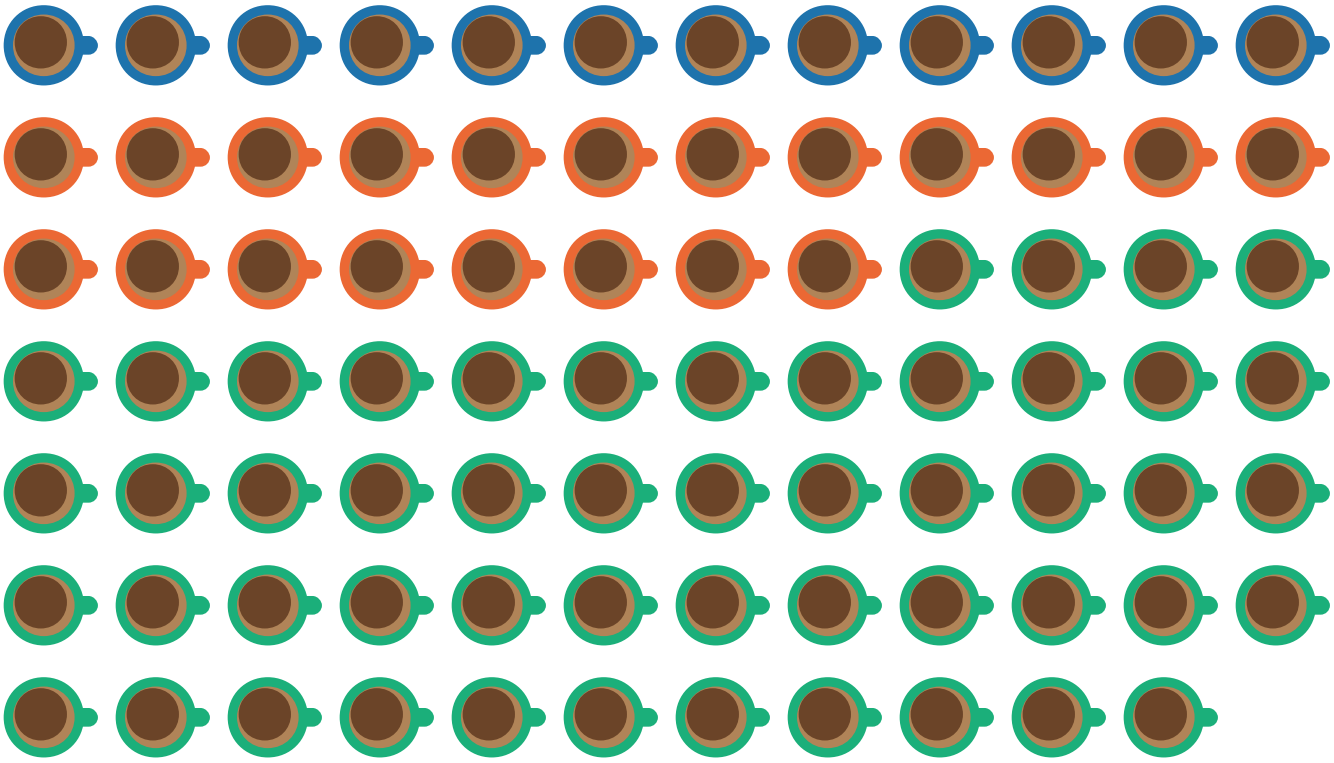
CoffeeDasher

November 2026 edition

The CoffeeDasher Office Coffee Service Report

What 83 office coffee companies advertise, what they charge, and what their customers say



Each cup is one company we studied: 12 national 20 regional 51 local

Based on the websites, published prices, and 575 Google reviews of 83 office coffee companies in 25 U.S. metro areas, checked in November 2026.

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How to Read This Report

Groups. The study covers 83 verified office coffee service companies: 12 national, 20 regional, and 51 local providers in 25 large metro areas. Results are shown for all providers and for groups such as national, regional, and local, business type, and home region.

Sample sizes. Every figure shows its sample size (n). Percentages are shown only for groups of 20 or more companies, or 50 or more reviews. Smaller groups are shown as counts, such as "6 of 12". Differences under 5 percentage points or 0.1 stars are reported as no clear difference.

"Advertised". Website findings describe what a company advertises or lists on its website. "Not listed" means we did not find it, not that the company does not offer it.

Three kinds of prices. Published prices come from provider websites. Customer-reported prices come from reviews. Estimated figures come from the CoffeeDasher cost model, which combines published prices with industry consumption figures. Every price says which kind it is.

The review sample. 575 Google reviews with at least 15 words and a specific topic were used: 400 at 4 to 5 stars, 75 at 2 to 3 stars, and 100 at 1 star. Because the bands have fixed sizes, the sample shows what customers praise and complain about, not how satisfied customers are overall. Star ratings come from Google profiles.

What the report does not measure. It does not rank or recommend providers, measure market share, or test claims in person. Comparisons are observations, not causes. Company names appear only in Appendix E.

Charts and tables. Every chart has its data table directly underneath, with the same ID (for example, C06-01). Stat IDs (for example, S-EPV-100) point to the statistics catalog in Appendix B.

At a Glance

83
office coffee companies studied in 25 metros

83%
are quote only, with no published prices

$0.80
median published pod price per cup

$899
estimated monthly cost, 25-person office on pods

47%
advertise free equipment

8 of 39
free-equipment offers state their conditions

7 of 83
publish any contract terms

4.31
average Google rating

22
Google reviews for the typical provider

43%
of low-star reviews cite slow customer service

45%
of happy reviews praise responsive service

94%
offer services beyond coffee

Sources: CoffeeDasher review of provider websites; CoffeeDasher pricing and contract review; CoffeeDasher cost model (estimated); public ratings on Google; CoffeeDasher analysis of 575 Google customer reviews; all November 2026.

Executive Summary

1. 94% of the 83 providers studied list at least one service beyond coffee; 5 list coffee only.
2. 45% of the 83 providers studied are coffee-focused companies.
3. 90% of the 83 providers studied deliver by route service only (a driver delivers and restocks).
4. 76% of the 83 providers studied list single-cup pod or capsule brewers on their website, and 5 more mention it without clear details.
5. 47% of the 83 providers studied list free equipment with a supply purchase on their website.
6. Of the 39 providers that advertise free equipment with a supply purchase, 21% state the conditions tied to it, such as a minimum order or buying all supplies from them.
7. 30% of the 83 providers studied state a repair response time on their website.
8. 36% of the 83 providers studied list fresh dairy milk delivery on their website, and 23 more mention it without clear details.
9. 83% of the 83 providers studied are quote only, with no published prices.
10. Published single-cup pod and capsule prices work out to a median of $0.80 per cup (25th to 75th percentile $0.72 to $0.97; range $0.62 to $1.17), from 11 published prices on 5 provider websites.
11. At the standard brewing yield of 34.9 eight-ounce cups per pound (Specialty Coffee Association ratio, industry source), published drip coffee works out to a median of $0.57 per cup (25th to 75th percentile $0.41 to $0.65; n = 10 prices from 6 providers). The cups-per-pound figure is an estimate, because no provider states one.
12. The median published single-cup price ($0.80 per cup, n = 11) is about 1.4 times the median brewed cost from published bag prices ($0.57 per cup, n = 10, estimated at the standard yield).
13. The median published office coffee bag price ($20.70 per pound, n = 12) is 2.2 times the U.S. average retail price of ground coffee ($9.25 per pound, BLS, October 2026). Office bags are often whole bean or specialty coffee, so this is a comparison of listed prices, not of the same product.
14. 14% of the 83 providers studied name any fee on their website, and no fee type has a published dollar amount at more than 2 providers.
15. 8% of the 83 providers studied publish any contract term (length, notice, renewal, fees, or commitments) on their website.
16. 25% of the 83 providers studied advertise a month-to-month or no-contract option, but only 2 state a contract length in writing.
17. Of the 21 providers that advertise a month-to-month or no-contract option, 3 publish any contract term such as a notice period, deposit, or removal charge.
18. A 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local).
19. A 50-person office with bean-to-cup coffee is estimated to cost $1,156 to $2,012 a month (typical $1,672, about $33.45 per employee and $0.86 per cup). 52 of 83 providers advertise everything this office needs (8 national, 11 regional, 33 local).
20. A 25-person office with single-cup coffee that is in the office 3 days a week is estimated to cost $491 to $688 a month (typical $542, about $21.67 per employee and $0.93 per cup). 13 of 83 providers advertise everything this office needs (1 national, 1 regional, 11 local).

21. Car dealership showroom: 2 of 83 providers advertise everything this office needs (bean-to-cup machines, a dealership page, and cold drinks); the hardest need to meet is a dealership page, which 7 of 83 advertise.
22. The 83 providers studied average 4.31 stars on their main Google profile (median 4.4).
23. 6 of 12 national providers are rated below 4.0 stars on Google.
24. The 83 providers studied have a median of 22 Google reviews on their main profile (mean 86); 33% have 50 or more and 19% have 100 or more.
25. 43% of 1- to 3-star reviews read (n = 175) mention slow or unresponsive customer service.
26. 34% of 1- to 3-star reviews read (n = 175) mention problems with extra services (water, snacks, vending, micro markets).
27. 45% of 4- and 5-star reviews read (n = 400) praise responsive customer service.
28. 42% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the regular-delivery stage, most often problems with extra services.
29. Average Google rating by business type: coffee-focused 4.57 (n = 37); refreshment service companies 4.00 (n = 34); roaster with office program 4.45 (n = 10, small group). The highest and lowest groups differ by 0.57 stars. This is an observation, not a cause.
30. Average Google rating by whether month-to-month terms are advertised: providers that advertise it 4.61 (n = 21); providers that do not 4.21 (n = 62). The highest and lowest groups differ by 0.40 stars. This is an observation, not a cause.
31. Among providers that advertise fast repair or service (37 providers), 14% of their 1- to 3-star reviews read (n = 51) mention slow repairs or service calls, compared with 4% for providers that do not (n = 124). 5 of the 37 providers making the claim have at least one such review in the sample. This is an observation, not a cause.
32. The U.S. average retail price of ground coffee was $9.25 per pound in October 2026 (U.S. Bureau of Labor Statistics, Average Price Data), up 92.7% from $4.80 in October 2021.
33. Worked example (estimated): in a 25-person single-cup office, typical office coffee service costs about $35.96 per employee per month, compared with about $10.28 for the same number of cups brewed from ground coffee at the BLS average retail price (no equipment, cups, delivery, or staff time included).

Top 20 Buyer Tips

1. Only 7 of 83 providers publish any contract terms online. Ask for the full agreement before you sign, not after. Stat S-CTR-010
2. Only about one in five providers that advertise free equipment state its conditions. Get the minimum order and any fee for missing it in writing. Stat S-EPV-100
3. Only 14% of providers name any fee on their website, so fees show up only in the quote. Ask for every fee in writing. Stat S-FEE-001
4. No provider publishes a per-employee monthly price. Turn every quote into cost per employee and cost per cup yourself. Stat S-PRI-003
5. Pods cost about 1.4 times as much per cup as brewed coffee from a bag, at published prices. Choose single-cup for variety and low waste, not for low cost. Stat S-CPC-008
6. Slow or unresponsive customer service is the top complaint in low-star reviews (43%). Ask who your contact is and how fast they respond. Stat S-CMP-041
7. Missed or late deliveries appear in 29% of low-star reviews, and 42% of complaints that state a stage happen during regular deliveries. Agree on a delivery day and a backup plan. Stat S-CMP-030, S-STG-002
8. Only 30% state a repair response time, and most that do promise within one business day. Ask for that promise in writing. Stat S-EPV-074, S-EPV-099
9. Only 29% advertise a named account manager. Ask for one; reviews that mention a rep are almost all positive. Stat S-SUP-001
10. 25% advertise no-contract service, but only 2 put a contract length in writing online. Get "month-to-month" written into the agreement. Stat S-CTR-012
11. The typical company has only about 22 Google reviews, so one bad review moves the average a lot. Read the reviews, not just the stars. Stat S-RAT-054
12. Half the national providers studied (6 of 12) are rated below 4.0 on Google. Check the branch that would serve you, not just the brand. Stat S-RAT-005, S-RAT-006
13. Coffee-focused providers average 4.6 stars on Google, compared with 4.0 for refreshment service companies (observation, not a cause). If coffee quality is your priority, start with coffee-focused providers. Stat S-XAN-006
14. 34% of low-star reviews are about extra services such as vending, water, or micro markets. Ask how those are serviced, even if coffee is the main service. Stat S-CMP-044
15. Equipment removal charges are almost never published. Ask now what pickup costs when the agreement ends. Stat S-CTR-005
16. One reviewer reported a $45 monthly low-volume fee (customer reported). Ask what happens in a slow month. Stat S-CRP-002
17. Hybrid offices use less coffee: at 3 office days a week our estimate drops from about $899 to about $542 a month for 25 people. Make sure the quote reflects your real office days. Stat S-SCN-027, S-SCN-007
18. 78% offer a free tasting or demo. Use it to test the coffee with staff before you commit. Stat S-DEL-059
19. Providers that advertise fast repairs had more slow-repair complaints in our sample, not fewer (14% vs 4% of low-star reviews; observation). Treat speed claims as something to verify. Stat S-CVR-004
20. "No contract" still comes with terms: only 3 of 21 no-contract providers publish theirs. Ask for the notice period, deposits, and removal terms in writing. Stat S-NEW-011

CHAPTER 1

How This Research Was Done

Key findings

- 83 office coffee service companies were studied: 12 national, 20 regional, and 51 local providers across 25 metro areas.
- They were selected from 960 listings found in Google Maps and web searches; 211 company websites were checked by hand.
- 1,749 Google reviews were read and 575 were used: 400 at 4 to 5 stars, 75 at 2 to 3 stars, and 100 at 1 star.
- 24 local slots were left empty because those metros did not have enough verified companies with public reviews.

Why this matters to buyers

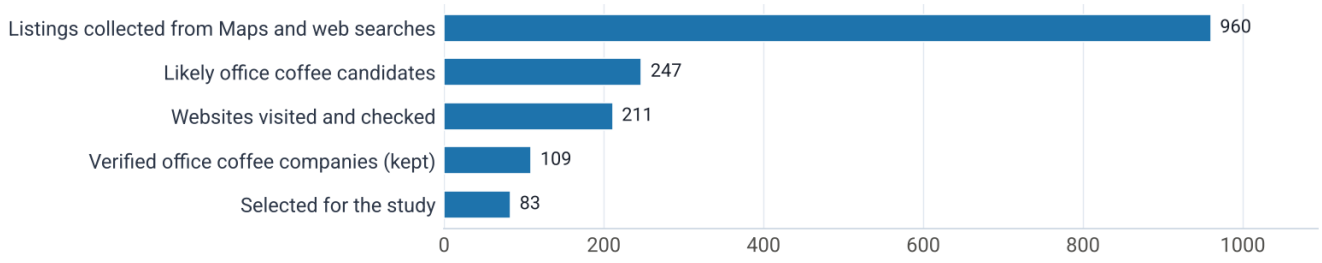
Every number in this report comes from what office coffee companies publish and what their customers write in public reviews. Knowing how the companies were picked, and what "advertised" means, tells you how much weight each finding can carry.

How companies were found

We searched Google Maps for office coffee service, office coffee delivery, coffee service for business, and breakroom coffee service in 2 to 5 cities in each of 25 large metro areas. We added companies from web searches, equipment dealer locators, business directories, and "best of" lists, and built a separate list of national and regional providers with no cap on its size.

C01-01 From 960 listings to 83 companies studied

Number of companies at each stage of selection



Data for C01-01

Category	Value
Listings collected from Maps and web searches	960
Likely office coffee candidates	247
Websites visited and checked	211
Verified office coffee companies (kept)	109
Selected for the study	83

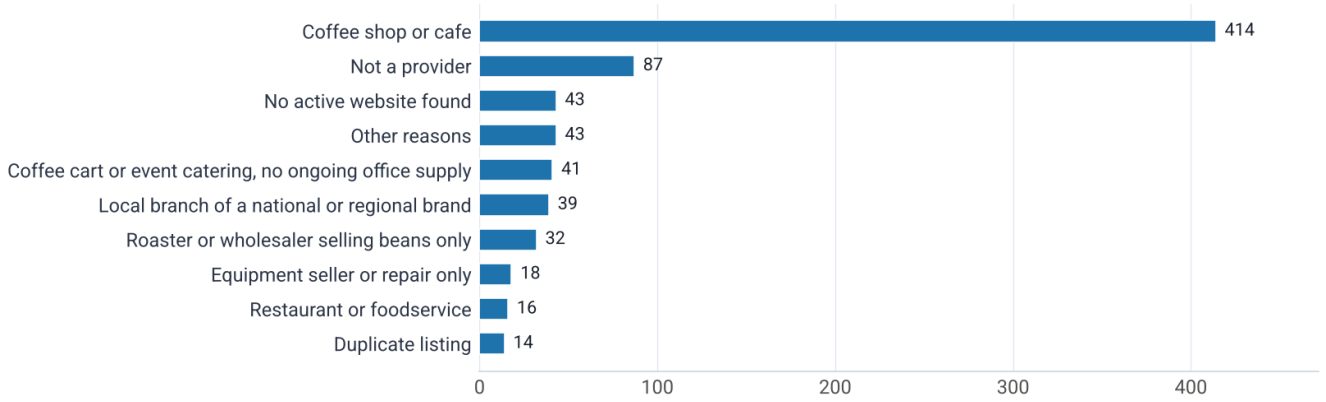
Source: CoffeeDasher company selection, November 2026

How companies were checked

We visited the website of every likely candidate. A company stayed in the study only if office coffee was its main service or one of its leading services, it supplied workplaces on an ongoing basis, and it had an active website. Coffee shops, coffee carts, bean-only roasters, equipment repair shops, directories, and local branches of a brand already counted at the national or regional level were removed. Each national and regional brand was counted once.

C01-02 Most removed listings were coffee shops or cafes

Listings removed during verification, by reason, n = 747



Data for C01-02

Category	Value
Coffee shop or cafe	414
Not a provider	87
No active website found	43
Other reasons	43
Coffee cart or event catering, no ongoing office supply	41
Local branch of a national or regional brand	39
Roaster or wholesaler selling beans only	32
Equipment seller or repair only	18
Restaurant or foodservice	16
Duplicate listing	14

Source: CoffeeDasher company selection, November 2026

Qualifying companies were scored on public signals only: Google review count, star rating, years in business, and how recent the newest review was. Scores were used only to choose among local companies in a metro, never to rank providers in this report.

T01-02 How qualifying companies were scored

Points from public Google profile signals (100 points), used for selection only

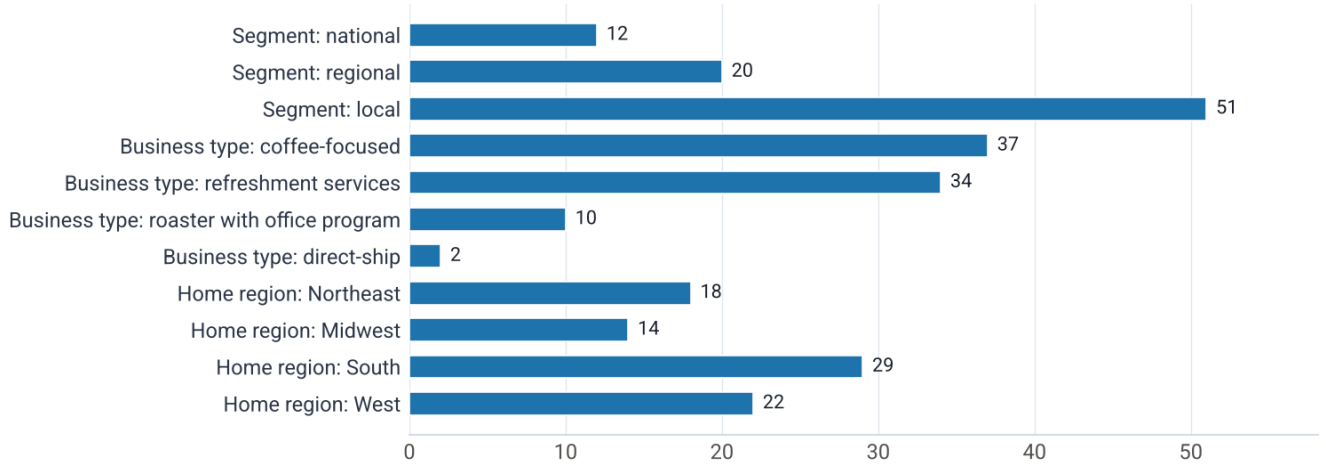
Factor	Points	Rule
Google review count	35	under 10 = 0; 10 to 24 = 9; 25 to 49 = 18; 50 to 99 = 26; 100 or more = 35
Google star rating	35	below 3.5 = 0; 3.5 to 3.99 = 9; 4.0 to 4.49 = 19; 4.5 to 4.79 = 28; 4.8 or higher = 35
Years in business	20	unknown = 0; under 5 = 4; 5 to 14 = 10; 15 to 29 = 16; 30 or more = 20
Newest Google review	10	within 6 months = 10; within 12 months = 5; older = 0

Source: CoffeeDasher company selection, November 2026

Who is in the study

C01-03 The 83 companies by segment, business type, and region

Number of companies studied in each group, n = 83



Data for C01-03

Category	Value
Segment: national	12
Segment: regional	20
Segment: local	51
Business type: coffee-focused	37
Business type: refreshment services	34
Business type: roaster with office program	10
Business type: direct-ship	2
Home region: Northeast	18
Home region: Midwest	14
Home region: South	29
Home region: West	22

Source: CoffeeDasher company selection, November 2026

Local providers were planned at 2 to 4 per metro, based on each metro's number of businesses (Census County Business Patterns). Where a metro did not have enough verified companies with at least 10 Google reviews, the bar was lowered to 5 reviews for that metro. Where it still fell short, the slot was left empty rather than filled from another metro.

