

50

2021 Top 50 Contract Management Companies

Introducing the FM Top 50

The country's largest foodservice
management firms

50



F

ood Management's Top 50 Contract Management Companies tabulates the 50 largest firms by 2020 revenue operating dining, catering and other food-related services for clients in fields ranging from schools, colleges, hospitals and senior living facilities to business and industry, sports and entertainment, corrections and parks/recreation.

It should be noted that while the goal of the Top 50 is to provide the most accurate comparison of the largest foodservice contractors, it does not necessarily reflect each firm's relative presence in a particular segment or market. Also, some companies—particularly the top three of Compass, Aramark and Sodexo—do some of their business in areas other than foodservice, something we have tried to note in the listings under "Business Mix" where available.

Obviously, the entire foodservice contract industry was massively affected by the COVID-19 pandemic that struck the world in spring of 2020, ravaging different market segments to various degrees, so we have not only reported the last two year-to-year revenue figures but also historical revenue data from previous Top 50 listings—where available—to indicate how each firm was impacted top-line by the crisis and what might be the historical norm they might be expected to return to post-pandemic if they can maintain solvency and adapt their operations to the new market realities.

[COVID-19's Impact](#)

[Top Risers](#)

[Ranking the Top 50](#)

[Companies to Watch](#)

COVID-19's Impact

Severe disruption and loss of business across many markets



It's safe to say that 2020 has been the most depressing year in the history of the Food Management Top 50, which began in 1997 and is now in its 24th year. Not even the 9-11 attacks and the housing bust of 2008 with its consequent recession wreaked nearly as much economic havoc on the industry across the board as did the COVID-19 pandemic that struck the U.S. early last year and dramatically affected annual results across the board.

Of the 44 companies that reported their 2020 results to FM and/or for which public financial information is available, only eight posted gains and one reported no change. In addition, we assumed year-to-year revenue losses for the six firms for which FM had to make estimates, with the extent based on the markets in which they operate and how other similar firms fared.

Diversification helps mega firms avoid big plunges...and big gains

Diversification is the ongoing strategy of a number of Top 50 companies, primarily the “Big



Diversification is the ongoing strategy of a number of Top 50 companies.

Three” of No. 1 Compass Group North America, No. 2 Sodexo and No. 3 Aramark, as well as No. 5 Elior North America. All four did post losses last year, as did other highly diversified entries on the Top 50, but not nearly as steep as some companies concentrated in one or two especially hard-hit segments such as sports concessions, airports and B&I.

A closer look at the results of each of these mega firms' operations in individual markets shows that they tended to do best in the institutional segments like healthcare and K-12 schools while seeing steep losses in B&I, sports/entertainment and, to a somewhat lesser extent, higher education. That perhaps is why Elior saw a smaller overall decline than the

other three mega firms as about three quarters of its business is generated from K-12, eldercare, corrections and hospitals.

[In its press release announcing fiscal 2020 results](#), Elior noted that among its operating territories, “the US was the most resilient owing to Elior being less exposed to B&I, our strong position in the National School Lunch Program from K-to-12 children and our ability to increase our use of existing capacity to support social services organizations.”

[Compass in its 2020 annual report noted](#) that while organic revenues in its North American business declined by 18.5% overall and 40% in the second half—which spanned the months of April-September 2020—new business for the full year was up 6.9%, with “significant levels of growth from first time outsourcing and wins from smaller regional players.” Among individual market segments, healthcare/senior business was actually up 4.5%, somewhat cushioning declines in other segments.

Sodexo's second half of fiscal 2020, which covered the months of March through August, saw an organic drop of 35.9%, led by a 48.5% drop in its Business & Administrations unit, which encompasses sports/leisure, government/agencies and corporate services (B&I), [though the company did note in its annual report](#) that declines in the latter were mitigated by blue-collar locations that continued to operate, while the government/agencies unit was bolstered by the company's business with the military, which obviously didn't shut down.

