



FIELD ORIENTATION GUIDE

SSA

We help chefs and operators move beyond the ordinary.

August 2026



Restaurantware Overview

We help chefs and operators move beyond the ordinary.

A partner built for hospitality at scale. Depth of product, speed, and people who make it easy.



18,000+ items

A deep and fast-growing catalog.
100-200 new products per month



Same-Day Shipping

Non-LTL orders placed by 3pm CT ship same-day from our Chicago warehouse.



Concierge level of care

Support from our Customer Success team, Regional Sales Managers & team

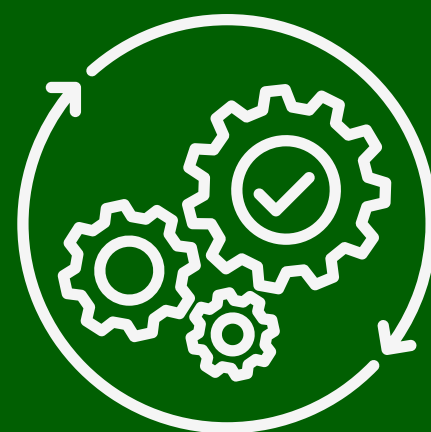
Understanding Your Vision

The lenses that shape every recommendation



Guest Experience

How guests move through each property, from arrival to farewell



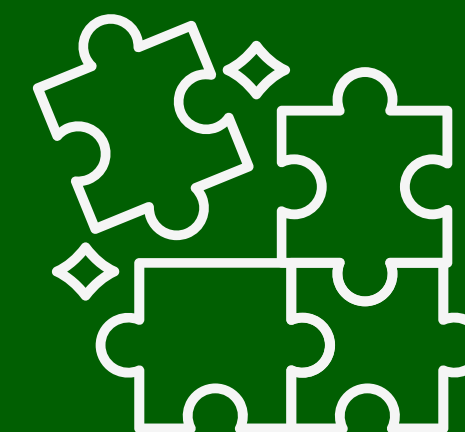
Operational Rhythm

How your teams work behind the scenes, shift to shift



Design Language

The materials, palette, and aesthetic that define each location



Brand Standards

The principles and details that make SSA, SSA

Focused Areas of Support

Purpose-built solutions for the moments that matter most.



Catering & Events

Cohesive, scalable solutions for events of any size.

Innovative Concessions

Fresh, on-trend formats that stand out at every service point.

Sustainability, End To End

A responsible approach to materials and impact



Product Sustainability

- **3,800+** compostable products across the catalog
- Options with **BPI, CMA, and Green Hero certifications**
- **2,200+** products made from renewable materials
- Ongoing material innovation across **eco-focused collections**



Green Hero Foundation

- **392,000+** trees planted through Green Hero initiatives
- Supporting **8 keystone species** across global ecosystems
- Partnerships across **7 regions** with leading conservation groups
- **Every purchase** contributes to these ongoing efforts



Sustainability, approached with intention and transparency

Partnership Overview

What's in place for your teams today.



Custom Portal is Active

Order Restaurantware directly with email login
@restaurantware.com



Preferred Terms Built-In

Preferred pricing. Preferred service. Ready when
you are.



Marketing & Product Expertise

Special events. Innovative concessions.
Sit-down dinners.
We help you make it memorable!

