

BIG DIPPER® **CASE STUDY**



Hamilton's Steakhouse, Asheboro, NC

When you own a steakhouse, you own a lot of grease. Dan Mackey, who has worked in the restaurant business for more than 3 decades, understood that when he opened his own place, Hamilton's Steakhouse, in Asheboro, NC, in 2018. He didn't love the grease management options he had available to him at the time, however.



Dan Mackey (2nd from left) says Big Dipper freed him and his staff to focus more on their food and service.

using gloves it stains your clothes and stinks.”

When Mackey relocated Hamilton's Steakhouse just down the street from its original spot in 2021, he made sure his new kitchen design had the space for a grease management option he didn't have the first time. Plumbers installed a Big Dipper model #W-250-IS beneath the pre-rinse sink.

“Overall, I just love the ease of it,” he says of his Big Dipper. “I can't believe everyone doesn't have one of these. It's easy to use, and you can easily teach someone how to operate and maintain it.”

The automatic skimming function of Big Dipper paid immediate dividends, allowing

Mackey and his staff to focus on serving customers who packed the new Hamilton's in its first few months. That also proved to be a valuable learning period for them with their Big Dipper. A miscommunication early on led to four straight days of the grease container not being emptied. Mackey addressed that quickly by establishing a set daily schedule for emptying the internal strainer basket and grease container.

“We do an hour skim cycle at close, so in the morning [the grease container] is empty,” says Mackey. “Typically, the kitchen staff starts a skim cycle at 7 or 8 p.m. and it’s done by 9 or 9:30. We dump [the grease container and internal strainer basket] at night so we’re not opening it up while customers are still here.”

When Mackey noticed grease building up around the wheel wiper blade, he quickly realized that he needed to increase the skim cycle and add wiper cleaning to the daily maintenance routine.

“It was easy to tell something was wrong because the grease collector wasn’t filling up,” he says. “It’s such an easy machine to use, it’s not difficult to figure out. It can only be one of three things causing the problem. We’ve had no problems whatsoever since then.”



Plumbers had to fit the Big Dipper W-250-IS in Hamilton's Steakhouse in a tight space in the kitchen, between the prewash sink basin and dishwasher. They got the job done in under an hour.



Which is a good thing, because business hasn't stopped booming at Hamilton's Steakhouse. With their maintenance routine and skim cycles down pat, Mackey and his staff can keep their attention where they want it to be. On preparing great steaks and seafood for their customers. **BD**