2025 RESTAURANT FACILITIES

Benchmark Report

Specific, key metrics for restaurant brands in both full-service and quick-service industries.

ServiceChannel

INTRODUCTION

How does your restaurant facilities spend compare?

In this report, you'll find:

- Facilities spend breakdown on repair, maintenance (R&M), and capital expenditure (CapEx) for Full-Service Restaurant (FSR) locations in the U.S.
- Facilities spend breakdown on R&M and CapEx for Quick-Service Restaurant (QSR) locations in the U.S.
- Insights into the service provider marketplace, including gaps between top and bottom performers
- Analysis of R&M spend for the refrigeration trade
- Costs to repair revenue generating equipment, with a close look into walk-in coolers

To keep growing your restaurant business and profits, it's crucial to know where to focus. This report reviews benchmarks and trends from 2024 and beyond, allowing you to compare your facilities R&M spend, CapEx, and provider performance with competitors in the FSR[1] and QSR[2] industries. It highlights the key metrics facilities, real estate, procurement, and finance leaders use to optimize their bottom line.

Leveraging data-backed insights from ServiceChannel, restaurant brands ensure a quality customer experience at every location, while making smart decisions about facilities spend. They use performance and cost insights to source the best service providers, and asset histories to keep kitchens cooking.

Why it matters

Many facilities teams are feeling pressure from their leadership to offset the rising costs of inflation by cutting spend. By comparing yourself to industry peers, you can pinpoint opportunities for reducing costs and improving performance. ServiceChannel can help you realize these opportunities, whether you have your own team or you need support from our deep bench of facilities experts.

Reported 2024 R&M & CapEx spend on ServiceChannel platform

$650 million — **60 FSR brands**

$770 million — **75 QSR brands**

1. Full-Service Restaurant (FSR) benchmarks are pulled from 2022, 2023, and 2024 year-over-year facilities data from over 694,000 work orders, across 4,874 FSR locations from 4,458 service providers, tracking over $650 million in R&M spend on the ServiceChannel platform. *Note:* To maintain the integrity of the benchmark data, outliers in some categories were excluded from analysis.

2. Quick-Service Restaurant (QSR) benchmarks are pulled from 2022, 2023, and 2024 year-over-year facilities data from over 1 million work orders, across 16,441 QSR locations, from 4,475 service providers, tracking over $770 million in R&M spend on the ServiceChannel platform. *Note:* To maintain the integrity of the benchmark data, outliers in some categories were excluded from analysis.

RESTAURANT SPEND INSIGHTS

Cost trends for restaurant facilities

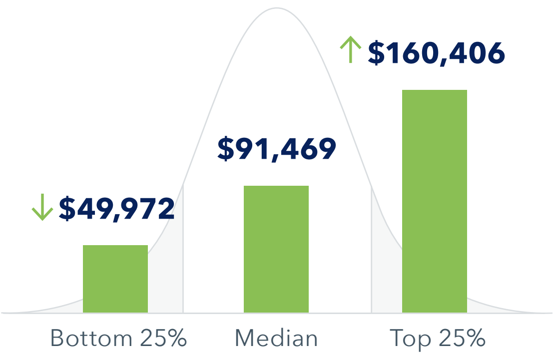
Restaurant spend on facilities repair, maintenance, and CapEx grew in 2024 at a slower rate than in 2023, as inflation in labor and material costs slowed. This was consistent among both FSR and QSR brands.

Counteracting the slowing inflation is the aging of equipment and buildings, which require more repairs and maintenance as they get older. The average FSR location is 18 years old. For QSRs, the average location is 13 years old.

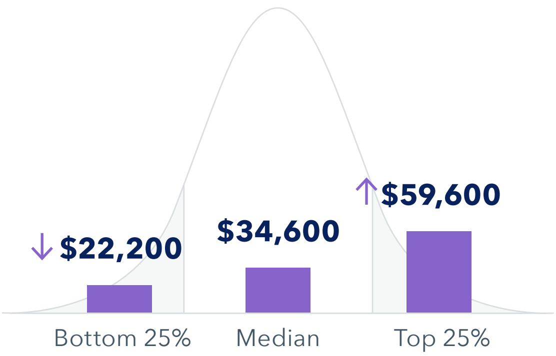
Where FSRs spend the most

In 2024, FSRs spent $120,879, on repair, maintenance, and CapEx, with an average invoice cost of $928, reflecting a 3% increase from 2023. Breaking down the invoices, we see that the average labor rate in 2024 was $154 per hour, up 5% from 2023 and 7% from 2022. The average material amount per invoice in 2024 was $651, showing an 8% increase from 2023 and a 5% increase from 2022.