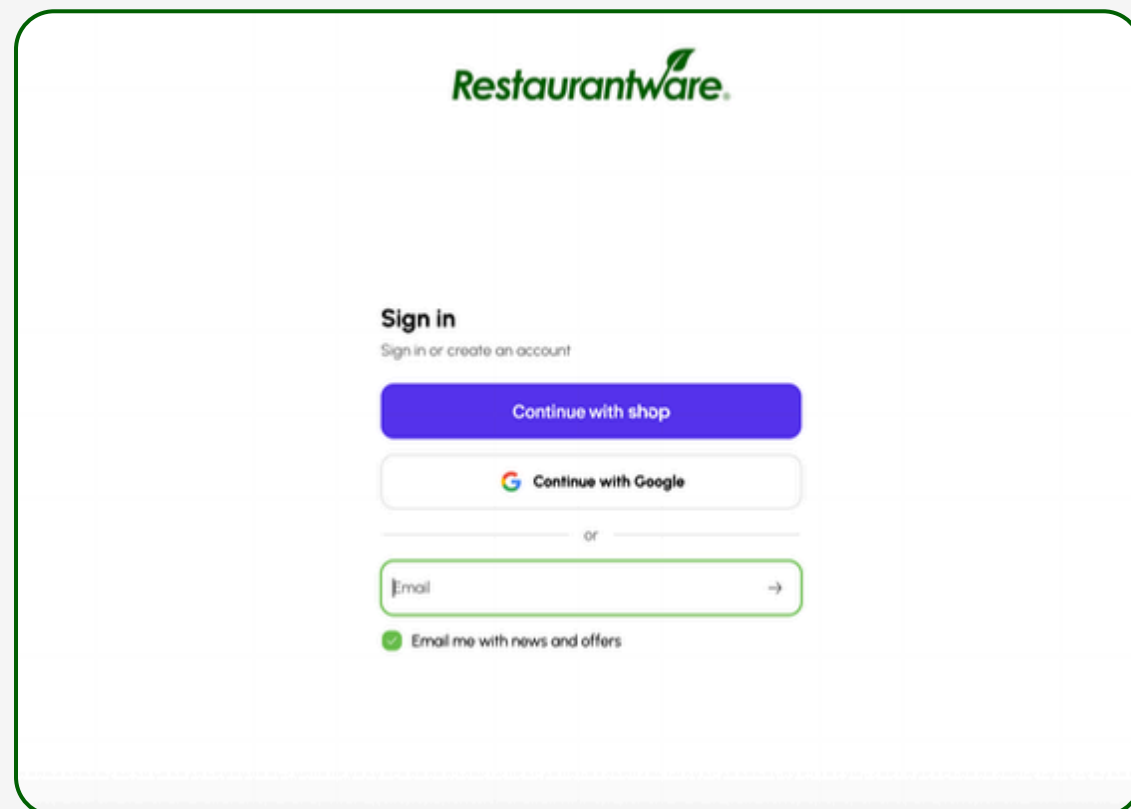


Support built in

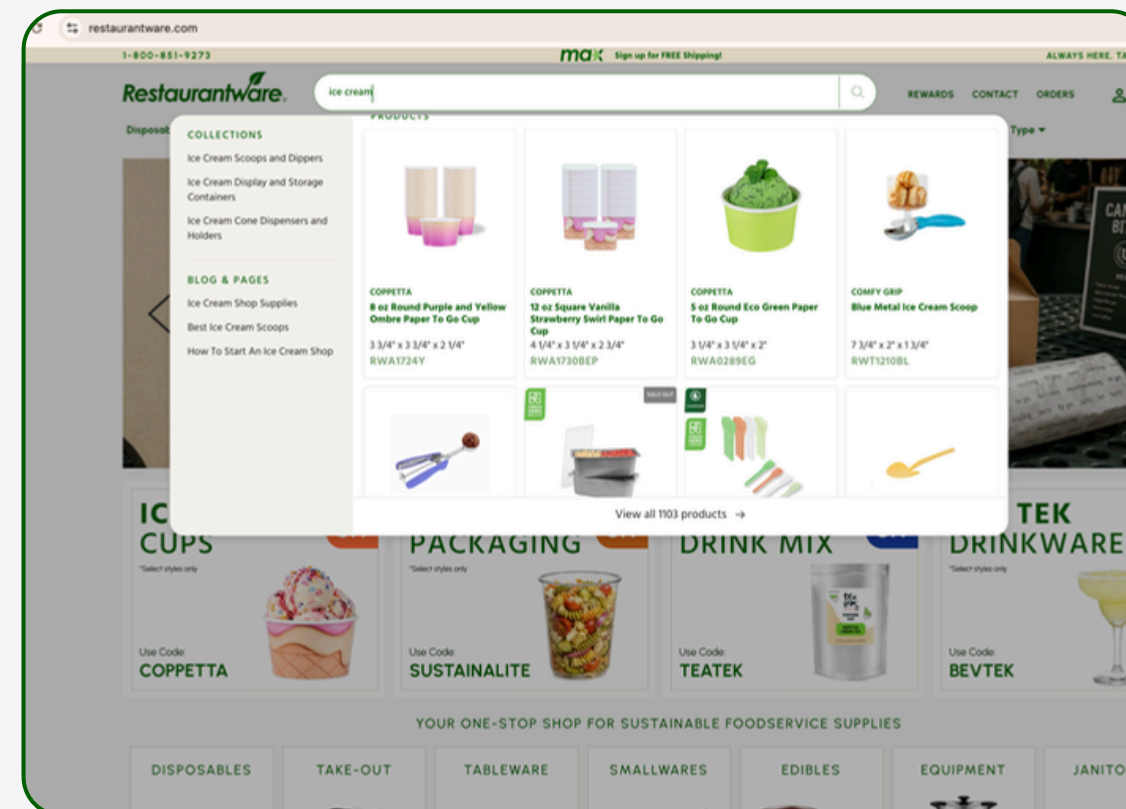
Live and online team and tools at your service.
Resource Page — restaurantware.com/SSA