Meanwhile, Healthcare business was "impacted by lower elective surgery and retail sales in hospitals and some contract losses and exits," leading to a second-half decline of 14.6%. In the Education sector, second-half revenues were down 46.5%, primarily because of closures of higher education and public school sites, though the company notes that, "Schools were much more resilient than Universities due to a higher share of FM Services and the substantial number of packed meals produced for the local authorities for families in need."

Aramark saw the largest drop for fiscal 2020 among the "Big Three" with the decrease "primarily attributable to COVID-19, which significantly impacted our Sports, Leisure & Corrections sector due to the suspension of professional sports seasons, our Education sector where clients either have reduced or ceased operations at certain locations and our Business & Industry sector due to many clients working from home instead of the office," [the company's annual report noted](#).

Sports, airport, B&I firms hit hard

The 2020 revenue declines tabulated in the 2021 FM Top 50 were especially steep for companies operating sports and entertainment sites, convention/conference centers and public facilities like parks and resorts that saw venues completely shut down for months with a few limited reopenings later in the year.

Unsurprisingly, companies heavily invested in these markets were hit hard, and several declined to provide results, but FM estimates that these companies, such as No. 4 Delaware



With travel largely halted, major airport concessions firms like HMSHost, SSP America and Delaware North, which has significant airport operations, took a beating.

North, No. 14 Legends Hospitality and No. 17 Spectra Food Services & Hospitality, all experienced severe reductions in revenues in 2020.

Meanwhile, with travel largely halted, major airport concessions firms like No. 6 HMSHost and No. 13 SSP America, as well as Delaware North, which has significant airport operations, took a beating, with HMSHost—a unit of publicly traded European firm Autogrill—seeing a 67% revenue decline and SSP America, the

North American unit of another publicly traded European entity, declining 48%.

Among the largest onsite dining markets, the one that saw the steepest drop was B&I because of so many business venues either closing down to let employees work from home or limiting access to public areas like cafes even if they did remain open. That especially impacted companies with major corporate dining operations like No. 34 Southern Foodservice and No. 39 LPM/Epicurean Feast. Bucking the trend was No. 37 Nexdine, which posted a small gain despite operating primarily in B&I by aggressively pivoting to strategies like ghost kitchen pop-ups, kiosk and online ordering, in-home meal kits and the sale of groceries.

Meanwhile, No. 49 Food For Thought, with about half its business in catering—a sector almost completely shuttered for much of last year—and most of the rest in corporate dining around mostly locked down Chicago, had the largest drop on the list, from \$37 million in 2019 to \$6.4 million last year.

Education market results vary for contractors

While hard hit with most students sent home last spring and sporadic partial reopenings combined with lots of remote classes last fall, college dining was a shadow of its former robust self but at least it continued to operate at some level on most campuses to feed the few students and staff still around. That allowed companies specializing in this market, such as No. 27 Creative Dining Services and No. 38 Fresh Ideas Food Service, to keep their heads above water despite double-digit revenue declines.

Companies were also affected by where they operated as states had varying policies on reopening for in-person learning in the fall.



The K-12 school market seemed to be the most volatile segment as some companies operating in this sector struggled to continue to provide meals to remote learning students with curbside pickup and delivery services while others were able to leverage strategies like developing higher-quality and more diverse packaged meal options and multi-meal packs to keep the business going. Companies were also affected by where they operated as states had varying policies on reopening for in-person learning in the fall. As a result, K-12 specialists like No. 22 Nutrition Inc. and No. 29 Pomptonian Food Service that operate in hard-hit and locked down regions like the mid-Atlantic were dramatically affected while companies in some other regions such as the Upper Midwest and Texas where school openings were more prevalent did better.

In fact, a couple of K-12 specialists—No. 10 Southwest Foodservice Excellence and No. 43 Lunchtime Solutions—were actually able to post modest year-over-year gains while No. 16 Whitsons Culinary Group and No. 31 Better4You Meals, both with substantial K-12

business but also operating significant packaged meal production operations, had double-digit revenue increases. Both of the latter two companies also operate in the senior dining segment, where their packaged meal capabilities were a valuable asset in continuing to safely feed the elderly.