T01-01 Metro allocation and final local count

Planned local providers per metro and the number selected, 25 metros

Metro	Region	Tier	Employer establishments	Planned local providers	Selected	Empty slots
New York	Northeast	1	562,802	4	5	0
Los Angeles	West	1	411,949	4	3	1
Chicago	Midwest	1	248,519	4	5	0
Dallas-Fort Worth	South	1	189,739	4	3	1
Houston	South	1	162,055	4	3	1
Washington DC	South	2	159,002	3	3	0
Philadelphia	Northeast	2	153,791	3	2	1
Atlanta	South	2	163,103	3	4	0
Miami	South	2	222,388	3	1	2
Boston	Northeast	2	133,807	3	3	0

Metro	Region	Tier	Employer establishments	Planned local providers	Selected	Empty slots
San Francisco Bay Area	West	2	183,568	3	0	3
Phoenix	West	2	114,586	3	2	1
Seattle	West	2	110,685	3	4	0
Detroit	Midwest	2	102,430	3	1	2
Minneapolis-St. Paul	Midwest	2	99,443	3	1	2
San Diego	West	3	93,407	2	1	1
Denver	West	3	91,522	2	3	0
Tampa	South	3	91,335	2	2	0
Baltimore	South	3	68,827	2	0	2
Charlotte	South	3	71,411	2	0	2
Orlando	South	3	77,951	2	0	2
St. Louis	Midwest	3	69,470	2	2	0
Austin	South	3	66,280	2	0	2
Pittsburgh	Northeast	3	61,628	2	1	1
Portland	West	3	72,943	2	2	0

Source: CoffeeDasher company selection, November 2026; U.S. Census Bureau, County Business Patterns, 2023

T01-03 Metros with empty slots and review exceptions

Local slots left empty and metros where the 5-review bar was used

Metro	Planned	Selected	Empty slots	5-review exception used
Los Angeles	4	3	1	yes
Dallas-Fort Worth	4	3	1	no
Houston	4	3	1	no
Washington DC	3	3	0	yes
Philadelphia	3	2	1	no
Atlanta	3	4	0	yes
Miami	3	1	2	no
Boston	3	3	0	yes
San Francisco Bay Area	3	0	3	no
Phoenix	3	2	1	no
Detroit	3	1	2	no
Minneapolis-St. Paul	3	1	2	no
San Diego	2	1	1	yes
Baltimore	2	0	2	no
Charlotte	2	0	2	no
Orlando	2	0	2	no
St. Louis	2	2	0	yes
Austin	2	0	2	no
Pittsburgh	2	1	1	no

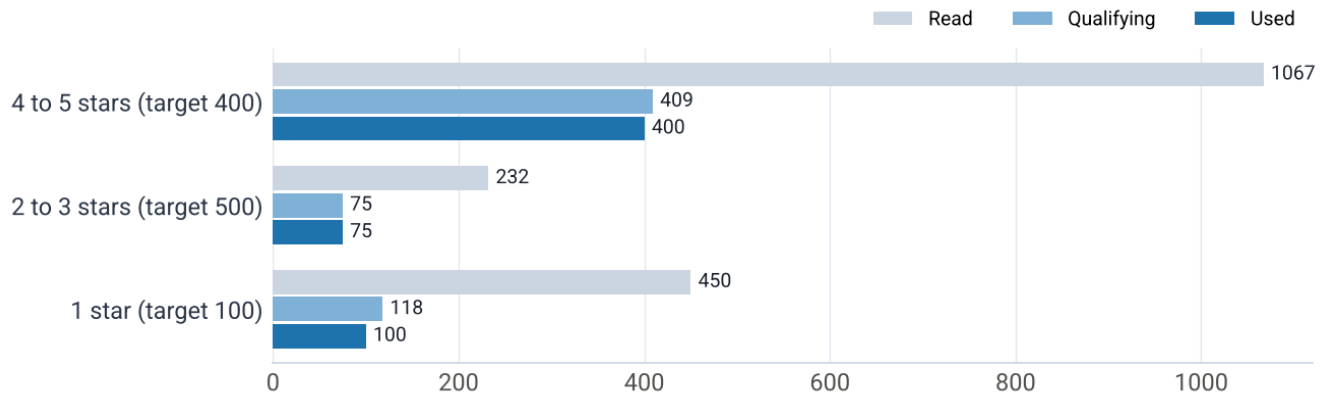
Source: CoffeeDasher company selection, November 2026

How reviews were picked

Reviews come from each company's Google profile. We read reviews newest first for praise and lowest-rated first for complaints, from the last 3 years (5 years where a band was short). A review counted only if it had at least 15 words of the customer's own text and named a specific topic, such as a late delivery, a broken brewer, a surprise fee, or a friendly driver. Reviews such as "Great service" or "Worst company ever" were skipped at any length. No company supplied more than 5% of a band.

C01-04 The review sample fell short only in the 2- and 3-star band

Google reviews read, qualifying, and used, by star band, n = 1,749 read



Data for C01-04

Category	Read	Qualifying	Used	Target
4 to 5 stars	1067	409	400	400
2 to 3 stars	232	75	75	500
1 star	450	118	100	100

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

Detailed 2- and 3-star reviews are rare for these companies: only 75 qualified, against a target of 500. The band was not padded. Of the 1,749 reviews read, 492 had fewer than 15 words, 359 were older than the look-back period, 255 named no specific topic, and 68 were skipped because a company or band was full.

What this report measures, and what it does not

Website findings say what a company advertises. "Not listed" means we did not find it on the company's website, not that the company does not offer it. Prices are marked as published (shown on a provider website), customer reported (stated in a review), or estimated (from the CoffeeDasher cost model). The review sample shows what customers praise and complain about; it does not measure overall satisfaction. Star ratings come from Google profiles. Comparisons between groups are observations, not causes. This is desk research: no provider was contacted, and no claim was tested in person.

T01-04 Definitions used in this report

Groups, values, and review bands

Term	Definition
Office coffee service (OCS) company	A company that supplies coffee to workplaces on an ongoing basis as its main or a leading service, with or without brewing equipment.
National provider	Serves workplaces in 3 or more Census regions or 15 or more states under one brand, including direct-ship programs open to any U.S. business.
Regional provider	Serves 2 to 14 states, or 2 or more separate metro areas, within 1 or 2 Census regions.
Local provider	Serves one metro area (which may cross a state line).
Advertised (Y)	The website clearly says the company offers it.
Not found (N)	Not found on the standard website pages. This means not advertised, not that it is not offered.
Unclear (U)	Mentioned on the website without clear details. Counted as not advertised in percentages.
Star bands	4 to 5 stars, 2 to 3 stars, and 1 star. Shares from the review sample always name the band and its n.
Published, customer reported, estimated	Published prices come from provider websites; customer-reported prices from reviews; estimated values from the CoffeeDasher cost model.

Source: CoffeeDasher analysis, November 2026

Appendix E lists every company studied, with its website. Inclusion is not an endorsement or a ranking.

What this means for buyers

1. **The typical company has only about 22 Google reviews, so one bad review moves the average a lot. Read the reviews, not just the stars.**
   Ask: "How many offices do you serve in my area?"
   Stat S-RAT-054
2. **Only 10% of providers are BBB accredited and 37% had no BBB profile at all. Use BBB as one check among several, not the only one.**
   Ask: "Are you BBB accredited, and can I see any complaint history?"
   Stat S-DST-051, S-DST-050
3. **81% of providers received a Google review in the last 6 months. A profile with no recent reviews is worth a question.**
   Ask: "How many new office accounts have you started this year?"
   Stat S-RAT-058
4. **Owners replied to about a third of their recent Google reviews on average. A company that replies to complaints publicly is showing you how it handles problems.**
   Ask: "How do you handle a complaint from an office manager?"
   Stat S-RAT-059
5. **Detailed 2- and 3-star reviews are rare, so most reviews are either glowing or angry. Read the 1-star reviews to see how problems were handled.**
   Ask: "What happened in your worst recent customer complaint, and how was it fixed?"
   Stat S-SMP-003
6. **Over a quarter of Google reviews are too short to tell what happened. Weight detailed reviews more than one-line ones.**
   Ask: "Can you point me to detailed reviews or case studies?"
   Stat S-SMP-002
7. **Middle-rated reviews are rare for office coffee companies, so read the 1-star reviews and the owner replies to see how problems were handled.**
   Ask: "What did you change after your last negative review?"
   Stat S-NEW-012

CHAPTER 2

Who the Providers Are

Key findings

- 45% of the 83 providers studied are coffee-focused companies and 41% are refreshment service companies that sell coffee alongside vending, water, or snacks (n = 83).
- 90% deliver by route service only, with a driver who delivers and often restocks; 7% offer both route service and direct shipping (n = 83).
- 59% do not state a founding year, and 29% say they have been in business 30 years or more (n = 83).
- Only 12% say they roast their own coffee (n = 83).

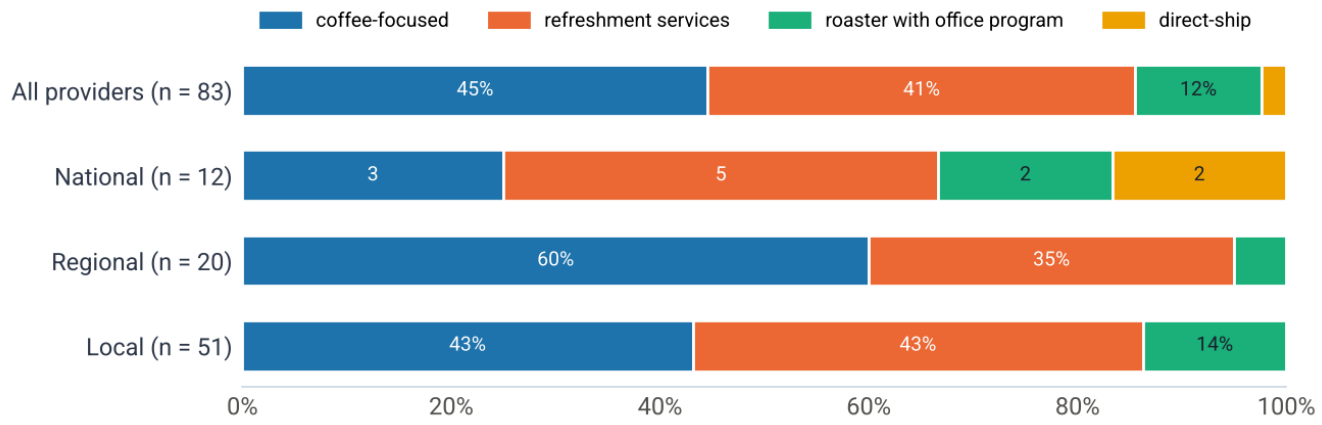
Why this matters to buyers

The type of company shapes what you get. A coffee-focused company sells and services coffee first; a refreshment company runs coffee next to vending, micro markets, and water. Knowing which kind you are talking to tells you what to ask.

Business type and delivery model

C02-01 Coffee-focused and refreshment companies make up most of the market

Business type by segment; shares for groups of 20 or more, counts for national (n = 12)



Data for C02-01

Category	coffee-focused	refreshment services	roaster with office program	direct-ship
All providers	45%	41%	12%	2%
National	3 of 12	5 of 12	2 of 12	2 of 12
Regional	60%	35%	5%	0%
Local	43%	43%	14%	0%

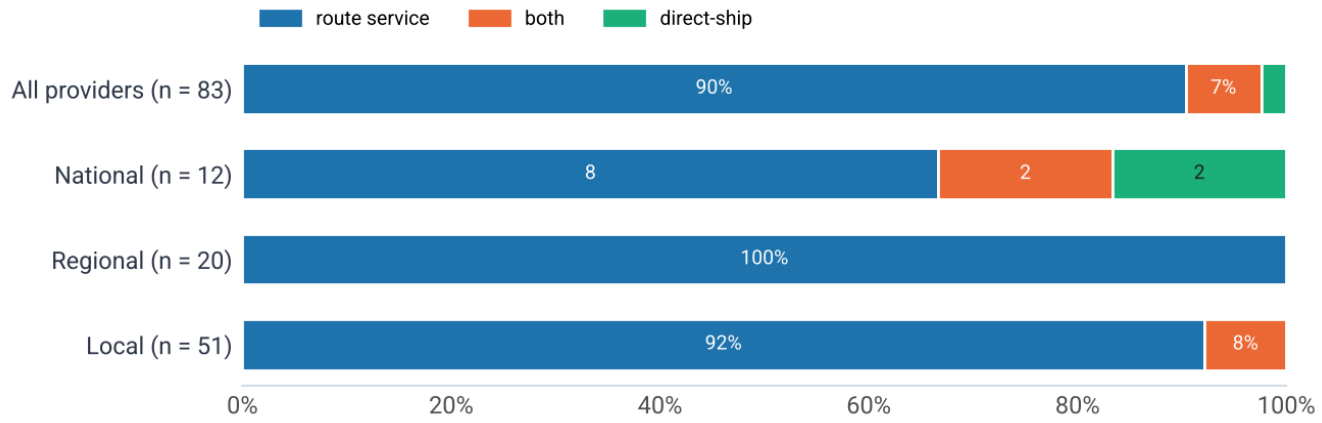
National providers (n = 12) are shown as counts.

Source: CoffeeDasher company selection, November 2026

Coffee-focused companies (45%) and refreshment service companies (41%) make up most of the market (n = 83). Roasters that run an office program make up 12%, and 2 of 83 are direct-ship programs from equipment brands. Among regional providers, 60% are coffee-focused (n = 20).

C02-02 Nine in ten providers deliver by route service

Delivery model by segment; national shown as counts



Data for C02-02

Category	route service	both	direct-ship
All providers	90%	7%	2%
National	8 of 12	2 of 12	2 of 12
Regional	100%	0%	0%
Local	92%	8%	0%

National providers (n = 12) are shown as counts.

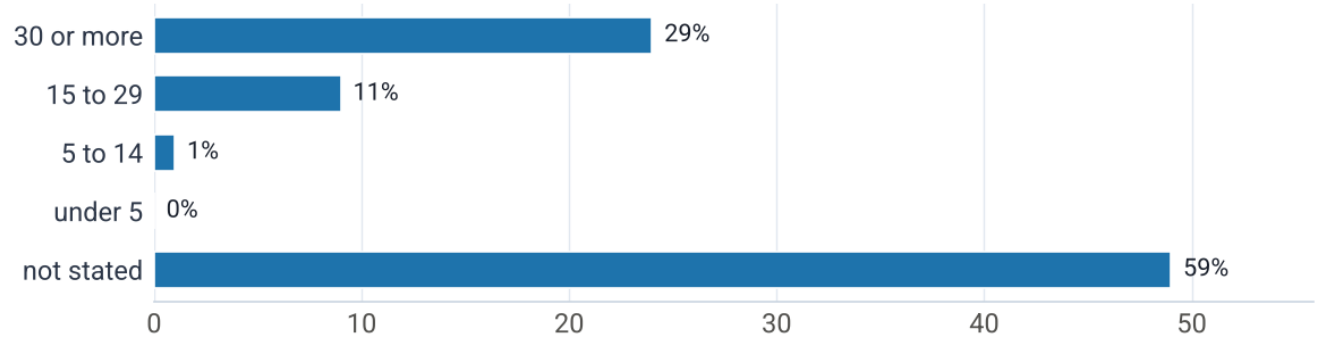
Source: CoffeeDasher review of provider websites, November 2026

90% of providers deliver by route service only, 7% offer both route service and direct shipping, and 2% ship directly only (n = 83). Route service means a driver brings supplies on a schedule and often restocks the breakroom; direct-ship means boxes arrive by carrier.

How long they have been in business

C02-03 Most providers do not state how long they have been in business

Years in business stated on the website, n = 83



Data for C02-03

Category	Value
30 or more	29%
15 to 29	11%
5 to 14	1%
under 5	0%
not stated	59%

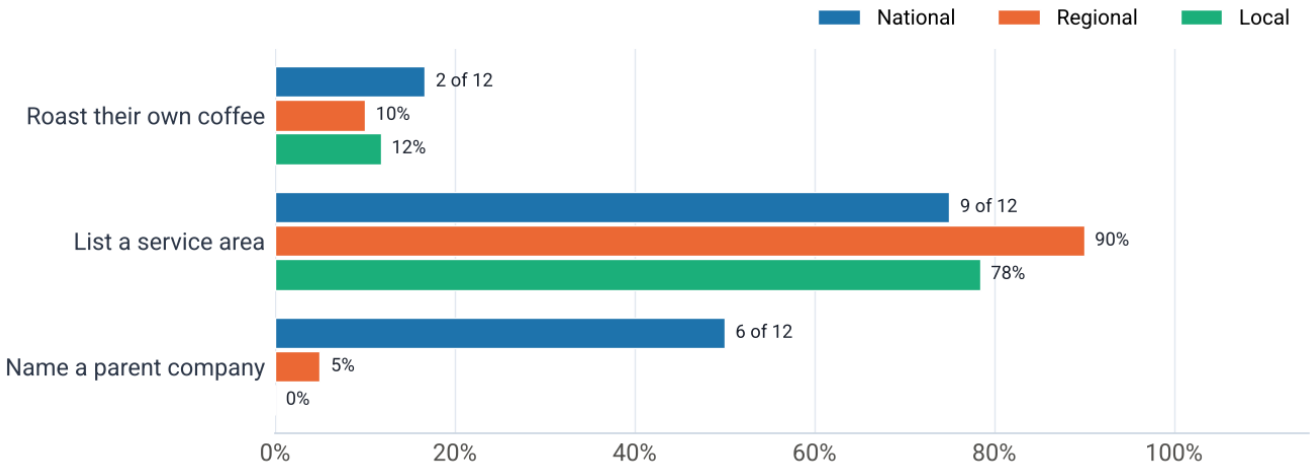
Source: CoffeeDasher review of provider websites, November 2026

Most websites do not say when the company started: 59% give no founding year or years in business. Of those that do, most report 30 years or more (n = 83).

Ownership and roasting

C02-04 Few providers say they roast their own coffee

Share listing each company trait on their website, by segment



Data for C02-04

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Roast their own coffee	2 of 12	10%	12%
List a service area	9 of 12	90%	78%
Name a parent company	6 of 12	5%	0%

National providers (n = 12) are shown as counts.

Source: CoffeeDasher review of provider websites, November 2026

7 of 83 providers studied name a parent company on their website, and 40 of the Google Maps listings we screened were local branches of national or regional brands. A company with a local name may follow national pricing and contract rules. Only 12% say they roast their own coffee, and 81% list a service area (n = 83).

Roasters often appear in office coffee searches, but most do not run an office program: 63 roasters were removed because they sell beans only, against 10 that place and service brewers. Vending companies also show up in office coffee searches: of 34 candidate listings with "vending" in the name, 15 passed as office coffee providers.

National, regional, and local. National providers (n = 12) include direct-ship brand programs and large refreshment companies; 5 of 12 are refreshment service companies. Regional providers (n = 20) lean coffee-focused (60%). Local providers (n = 51) split evenly between coffee-focused and refreshment companies.