How to Order

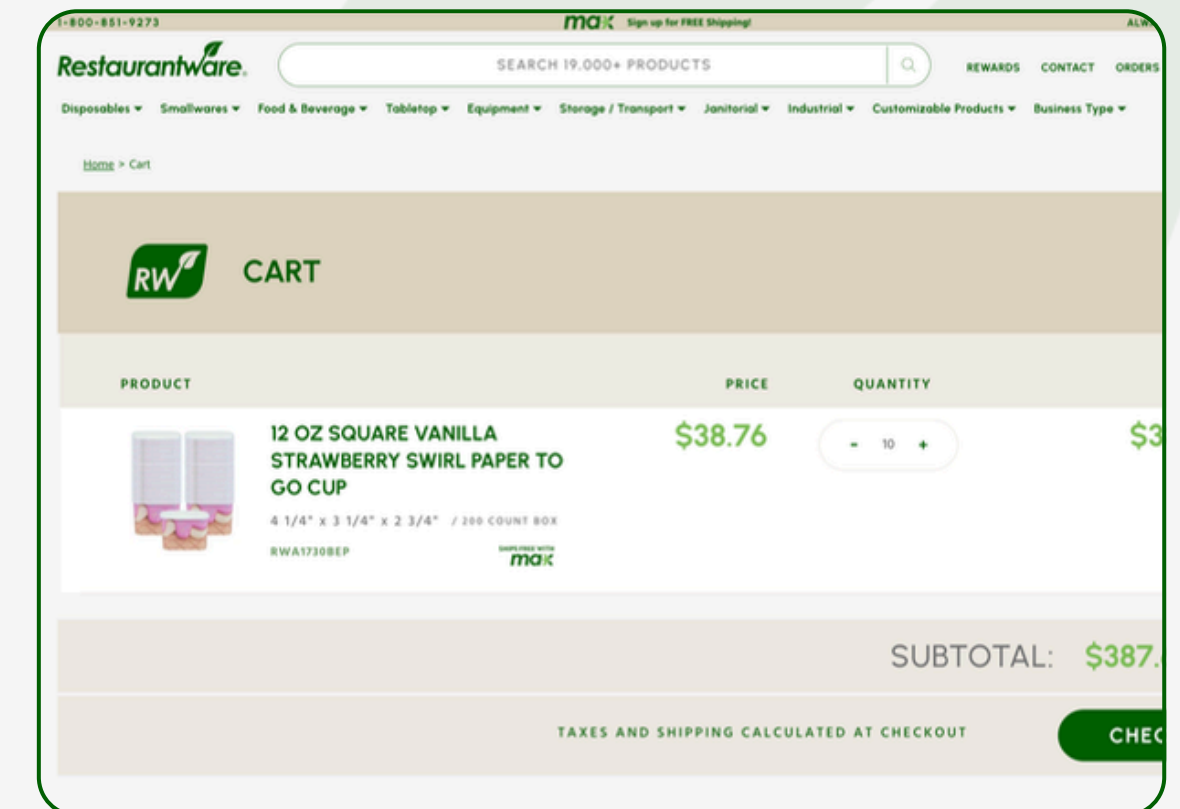
Custom SSA Order Portal. No P-Cards. Preferred terms built in.