Healthcare a relative bright spot

Some companies operating in healthcare markets like senior communities and medical facilities tended to fare better than those concentrated in other markets as these locations continued to stay open, though with significantly diminished retail sales. The largest specialist in this area—No. 7 Healthcare Services Group—showed only a single-digit drop in its dining services unit (the company also has a housekeeping unit that is not included in the Top 50 results) while senior-dining-heavy No. 41 Culinary Services Group stayed even. Two smaller healthcare specialists—No. 44 Prince Food Systems and No. 45 Luby's Culinary Services—did have sharp drops, though the latter's performance was

undoubtedly affected by the bankruptcy of its corporate parent, a move attributable largely to the failure of the company's commercial restaurant operations, not the managed services unit that is expected to be sold off and continue operating as the parent company liquidates.

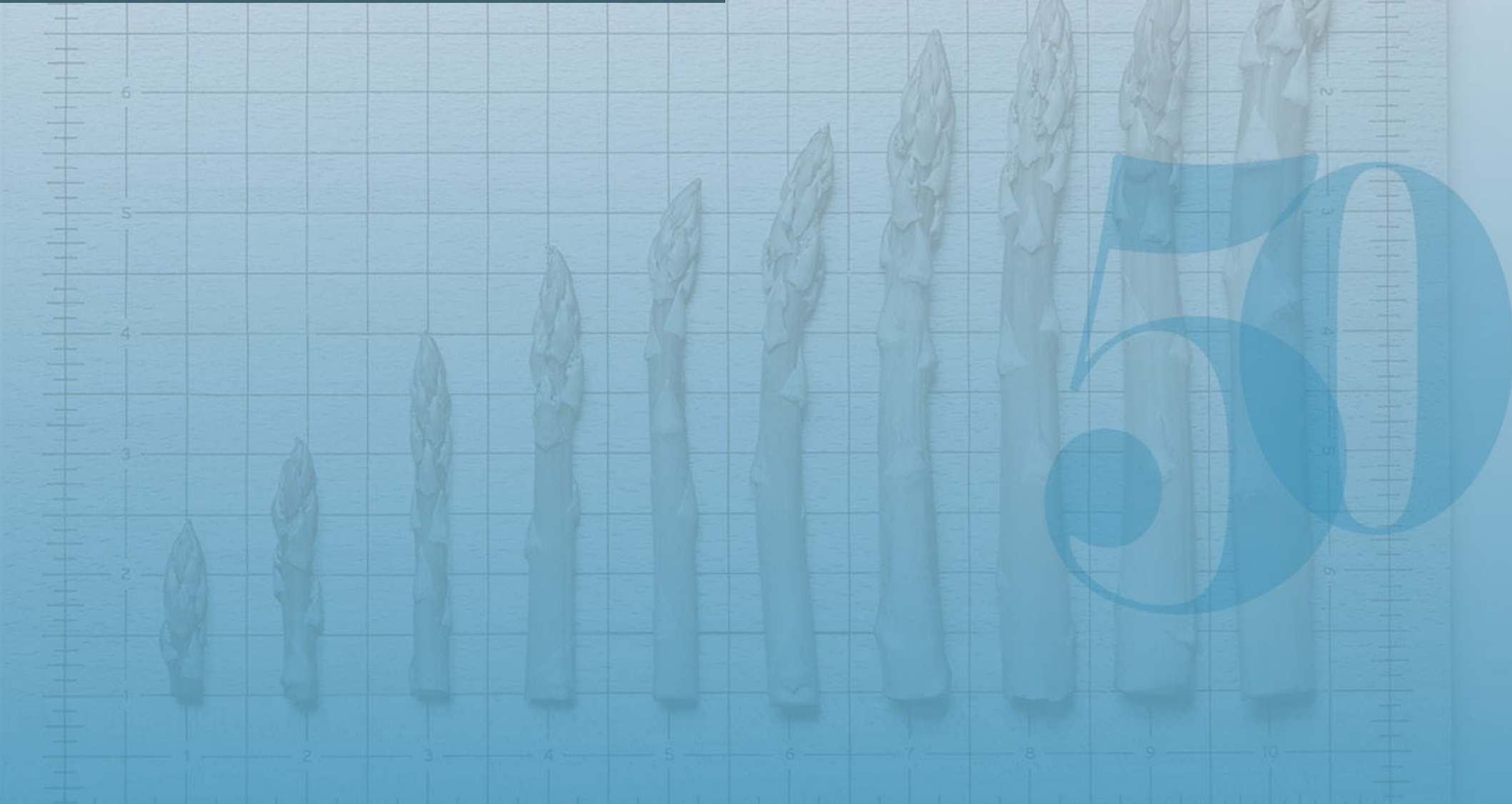
On the other hand, firms such as No. 19 HHS Culinary & Nutrition Services, part of a larger firm that provides multiple outsource services to healthcare organizations, and No. 33 Food Management Group, which also markets healthcare dining software, have managed to thrive in the current environment.