What this means for buyers

1. **Direct-ship programs rarely restock the breakroom (1 of 8). If you want a driver to restock, choose route service.**
   Ask: "Will a driver restock, or do you ship boxes?"
   Stat S-RNK-018, S-RNK-019

2. **Coffee-focused providers average 4.6 stars on Google, compared with 4.0 for refreshment service companies (observation, not a cause). If coffee quality is your priority, start with coffee-focused providers.**
   Ask: "Is coffee your main service, or one of several?"
   Stat S-XAN-006
3. **Only 10% of providers are BBB accredited and 37% had no BBB profile at all. Use BBB as one check among several, not the only one.**
   Ask: "Are you BBB accredited, and can I see any complaint history?"
   Stat S-DST-051, S-DST-050
4. **59% of providers do not state how long they have been in business. Ask, and ask how long they have served offices in your area.**
   Ask: "How many years have you been providing office coffee service here?"
   Stat S-DST-036
5. **81% list a service area. Confirm your address is inside it before you spend time on a quote.**
   Ask: "Is my address inside your regular delivery route?"
   Stat S-BAS-009
6. **A company with offices in several metros has 21 national or regional providers to choose from that advertise single-cup service. Ask each one which of your cities its own staff serve.**
   Ask: "Do your own drivers serve all of my locations, or do you use partners?"
   Stat S-SCN-044
7. **Half of providers say they are locally owned. Local ownership is a claim, not a service level; check ratings and terms either way.**
   Ask: "Who owns the company, and has it changed hands recently?"
   Stat S-CLM-043

CHAPTER 3

Coffee Equipment Offered

Key findings

- Single-cup brewers (76%), drip brewers (78%), and bean-to-cup machines (78%) are each advertised by about three in four providers (n = 83).
- Fewer than half advertise commercial espresso machines (47%); 34% advertise nitro coffee taps (n = 83).
- The typical provider lists 4 brewer types (median, n = 83).
- Keurig (29 of 83) and Flavia (25 of 83) are the brewer brands named most often (n = 83).

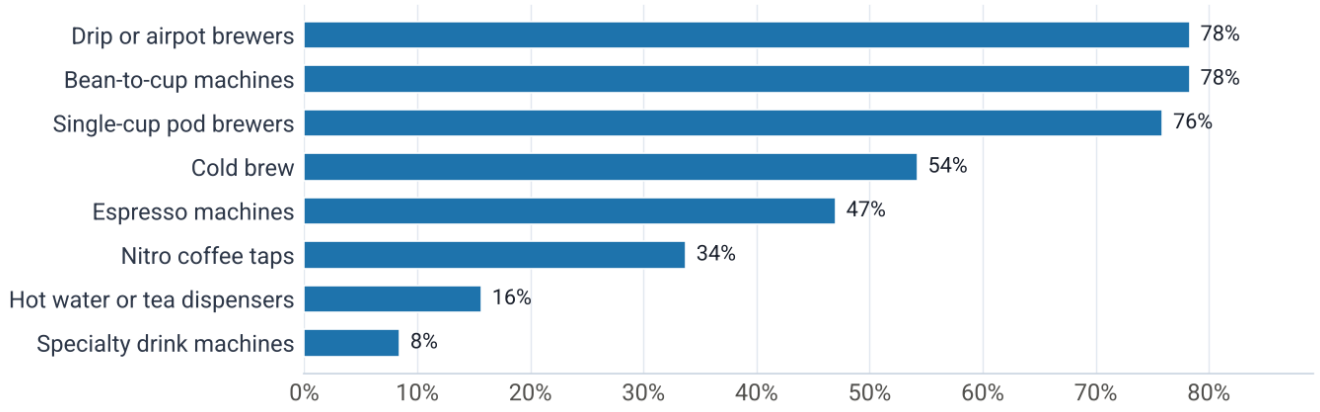
Why this matters to buyers

The brewer decides your cost per cup, your cleanup, and how much choice employees get. Most providers can place any of the three main brewer types, so the choice is yours, not the provider's.

Brewer types offered

C03-01 Single-cup, drip, and bean-to-cup are each offered by about three in four

Share of providers advertising each brewer type, n = 83



Data for C03-01

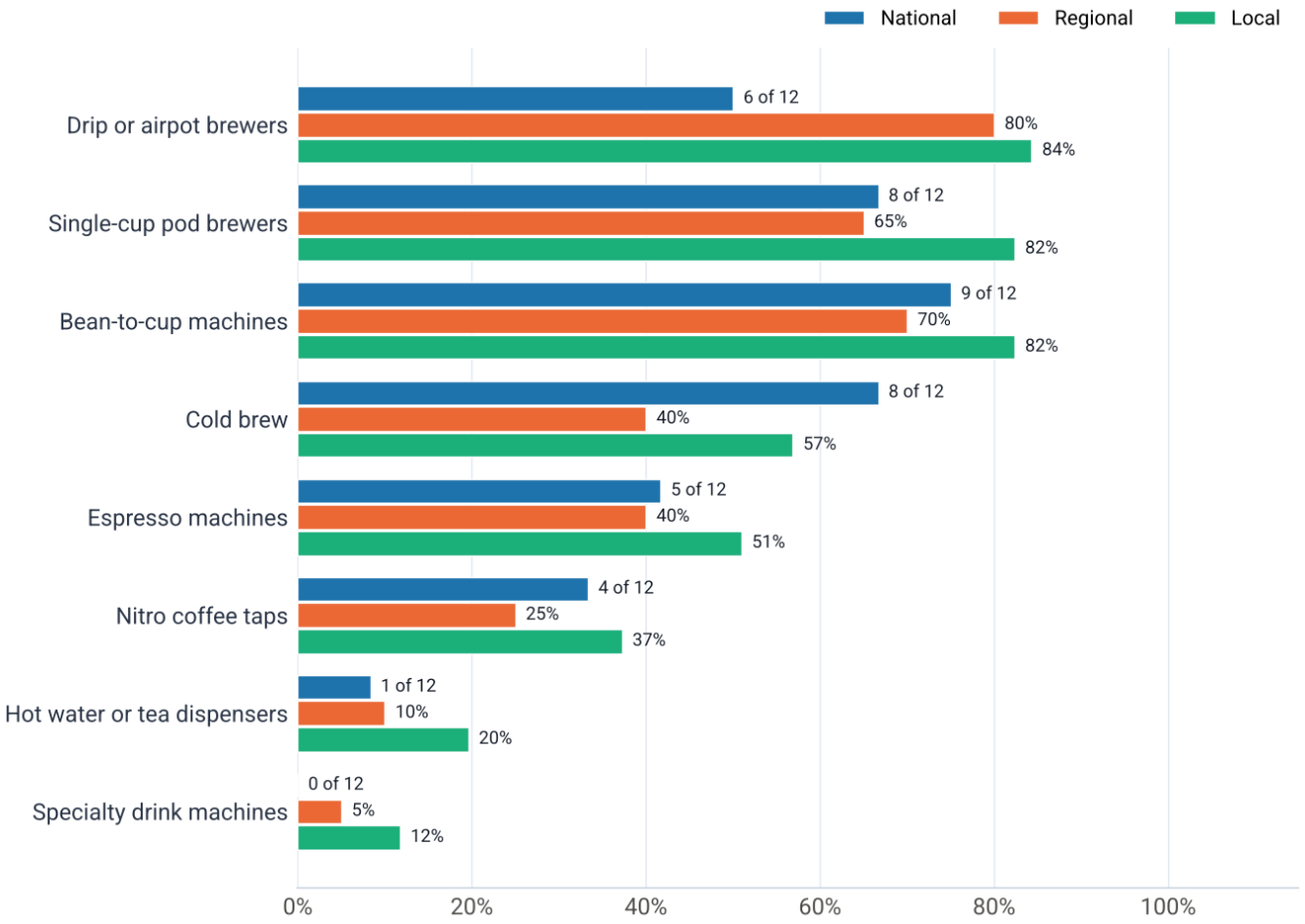
Category	Value
Drip or airpot brewers	78%
Bean-to-cup machines	78%
Single-cup pod brewers	76%
Cold brew	54%
Espresso machines	47%
Nitro coffee taps	34%
Hot water or tea dispensers	16%
Specialty drink machines	8%

Source: CoffeeDasher review of provider websites, November 2026

Single-cup pod brewers, drip or airpot brewers, and bean-to-cup machines are the core of the market. Cold brew is advertised by 54%, and hot water or tea dispensers by only 16% (n = 83).

C03-02 Local providers list drip brewers more often than national ones

Share advertising each brewer type, by segment



Data for C03-02

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Drip or airpot brewers	6 of 12	80%	84%
Single-cup pod brewers	8 of 12	65%	82%
Bean-to-cup machines	9 of 12	70%	82%
Cold brew	8 of 12	40%	57%
Espresso machines	5 of 12	40%	51%
Nitro coffee taps	4 of 12	25%	37%
Hot water or tea dispensers	1 of 12	10%	20%
Specialty drink machines	0 of 12	5%	12%

National providers (n = 12) are shown as counts.

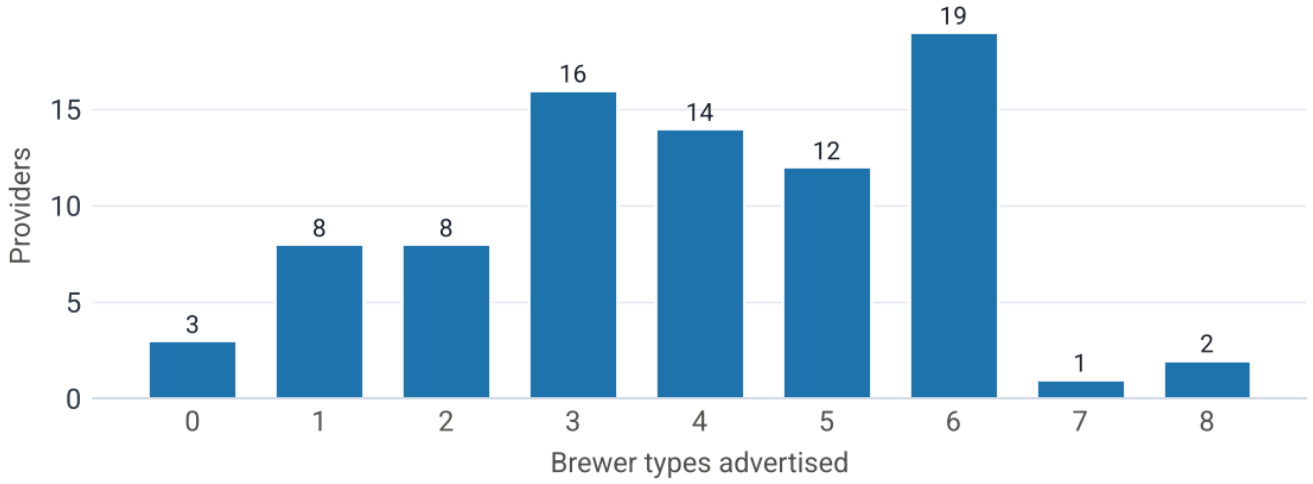
Source: CoffeeDasher review of provider websites, November 2026

Local providers list drip brewers more often than national providers (84% of local providers, n = 51, against 6 of 12 national providers). National providers list single-cup and bean-to-cup equipment more often than drip brewers.

How many brewer types providers offer

C03-03 The typical provider lists four brewer types

Number of brewer types advertised per provider, n = 83



Data for C03-03

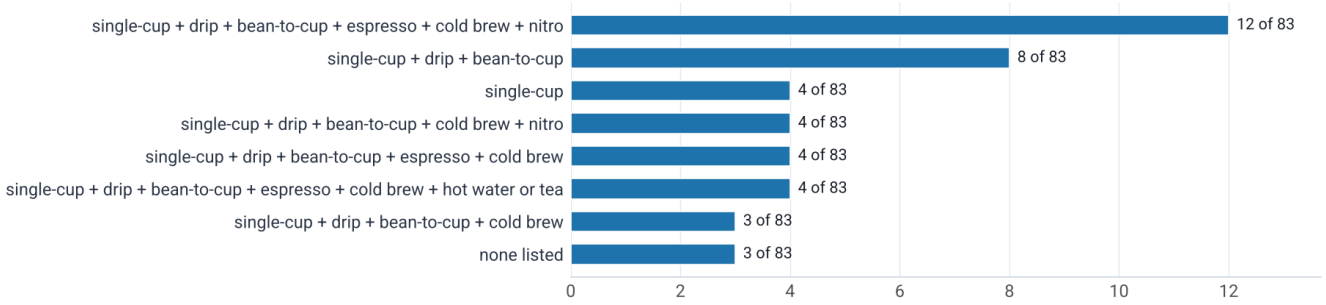
Category	Value
0	3 of 83
1	8 of 83
2	8 of 83
3	16 of 83
4	14 of 83
5	12 of 83
6	19 of 83
7	1 of 83
8	2 of 83

Source: CoffeeDasher review of provider websites, November 2026

Most providers offer several brewer types. 69% list both drip and bean-to-cup equipment, the most common pairing (n = 83).

C03-04 The most common lineup covers six brewer types

Most common exact sets of brewer types advertised, n = 83



Data for C03-04

Category	Value
single-cup + drip + bean-to-cup + espresso + cold brew + nitro	12 of 83
single-cup + drip + bean-to-cup	8 of 83
single-cup	4 of 83
single-cup + drip + bean-to-cup + cold brew + nitro	4 of 83
single-cup + drip + bean-to-cup + espresso + cold brew	4 of 83
single-cup + drip + bean-to-cup + espresso + cold brew + hot water or tea	4 of 83
single-cup + drip + bean-to-cup + cold brew	3 of 83
none listed	3 of 83

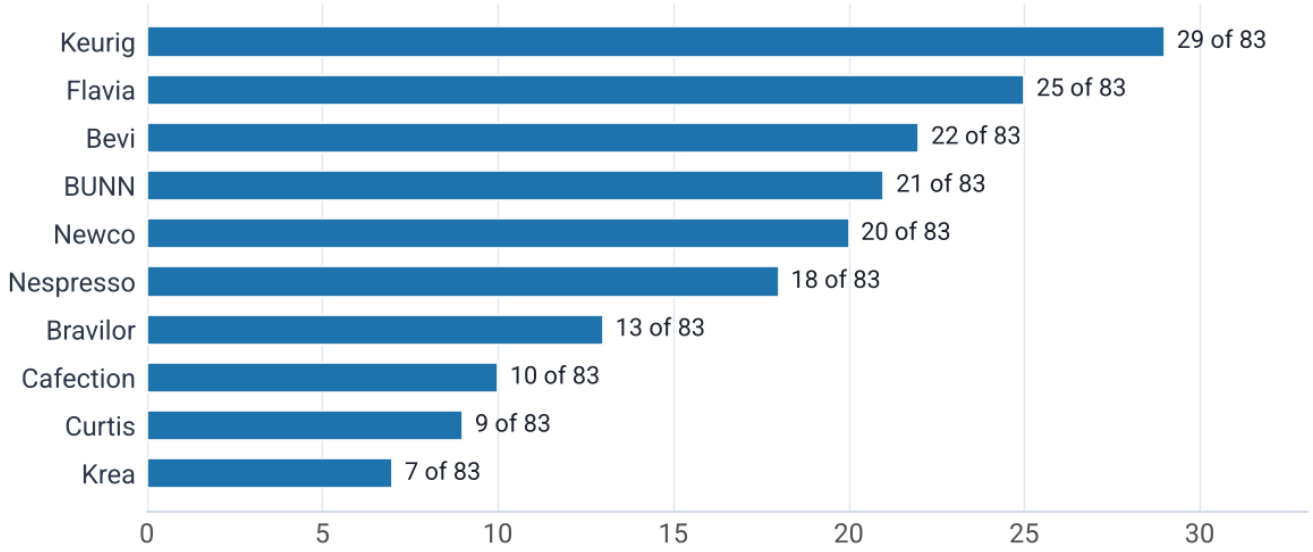
Source: CoffeeDasher review of provider websites, November 2026

Equipment brands named

Three in four providers (75%) name at least one equipment brand on their website. The brands are named as products only and say nothing about any provider.

C03-05 Keurig and Flavia are the brewer brands named most often

Number of providers naming each equipment brand on their website, n = 83 (brands are products, not providers)



Data for C03-05

Category	Value
Keurig	29 of 83
Flavia	25 of 83
Bevi	22 of 83
BUNN	21 of 83
Newco	20 of 83
Nespresso	18 of 83
Bravilor	13 of 83
Cafection	10 of 83
Curtis	9 of 83
Krea	7 of 83

Source: CoffeeDasher review of provider websites, November 2026

What this means for buyers

1. **Pods cost about 1.4 times as much per cup as brewed coffee from a bag, at published prices. Choose single-cup for variety and low waste, not for low cost.**
   Ask: "What is my cost per cup on single-cup versus a brewer or bean-to-cup machine?"
   Stat S-CPC-008
2. **For a 50-person office, our estimate puts bean-to-cup and pods close to each other per month, because the bean-to-cup machine adds cost. Decide on taste and maintenance, then compare quotes.**
   Ask: "Is the bean-to-cup machine free with supplies, or is there a monthly charge?"
   Stat S-SCN-060
3. **Single-cup, drip, and bean-to-cup machines are each advertised by about three in four providers, so you can usually get any of them.**
   Ask: "Which brewer types can you place in my office, and which do you recommend for my size?"
   Stat S-EQP-001, S-EQP-017, S-EQP-009

4. **Fewer than half of providers advertise commercial espresso machines; if espresso matters, shortlist those first.**
   Ask: "Do you place and service commercial espresso machines, and who maintains them?"
   Stat S-EQP-025
5. **Espresso machines list at about $6,500 to $29,000 to buy (published, one provider). Ask whether a lease or free placement is possible before you buy.**
   Ask: "Can you place an espresso machine without a purchase, and what does that require?"
   Stat S-EQC-004
6. **Cold brew is advertised by about half of providers and nitro taps by about a third. Ask for full pricing, because no provider publishes a cold brew cost per cup.**
   Ask: "What does cold brew cost per cup, and is there a setup charge?"
   Stat S-EQP-035, S-EQP-043
7. **Tap coffee can carry a one-time setup charge ($1,800 to $5,650 at the one provider that publishes it). Ask about setup before you compare monthly prices.**
   Ask: "Is there a one-time setup charge for cold brew or nitro taps?"
   Stat S-EQC-005
8. **Three in four providers name the brewer brands they place. Ask which model you will get, so you can read its reviews yourself.**
   Ask: "Which brewer make and model will you install?"
   Stat S-EQP-070, S-EQP-071

CHAPTER 4

How Equipment Is Provided

Key findings

- 47% of providers advertise free equipment with a supply purchase, 45% offer rental or lease, and 22% sell equipment (n = 83).
- Of the 39 providers that advertise free equipment, only 21% state the conditions tied to it, such as a minimum order (n = 39).
- 81% advertise installation and 72% advertise included maintenance, but only 45% advertise included repairs (n = 83).
- Only 30% state a repair response time, and only 5% offer a loaner machine during repairs (n = 83).

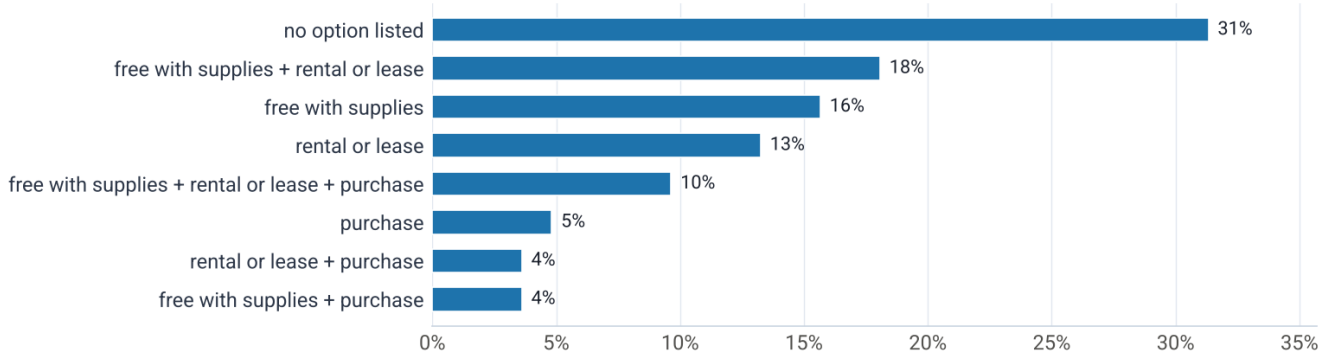
Why this matters to buyers

"Free" equipment is the most common offer, but it is paid for through supply prices and minimums. What is included, and how fast a broken machine is fixed, matters as much as the machine itself.