Log in @restaurantware.com



Find what you need!



Check out.
Order confirmation, tracking to follow.

Support Built Around Your Teams

- Dedicated **customer support** and product specialists
- **Menu-driven** recommendations tailored to each property
- Fast, **same-day** order processing
- **98% in-stock** fulfillment rate
- Central warehouse network serving **multiple locations**

Reliable, responsive, and built around your operations



Team Support

Customer Success Team

Concierge-level service

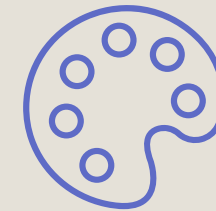


- Product questions & recommendations
- Stock checks, lead times, and replenishment
- General questions and support

800-851-9273 · service@restaurantware.com

Customization

Branded products that stand out



- Logo printing on cups, packaging, and serviceware
- Custom sizes, colors, and materials
- Stateside and factory support

custom@restaurantware.com

Marketing & Strategic Partnership

Programs built together



- Strategic support for programs and initiatives
- Custom tools development
- Lookbooks, preferred product guides and more

josh@restaurantware.com

Sustainability

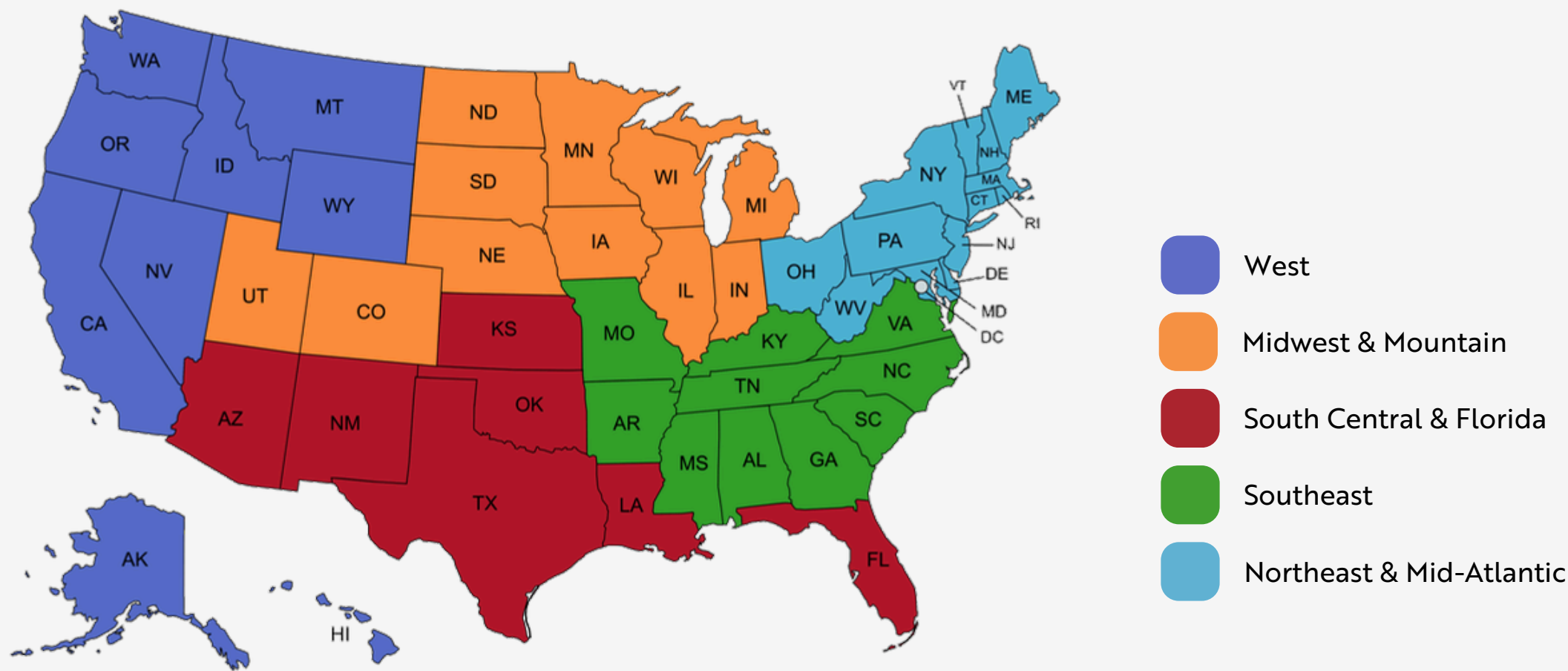
Materials and claims that hold up

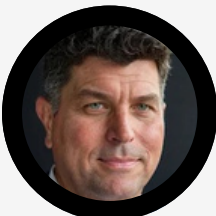


- Compostable, recyclable, and better options
- Certifications and documentation for RFPs
- Expertise and recommendations to support your needs

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Regional Sales Managers





VP Sales
Jay Bria
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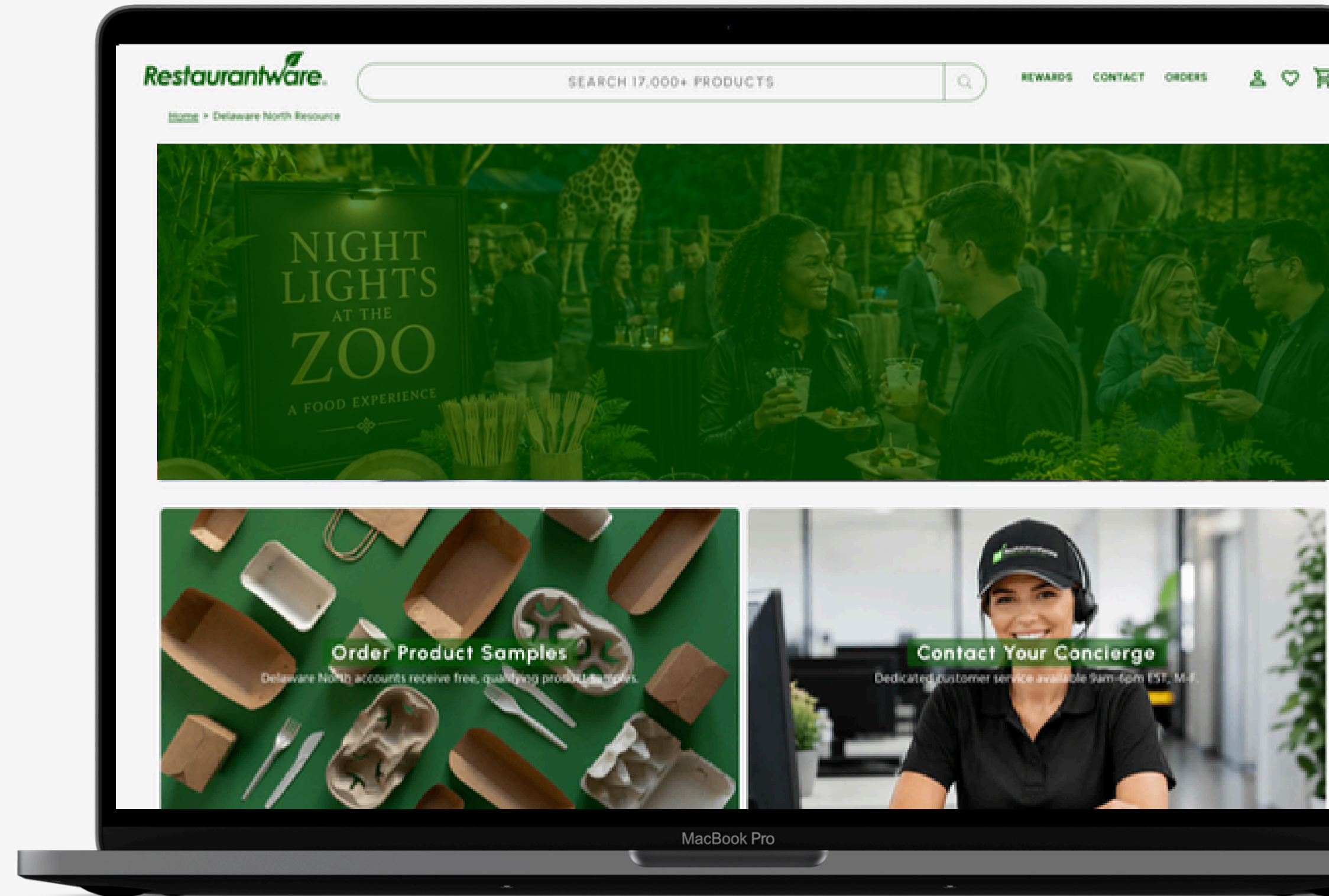


