic Design
- Design Development
- Data Report & Site Survey Summary
- Contract Documents
- Foodservice Examination Study
- OSHPD Review
- Plans Approved/Permitted
- Final Report
- Bid & Contract Award
- Construction Services
- Master Planning
- Logistics Feasibility Study
- Initial Study
- Construction Services





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Our role as consultants to the corporate client is to translate their goals and objectives into high-quality staff dining facilities that offer innovative menu choices during the workday via state-of-the-art facilities, quality foodservice operations, and sound business practices.

Our planners and programmers also assist in determining pragmatic solutions to office functions related to the staff dining facility and the entire building such as materials management and personnel movement issues (vertical and horizontal transportation), and solid waste management. Our management consultants provide financial projections and business plans in advance of design activities; and detailed operational and financial analysis and recommendations for improvements of existing operations.

Our extensive experience provides our clients with the best counsel in planning or improving their foodservice and related services in office building complexes. Our clients' objectives are always to maximize efficiencies while enhancing staff morale and participation/usage of the foodservice facilities. The vast number of our returning clients and clients with multiple locations attest to the fact that we are their "Go-To Consultant" for foodservice and hospitality consulting services.

Services

- Concept Development, Facility Programming and Design
- Operational Reviews and Action Plans for Improvements
- Operator Selection (RFP's), Contract Negotiation and Follow-up Reviews
- Client Liaison Training/Guidelines
- Financial Planning and Projections
- Staff Surveys – electronic or hard copy
- Materials Handling Analysis – Vertical (elevator) and Horizontal Transportation
- Solid Waste Management
- Existing Equipment Review



Representative Corporate Clients

- 3-Com
- Adobe Systems, Inc.
- Allen-Bradley
- Allstate Insurance Company
- Alza Corporation
- Blue Cross Blue Shield
- Chase Mortgage Corporation
- Credit Suisse/First Boston
- Debevoise & Plimpton
- Discover Financial Services
- Electronic for Imaging
- Exxon Mobil
- Fannie Mae
- GAP, Inc.
- Goldman Sachs
- Hewlett Packard
- Honda of America
- IBM
- International Monetary Fund
- Lehman Brothers
- MBNA America
- Motorola
- Oracle Corporation
- Owens Corning
- Principal Financial Group
- QVC
- Sherman & Sterling
- The World Bank
- Toys R' Us
- UnitedHealth Group
- US Bureau of Engraving & Printing
- US Food & Drug Administration
- US House of Representatives
- US Patent & Trademark Office