Firms such as HHS Culinary & Nutrition Services, part of a larger firm that provides multiple outsource services to healthcare organizations, and Food Management Group, which also markets healthcare dining software, have managed to thrive in the current environment.



Ranking the Top 50

The complete data on revenue and contracts.



F

ood Management’s Top 50 Contract Management Companies tabulates the 50 largest food service companies by 2020 revenue. Each company is ranked by top-line North American revenues for fiscal or calendar year 2020, in millions of dollars.

Below is a table of the 50 companies that includes revenue figures for the past three years, plus the percentage increase/decrease between FY2019 and FY2020 and the company’s ranking on the 2020 Top 50. The revenue and percentages listed here are all rounded to the nearest whole number. *Figures marked with an (e) indicate an FM estimate.*

To get sortable data or to learn more about the methodology behind the data, [click here](#).

2021 Rank	Company Name	FY 2020 Revenue	FY 2019 Revenue	Pct. Change	2020 rank	Contracts	FY 2018 Revenue
1	Compass Group North America	16,300	20,100	-19%	1	16,100	18600
2	Sodexo Inc.	8,962	10,850	-17%	2	na	9600
3	Aramark Corp.	7,367	9,898	-26%	3	na	10140
4	Delaware North Cos	1,500(e)	3,300	-55%	4	na	3400
5	Elior North America	1,250	1,370	-9%	6	1,432	1401
6	HMSHost	978	2,950	-67%	5	na	2822
7	Healthcare Services Group Inc.	865	931	-7%	7	1,500	1035
8	AVI Foodsystems Inc.	604	815	-26%	8	na	765
9	Thompson Hospitality	601	na	na	9	250	na
10	Southwest Foodservice Excellence	400	410	2%	10	400	350

2021 Rank	Company Name	FY 2020 Revenue	FY 2019 Revenue	Pct. Change	2020 rank	Contracts	FY 2018 Revenue
11	Guckenheimer/ISS	403	na	na	16	203	na
12	Metz Culinary Management	359	442	-29%	15	395	385
13	SSP America	310	600	-48%	11	na	515
14	Legends Hospitality	250(e)	na	na	10	na	na
15	Thomas Cuisine Management	225(e)	270	-17%	17	na	245
16	Whitsons Culinary Group	208(e)	182	15%	22	167	172
17	Spectra Food Services & Hospitality	200(e)	445	-55%	14	na	408
18	Guest Services Inc.	181	460	-61%	12	na	468
19	HHS Culinary & Nutrition Solutions	181	143	27%	25	102	129
20	American Dining Creations	154	188	-18%	20	na	168
21	Gourmet Services	150(e)	na	na	19	na	na
22	Nutrition Inc.	147(e)	186	-21%	21	576	167
23	Taher Inc.	136	148	-8%	24	282	141
24	Parkhurst Dining	130	240	-46%	18	na	225
25	Continental Services	125(e)	163	-23%	23	na	134
26	Lessing's Hospitality Group	120	135	-11%	26	90	120
27	Creative Dining Services	98	130	-25%	27	72	125
28	MMI Dining Systems	75	79	-5%	31	155	79
29	Pomptonian Food Service	72	91	-21%	30	107	88
30	Cafe Services Inc.	53	71	-25%	32	180	65