Free, rented, or bought

C04-01 Free equipment leads the offers, but a third list no equipment option

Exact set of equipment options advertised, n = 83



Data for C04-01

Category	Value
no option listed	31%
free with supplies + rental or lease	18%
free with supplies	16%
rental or lease	13%
free with supplies + rental or lease + purchase	10%
purchase	5%
rental or lease + purchase	4%
free with supplies + purchase	4%

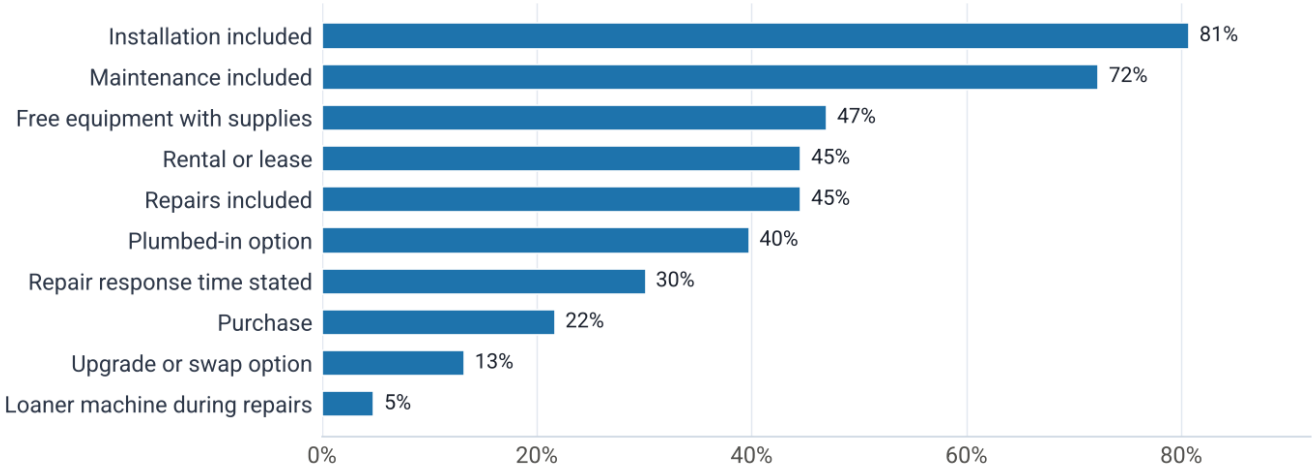
Source: CoffeeDasher review of provider websites, November 2026

16% of providers advertise free equipment only, 18% offer free equipment or rental, and 31% list no equipment option at all on their website (n = 83). Only 5 of 83 publish what a machine costs to lease or buy.

What is included

C04-02 Installation and maintenance are common; loaners are rare

Share of providers advertising each equipment term, n = 83



Data for C04-02

Category	Value
Installation included	81%
Maintenance included	72%
Free equipment with supplies	47%
Rental or lease	45%
Repairs included	45%
Plumbed-in option	40%
Repair response time stated	30%
Purchase	22%
Upgrade or swap option	13%
Loaner machine during repairs	5%

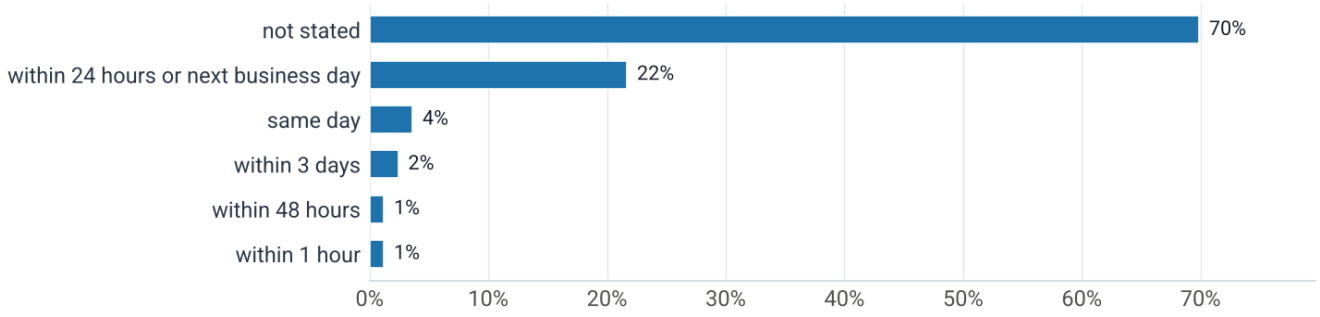
Source: CoffeeDasher review of provider websites, November 2026

Installation and cleaning are usually part of the service. Repairs, upgrades, and loaner machines are advertised far less often. A plumbed-in option, which removes the need to refill water reservoirs, is advertised by 40% (n = 83).

Repair response times

C04-03 Seven in ten providers do not state a repair time

Stated repair response time, n = 83



Data for C04-03

Category	Value
not stated	70%
within 24 hours or next business day	22%
same day	4%
within 3 days	2%
within 48 hours	1%
within 1 hour	1%

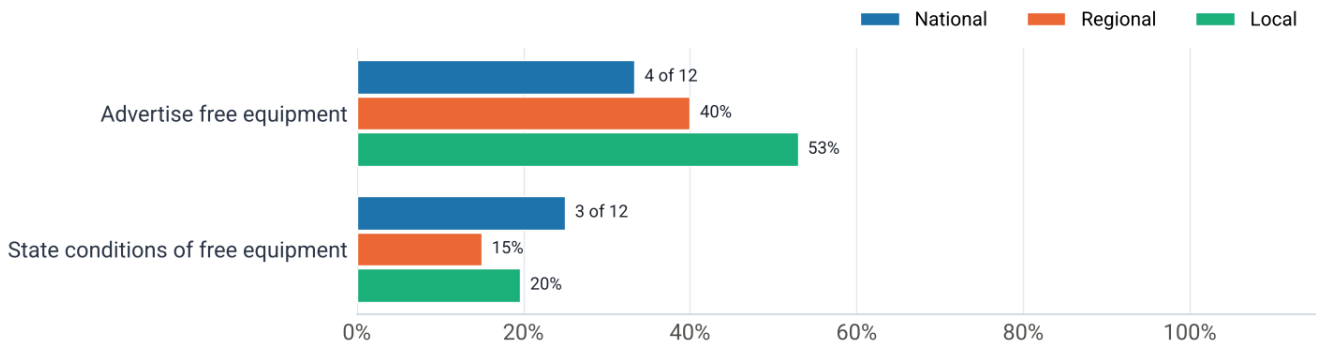
Source: CoffeeDasher review of provider websites, November 2026

Most providers do not state how fast they fix a broken machine. Of the 25 that do, 22 promise a visit within one business day or faster; the rest state 48 hours to 3 days.

Conditions on free equipment

C04-04 Few free-equipment offers spell out the conditions

Share advertising free equipment, and share stating its conditions, by segment



Data for C04-04

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Advertise free equipment	4 of 12	40%	53%
State conditions of free equipment	3 of 12	15%	20%

National providers (n = 12) are shown as counts.

Source: CoffeeDasher review of provider websites, November 2026

Few providers spell out what keeps the equipment free: a minimum monthly order, buying all coffee and supplies from them, or a fee if the minimum is missed. The conditions usually appear only in the quote or the agreement.

National, regional, and local. 40% of regional providers (n = 20) and 53% of local providers (n = 51) advertise free equipment, against 4 of 12 national providers. Regional providers list included repairs most often (70%).

What this means for buyers

1. **About 40% of providers advertise plumbed-in machines. If nobody wants to refill reservoirs, ask for one.**
   Ask: "Can the brewer be plumbed in, and who pays for the plumbing work?"
   Stat S-EPV-058
2. **Few providers (13%) clearly offer to swap or upgrade equipment. Ask now, before you outgrow the machine.**
   Ask: "Can we upgrade or swap the machine later, and what does that cost?"
   Stat S-EPV-066
3. **Only 2 of 83 providers publish a brewer lease price ($124 to $499 a month). If equipment is not free, get the monthly charge and term in writing.**
   Ask: "What is the monthly equipment charge and for how long?"
   Stat S-EQC-001
4. **Single-cup brewers list at $150 to $600 to buy (published). If a lease costs more than that over a year, buying may be cheaper.**
   Ask: "What would it cost to buy the brewer outright?"
   Stat S-EQC-002
5. **Over 3 years, buying a single-cup brewer adds only about $230 to a 25-person office's total cost, by our estimate. The coffee is the real cost, so negotiate the per-cup price.**
   Ask: "Can you lower my per-cup price if I buy or supply my own brewer?"
   Stat S-SCN-047
6. **No provider publishes a supply exclusivity clause, yet free equipment often depends on buying all supplies from the provider.**
   Ask: "Must we buy all coffee and supplies from you to keep the equipment?"
   Stat S-CTR-009
7. **Only about one in five providers that advertise free equipment state its conditions. Get the minimum order and any fee for missing it in writing.**
   Ask: "What minimum order keeps the equipment free, and what happens if we miss it?"
   Stat S-EPV-100
8. **81% advertise installation as part of the service. Confirm it is free and includes setup of every machine.**
   Ask: "Is installation included, and who handles water lines or electrical work?"
   Stat S-EPV-026

CHAPTER 5

Coffee and Product Options

Key findings

- 58% name national coffee brands, 53% offer certified coffee, 42% offer local roaster coffee, and 27% offer a private label or house blend (n = 83).
- Tea (89%) and cups (84%) are nearly universal; fresh dairy milk delivery is advertised by 36% and plant-based milk by 20% (n = 83).
- Only 12% advertise a pod or capsule recycling program (n = 83).
- Starbucks is the coffee brand named most often (29 of 83 providers).

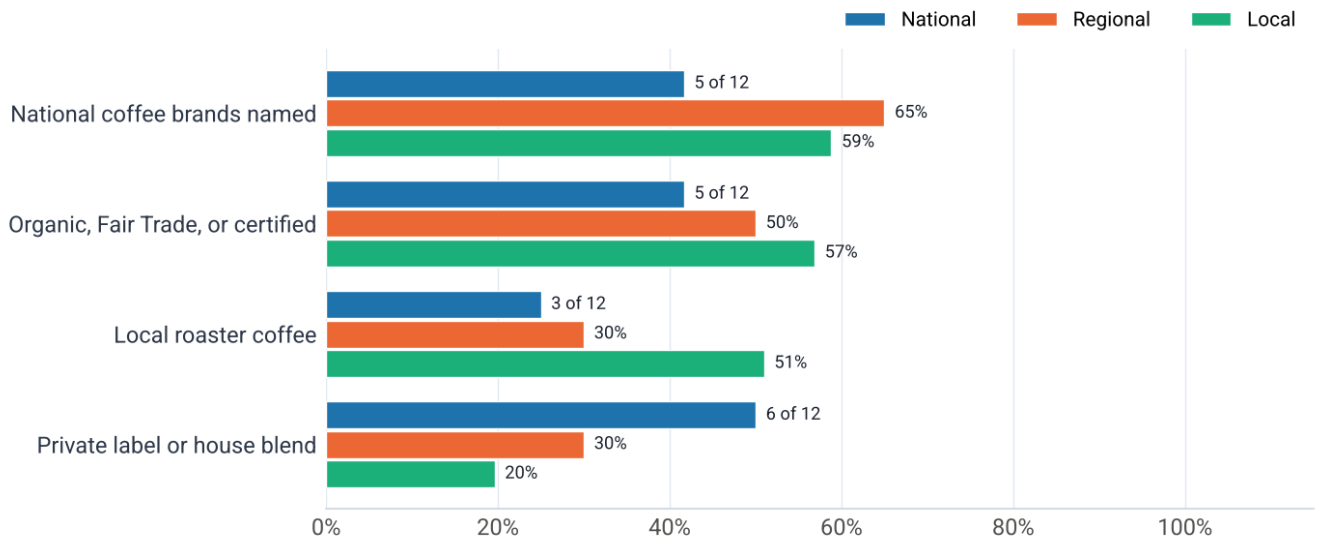
Why this matters to buyers

Most providers can supply familiar coffee brands, tea, cups, and creamer. The differences show up in fresh milk, plant-based milk, local roasts, and what happens to used pods.

Where the coffee comes from

C05-01 National brands are named most; private label is most common at national providers

Share advertising each coffee source, by segment



Data for C05-01

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
National coffee brands named	5 of 12	65%	59%
Organic, Fair Trade, or certified	5 of 12	50%	57%
Local roaster coffee	3 of 12	30%	51%
Private label or house blend	6 of 12	30%	20%

National providers (n = 12) are shown as counts.

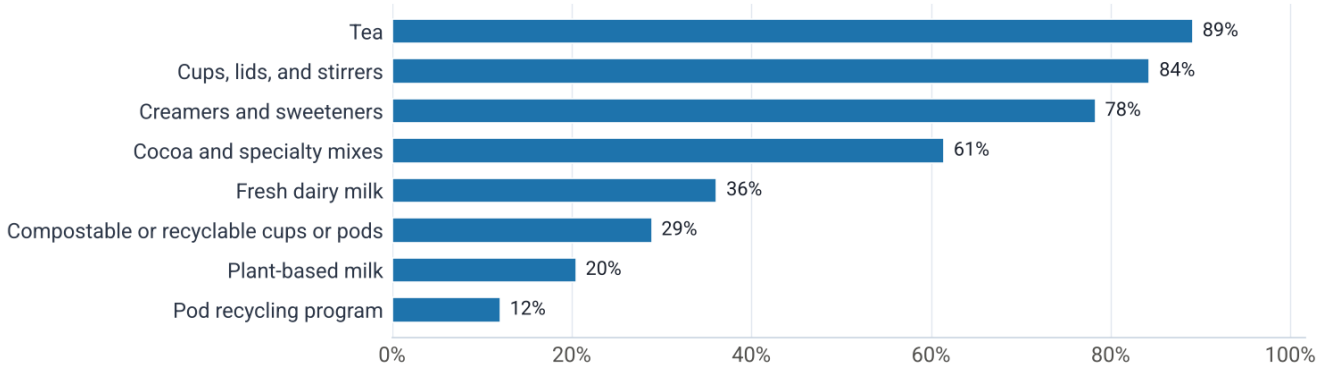
Source: CoffeeDasher review of provider websites, November 2026

Private label or house blends are more common at national providers (6 of 12) than at local providers (20%, n = 51). Local roaster coffee is advertised by 42% of all providers (n = 83).

Beyond the coffee

C05-02 Tea and cups are nearly universal; plant milk and pod recycling are not

Share advertising each product, n = 83



Data for C05-02

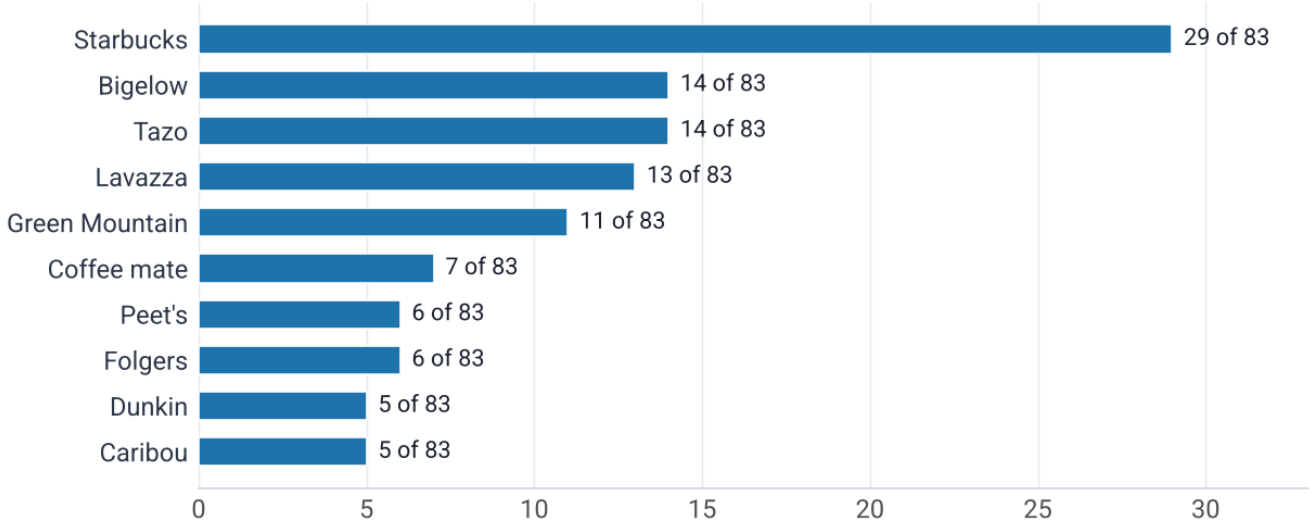
Category	Value
Tea	89%
Cups, lids, and stirrers	84%
Creamers and sweeteners	78%
Cocoa and specialty mixes	61%
Fresh dairy milk	36%
Compostable or recyclable cups or pods	29%
Plant-based milk	20%
Pod recycling program	12%

Source: CoffeeDasher review of provider websites, November 2026

Compostable or recyclable cups or pods are advertised by 29%, and pod recycling programs by only 12% (n = 83). Offices that choose single-cup brewers and care about waste should ask how pods are handled.

C05-03 Starbucks is the coffee brand named most often

Number of providers naming each coffee, tea, or creamer brand, n = 83 (brands are products, not providers)



Data for C05-03

Category	Value
Starbucks	29 of 83
Bigelow	14 of 83
Tazo	14 of 83
Lavazza	13 of 83
Green Mountain	11 of 83
Coffee mate	7 of 83
Peet's	6 of 83
Folgers	6 of 83
Dunkin	5 of 83
Caribou	5 of 83

Source: CoffeeDasher review of provider websites, November 2026

What this means for buyers

1. **Tea is offered by 89% of providers, but fresh milk delivery by only 36%. If staff want real milk, ask early.**
   Ask: "Can you deliver fresh milk, and how is it kept cold?"
   Stat S-PRD-034, S-PRD-058
2. **Only 20% list plant-based milk. If staff need it, add it to the request for quote.**
   Ask: "Do you stock oat or almond milk?"
   Stat S-PRD-066
3. **42% offer local roaster coffee. Ask for it if supporting local business matters to your team.**
   Ask: "Can you supply coffee from a local roaster?"
   Stat S-PRD-009
4. **53% list certified coffee such as organic or Fair Trade. Ask which certifications and at what price difference.**
   Ask: "Which certified coffees do you offer, and what do they cost per cup?"
   Stat S-PRD-026

5. **Only 12% advertise a pod recycling program. If you choose pods and care about waste, ask how pods are recycled.**
   Ask: "Do you collect and recycle used pods?"
   Stat S-PRD-092

CHAPTER 6

Beyond Coffee: Extra Services

Key findings

- 94% of providers list at least one service beyond coffee, and 80% list four or more (n = 83).
- Filtered water (73%), ice machines (71%), and snacks (70%) are the most common extra services (n = 83).
- 76% also deliver bottled or filtered water, so coffee and water can often share one account (n = 83).
- Coffee-focused providers list micro markets far less often than refreshment service companies (19% vs 76%).

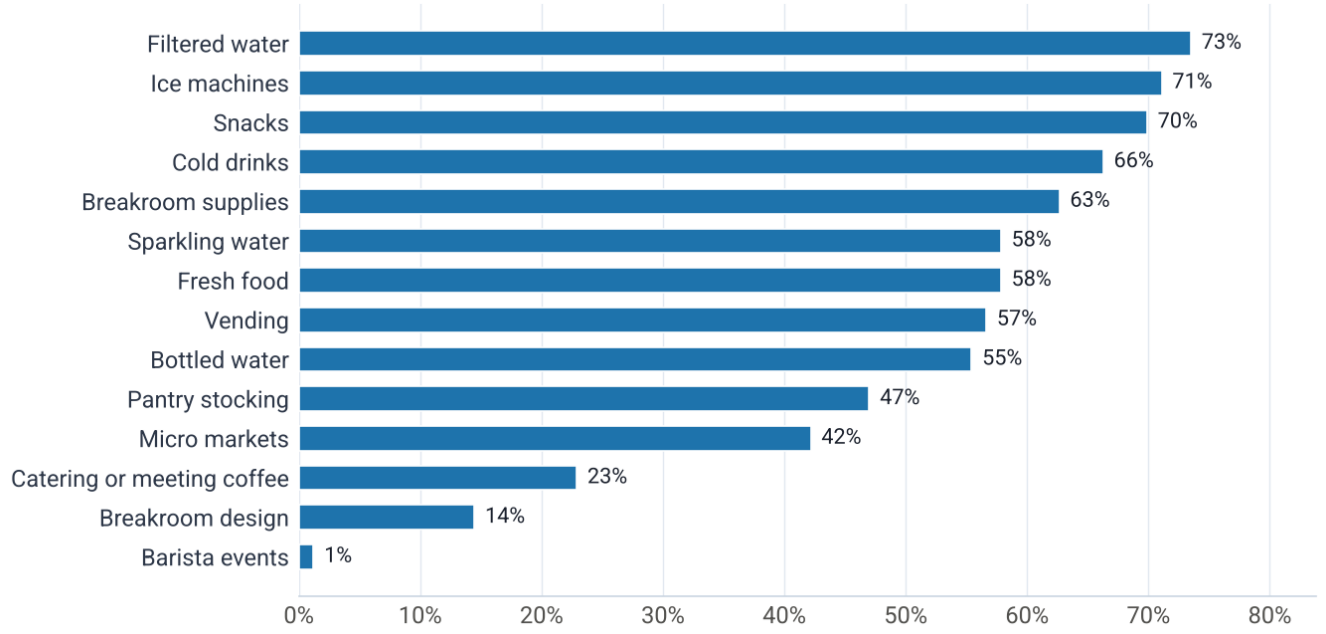
Why this matters to buyers

Most office coffee companies can also handle water, snacks, and breakroom supplies, so one vendor can often cover the whole breakroom. More services also mean more things that can go wrong, and our review analysis shows extra services are a common source of complaints.