Range of spend per location per year



FSR



QSR

Average facilities spend per brand, per location

Median invoice volume per brand, per location

Where QSRs spend the most

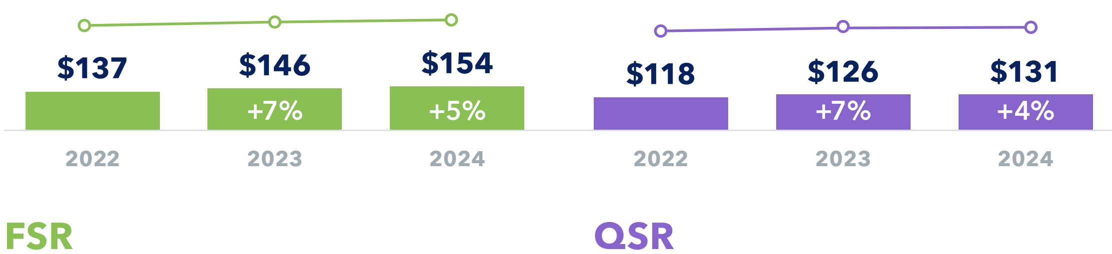
In 2024, the average R&M spend per location for QSRs was $40,751, with an average invoice cost of $751, up 8% from 2023. In 2024, the average labor rate per invoice was $131, up 4% from 2023 and 7% from 2022. For materials, the average material amount per invoice in 2024 was $186, up 7% from 2023 and 16% from the previous year.

" We are focused on optimizing our facilities budget right now. Our costs are going up every year due to inflation, which is outside our team's control. So, we need avoid costs where we can and do more with less.

– Anonymous Facilities Leader, ServiceChannel Customer

Average invoice cost

Average invoice labor rate per hour



Average invoice material amount

Key factors that drive brand spending

Spend per location varies widely between brands. Rapidly growing brands tend to spend more, with larger investments in upgrading and maintaining locations. Some maintain lower expenditures through preventive maintenance, energy efficiency, bulk purchasing, and optimizing space utilization.

Factors that can influence spend and work order volume:

- Brand quality standards
- Service provider quality and geography
- Number of assets, choice of suppliers, asset age/condition
- Type of facility, infrastructure age, landlord responsibilities

How to use this data

Consider these questions about your overall spend compared to peers.

- How am I keeping track of vital restaurant assets and work done on them?
- What is the average age of my equipment? Do I have a way of tracking that?
- Should I start looking into preventative maintenance?

RESTAURANT SPEND INSIGHTS

Where restaurants spend the most

The repairs category consumes the largest share of spend for both FSR and QSR brands. Maintenance spend is consistent across all brands, with some investing twice the average to uphold brand standards and protect asset uptime, resulting in lower spend on reactive repairs.

CapEx spend is allocated primarily to investments in kitchen, refrigeration, and HVAC assets, to grow capacity and improve the brand experience.

Some attributes to repair spend may include the high usage and wear of equipment, the critical nature of urgent repairs, and inconsistent preventative maintenance practices leading to more frequent and costly repairs.

> *"The fine dining restaurant brand could spend close to 4% of sales on R&M budgets due to higher end fixtures and an extreme standard of care. Fast casual brands spend closer to 2.5% of sales on R&M.*
>
> *– Anonymous Restaurant CFO*