2021 Rank	Company Name	FY 2020 Revenue	FY 2019 Revenue	Pct. Change	2020 rank	Contracts	FY 2018 Revenue
31	Better4You Meals	52	45	17%	39	100	37
32	Quest Food Management	50	69	-28%	33	97	61
33	Food Management Group Inc.	49	39	26%	41	289	56
34	Southern Foodservice	48	97	-51%	29	82	95
35	Global Connections to Employment (GCE)	48	47	2%	38	22	41
36	Epicurean Group	47	63	-25%	34	63	58
37	Nexdine	42	41	2%	40	70	37
38	Fresh Ideas Food Service Mgt.	42	47	-11%	37	49	41
39	LPM Affiliated Companies dba Epicurean Feast	41	62	-34%	35	85	61
40	Sterling Spoon Culinary Management	41	55	-25%	36	21	52
41	Culinary Services Group	34	34	1%	48	56	32
42	Lintons Managed Services	28	35	-20%	46	86	28
43	Lunchtime Solutions Inc.	28	27	1%	49	50	25
44	Prince Food Systems Inc.	27	34	-21%	47	32	36
45	Luby's Culinary Services	27	39	-31%	42	30	37
46	SLA Management	25	39	-36%	43	215	31
47	Brock & Co. Inc.	21	39	-46%	44	54	36
48	Pacific Dining	11	21	-48%	50	12	na
49	Food For Thought Enterprises Inc.	6	37	-84%	45	11	38
50	Plum Market	5	5	0%	na	16	3
Average		43.6	55.24	-21%		81.76	

Top Risers

Meet the companies with the biggest revenue growth



W

hile the COVID-19 pandemic obviously impacted most contract foodservice firms operating in the onsite dining markets, there were some exceptions, at least judging by responses to FM's request for information for the 2021 Top 50 listing. Of the 44 companies that provided data, nine reported revenue gains in 2020 over 2019.

Of the nine, four operate largely or exclusively in K-12 schools, three in healthcare, one in military feeding and one in B&I. With the exception of B&I, these are institutional markets that were less affected by the pandemic's restrictions and, at least in the case of K-12, also offered opportunities for additional sales as federal school meal waivers and program extensions allowed firms operating in this market to expand into areas like family meals and community feeding as well as growing their breakfast, supper and weekend meal service to students. One of the healthcare specialists, meanwhile, also had the advantage of operating as part of a larger organization that offers diversified outsource

services to healthcare institutions, and another one markets healthcare software as an additional business.

Here's a closer look at each of the Top 50 Top Risers.

HHS Culinary & Nutrition Services

Top 50 rank—19
2020 revenues—\$181 million
2019 revenues—\$143 million
Pct. Increase—27%

HHS Culinary & Nutrition Services does almost 90% of its business with hospitals and just about all of the rest with eldercare facilities. As part of a much larger support services organization, the HHS healthcare culinary/nutrition services unit can leverage the bundling of its services with other outsource offerings such as environmental, laundry and technology management but the company also aggressively pursued strategies such as setting up contactless grab-and-go stations, offering



groceries to employees and adjusted menus to emphasize the most desirable items.

Food Management Group

Top 50 rank—33
2020 revenues—\$49 million
2019 revenues—\$39 million
Pct. Increase—26%

While most of FMG's revenues come from operating dining services in hospitals, it also realizes about 30% of its business from proprietary software systems, which incorporates areas like transfers, accruals/

accounting, food production, clinical support, preventive maintenance and cleaning schedules. It is a complementary business line that obviously proved especially valuable at a time with technology solutions were sought by organizations to maintain or improve operational efficiencies while reducing person-to-person contact. However, FMG also aggressively pursued menu and operational adjustments such as an expanded grab-and-go program to accord with COVID-related circumstances among its clients.



Better4You Meals

Top 50 rank—31

2020 revenues—\$52 million

2019 revenues—\$45 million

Pct. Increase—17%

Better4You does about 75% of its business in the K-12 schools market and the rest with senior meal programs, the latter of which produced significant growth in 2020 as the company pivoted to providing over four million fresh and frozen home-delivered meals to thousands of seniors across Southern California. Meanwhile, the company also prepared frozen and fresh meals that were distributed by drive-thru grab-and-go service delivery models to K-12 charter and private schools clients.