Coffee only, or coffee and more

C06-01 Filtered water, ice, and snacks lead the extra services

Share advertising each service beyond coffee, n = 83



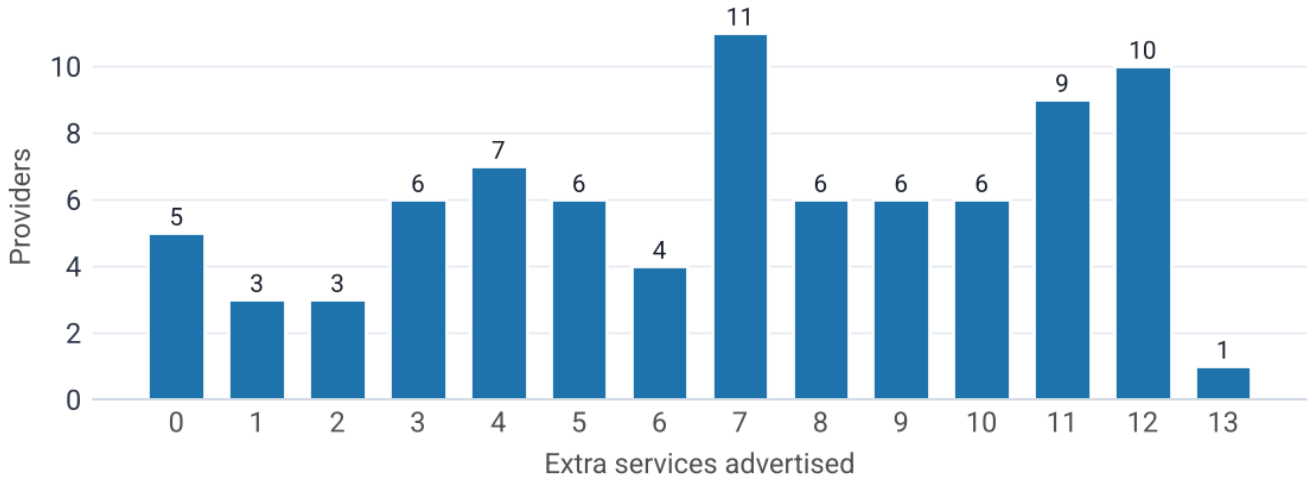
Data for C06-01

Category	Value
Filtered water	73%
Ice machines	71%
Snacks	70%
Cold drinks	66%
Breakroom supplies	63%
Sparkling water	58%
Fresh food	58%
Vending	57%
Bottled water	55%
Pantry stocking	47%
Micro markets	42%
Catering or meeting coffee	23%
Breakroom design	14%
Barista events	1%

Source: CoffeeDasher review of provider websites, November 2026

C06-02 Most providers list four or more extra services

Number of extra services advertised per provider, n = 83



Data for C06-02

Category	Value
0	5 of 83
1	3 of 83
2	3 of 83
3	6 of 83
4	7 of 83
5	6 of 83
6	4 of 83
7	11 of 83
8	6 of 83
9	6 of 83
10	6 of 83
11	9 of 83
12	10 of 83
13	1 of 83

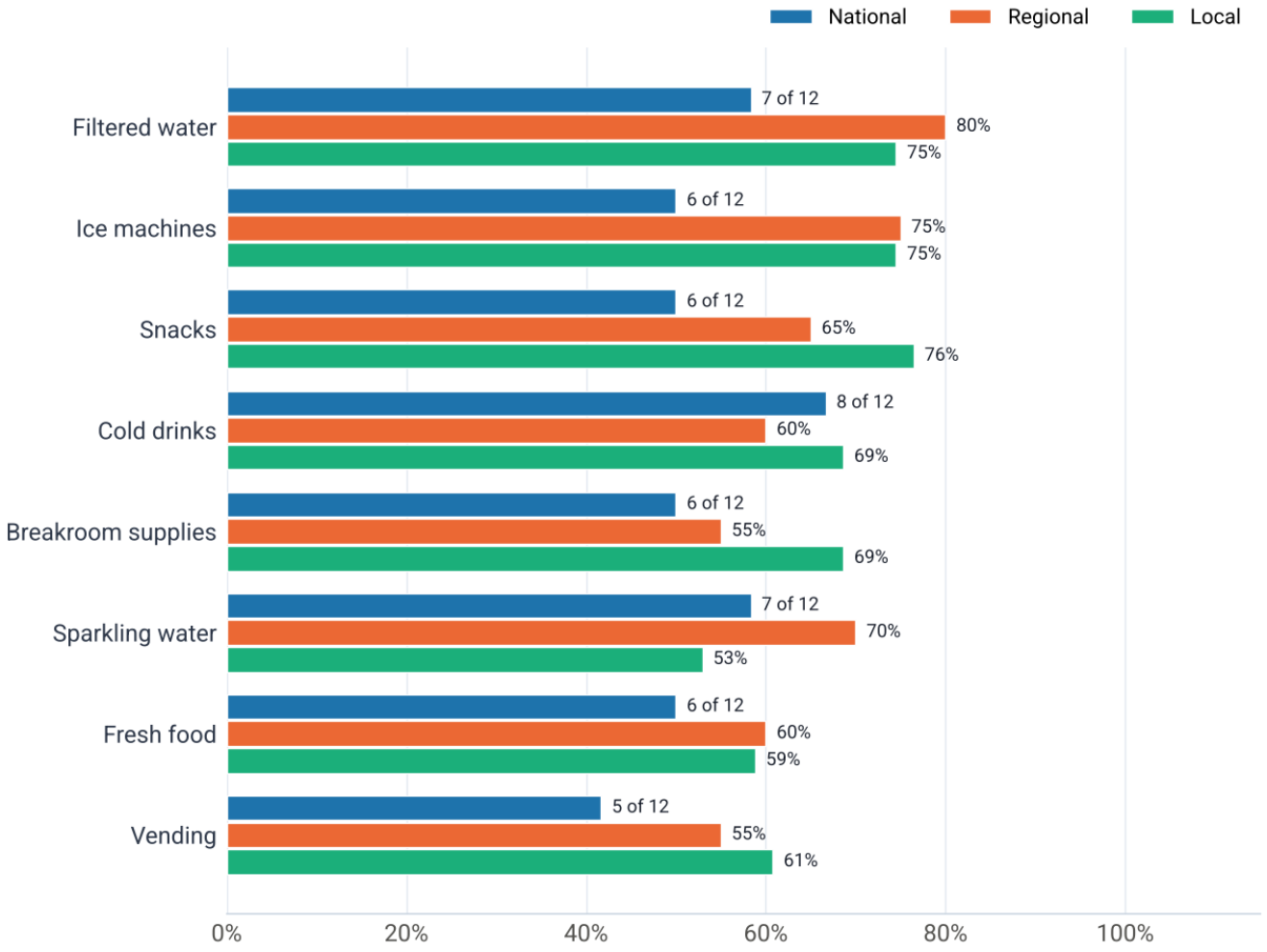
Source: CoffeeDasher review of provider websites, November 2026

The typical provider lists 7 extra services (median, n = 83). Only 5 of 83 list coffee only. Barista or coffee cart events are the rarest offer (1%).

By segment

C06-03 Regional and local providers list the common extra services at similar rates

Share advertising the eight most common extra services, by segment



Data for C06-03

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Filtered water	7 of 12	80%	75%
Ice machines	6 of 12	75%	75%
Snacks	6 of 12	65%	76%
Cold drinks	8 of 12	60%	69%
Breakroom supplies	6 of 12	55%	69%
Sparkling water	7 of 12	70%	53%
Fresh food	6 of 12	60%	59%
Vending	5 of 12	55%	61%

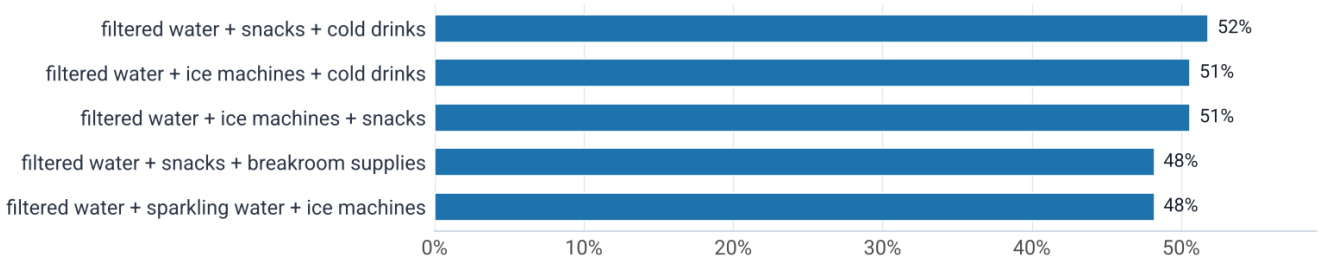
National providers (n = 12) are shown as counts.

Source: CoffeeDasher review of provider websites, November 2026

The usual bundles

C06-04 Water, snacks, ice, and cold drinks are the usual bundle

Five most common sets of three extra services, n = 83



Data for C06-04

Category	Value
filtered water + snacks + cold drinks	52%
filtered water + ice machines + cold drinks	51%
filtered water + ice machines + snacks	51%
filtered water + snacks + breakroom supplies	48%
filtered water + sparkling water + ice machines	48%

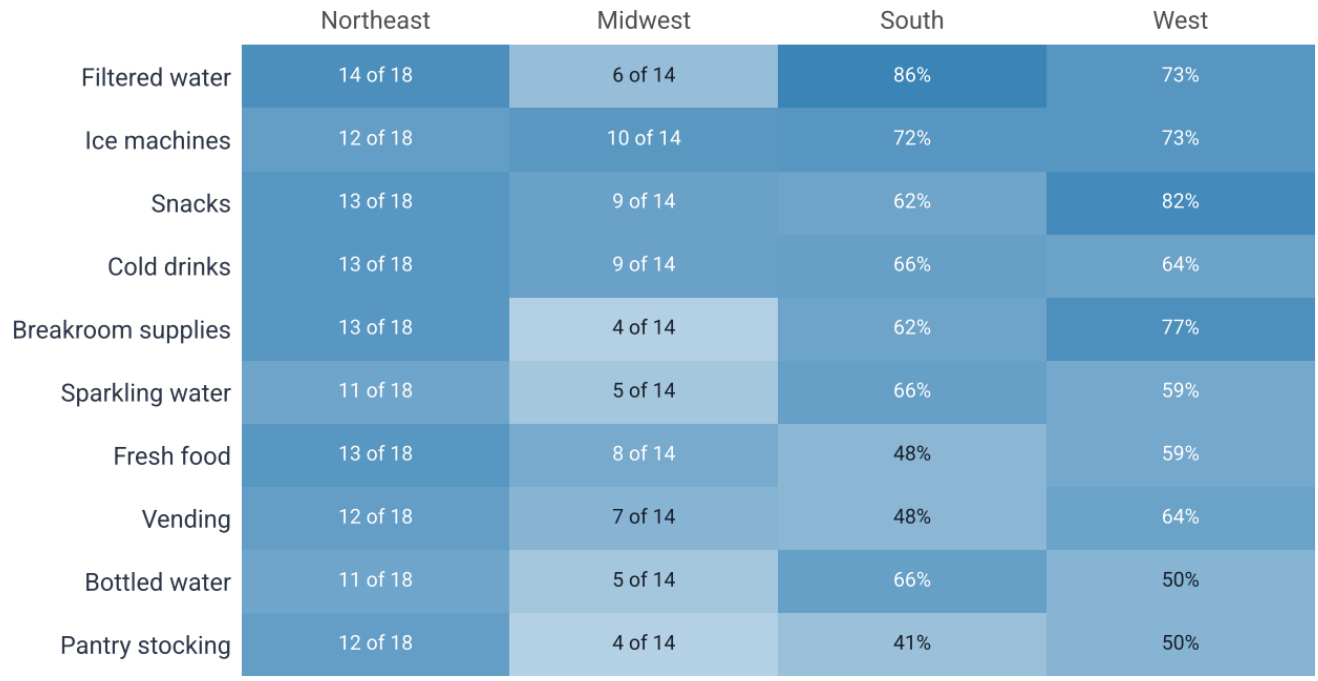
Source: CoffeeDasher review of provider websites, November 2026

Services that come together most strongly are pantry stocking and micro markets: providers that list one usually list the other. No two services are listed apart more often than chance would predict.

By region

C06-05 Filtered water is listed most often in the South

Share advertising each extra service, by home region; Northeast (n = 18) and Midwest (n = 14) shown as counts



Data for C06-05

Category	Northeast (n = 18)	Midwest (n = 14)	South (n = 29)	West (n = 22)
Filtered water	14 of 18	6 of 14	86%	73%
Ice machines	12 of 18	10 of 14	72%	73%
Snacks	13 of 18	9 of 14	62%	82%
Cold drinks	13 of 18	9 of 14	66%	64%
Breakroom supplies	13 of 18	4 of 14	62%	77%
Sparkling water	11 of 18	5 of 14	66%	59%
Fresh food	13 of 18	8 of 14	48%	59%
Vending	12 of 18	7 of 14	48%	64%
Bottled water	11 of 18	5 of 14	66%	50%
Pantry stocking	12 of 18	4 of 14	41%	50%

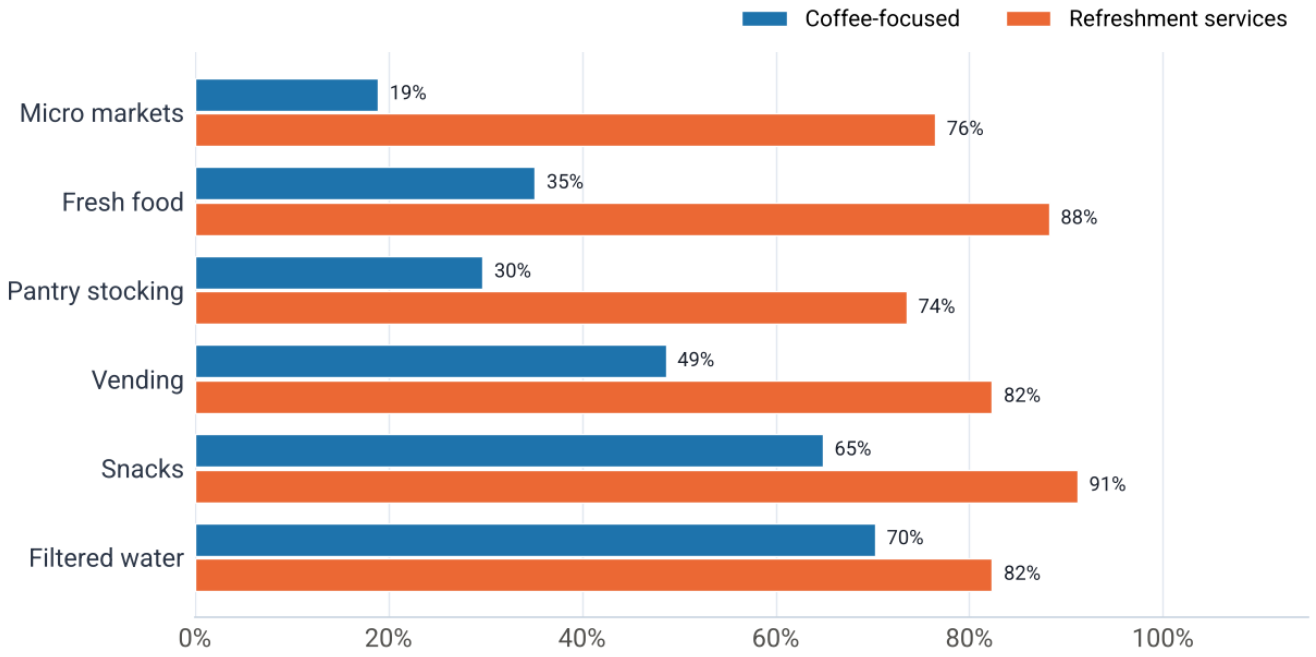
Regions under 20 providers are shown as counts.

Source: CoffeeDasher review of provider websites, November 2026

Coffee-focused vs refreshment companies

C06-06 Refreshment companies list micro markets and fresh food far more often

Share advertising each service, coffee-focused (n = 37) vs refreshment service companies (n = 34)



Data for C06-06

Category	Coffee-focused (n = 37)	Refreshment services (n = 34)
Micro markets	19%	76%
Fresh food	35%	88%
Pantry stocking	30%	74%
Vending	49%	82%
Snacks	65%	91%
Filtered water	70%	82%

Source: CoffeeDasher review of provider websites, November 2026

Refreshment service companies list micro markets, fresh food, and pantry stocking far more often than coffee-focused providers. Coffee-focused providers still list water and snacks in most cases.

What this means for buyers

1. **Almost every office coffee company also sells water, snacks, or vending, so if you need several breakroom services, one vendor can usually cover them.**
   Ask: "Which other breakroom services can you add to the same invoice?"
   Stat S-SVC-119
2. **Half of low-star reviews for refreshment service companies are about vending, water, or snacks. If you add those services, ask how they are handled and who to call.**
   Ask: "Who services the vending machines and micro market, and how fast?"
   Stat S-XAN-022

3. **42% list micro markets, and providers that offer micro markets usually also offer pantry stocking. If you want a full breakroom, those providers are the place to start.**
   Ask: "Can you combine coffee, pantry stocking, and a micro market in one plan?"
   Stat S-SVC-058, S-CMB-007
4. **Snacks are not in our cost estimates because no provider publishes snack prices. Get snack pricing as a separate line.**
   Ask: "How are snacks priced: by item, by box, or as a monthly program?"
   Stat S-SCN-017
5. **73% list filtered water and 49 of 83 offer it alongside single-cup coffee. Bundling saves managing a second vendor, but ask for the water price separately.**
   Ask: "What does a filtered water cooler cost per month, installed?"
   Stat S-SVC-009, S-SCN-057
6. **Filtered water is not in our cost estimates because no provider publishes a monthly price. Get it quoted as its own line.**
   Ask: "Is filtered water a flat monthly rental, and are filters included?"
   Stat S-SCN-056
7. **34% of low-star reviews are about extra services such as vending, water, or micro markets. Ask how those are serviced, even if coffee is the main service.**
   Ask: "Who services the water and vending, and how do I report problems?"
   Stat S-CMP-044

CHAPTER 7

Who They Serve

Key findings

- 51% of providers advertise service for offices with fewer than 10 employees, and 49% for workplaces with more than 200 (n = 83).
- Medical and dental offices are the workplace type called out most often after corporate offices (33%, n = 83).
- 45% call out no workplace type besides corporate offices (n = 83).
- Only 1 of 83 has a dedicated page for coworking spaces.

