



Quench Case Study | Retail

Convenient Hydration Service for Retail Store Focused on Running

Quench fixes hydration frustration in popular retail fitness store

The Challenge:

- Staff at a running retail store were frustrated by their inconvenient and unreliable 5-gallon/18.9-litre water jug delivery.
- Corporate headquarters wanted to keep costs down without worrying about delayed or missed water delivery.

The Solution:

- Quench water expert informed Road Runner Sports local store manager of Quench's reliable filtered drinking water cooler options compared to delivered water.
- Building a relationship with this local store manager allowed Quench's machines to be seen as a cost-saving solution at the corporate level.

"We decided that filtration from Quench would be the best option and that way, nobody runs out of water."

— Tamar Moloney, Facilities Coordinator

Results



Quench quickly installed 50 machines nationwide within two months



Saved up to \$6,000 CAD annually while providing fresh, filtered water to almost 900 employees



Quench machine installation in all 43 locations stores nationwide

The Story:

A popular national running retail store, Road Runner Sports, was frustrated with their water cooler provider. With supply chain issues and an inconsistent delivery schedule, there were often situations where staff were left without water at work. For a company that prioritizes health and wellness, reliable hydration is key for healthy employees.

A Quench water expert visited an Oregon retail store location in search of running shoes and saw an opportunity to inquire of their hydration services. After a short conversation with a staff member, this store had actually previously inquired of Quench's machines. The Quench representative reached out to corporate Facilities Coordinator, Tamar Moloney, to discuss a more reliable, space-saving, and cleaner option with Quench.

Not only are the staff grateful for reliable drinking water, but everyone is impressed with the quenchWATER+ taste. "It is a night and day difference; it just tastes so pure. Also, the Quench technicians are so professional, neat, and polite – truly a differentiator." Since the first installation, there has been an overwhelming amount of positivity surrounding the Quench machines, resulting in expansion to 43 stores nationwide in less than 2 months!

Because of Quench's comprehensive installations, capable and professional technicians, and machines that provide fresh, filtered water, this running store company can now focus on their goals and initiatives with a happy and hydrated staff.



Background:



Quench offers a better solution for retail stores with a wide variety of water coolers, ice machines, flavoured sparkling water dispensers for any retail space - from the receiving area, to the staff breakroom, or even the shopping floor. Many Quench retail customers see immediate cost savings of up to 80% when they switch from bottled water service, even before factoring in any "shrinkage" of packaged water that employees may pull from stock!

Quench offers dedicated customer service teams to ensure all machines are operating effectively and efficiently. For multi-outlet accounts Quench customer service offers consolidated invoice billing options, allowing store managers and employees to focus on supporting their customers.

Talk to your Quench Water Expert today!
Or visit QuenchWater.ca for more information