Whitsons Culinary Group

Top 50 rank—16

2020 revenues—\$208 million

2019 revenues—\$182 million

Pct. Increase—15%

Whitsons operates in the K-12 and senior dining markets while maintaining a robust prepared meals operation that it was able to expand to provide a variety of cost-effective, shelf-stable and fresh, emergency meal solutions for organizations such as food banks; community, faith-based and other nonprofit organizations; senior citizen facilities; government and military programs; and natural disaster preparedness programs.

Southwest Foodservice Excellence

Top 50 rank—10

2020 revenues—\$460 million

2019 revenues—\$448 million

Pct. Increase—3%

Operating exclusively in K-12, SFE maximized the potentials of the school market changes required by COVID-forced shutdowns and restrictions by modifying its menus to offer take-home, in-class and in-café meal options; adding new services like manned pickup sites at schools, parks and community centers and delivery even to students' front doors; and

expanding meal options to include dinner, weekend and holiday meals. In addition, its SFE To Go mobile ordering solution allows for contactless ordering, pickup or delivery to our districts.

Nexdine

Top 50 rank—37

2020 revenues—\$42 million

2019 revenues—\$41 million

Pct. Increase—2%

Unlike the other firms on this Top Risers list, Nexdine operates primarily in a hard-hit segment of the onsite dining universe as about three quarters of its revenues come from the B&I market. Nevertheless, the company managed to post a modest revenue increase in 2020 that helped keep the company's upward momentum going after it had grown 11% and 23% in the previous two years. It did it with aggressive measures ranging from ghost kitchen restaurant pop-ups, theme menus available through online ordering and making groceries, sundries and personal care items

available for purchase in its cafés, to developing meal kits to-go for in-home dining, curated snack packs delivered monthly to work-from-home employees and creating a touchless buffet catering menu with individually packaged, self-contained, single-serve catering options. It has also transformed or expanded existing full-service cafes into 24/7 micro markets with the introduction of self-checkout technology and deployed room service-style snack and beverage carts for classroom-to-classroom and office-to-office delivery.

Global Connections to Employment

Top 50 rank—35

2020 revenues—\$48 million

2019 revenues—\$47 million

Pct. Increase—2%

GCE is an affiliate of Lakeview Center, a provider of behavioral health, vocational and child protective services and offers a variety of outsource services that employ its disabled clients, including foodservice, which represents

about a quarter of the total business. Its military-heavy client base made it more COVID-resistant than companies operating in more vulnerable markets and also benefited from seeing a 3% same-stores sales increase from its Dairy Queen franchise units.

Culinary Services Group

Top 50 rank—41

2020 revenues—\$34 million

2019 revenues—\$34 million

Pct. Increase—1%

With a strong emphasis on senior dining, which represents nearly 80% of revenues, CSG was able to maintain revenue growth by switching to in-room from dining room service in the senior living facilities where it operates, thus keeping up meal counts. It also has several clients to which it provides congregate care meals to and to serve which it shifted to producing and packaging frozen meals that could be easily reheated and which were then delivered in five-day bulk packs to participants through drop off locations and van deliveries.

Lunchtime Solutions

Top 50 rank—43

2020 revenues—\$28 million

2019 revenues—\$27 million

Pct. Increase—1%

With its exclusively K-12 schools customer base, Lunchtime Solutions moved to adapt to the

changed meal service requirements, altering menus to offer as many self-service items as possible, emphasizing traditional student favorites and adjusting where needed, such as by finding a vendor to partner with on individually wrapped, pre-portioned sub sandwiches when supply chain issues hampered its own sub production, and substituting items like Cheesy Pull-A-Parts and

stuffed sandwiches for shuttered school self-serve pizza lines. It also adapted to service models like school meals in the classroom and among remote learners, including adding some remote ordering capability, and by adding weekend and holiday meals.