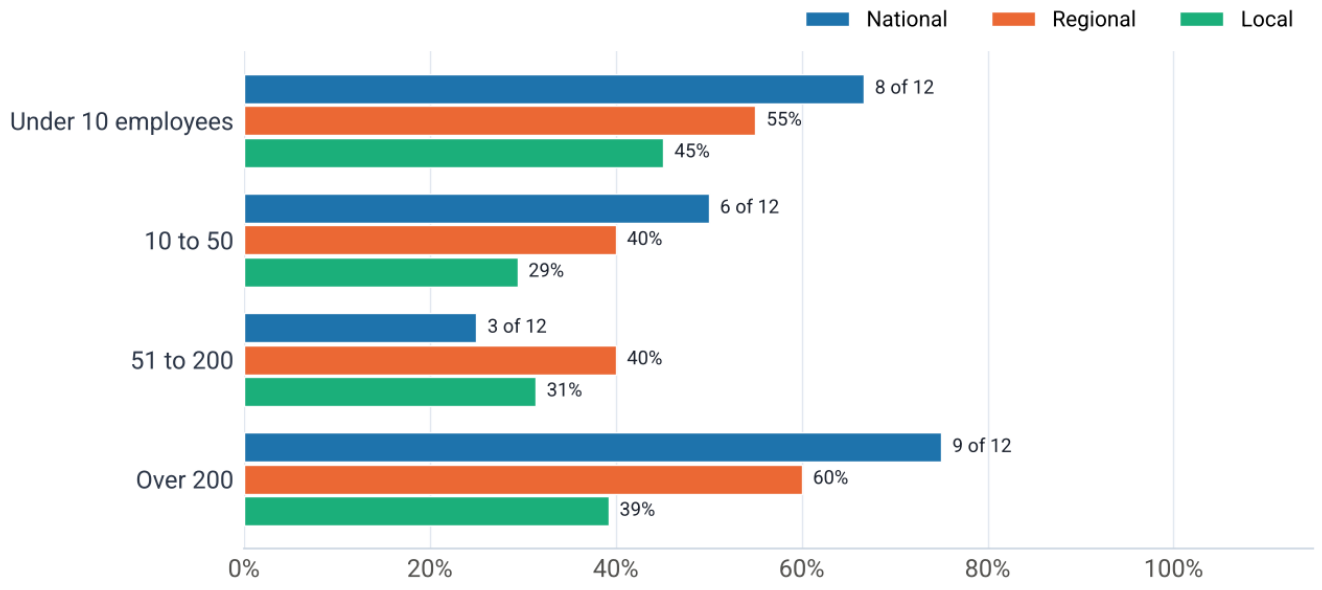
Why this matters to buyers

If your workplace is not a typical office, a provider with experience in your setting is more likely to size orders, equipment, and delivery times correctly.

Office sizes

C07-01 Small offices and large workplaces are named most often

Share advertising service for each office size, by segment



Data for C07-01

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Under 10 employees	8 of 12	55%	45%
10 to 50	6 of 12	40%	29%
51 to 200	3 of 12	40%	31%
Over 200	9 of 12	60%	39%

National providers (n = 12) are shown as counts.

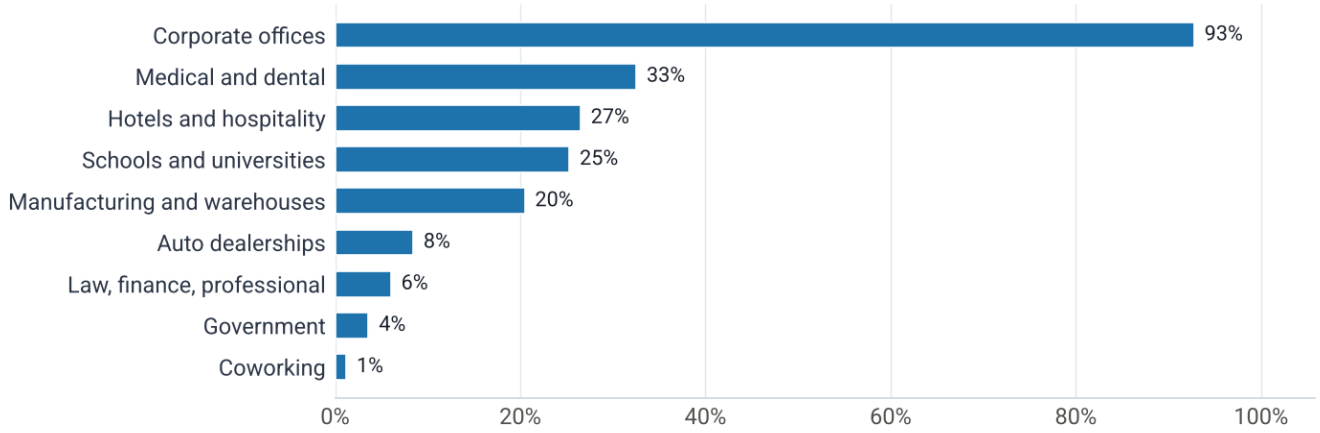
Source: CoffeeDasher review of provider websites, November 2026

9 of 12 national providers advertise service for workplaces over 200 employees, against 39% of local providers (n = 51). Small offices are named by about half of providers in each group.

Workplace types

C07-02 Medical offices are the workplace type called out most after offices

Share with a dedicated page or section for each workplace type, n = 83



Data for C07-02

Category	Value
Corporate offices	93%
Medical and dental	33%
Hotels and hospitality	27%
Schools and universities	25%
Manufacturing and warehouses	20%
Auto dealerships	8%
Law, finance, professional	6%
Government	4%
Coworking	1%

Source: CoffeeDasher review of provider websites, November 2026

A workplace type counts only when the provider has a dedicated page, menu item, or heading for it. Many more mention these settings in passing. Auto dealerships (8%), government (4%), and coworking spaces (1 of 83) are rarely called out.

What this means for buyers

1. **Most businesses in large metros have fewer than 20 employees. If you are one of them, look for providers that advertise small-office service.**
   Ask: "Do you have a plan for offices under 20 people?"
   Stat S-MKT-013
2. **A third of providers have a dedicated medical or dental page. Those providers are more likely to understand waiting-room needs.**
   Ask: "Do you serve other medical or dental offices, and what do they use?"
   Stat S-WHO-045

3. **Only 2 of 83 providers advertise everything a dealership showroom needs. Ask general providers about showroom service directly rather than ruling them out.**
   Ask: "Do you serve car dealerships, and can you handle weekend traffic?"
   Stat S-SCN-034
4. **None of the 83 providers advertise both bean-to-cup service and a coworking page. Coworking spaces should ask about member volume and billing directly.**
   Ask: "Can you bill by member count or usage in a shared space?"
   Stat S-SCN-042
5. **Only 14 of 83 providers advertise drip brewers and a manufacturing or warehouse page. Ask about shift coverage and weekend delivery.**
   Ask: "Can you deliver for 7-day or overnight shift operations?"
   Stat S-SCN-040
6. **About half of providers advertise service for offices under 10 people. Small offices should ask about minimums first.**
   Ask: "Is there a minimum order or office size for your service?"
   Stat S-WHO-001

CHAPTER 8

Delivery and Service

Key findings

- 54% list on-demand delivery and 29% list weekly delivery; 24% do not state a delivery frequency (n = 83).
- 78% offer a free tasting or demo and 63% say the driver restocks the breakroom (n = 83).
- Only 8% advertise emergency or same-day delivery (n = 83).
- National providers list usage reports more often (8 of 12) than local providers (33%, n = 51).

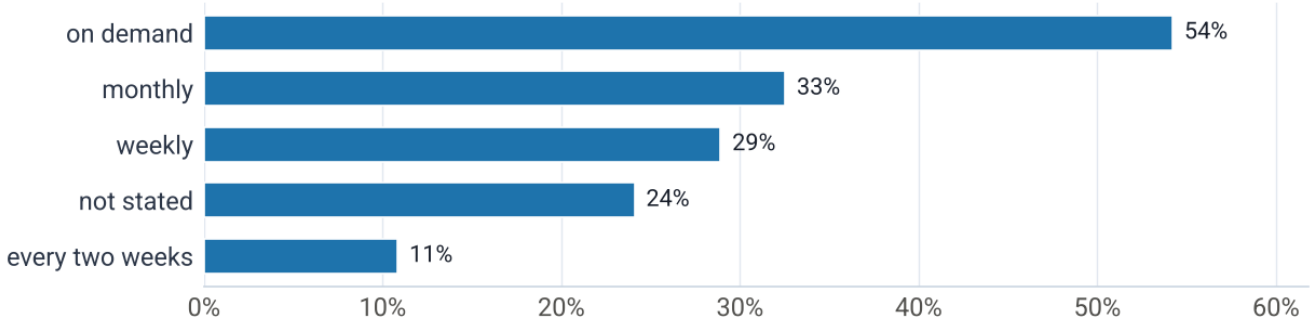
Why this matters to buyers

Day-to-day delivery is where most problems happen: in our review analysis, regular deliveries are the stage named most often in complaints. Agreeing on a schedule, restocking, and what happens when you run out avoids most of them.

Delivery schedules

C08-01 On-demand delivery is listed most; a quarter state no schedule

Share listing each delivery frequency (providers can list several), n = 83



Data for C08-01

Category	Value
on demand	54%
monthly	33%
weekly	29%
not stated	24%
every two weeks	11%

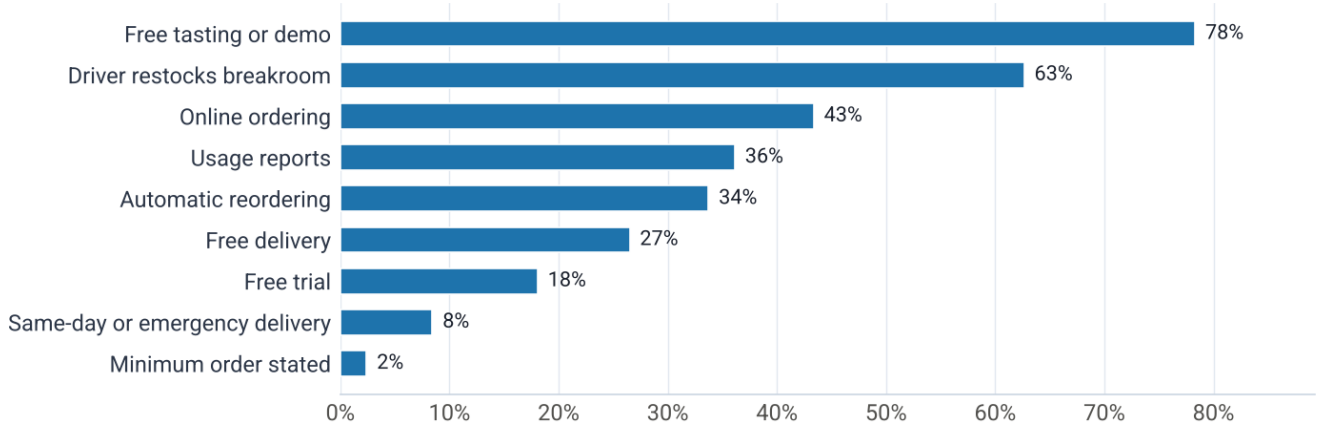
Source: CoffeeDasher review of provider websites, November 2026

Many providers list several options. On-demand delivery puts reordering on the office; a fixed weekly or every-two-weeks schedule with par-level stocking keeps it on the provider.

Delivery and service features

C08-02 Tastings and restocking are common; same-day delivery is rare

Share advertising each delivery and service feature, n = 83



Data for C08-02

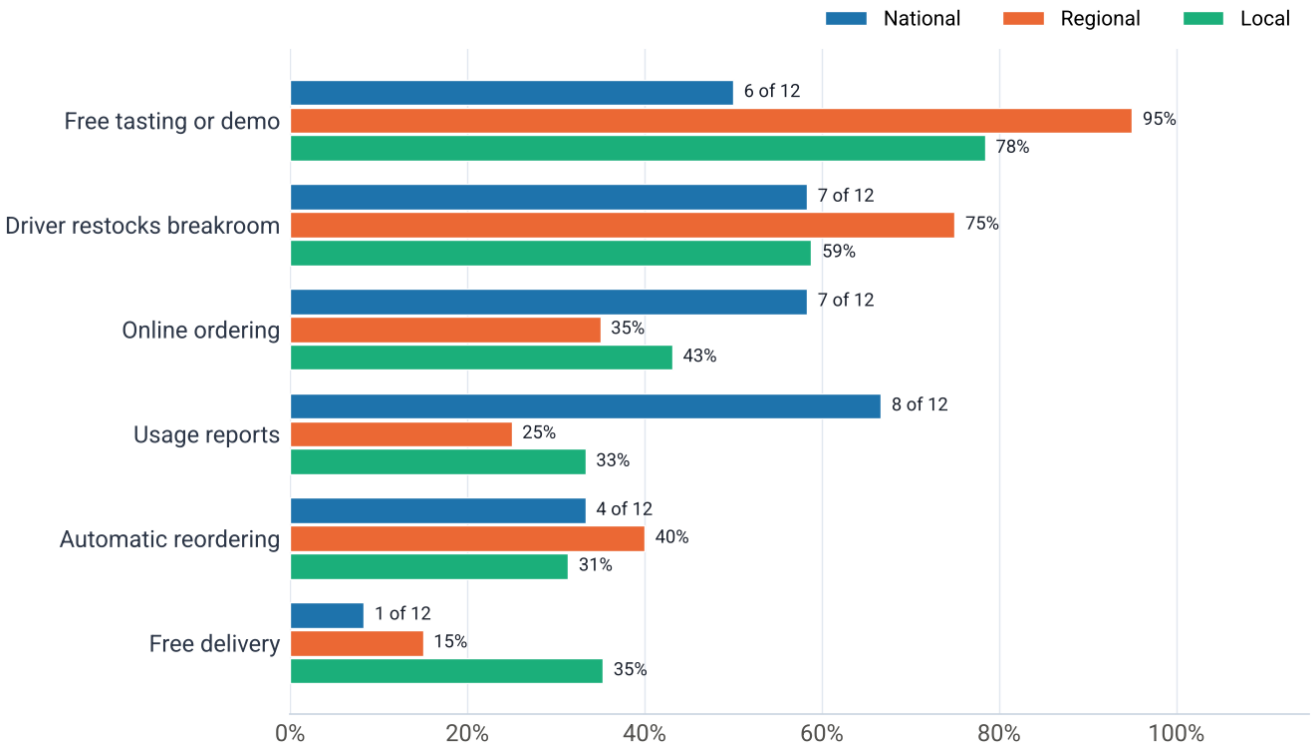
Category	Value
Free tasting or demo	78%
Driver restocks breakroom	63%
Online ordering	43%
Usage reports	36%
Automatic reordering	34%
Free delivery	27%
Free trial	18%
Same-day or emergency delivery	8%
Minimum order stated	2%

Source: CoffeeDasher review of provider websites, November 2026

Free delivery is advertised by 27%, and only 2 of 83 publish a minimum order on their website, although minimums are common in quotes. Automatic reordering is advertised by 34% and online ordering by 43% (n = 83).

C08-03 National providers lead on usage reports; regional providers on tastings and restocking

Share advertising each feature, by segment



Data for C08-03

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Free tasting or demo	6 of 12	95%	78%
Driver restocks breakroom	7 of 12	75%	59%
Online ordering	7 of 12	35%	43%
Usage reports	8 of 12	25%	33%
Automatic reordering	4 of 12	40%	31%
Free delivery	1 of 12	15%	35%

National providers (n = 12) are shown as counts.

Source: CoffeeDasher review of provider websites, November 2026

What this means for buyers

1. **Only 2 providers publish a minimum order, but minimums are common in quotes. Get the number before you sign.**
   Ask: "What is the minimum order per delivery and per month?"
   Stat S-FEE-005, S-DEL-010
2. **78% offer a free tasting or demo. Use it to test the coffee with staff before you commit.**
   Ask: "Can you run a tasting for our staff before we sign?"
   Stat S-DEL-059
3. **Only 18% advertise a free trial. If one is offered, get the end date and what happens after it in writing.**
   Ask: "What happens at the end of the trial if we do nothing?"
   Stat S-DEL-067

4. **Missed or late deliveries appear in 29% of low-star reviews, and 42% of complaints that state a stage happen during regular deliveries. Agree on a delivery day and a backup plan.**
   Ask: "What happens if a delivery is missed: how soon is it made up?"
   Stat S-CMP-030, S-STG-002
5. **63% advertise driver restocking of the breakroom. If you want hands-off service, make restocking part of the agreement.**
   Ask: "Will the driver restock and organize the breakroom on each visit?"
   Stat S-DEL-018
6. **Only a third advertise automatic reordering or par-level stocking. Ask for it if nobody in the office wants to place orders.**
   Ask: "Can you keep us at set stock levels without us placing orders?"
   Stat S-DEL-034
7. **Only 8% advertise emergency or same-day delivery. Ask what happens if you run out before an important meeting.**
   Ask: "Can you deliver same day if we run out?"
   Stat S-DEL-042
8. **43% advertise online ordering. If several people order, ask for a portal with order history.**
   Ask: "Do you have an online ordering portal with order history?"
   Stat S-DEL-026

CHAPTER 9

What Office Coffee Costs

Key findings

- 83% of providers are quote only, and no provider publishes a monthly price per employee (n = 83).
- Published pod and capsule prices work out to a median of $0.80 per cup (11 published prices from 5 providers).
- Brewed coffee from published bag prices works out to about $0.57 per cup for drip and $0.61 for bean-to-cup (estimated cups per pound).
- Only 14% of providers name any fee on their website, and no provider publishes a delivery fee amount (n = 83).

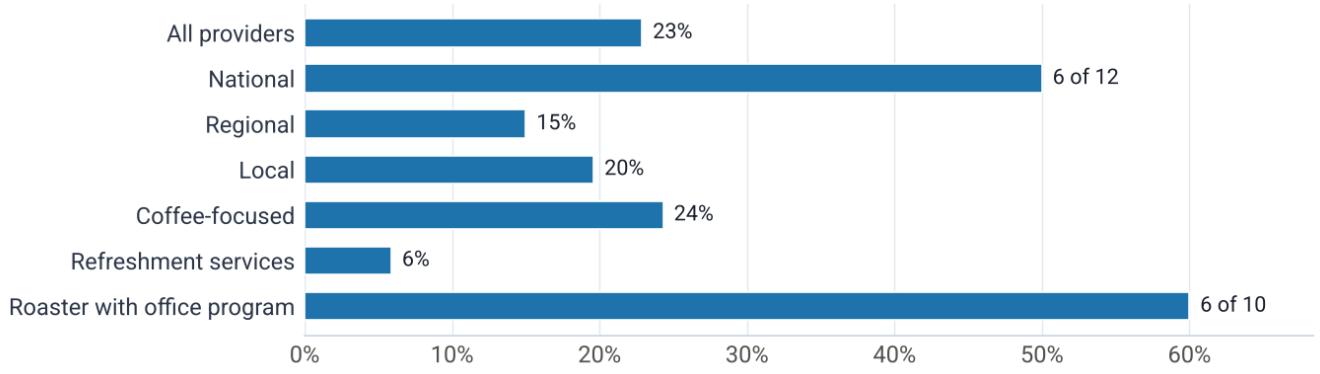
Why this matters to buyers

Most office coffee companies do not publish prices, so buyers compare quotes without a benchmark. The published prices that do exist, together with a simple cost model, give a starting point for judging a quote.

Who publishes prices

C09-01 Fewer than one in four providers publish any price

Share publishing at least one price; groups under 20 shown as counts



Data for C09-01

Category	Value	n
All providers	23%	83
National	6 of 12	12
Regional	15%	20
Local	20%	51
Coffee-focused	24%	37
Refreshment services	6%	34
Roaster with office program	6 of 10	10

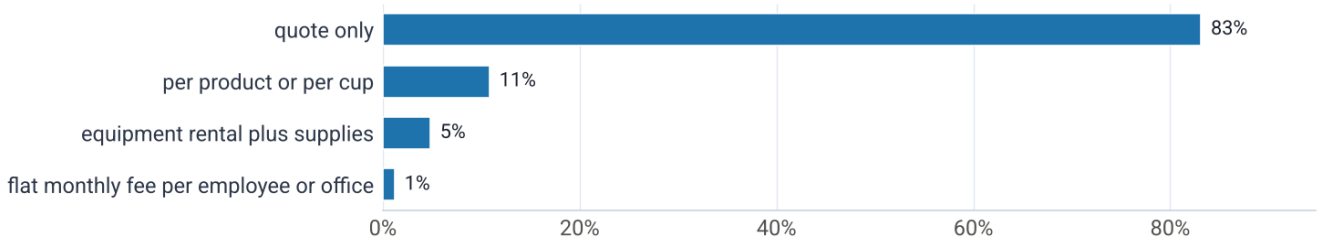
Groups under 20 providers are shown as counts.

Source: CoffeeDasher pricing and contract review, November 2026

Only 23% of providers publish any price at all (n = 83). Half of providers have a shop or online store page, but most of those pages need a login or a quote to show prices (35% of shop-page providers show a price, n = 43).

