

CUSTOMER SUCCESS STORY

City Express keeps every property stocked with Andina Foods

CUSTOMER
City Express

INDUSTRY
Business hotel group

REGION
Mexico City, Guadalajara, Monterrey, Querétaro, and beyond

RELATIONSHIP WITH ANDINA
F&B supply — beverages, packaged foods, dry goods

The challenge

A business hotel promises consistency. A guest in Monterrey expects the same breakfast spread and the same stocked minibar as a guest in Querétaro. Behind that promise is a steady flow of beverages, packaged foods, and dry goods into every property.

City Express's properties ordered independently, each with its own F&B needs and timing. Coordinating supply across a spread-out footprint meant a lot of separate orders, handled property by property. When an order slipped, a property ran low — and a hotel can't tell a guest the coffee is out.

The group wanted dependable supply across all properties without each one fighting its own ordering battle.

What they needed

- Reliable supply to every property, on its own schedule
- Consistency across the footprint, so the guest experience holds up
- Less manual coordination for property-level F&B teams
- Confidence that orders are confirmed and on the way

Working with Andina

Andina set up order intake so each City Express property could order on its own cadence while supply stayed dependable across the group. Orders are captured and confirmed quickly, and property teams aren't left wondering whether something landed.

When an item needs attention — a substitution, a timing question — it's flagged early, not discovered at delivery. The consistency City Express promises its guests is backed by consistency in how product arrives.

The results

- **Dependable F&B supply**
Across all properties
- **Consistent stock levels**
Supporting a uniform guest experience
- **Less manual coordination**
For property teams
- **Reliable confirmation**
So properties know orders are handled

Consistency is what our guests count on, and that starts with product being there. Andina keeps every property supplied without our teams having to chase orders. Whether it's Mexico City or Querétaro, the shelves and the breakfast service are ready.

Procurement Manager
City Express