2021 Rank	Company Name	FY 2020 Revenue	FY 2019 Revenue	Pct. Change	2020 rank	Contracts	FY 2018 Revenue
19	HHS Culinary & Nutrition Solutions	181	143	27%	25	102	129
33	Food Management Group Inc.	49	39	26%	41	289	56
31	Better4You Meals	52	45	17%	39	100	37
16	Whitsons Culinary Group	208(e)	182	15%	22	167	172
10	Southwest Foodservice Excellence	460	448	3%	13	160	350
37	Nexdine	42	41	2%	40	70	37
35	Global Connections to Employment (GCE) ⁷	48	47	2%	38	22	41
41	Culinary Services Group	34	34	1%	48	56	32
43	Lunchtime Solutions Inc.	28	27	1%	49	50	25

Companies to Watch

Contract management companies to keep an eye on



No one disputes that 2020 was a disastrous year for the onsite dining community, including the management companies that operate a significant portion of the market's venues. FM's annual Top 50 listing of the largest firms in the industry in 2021 found that only nine managed to increase revenues last year while most of those that didn't saw not only decreases but double-digit decreases.

The hope is that 2020 was an anomaly from which most companies will emerge, damaged but viable, as the markets in which they operate adapt and recover from the pandemic's ravages. In a separate gallery feature, we listed the nine companies that saw revenue increases in 2020 and the main reasons why they did so.

In the following gallery, we list six other firms—all of which saw revenue declines in 2020—that we are keeping an eye on in 2021 and beyond as kind of bellwethers for the industry as a whole because of the markets in which they operate, the steps they've taken to adapt to the expected post-pandemic

environment and/or their track record of success previous to COVID. We included companies from every revenue range of the Top 50, from No. 4 Delaware North to No. 50 Plum Market. Most operate in hard-hit markets like sports venues, airports, business facilities and college campuses, so their success in adapting to changed circumstances will be indicative of how the industry as a whole may be faring.

Continental Services

Top 50 rank: 25

2020 revenues: \$125 million (estimated)

2019 revenues: \$163 million

Pct. Increase: -23%

We've put Continental Services on this Companies to Watch list despite its not responding to FM's most recent Top 50 solicitation for information because before COVID it has annually been one of the fastest growing companies on the listing, growing at a double-digit clip in six of the seven years prior to 2020, including 20% in 2018 and 22% in



2019. Given its heavy concentration in the B&I and college markets, which together represent about three-quarters of the business per the company's 2020 Top 50 return, FM estimates a revenue decline of 20% to 25% last year due to COVID-related shutdowns and restrictions. However, Continental's previous track record also means it will be a company to watch going forward, especially as it has heavy existing involvement in operating vending and onsite retail/c-stores that are prime candidates for technological innovation in areas like cashless transactions, automated outlets and extended hours service.

Delaware North

Top 50 rank: 4

2020 revenues: \$1.5 billion (estimated)

2019 revenues: \$3.3 billion

Pct. Increase: -55%

Delaware North had an awful year in 2020 because it operates in some of the most pandemic-stricken markets in the onsite dining universe, such as sports stadiums, airports, parks and casinos. That also makes it a company to keep an eye on going forward as it attempts to recover by adjusting operations to

accommodate anticipated changes and continuing restrictions affecting its markets. It has already begun positioning itself for these changed circumstances through aggressive moves into technology solutions such as automated retail outlets and touchless ordering/payment and has been experimenting with [food delivery systems in venues like airports](#). If technology is going to be an increasingly significant factor in how onsite dining operates in the future, then Delaware North promises to be a leading indicator of how successfully it is progressing.

Fresh Ideas Foodservice

Top 50 rank: 38

2020 revenues: \$42 million

2019 revenues: \$47 million

Pct. Increase: -11%

Fresh Ideas derives 78% of its business from the college market, which goes a long way toward explaining the company's 11% revenue decline in 2020 after a 15% increase the previous year. Like many of the companies on

this Companies to Watch list, it is heavily involved in technological solutions that promise to ease the way forward for onsite dining programs. The company has already deployed such [cutting edge initiatives](#) as "selfie"-based [POS](#), automated [Fresh On Demand vending units](#) and [remote-order-based ghost kitchens](#) demonstrating enviable sophistication and vision in these areas for a regional contract firm and therefore making it a bellwether candidate to monitor going forward.