C09-02 Most providers price by quote only

Pricing model shown on the website, n = 83



Data for C09-02

Category	Value
quote only	83%
per product or per cup	11%
equipment rental plus supplies	5%
flat monthly fee per employee or office	1%

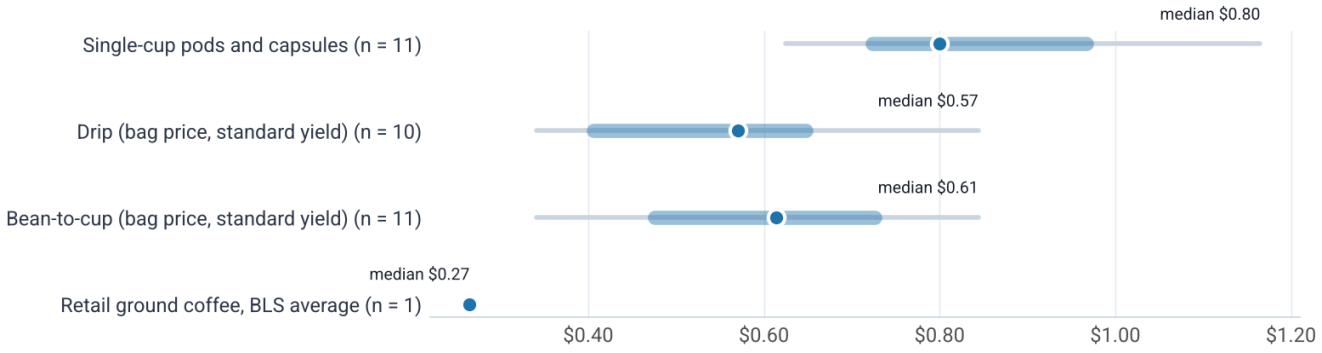
Source: CoffeeDasher pricing and contract review, November 2026

Cost per cup

Single-cup prices come from pod and capsule packs where the count is published. Drip and bean-to-cup prices come from published bags of coffee, converted to cups using the Specialty Coffee Association brewing ratio of about 34.9 eight-ounce cups per pound (industry source). No provider states its own yield, so those per-cup costs are estimated. Espresso and cold brew per-cup costs were not collected.

C09-03 Pod coffee costs more per cup than brewed coffee

Cost per 8 oz cup: range, middle half, and median, by brewer type



Data for C09-03

Category	Lowest	25th percentile	Median	75th percentile	Highest	n	Price type
Single-cup pods and capsules (n = 11)	$0.62	$0.72	$0.80	$0.97	$1.17	11	published
Drip (bag price, standard yield) (n = 10)	$0.34	$0.41	$0.57	$0.65	$0.84	10	published price, estimated cups
Bean-to-cup (bag price, standard yield) (n = 11)	$0.34	$0.48	$0.61	$0.73	$0.84	11	published price, estimated cups
Retail ground coffee, BLS average (n = 1)	$0.27	$0.27	$0.27	$0.27	$0.27	1	government price, estimated cups

Drip and bean-to-cup use published bag prices and the standard yield of 34.9 cups per pound, so their per-cup costs are estimated. Espresso and cold brew prices were not collected.

Source: CoffeeDasher pricing and contract review, November 2026; Specialty Coffee Association (industry source), brewing standard; U.S. Bureau of Labor Statistics, Average Price Data, 2021 to 2026

The median published pod price ($0.80 per cup, n = 11) is about 1.4 times the median brewed cost from published bag prices ($0.57 per cup, estimated). Paper cups add about $0.12 per cup at the one published office price found; creamer and sweetener were not priced per serving by any provider.

C09-04 Office coffee bags list well above the retail price per pound

Published bag prices per pound from provider websites, n = 0 prices, with the BLS retail average



Data for C09-04

Category	Value
BLS average retail price, ground coffee, October 2026	$9.25

Source: CoffeeDasher pricing and contract review, November 2026; U.S. Bureau of Labor Statistics, Average Price Data, 2021 to 2026

Office coffee bags list at a median of about $20.70 per pound (published, n = 12), 2.2 times the U.S. average retail price of ground coffee ($9.25 per pound, October 2026). Office bags are often whole bean or specialty coffee, so this compares listed prices rather than identical products.

Equipment prices

Only 5 of 83 providers publish what a brewer costs to lease or buy. Published leases run $124 to $499 per month (2 providers). Single-cup brewers list at $150 to $600 to buy, one bean-to-cup machine at $2,299, and commercial espresso machines at $6,457 to $28,928 (published).

T09-01 Published equipment prices

Every equipment, setup, and cooler price found on provider websites (published)

Kind	Equipment type	Price	Monthly equivalent	Basis
lease per month	bean-to-cup	$199.00	$199.00	published
lease per month	other or not stated	$299.00	$299.00	published
lease per month	other or not stated	$499.00	$499.00	published
lease per month	bean-to-cup	$124.00	$124.00	published
purchase	single-cup	$149.99	$4.17	published
purchase	single-cup	$204.99	$5.69	published
purchase	single-cup	$249.99	$6.94	published
purchase	single-cup	$599.99	$16.67	published
purchase	bean-to-cup	$2,299.00	$63.86	published
purchase	espresso	$6,457.00	$179.36	published
purchase	espresso	$8,096.00	$224.89	published
purchase	espresso	$10,710.00	$297.50	published
purchase	espresso	$12,212.00	$339.22	published
purchase	espresso	$28,928.00	$803.56	published
one-time setup	cold brew or nitro tap	$1,800.00	$150.00	published
one-time setup	cold brew or nitro tap	$2,950.00	$245.83	published
one-time setup	cold brew or nitro tap	$3,750.00	$312.50	published
one-time setup	cold brew or nitro tap	$5,650.00	$470.83	published
rental per month	water cooler	$13.50	$13.50	published
rental per month	water cooler	$10.50	$10.50	published

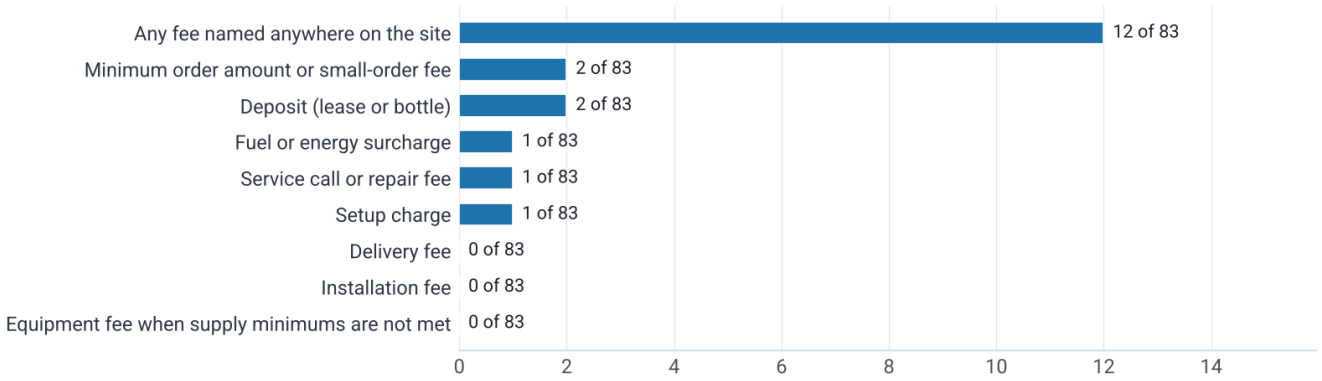
For the monthly equivalent, purchase prices are spread over 36 months and setup charges over 12 months.

Source: CoffeeDasher pricing and contract review, November 2026

Fees

C09-05 Almost no provider publishes its fees

Number of providers stating a charge for each fee type on their website, n = 83



Data for C09-05

Category	Value
Any fee named anywhere on the site	12 of 83
Minimum order amount or small-order fee	2 of 83
Deposit (lease or bottle)	2 of 83
Fuel or energy surcharge	1 of 83
Service call or repair fee	1 of 83
Setup charge	1 of 83
Delivery fee	0 of 83
Installation fee	0 of 83
Equipment fee when supply minimums are not met	0 of 83

Source: CoffeeDasher pricing and contract review, November 2026

Fees are almost never published. One provider states a fuel surcharge for outlying areas without an amount; two publish a minimum order or small-order fee ($175 per month during an introductory period; $8.25 on orders under $55); one publishes a repair diagnostic fee of up to $175. Customers also reported a $45 monthly low-volume fee from a coffee provider and a $14.99 per-order delivery fee from a water provider (customer reported). These figures cannot be averaged into a typical fee.

Customer-reported prices

Of the 575 reviews used, 11 mention a price, and none states what an office pays per cup or per month for coffee service. The prices mentioned are for vending items and water service. Customer-reported prices are therefore not used in the cost model.

How the cost model works

Because most companies quote instead of publishing prices, the cost scenarios in Chapter 10 use a simple model: the number of cups an office drinks, times the cost per cup, plus equipment and fees. The low estimate uses the lower quarter of published prices and free equipment, the typical estimate uses the medians, and the high estimate uses the upper quarter of prices plus the one recurring fee amount found. Every total is an estimate.

T09-02 Cost model inputs and their sources

Every assumption used in the cost scenarios

Input	Value	Basis
Share of employees who drink coffee daily	66%	industry (NCA)
Cups per coffee drinker per day	2.8	industry (NCA); all-day cups, so office use may be lower
Office days per month	4.2 x office days per week (21 at 5 days)	assumption
Cups per pound of coffee	34.9 (8 oz cups)	industry (SCA brew ratio)
Visitor cups	1 cup per visitor who drinks coffee	assumption
Brewers	1 per 25 employees, rounded up	assumption
Pod cost per cup (low / typical / high)	$0.72 / $0.80 / $0.97	published (11 prices)
Drip cost per cup	$0.41 / $0.57 / $0.65	published bag prices, estimated cups
Bean-to-cup cost per cup	$0.48 / $0.61 / $0.73	published bag prices, estimated cups
Paper cup	$0.12 per cup	published (1 price), estimated
Equipment per brewer per month (typical)	single-cup $6.32; bean-to-cup $124; espresso $298; drip not collected	published prices; fewer than 5 for most types (estimated)
Low / typical / high versions	Low: 25th percentile cup cost, $0 equipment, no fees. Typical: medians. High: 75th percentiles plus the $45 monthly low-volume fee (customer reported).	model rule

Source: CoffeeDasher cost model, November 2026 (estimated); National Coffee Association (industry source), 2026; Specialty Coffee Association (industry source), brewing standard; U.S. Bureau of Labor Statistics, Average Price Data, 2021 to 2026

The consumption figure may run high. 2.8 cups a day is what coffee drinkers drink in total, at home and away, and only 14% of daily coffee drinkers had coffee at their workplace the day before they were surveyed (National Coffee Association, industry source). So real office use may be lower than the model assumes.

What this means for buyers

1. **Office coffee bags list at about twice the U.S. retail price per pound (published prices vs BLS). You are paying for delivery, equipment, and service as much as for the beans.**
   Ask: "What is included in your coffee price beyond the coffee itself?"
   Stat S-CPC-009
2. **Pods cost about 1.4 times as much per cup as brewed coffee from a bag, at published prices. Choose single-cup for variety and low waste, not for low cost.**
   Ask: "What is my cost per cup on single-cup versus a brewer or bean-to-cup machine?"
   Stat S-CPC-008
3. **Published pod prices run about 72 to 97 cents a cup. Ask for your per-cup price so you can compare quotes on the same basis.**
   Ask: "What is my price per cup for each pod brand you would supply?"
   Stat S-CPC-001
4. **Bean-to-cup coffee works out to about 61 cents a cup from published bag prices (estimated cups per pound). It suits larger offices that drink a lot of coffee.**
   Ask: "How many cups do you expect per pound in your bean-to-cup machines?"
   Stat S-CPC-007
5. **83% of providers do not publish prices, so you will need quotes. Ask at least three companies for the same items so you can compare.**
   Ask: "Can you quote my per-cup price, equipment, delivery, and every fee on one page?"
   Stat S-DST-024

6. **No provider publishes a per-employee monthly price. Turn every quote into cost per employee and cost per cup yourself.**
   Ask: "What is my total monthly cost divided by my headcount?"
   Stat S-PRI-003
7. **Only 14% of providers name any fee on their website, so fees show up only in the quote. Ask for every fee in writing.**
   Ask: "Please list every fee that could appear on my invoice."
   Stat S-FEE-001
8. **No provider publishes a delivery fee amount. Ask whether delivery is included or charged per stop.**
   Ask: "Is delivery included, or is there a charge per delivery?"
   Stat S-FEE-002

CHAPTER 10

Cost Scenarios

Key findings

- A 25-person office on single-cup coffee spends about $899 a month by our estimate (low $819, high $1,110), or about $36 per employee.
- A 50-person office on bean-to-cup spends about $1,672 a month (low $1,156, high $2,012), slightly less than pods at the same size.
- A 25-person office that works 3 days a week spends about $542 a month in our estimate, instead of $899.
- Only 2 of 83 providers advertise everything a dealership showroom needs, and none advertise everything a coworking space needs.

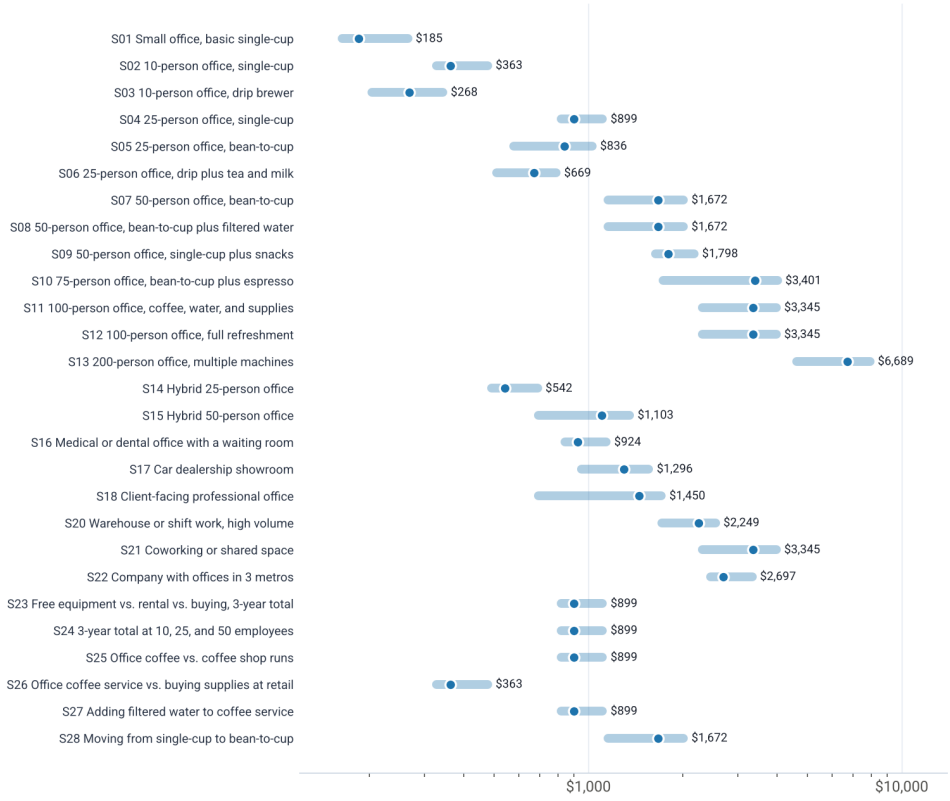
Why this matters to buyers

These 28 office profiles show what an office like yours may spend, how the cost changes with headcount, office days, and equipment, and how many providers advertise everything that office needs. All costs are estimates built from published prices and industry consumption figures; they cover coffee, cups, equipment, and fees, but not water, snacks, or micro markets.

All scenarios

C10-01 Monthly office coffee cost rises with headcount

Estimated monthly cost, low to high, with the typical value labeled, 27 scenarios (logarithmic scale)



Data for C10-01

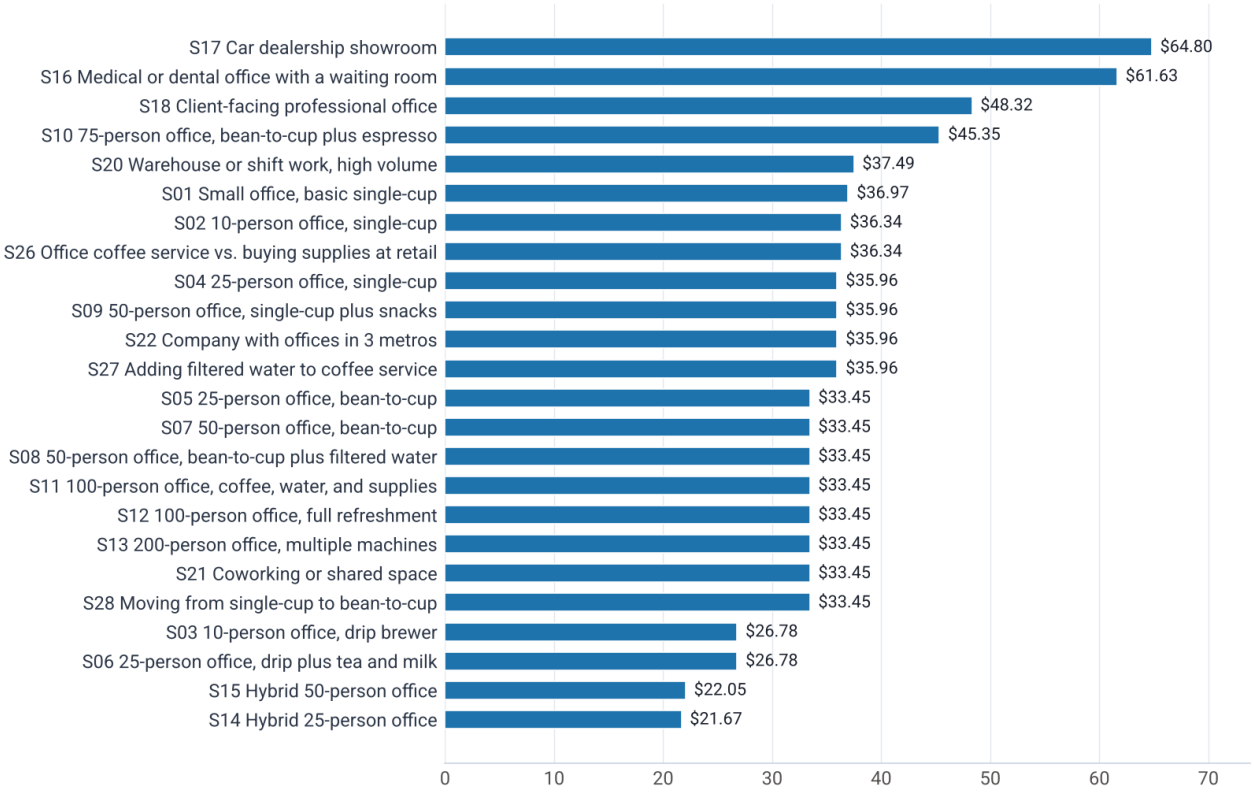
Category	Low	Typical	High	n	Price type
S01 Small office, basic single-cup	$164	$185	$265		estimated
S02 10-person office, single-cup	$328	$363	$477		estimated
S03 10-person office, drip brewer	$204	$268	$343		estimated
S04 25-person office, single-cup	$819	$899	$1,110		estimated
S05 25-person office, bean-to-cup	$578	$836	$1,028		estimated
S06 25-person office, drip plus tea and milk	$510	$669	$789		estimated
S07 50-person office, bean-to-cup	$1,156	$1,672	$2,012		estimated
S08 50-person office, bean-to-cup plus filtered water	$1,156	$1,672	$2,012		estimated
S09 50-person office, single-cup plus snacks	$1,638	$1,798	$2,175		estimated
S10 75-person office, bean-to-cup plus espresso	$1,735	$3,401	$4,012		estimated
S11 100-person office, coffee, water, and supplies	$2,313	$3,345	$3,978		estimated
S12 100-person office, full refreshment	$2,313	$3,345	$3,978		estimated
S13 200-person office, multiple machines	$4,626	$6,689	$7,911		estimated
S14 Hybrid 25-person office	$491	$542	$688		estimated
S15 Hybrid 50-person office	$694	$1,103	$1,354		estimated
S16 Medical or dental office with a waiting room	$842	$924	$1,140		estimated
S17 Car dealership showroom	$952	$1,296	$1,559		estimated
S18 Client-facing professional office	$694	$1,450	$1,710		estimated
S20 Warehouse or shift work, high volume	$1,715	$2,249	$2,545		estimated
S21 Coworking or shared space	$2,313	$3,345	$3,978		estimated
S22 Company with offices in 3 metros	$2,457	$2,697	$3,330		estimated
S23 Free equipment vs. rental vs. buying, 3-year total	$819	$899	$1,110		estimated
S24 3-year total at 10, 25, and 50 employees	$819	$899	$1,110		estimated
S25 Office coffee vs. coffee shop runs	$819	$899	$1,110		estimated
S26 Office coffee service vs. buying supplies at retail	$328	$363	$477		estimated
S27 Adding filtered water to coffee service	$819	$899	$1,110		estimated
S28 Moving from single-cup to bean-to-cup	$1,156	$1,672	$2,012		estimated

S19 (cold brew) is not shown because cold brew cost per cup was not collected. Water, snacks, and micro market costs are not included.