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The Restaurantware Resource Page

A customized partnership information portal.
Updated frequently.

restaurantware.com/ssa



The Restaurantware Resource Page



New Team Member Orientation

A guide to help new team members learn about our program & tools.



Finding the Products You Need

A simple guide to searching the catalog.



Product Samples

A quick form expedites your requests.



Team Support

Find out who can help you — fast.



Lookbooks

Curated guides to sections of our catalog.



New Products

Keep up-to-date on the 100–200 new products launched each month.



Recommend a Product

Need something you can't find? Tell us.



Social Media

Stay connected and be inspired daily.

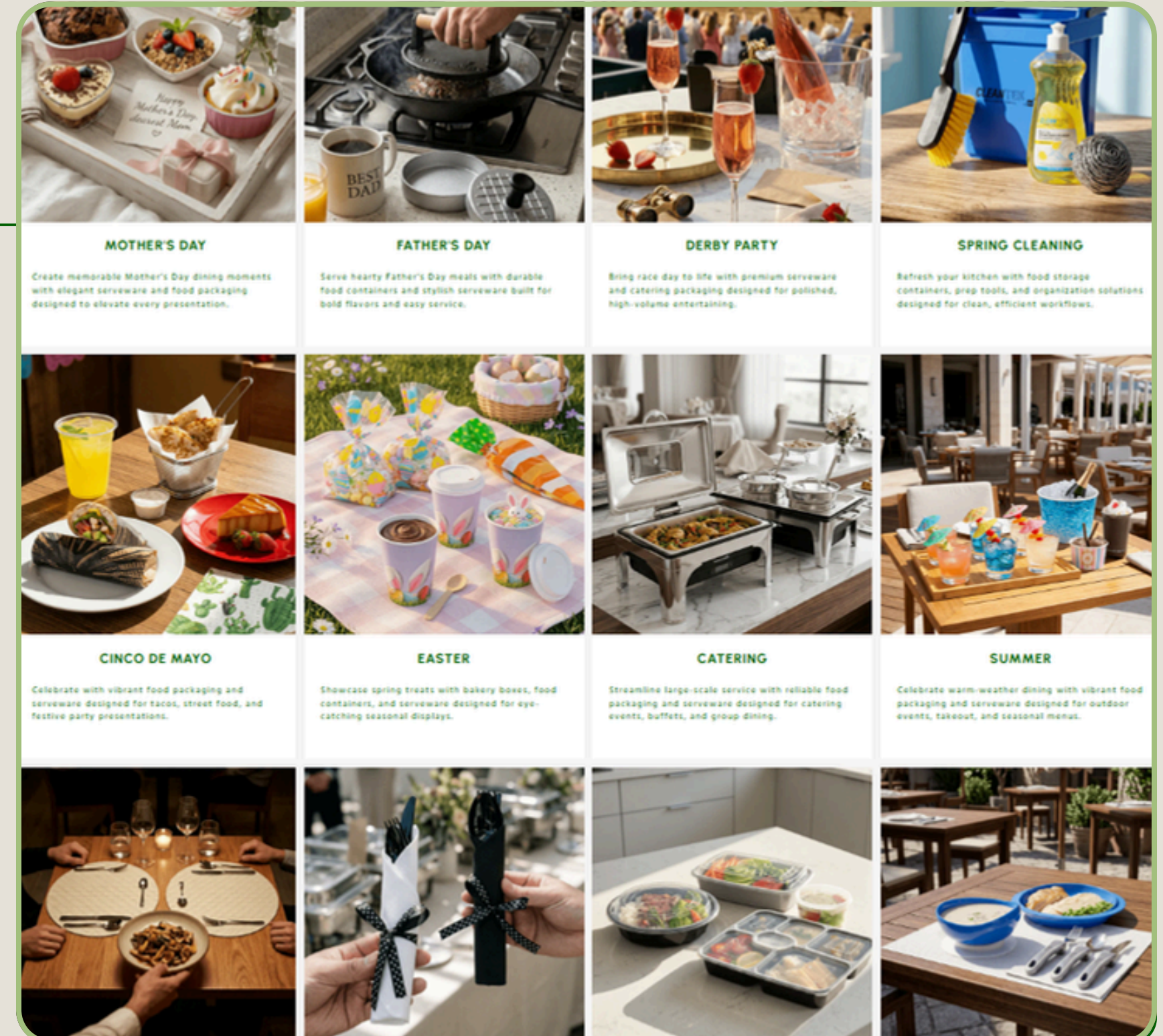
Lookbooks.