ISS Guckenheimer

Top 50 rank: 11

2020 revenues: \$403 million

2019 revenues: na

Pct. Increase: na

Guckenheimer has been a [major operator in the high-end corporate dining market](#) for decades and is currently exceeded only by the "Big Three" of Compass (through operating companies like Eurest, Bon Appetit, CulinArt and Restaurant Associates), Sodexo and Aramark in the extent of its penetration of this



traditionally lucrative part of the business. Hence, the impact of COVID-19 on how corporations manage their operations in terms of office vs. remote work has major implications for the company, a division of the Danish managed services conglomerate ISS A/S, and one that it has already tackled aggressively with forays into areas like remote order, office delivery and even [home delivery of holiday gift packs and meals](#).

Most recently, Guckenheimer launched an initiative called [Flexible Food Solutions](#), described as “an agile product suite to support a variety of environments in the rapidly changing workplace,” that features separate components that can be implemented as a standalone or hybrid solution for both remote and office environments through platforms like virtual cooking demos, modular markets of varying footprints, and alternative delivery points like curated pop-ups and repurposed pick-up areas.

If high-end corporate dining is to remain viable going forward, it will probably be because of

flexible offerings such as these, assuming they can be operated cost-effectively, so Guckenheimer’s success with Flexible Food Solutions and similar ventures represents a key indicator of how viable such solutions are.

Plum Market

Top 50 rank: 50

2020 revenues: \$5 million

2019 revenues: \$5 million

Pct. Increase: 0%

Plum Market is an interesting addition to the Top 50 in that it is primarily a retail grocery store operator (the Top 50 lists only foodservice revenue, but the company as a whole has revenues well in excess of \$100 million), one that branched a number of years ago into operating dining services for [onsite clients like businesses and private schools](#) and later into opening [grocery/prepared food outlets on university campuses](#), the latest being Case Western Reserve University in Cleveland, where it debuted earlier this year. What makes Plum Market a company to watch

is not the size of its foodservice operations, obviously, but the fact that it is so heavily involved in groceries—especially premium groceries—and in an era where the foodservice and retail channels are seeing some blur, and where foodservice is expected to lean more heavily than ever to packaged, grab and go and other convenience-oriented modes of service that retailers have been perfecting for years in their expanding prepared foods operations. That aspect of Plum Market’s operations, combined with its already existing experience in the straight foodservice area, makes it a company to keep



Prince Food Systems

Top 50 rank: 44

2020 revenues: \$27 million

2019 revenues: \$34 million

Pct. Increase: -21%

Prince, which does almost 80% of its business in the healthcare field and the rest in B&I, was significantly impacted by client location closures in 2020. In response, it has vigorously

pursued business extensions such as home meal replacement, a service it had previously tried with limited success with individual meals but found that offering family meal kits in the COVID environment has market potential. The kits are generating three times the business take-home meals did previously and the company is looking to grow the menu and market it post-pandemic. Prince has also added non-contact payment and ordering systems that it says are here to stay and is

looking at other options such as curbside pickup and possibly delivery to customers who may continue to work from home for extended periods. These are all the kinds of program adjustments and extensions that the onsite dining market generally will probably demand going forward and it will be interesting to see how a major regional contractor like Prince fares with them.

2021 Rank	Company Name	FY 2020 Revenue	FY 2019 Revenue	Pct. Change	2020 rank	Contracts	FY 2018 Revenue
25	Continental Services	125(e)	163	-23%	23	na	134
4	Delaware North Cos	1,500(e)	3,300	-55%	4	na	3400
38	Fresh Ideas Food Service Mgt.	42	47	-11%	37	49	41
11	Guckenheimer/ISS	403	na	na	16	203	na
50	Plum Market	5	5	0%	na	16	3
44	Prince Food Systems Inc.	27	34	-21%	47	32	36



Thank you for reading

2021 Top 50 Contract Management Companies

For more great content like this, visit:
www.food-management.com