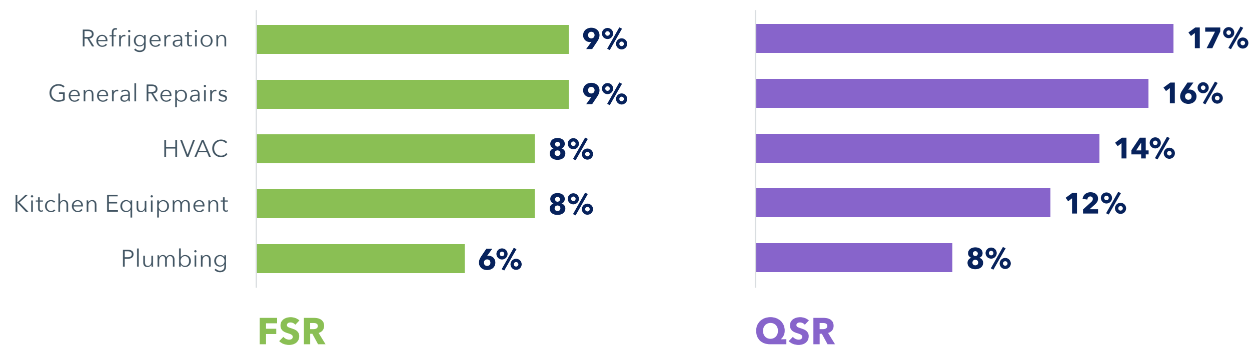
FSR spend breakdown on top categories

For FSRs, refrigeration makes up the top spend category, with 9% of total R&M. Note that some FSR brands allocate up to 10% of their facilities budget to janitorial. Industry experts say that fine dining restaurants tend to have much higher janitorial spend with little staff supplementation; while for fast casual restaurant brands, staff tend to do more supplementary janitorial work.

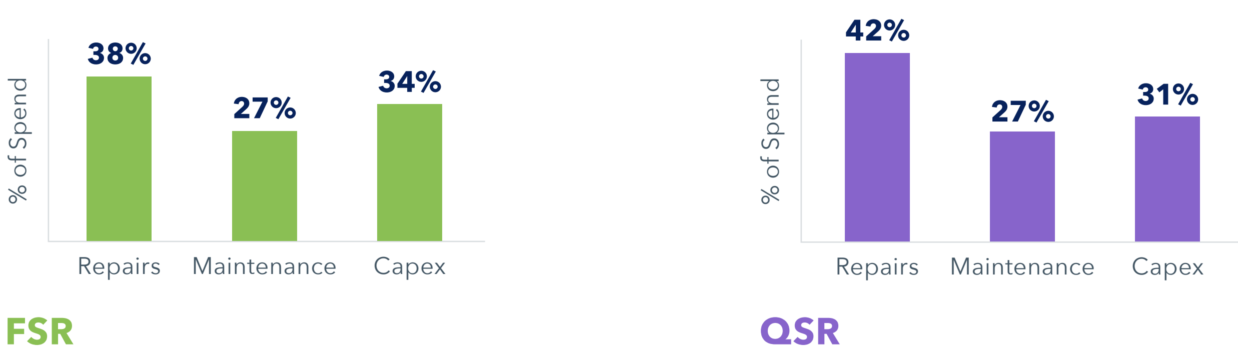
QSR spend breakdown on top categories

The refrigeration trade drives the most spend for QSR brands at 17% of spend. Note that facilities spend for these brands are concentrated to fewer trades than for FSR, because the locations tend to be simpler, with less equipment and smaller dining rooms.

Spend breakdown on top trades



Spend breakdown on top categories



How to use this data

Consider these questions about your overall spend compared to peers.

- Do we spend more or less than average? Does our data explain why?
- Which trades and categories present savings opportunities?
- How is our invoice volume and cost changing, and are we in control?

Identify which trades take up the largest share of your R&M budget.

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TRADE INSIGHTS

The financial impact of refrigeration

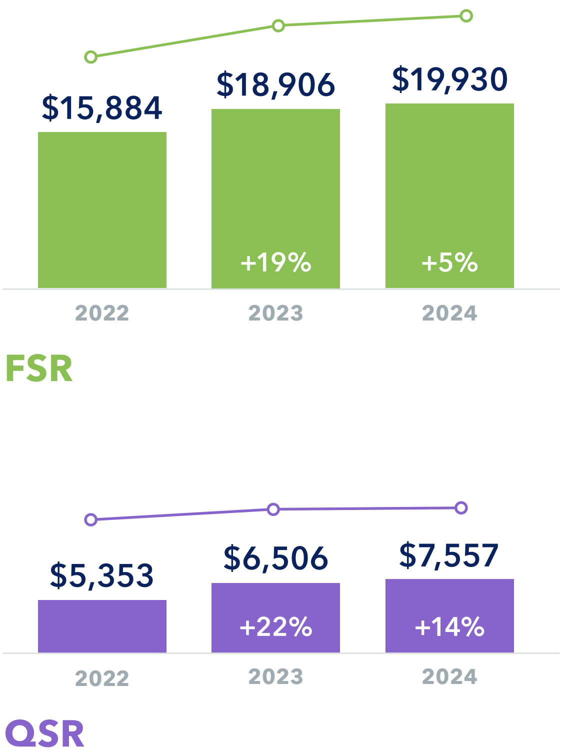
Spending on the refrigeration trade is significant, driven by the quantity and condition of coolers and freezers at a location, plus planned investments in capital upgrades and maintenance.