Curated guides built to explore our deep catalog

- Sort by business type, event, holiday, and more
- Updates frequently with new products and segments
- Highlights new and best-sellers in each category
- Built to inspire, guide, and allow for operators to get creative without the need for endless scrolling



[Explore our lookbooks here](#)



Customization

Make it unmistakably yours.

- ✓ Custom printing and branding on cups, packaging, and service ware
- ✓ Bespoke sizes, formats, and finishes for your program
- ✓ Premium and sustainability-forward material options
- ✓ Signature presentation pieces for marquee moments



Trivia Question 2

A little closer to home.

We shared that Restaurantware currently has over 18k products in our catalog — but we also shared how many new products we bring to market each month. Do you remember?

a 5 – 100

c 100 – 200

b 201 – 300

d 301+

First correct answer to call the letter wins.

Trivia Question 2

And the answer is...

(c) 100 – 200 new products brought to market every month.

a 5 – 100

c 100 – 200

b 201 – 300

d 301+

Why it matters: Restaurantware produces and brings to market 100–200 new products per month — there is always something new to check out, so your menus and programs never have to wait on a once-a-year updates.

Intro/Re-Visit Calls & Field Visits

Let's review how we can further support your success.



Review products in use

A look at the specialty products your teams use today.



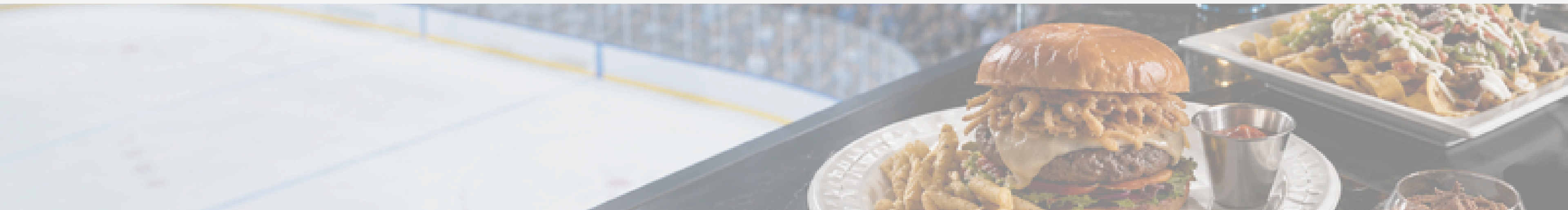
Meet the team

Help us understand your priorities, challenges, and goals so we can support you best.



Custom lists & Lookbooks

Custom preferred-product lists and curated Lookbooks built for you.





LET'S GET CONNECTED

We look forward to working with you.

We strive to build successful partnerships by delivering value far beyond the right products and service.



Josh Parker

VP, Strategic Alliances

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