

Hot Table Panini raises the restroom standard for fast-casual dining

Touchless integrated sink systems meet rising expectations for hygiene and guest experience

SPRINGFIELD, MA, UNITED STATES, September 8, 2026 /EINPresswire.com/ -- Founded in 2007 by brothers John and Chris DeVoie and restaurateur Don Watroba, Hot Table Panini has grown from a Springfield, Massachusetts-based sandwich shop into a fast-casual franchise expanding across the Northeast. As the family-run company grows, it recognizes that every part of the guest experience matters, including the restroom. That commitment led Hot Table Panini to partner with [Excel Dryer](#), a leader in touchless restroom technology, and invest in XLERATOR® Hand Dryers to help create cleaner, more efficient restroom environments for guests.



The National Restaurant Association identifies operational efficiency, technology investments and guest experience among the top priorities for restaurant operators. Hot Table Panini's investment in advanced restroom solutions supports these goals while helping create a cleaner environment for guests.

"The restroom is part of the overall experience our guests have with Hot Table. For some people, it can even shape their impression of the restaurant before they decide to dine with us. We want that experience to reflect the same standards we have throughout our restaurants," said Chris DeVoie, co-founder and owner of Hot Table Panini. "Switching to touchless, high-efficiency hand dryers gives us a solution that helps us maintain a cleaner, more welcoming restroom for our guests while reducing the ongoing costs associated with single-use paper towels and allows our team members to focus on more important customer facing responsibilities."

The decision also reflects findings from [a global survey conducted by MetrixLab](#), a renowned

firm in the consumer insight and market research industry, which found that cleanliness and hygiene are consumers' top restroom concerns. Eighty percent of respondents said they would not or might not return to a restaurant with a dirty restroom, while single use paper towels on the floor and overflowing trash receptacles were identified as #1 contributing factor to a 'dirty restroom'.

As customer traffic increased, Hot Table Panini found that single-use paper towels were driving up costs, waste and maintenance demands. After replacing them with XLERATOR® Hand Dryers, the company achieved more than 95 percent cost savings while reducing labor and restroom upkeep. The results were so successful that XLERATOR Hand Dryers became the franchise standard.



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As the franchise expanded, so did its focus on customer experience and ways to elevate it. In the restrooms, Hot Table incorporated D|13 integrated sink systems featuring the XLERATORsync® Hand Dryer allowing people to wash, rinse and dry hands all in one place.

“There are only so many opportunities to make a restaurant feel different, and we know the restroom is a critical space, so the sink system really stood out to us. It gave us a way to bring a more modern, thoughtful design into a space that is often overlooked. More importantly, it creates a simple, seamless experience for our guests by

allowing them to wash and dry their hands right at the sink. As we continue to grow Hot Table, details like that help us create a more consistent and elevated experience across our restaurants,” said John DeVoie, co-founder and owner of Hot Table Panini.

Sustainability also factored into the company's decision-making. A [recent Life Cycle Assessment](#) found that Excel hand dryers can reduce a facility's carbon footprint by up to 94 percent compared with even 100 percent recycled single-use paper towels.

“Hot Table Panini has grown by staying true to its values and focusing on customer experience, while avoiding the temptation to grow too big, too fast,” said William Gagnon, executive vice president and COO of Excel Dryer. “This shows through their efficient management and continuous improvement model that now includes an elevated restroom experience.”

Hot Table Panini's experience demonstrates how touchless restroom technology can support cleanliness, operational efficiency and sustainability goals while enhancing the guest experience all of which deliver directly to their bottom line

Watch the Hot Table Panini case study video below or visit www.exceldryer.com to see how!

About Excel Dryer, Inc.

Excel Dryer is a family-owned and operated company that revolutionized the industry with the invention of the XLERATOR® Hand Dryer, which set a new standard for performance, reliability and customer satisfaction. For more than 50 years, Excel has been manufacturing American-made hand drying solutions that are dependable, cost effective, safe and sustainable. Backed by the best customer service, Excel Dryer products can be purchased through an established network of sales representatives and distributors globally. Learn more about Excel Dryer at exceldryer.com.

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