While the average location completes between six and 14 refrigeration repairs per year, FSR brands with more extensive equipment and repairs, may complete over twice that. Labor makes up about half the cost across restaurants, regardless of size.

Approximately 27 to 33 percent of repairs are emergencies, requiring a response time of less than four hours. These are critical to resolve quickly to avoid food product loss and safety risk, making preventative maintenance vital to help keep repair and product costs down while keeping the business up and running consistently.

Yet only half of locations perform refrigeration maintenance.

Average spend per location on refrigeration



Number of refrigeration repairs

14.1 Per location per year on average

FSR

6.4 Per location per year on average

QSR

Average refrigeration repair cost

$796

Spend breakdown:
- 45% labor
- 49% materials
- 6% travel

FSR

$729

Spend breakdown:
- 52% labor
- 32% materials
- 10% travel

QSR

Percentage of repairs that are emergency priority

33%

With averages:
- 8.5 days to resolve
- $807 cost for emergency repair
- $657 invoices for preventative maintenance refrigeration
- 51% locations performing maintenance

FSR

27%

With averages:
- 7.2 days to resolve
- $640 cost for emergency repair
- $345 invoices for preventative maintenance refrigeration
- 45% locations performing maintenance

QSR

How to use this data

Consider these questions comparing your trade spend and activity to peers.

- How does our repair data compare in terms of frequency and cost breakdown?
- Do we have data to track whether maintenance is actually getting done?
- Do our providers resolve emergencies fast enough to protect sales?

PROVIDER INSIGHTS

Sourcing the best service providers

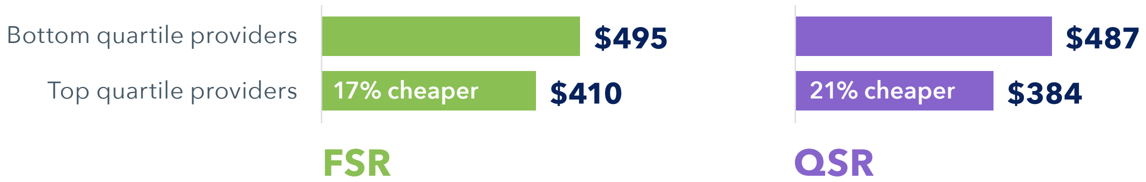
When it comes to lowering R&M and CapEx spend, the strongest strategy for savings is to build an effective provider network that can complete repairs faster and with less labor time, but without sacrificing quality. Beyond financial savings, top providers also boost customer satisfaction by reducing asset downtime.

To measure the opportunity for cost reduction when optimizing provider networks, we divided providers into four groups based on their work order data. Key performance indicators (KPIs) we tracked include their dispatch time to onsite, efficiency to work order completion, and cost effectiveness.

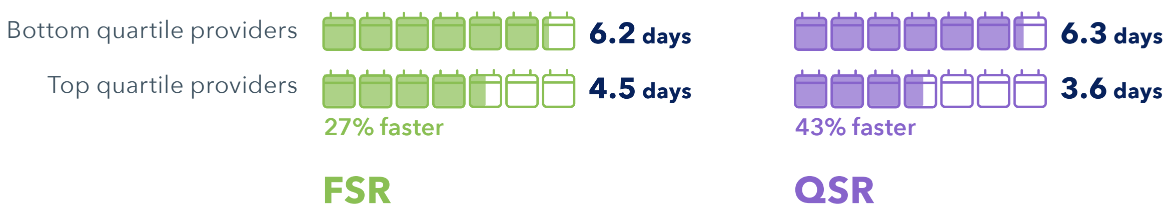
From these analytics, we estimated the savings potential when upgrading from bottom performers to the top providers in five key trades. Leveraging these insights can help you strategically transform your provider network, maximizing efficiency and cost effectiveness while maintaining high standards that keep customers coming back.

> *" With ServiceChannel, I can search for the top-ranked providers in every trade and region based on their actual cost and performance with other restaurant clients. This helps me make confident procurement decisions, instead of the traditional guessing game.*
>
> *– Anonymous Facilities Leader, ServiceChannel Customer*

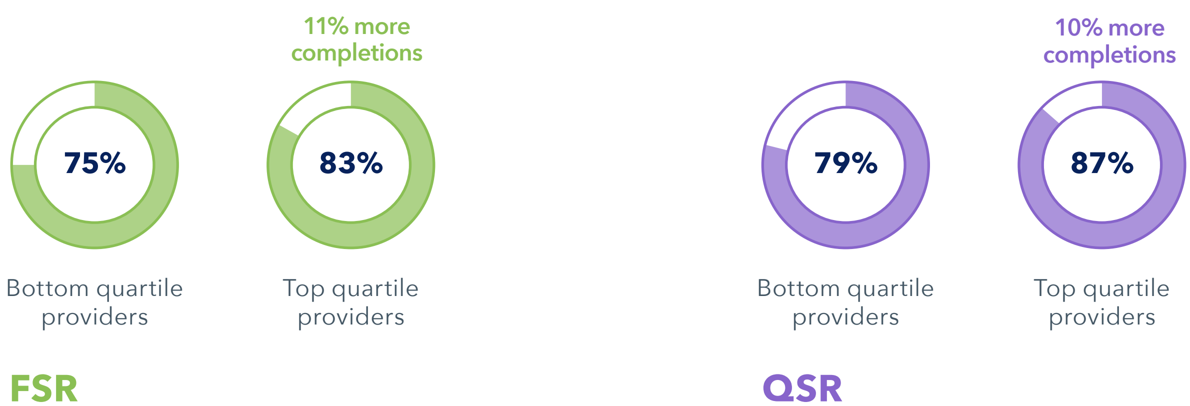
Cost (median invoice cost)



Speed (completion time)



Quality (first time completion)



How to use this data

Consider these questions about the cost and service quality of your providers.

- Are we working with top providers? How do we know?
- Do we use actual cost and performance data for provider procurement?
- How much could we save by upgrading our provider network?

Talk to an expert about how to optimize your provider network and save.

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ASSET INSIGHTS

Kitchen equipment you can count on

When cooking equipment breaks down, your sales can be left in the cold. These kitchen assets also require a large share of operating expenses to repair and maintain.

The most expensive assets to repair include ovens, char broilers, walk-in coolers, and HVAC units. Brands that track asset spend have complete visibility into how much each asset type is costing them, so they can prioritize opportunities for more effective sourcing and costs.

A good technology partner enables brands to proactively manage their revenue-generating assets with data. Here we look at the key metrics for one critical asset, walk-in coolers.

The average walk-in cooler requires one to three repairs each year, which take over seven days to resolve.

Since walk-in coolers are critical for safe food supply, it's important to minimize failures and resolve repairs as soon as possible. Warranties commonly range from six to 12 months. To avoid unnecessary out-of-pocket costs, asset repairs can be automatically scheduled and routed to the warranty provider.

By analyzing the frequency of repairs and comparing the total spend on an asset to its original value and remaining useful life, brands make data-driven replacement decisions and maximize return on investment from their capital spend. This same asset reliability data is then used for procurement to select reliable manufacturers with lower operating costs.

"ServiceChannel is a vital tool for managing over 2,000 facilities. For a multi-site restaurant, it's a must. You're collecting data the entire time. You can always go back, look at your average spend, evaluate the vendor, and see if you can get better value.

– Executive Director of Facilities, Panda Restaurant Group

Key metrics for walk-in coolers

FSR

Summary of key metrics:

3 repairs every year, which take over **8** days to resolve.

Repair frequency	3.1 per year
Cost per repair	$687 per work order
Repair spend/year	$2,113
Resolution time	8.0 days
Asset age	8.7 years
Life expectancy	7-15 years
Original value	$19,553
Warranty coverage	6-12 months

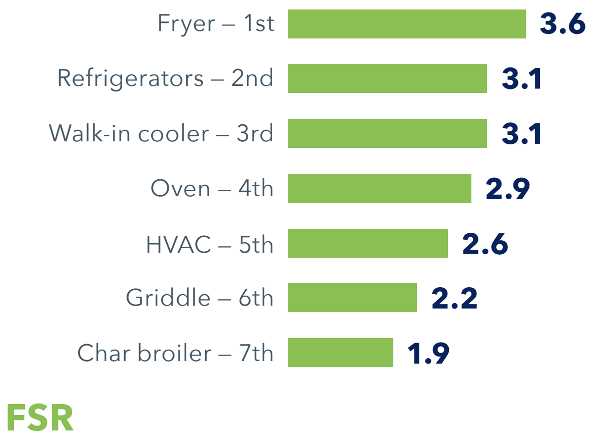
QSR

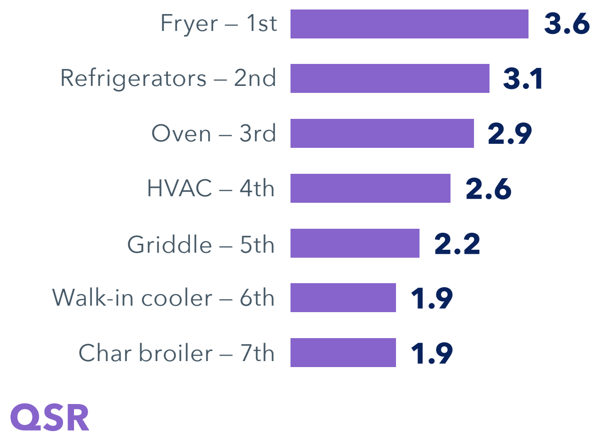
Summary of key metrics:

1 repair approximately every year, which take over **8** days to resolve.

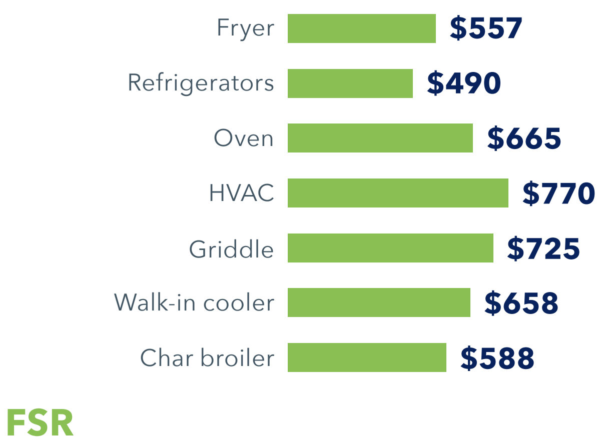
Repair frequency	0.7 per year
Cost per repair	$806 per work order
Repair spend/year	$584
Resolution time	7.3 days
Asset age	8.7 years
Life expectancy	7-15 years
Original value	$14,470
Warranty coverage	6-12 months

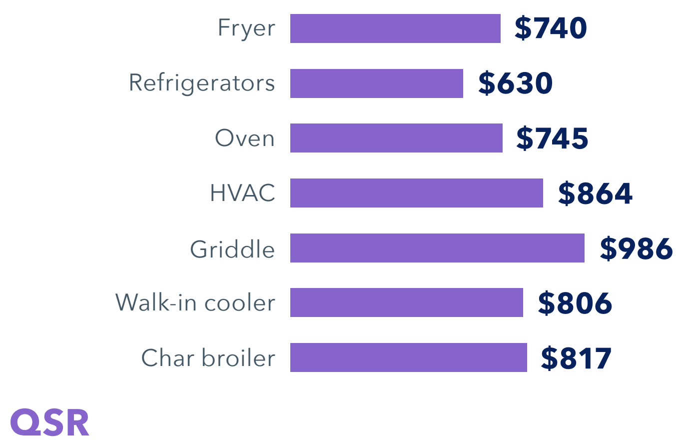
Average number of work orders per location by asset type





Average repair cost by asset type





How to use this data

Consider these questions about about your asset management strategy.

- Which assets are costing us the most for repair and maintenance?
- What insights do we use to make proactive decisions about capital replacement?
- Which assets are most critical for our customer experience, and what does our data say about their reliability?

WRAP UP

Take charge of your restaurant's success

The key to elevating your facilities program is taking an analytical approach to managing your spend, assets, and providers. The FSR and QSR brands on ServiceChannel use the key metrics in this report to make better decisions every day. And so can you.

If you lack the information you need to make confident facilities spending and procurement decisions, we can help. Whether you're leading an internal FM team, overseeing facilities, or looking to outsource without giving up transparency and accountability, the ServiceChannel platform gives you the most comprehensive restaurant facilities data in the industry.

Ready to level-up your facilities program? Discover how you can reduce spend and improve outcomes with actionable insights.

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" ServiceChannel gives us visibility and transparency in all areas of our operations. Vendors know that they're on the clock when the work orders are tracked through ServiceChannel. This makes them more accountable, and we see improved performance.

– Senior Facilities Manager, Shake Shack

Learn how data-driven facilities management can help you save money and get better outcomes.

Let's Talk ›

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