Source: CoffeeDasher cost model, November 2026 (estimated)

C10-02 Most office profiles land near $33 to $37 per employee

Estimated typical monthly cost per employee by scenario (visitor coffee included where the scenario has visitors)



Data for C10-02

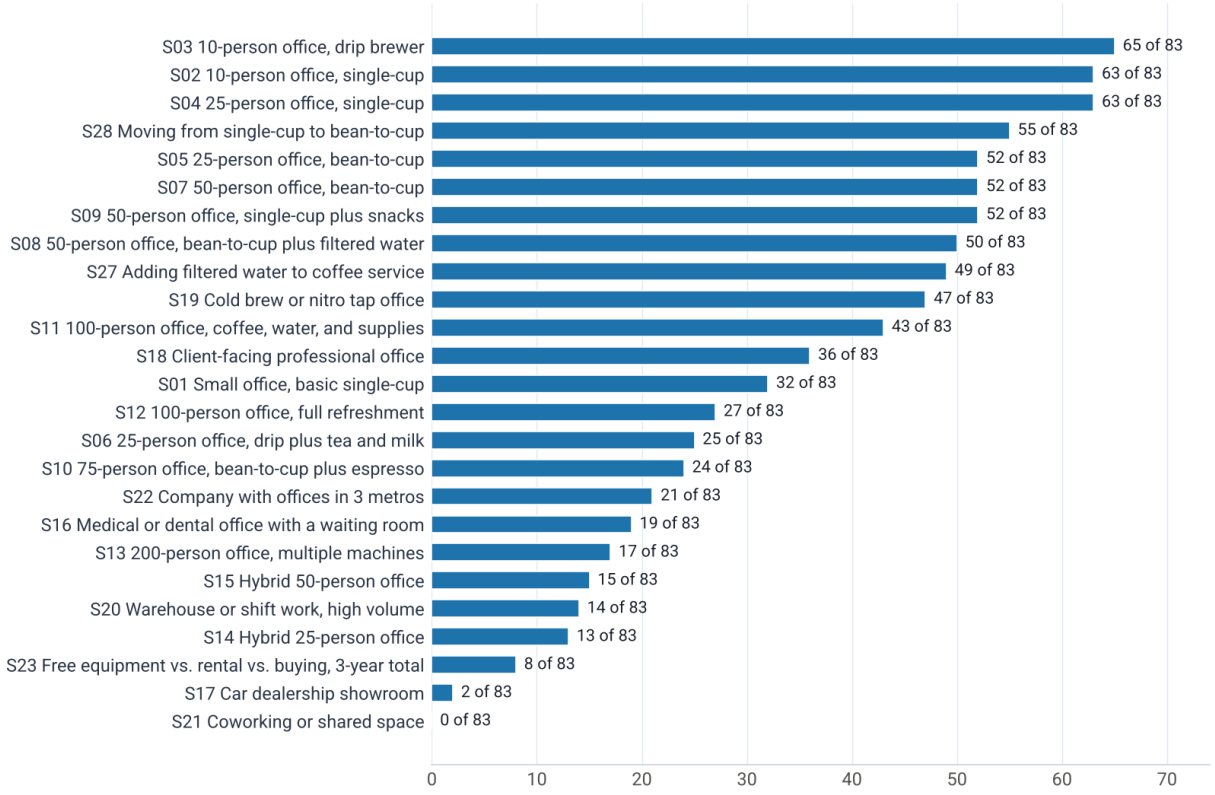
Category	Value
S17 Car dealership showroom	$64.80
S16 Medical or dental office with a waiting room	$61.63
S18 Client-facing professional office	$48.32
S10 75-person office, bean-to-cup plus espresso	$45.35
S20 Warehouse or shift work, high volume	$37.49
S01 Small office, basic single-cup	$36.97
S02 10-person office, single-cup	$36.34
S26 Office coffee service vs. buying supplies at retail	$36.34
S04 25-person office, single-cup	$35.96
S09 50-person office, single-cup plus snacks	$35.96
S22 Company with offices in 3 metros	$35.96
S27 Adding filtered water to coffee service	$35.96
S05 25-person office, bean-to-cup	$33.45
S07 50-person office, bean-to-cup	$33.45
S08 50-person office, bean-to-cup plus filtered water	$33.45
S11 100-person office, coffee, water, and supplies	$33.45
S12 100-person office, full refreshment	$33.45
S13 200-person office, multiple machines	$33.45
S21 Coworking or shared space	$33.45
S28 Moving from single-cup to bean-to-cup	$33.45
S03 10-person office, drip brewer	$26.78
S06 25-person office, drip plus tea and milk	$26.78
S15 Hybrid 50-person office	$22.05
S14 Hybrid 25-person office	$21.67

Source: CoffeeDasher cost model, November 2026 (estimated)

For most office profiles, the typical estimate lands between about $33 and $37 per employee per month, because coffee drives most of the cost and is priced per cup. Offices with many visitors cost more per employee, because visitor coffee is spread over fewer staff.

C10-03 Specialized workplaces have few providers that advertise everything they need

Providers advertising all must-have features for each scenario, of 83



Data for C10-03

Category	Value
S03 10-person office, drip brewer	65 of 83
S02 10-person office, single-cup	63 of 83
S04 25-person office, single-cup	63 of 83
S28 Moving from single-cup to bean-to-cup	55 of 83
S05 25-person office, bean-to-cup	52 of 83
S07 50-person office, bean-to-cup	52 of 83
S09 50-person office, single-cup plus snacks	52 of 83
S08 50-person office, bean-to-cup plus filtered water	50 of 83
S27 Adding filtered water to coffee service	49 of 83
S19 Cold brew or nitro tap office	47 of 83
S11 100-person office, coffee, water, and supplies	43 of 83
S18 Client-facing professional office	36 of 83
S01 Small office, basic single-cup	32 of 83
S12 100-person office, full refreshment	27 of 83
S06 25-person office, drip plus tea and milk	25 of 83
S10 75-person office, bean-to-cup plus espresso	24 of 83
S22 Company with offices in 3 metros	21 of 83
S16 Medical or dental office with a waiting room	19 of 83
S13 200-person office, multiple machines	17 of 83
S15 Hybrid 50-person office	15 of 83
S20 Warehouse or shift work, high volume	14 of 83
S14 Hybrid 25-person office	13 of 83
S23 Free equipment vs. rental vs. buying, 3-year total	8 of 83
S17 Car dealership showroom	2 of 83
S21 Coworking or shared space	0 of 83

Source: CoffeeDasher analysis, November 2026

T10-01 Cost scenarios at a glance

Estimated monthly cost, cost per employee, cost per cup, and providers advertising all must-haves

ID	Scenario	Monthly cost (low to high)	Typical	Per employee	Per cup	Providers matching (of 83)	Data basis
S01	Small office, basic single-cup	$164 to $265	$185	$36.97	$0.95	32	estimated

ID	Scenario	Monthly cost (low to high)	Typical	Per employee	Per cup	Providers matching (of 83)	Data basis
S02	10-person office, single-cup	$328 to $477	$363	$36.34	$0.94	63	estimated
S03	10-person office, drip brewer	$204 to $343	$268	$26.78	$0.69	65	estimated
S04	25-person office, single-cup	$819 to $1,110	$899	$35.96	$0.93	63	estimated
S05	25-person office, bean-to-cup	$578 to $1,028	$836	$33.45	$0.86	52	estimated
S06	25-person office, drip plus tea and milk	$510 to $789	$669	$26.78	$0.69	25	estimated
S07	50-person office, bean-to-cup	$1,156 to $2,012	$1,672	$33.45	$0.86	52	estimated
S08	50-person office, bean-to-cup plus filtered water	$1,156 to $2,012	$1,672	$33.45	$0.86	50	estimated
S09	50-person office, single-cup plus snacks	$1,638 to $2,175	$1,798	$35.96	$0.93	52	estimated
S10	75-person office, bean-to-cup plus espresso	$1,735 to $4,012	$3,401	$45.35	$1.17	24	estimated
S11	100-person office, coffee, water, and supplies	$2,313 to $3,978	$3,345	$33.45	$0.86	43	estimated
S12	100-person office, full refreshment	$2,313 to $3,978	$3,345	$33.45	$0.86	27	estimated
S13	200-person office, multiple machines	$4,626 to $7,911	$6,689	$33.45	$0.86	17	estimated
S14	Hybrid 25-person office	$491 to $688	$542	$21.67	$0.93	13	estimated
S15	Hybrid 50-person office	$694 to $1,354	$1,103	$22.05	$0.95	15	estimated
S16	Medical or dental office with a waiting room	$842 to $1,140	$924	$61.63	$0.93	19	estimated
S17	Car dealership showroom	$952 to $1,559	$1,296	$64.80	$0.81	2	estimated
S18	Client-facing professional office	$694 to $1,710	$1,450	$48.32	$1.25	36	estimated
S19	Cold brew or nitro tap office	not calculated				47	estimated
S20	Warehouse or shift work, high volume	$1,715 to $2,545	$2,249	$37.49	$0.69	14	estimated
S21	Coworking or shared space	$2,313 to $3,978	$3,345	$33.45	$0.86	0	estimated
S22	Company with offices in 3 metros	$2,457 to $3,330	$2,697	$35.96	$0.93	21	estimated
S23	Free equipment vs. rental vs. buying, 3-year total	$819 to $1,110	$899	$35.96	$0.93	8	estimated
S24	3-year total at 10, 25, and 50 employees	$819 to $1,110	$899	$35.96	$0.93	63	estimated
S25	Office coffee vs. coffee shop runs	$819 to $1,110	$899	$35.96	$0.93	63	estimated
S26	Office coffee service vs. buying supplies at retail	$328 to $477	$363	$36.34	$0.94	63	estimated
S27	Adding filtered water to coffee service	$819 to $1,110	$899	$35.96	$0.93	49	estimated
S28	Moving from single-cup to bean-to-cup	$1,156 to $2,012	$1,672	$33.45	$0.86	55	estimated

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

Scenario details

Each scenario uses the shared assumptions in Table T09-02 (66% of employees drink 2.8 cups a day, 21 office days a month at 5 days a week, one brewer per 25 employees, and a $0.12 paper cup). The details below list only what is specific to each scenario; scenario tips are in the buyer section at the end of this chapter and in Chapter 21. Provider counts are not rankings.

T10-02 S01: Small office, basic single-cup

Office profile	5 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$164 / $185 / $265
Per employee per month (typical)	$36.97
Per cup (typical)	$0.95
Providers advertising all must-haves	32 of 83 (6 national, 7 regional, 19 local)
Bottleneck feature	service for offices under 10 people
Data basis	estimated
Scenario details	Shared assumptions only.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-03 S02: 10-person office, single-cup

Office profile	10 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$328 / $363 / $477
Per employee per month (typical)	$36.34
Per cup (typical)	$0.94
Providers advertising all must-haves	63 of 83 (8 national, 13 regional, 42 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	Shared assumptions only.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-04 S03: 10-person office, drip brewer

Office profile	10 employees, 5 office days a week; equipment: drip
Monthly cost (low / typical / high)	$204 / $268 / $343
Per employee per month (typical)	$26.78
Per cup (typical)	$0.69
Providers advertising all must-haves	65 of 83 (6 national, 16 regional, 43 local)
Bottleneck feature	drip brewers
Data basis	estimated
Scenario details	No provider publishes a drip brewer price, so equipment is $0 in every version; drip brewers are usually placed with a supply order, but that is not priced here.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-05 S04: 25-person office, single-cup

Office profile	25 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$819 / $899 / $1,110
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
Providers advertising all must-haves	63 of 83 (8 national, 13 regional, 42 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	Shared assumptions only.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-06 S05: 25-person office, bean-to-cup

Office profile	25 employees, 5 office days a week; equipment: bean-to-cup
Monthly cost (low / typical / high)	$578 / $836 / $1,028
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	52 of 83 (8 national, 11 regional, 33 local)
Bottleneck feature	included maintenance
Data basis	estimated
Scenario details	Shared assumptions only.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-07 S06: 25-person office, drip plus tea and milk

Office profile	25 employees, 5 office days a week; equipment: drip; extras: tea, fresh milk
Monthly cost (low / typical / high)	$510 / $669 / $789
Per employee per month (typical)	$26.78
Per cup (typical)	$0.69
Providers advertising all must-haves	25 of 83 (3 national, 6 regional, 16 local)
Bottleneck feature	fresh milk delivery
Data basis	estimated
Scenario details	No provider publishes a drip brewer price, so equipment is $0 in every version; drip brewers are usually placed with a supply order, but that is not priced here. Tea not priced: tea prices not collected. Fresh milk not priced: milk prices not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-08 S07: 50-person office, bean-to-cup

Office profile	50 employees, 5 office days a week; equipment: bean-to-cup
Monthly cost (low / typical / high)	$1,156 / $1,672 / $2,012
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	52 of 83 (8 national, 11 regional, 33 local)
Bottleneck feature	included maintenance
Data basis	estimated
Scenario details	Shared assumptions only.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-09 S08: 50-person office, bean-to-cup plus filtered water

Office profile	50 employees, 5 office days a week; equipment: bean-to-cup; extras: filtered water
Monthly cost (low / typical / high)	$1,156 / $1,672 / $2,012
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	50 of 83 (6 national, 13 regional, 31 local)
Bottleneck feature	filtered water
Data basis	estimated
Scenario details	Filtered water not priced: no provider publishes a monthly filtered (point-of-use) water price.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-10 S09: 50-person office, single-cup plus snacks

Office profile	50 employees, 5 office days a week; equipment: single-cup; extras: snacks
Monthly cost (low / typical / high)	$1,638 / $1,798 / $2,175
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
Providers advertising all must-haves	52 of 83 (5 national, 11 regional, 36 local)
Bottleneck feature	snacks
Data basis	estimated
Scenario details	Snacks not priced: snack prices not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-11 S10: 75-person office, bean-to-cup plus espresso

Office profile	75 employees, 5 office days a week; equipment: bean-to-cup, espresso
Monthly cost (low / typical / high)	$1,735 / $3,401 / $4,012
Per employee per month (typical)	$45.35
Per cup (typical)	$1.17
Providers advertising all must-haves	24 of 83 (3 national, 7 regional, 14 local)
Bottleneck feature	included repairs
Data basis	estimated
Scenario details	Espresso coffee cost uses the bean-to-cup cost per cup as a proxy (estimated); no shots-per-pound yield is sourced.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-12 S11: 100-person office, coffee, water, and supplies

Office profile	100 employees, 5 office days a week; equipment: bean-to-cup; extras: filtered water, breakroom supplies
Monthly cost (low / typical / high)	$2,313 / $3,345 / $3,978
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	43 of 83 (4 national, 10 regional, 29 local)
Bottleneck feature	breakroom supplies
Data basis	estimated
Scenario details	Filtered water not priced: no provider publishes a monthly filtered (point-of-use) water price. Breakroom supplies not priced: breakroom supply prices not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-13 S12: 100-person office, full refreshment

Office profile	100 employees, 5 office days a week; equipment: bean-to-cup; extras: filtered water, snacks, micro market
Monthly cost (low / typical / high)	$2,313 / $3,345 / $3,978
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	27 of 83 (3 national, 6 regional, 18 local)
Bottleneck feature	micro markets
Data basis	estimated
Scenario details	Filtered water not priced: no provider publishes a monthly filtered (point-of-use) water price. Snacks not priced: snack prices not collected. Micro market not priced: micro market costs not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-14 S13: 200-person office, multiple machines

Office profile	200 employees, 5 office days a week; equipment: bean-to-cup; extras: micro market
Monthly cost (low / typical / high)	$4,626 / $6,689 / $7,911
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	17 of 83 (2 national, 6 regional, 9 local)
Bottleneck feature	micro markets
Data basis	estimated
Scenario details	Micro market not priced: micro market costs not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-15 S14: Hybrid 25-person office

Office profile	25 employees, 3 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$491 / $542 / $688
Per employee per month (typical)	$21.67
Per cup (typical)	$0.93
Providers advertising all must-haves	13 of 83 (1 national, 1 regional, 11 local)
Bottleneck feature	month-to-month terms
Data basis	estimated
Scenario details	Context: 22.4% of U.S. workers teleworked in 2025 (BLS). The model uses the stated 3 office days a week; it does not use the telework rate.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-16 S15: Hybrid 50-person office

Office profile	50 employees, 3 office days a week; equipment: bean-to-cup
Monthly cost (low / typical / high)	$694 / $1,103 / $1,354
Per employee per month (typical)	$22.05
Per cup (typical)	$0.95
Providers advertising all must-haves	15 of 83 (2 national, 1 regional, 12 local)
Bottleneck feature	month-to-month terms
Data basis	estimated
Scenario details	Context: 22.4% of U.S. workers teleworked in 2025 (BLS). The model uses the stated 3 office days a week; it does not use the telework rate.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-17 S16: Medical or dental office with a waiting room

Office profile	15 employees, 30 visitors a day, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$842 / $924 / $1,140
Per employee per month (typical)	$61.63
Per cup (typical)	$0.93
Providers advertising all must-haves	19 of 83 (4 national, 7 regional, 8 local)
Bottleneck feature	a medical or dental page
Data basis	estimated
Scenario details	30 visitors a day, 1 cup per visitor who drinks coffee (assumption)

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-18 S17: Car dealership showroom

Office profile	20 employees, 40 visitors a day, 6 office days a week; equipment: bean-to-cup; extras: cold drinks
Monthly cost (low / typical / high)	$952 / $1,296 / $1,559
Per employee per month (typical)	$64.80
Per cup (typical)	$0.81
Providers advertising all must-haves	2 of 83 (0 national, 1 regional, 1 local)
Bottleneck feature	a dealership page
Data basis	estimated
Scenario details	40 visitors a day, 1 cup per visitor who drinks coffee (assumption) Cold drinks not priced: cold drink prices not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-19 S18: Client-facing professional office

Office profile	30 employees, 5 office days a week; equipment: espresso
Monthly cost (low / typical / high)	$694 / $1,450 / $1,710
Per employee per month (typical)	$48.32
Per cup (typical)	$1.25
Providers advertising all must-haves	36 of 83 (4 national, 8 regional, 24 local)
Bottleneck feature	espresso machines
Data basis	estimated
Scenario details	Espresso coffee cost uses the bean-to-cup cost per cup as a proxy (estimated); no shots-per-pound yield is sourced.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-20 S19: Cold brew or nitro tap office

Office profile	75 employees, 5 office days a week; equipment: cold-brew
Monthly cost (low / typical / high)	not calculated
Providers advertising all must-haves	47 of 83 (8 national, 8 regional, 31 local)
Bottleneck feature	cold brew or nitro
Data basis	estimated
Scenario details	Cold brew cost per cup is not collected, so a monthly total is not calculated. The one published tap setup runs $1,800 to $5,650 one-time.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-21 S20: Warehouse or shift work, high volume

Office profile	60 employees, 7 office days a week; equipment: drip
Monthly cost (low / typical / high)	$1,715 / $2,249 / $2,545
Per employee per month (typical)	$37.49
Per cup (typical)	$0.69
Providers advertising all must-haves	14 of 83 (1 national, 5 regional, 8 local)
Bottleneck feature	a manufacturing or warehouse page
Data basis	estimated
Scenario details	No provider publishes a drip brewer price, so equipment is $0 in every version; drip brewers are usually placed with a supply order, but that is not priced here.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-22 S21: Coworking or shared space

Office profile	100 employees, 5 office days a week; equipment: bean-to-cup; extras: snacks
Monthly cost (low / typical / high)	$2,313 / $3,345 / $3,978
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	0 of 83 (0 national, 0 regional, 0 local)
Bottleneck feature	a coworking page
Data basis	estimated
Scenario details	Snacks not priced: snack prices not collected.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-23 S22: Company with offices in 3 metros

Office profile	75 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$2,457 / $2,697 / $3,330
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
Providers advertising all must-haves	21 of 83 (8 national, 13 regional, 0 local)
Bottleneck feature	service in several metros (national or regional)
Data basis	estimated
Scenario details	three offices of 25 employees each, one brewer and one set of fees per office

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-24 S23: Free equipment vs. rental vs. buying, 3-year total

Office profile	25 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$819 / $899 / $1,110
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
3-year total	free equipment: $32,133; rental: not collected; purchase: $32,361
Providers advertising all must-haves	8 of 83 (1 national, 4 regional, 3 local)
Bottleneck feature	equipment purchase
Data basis	estimated
Scenario details	3-year totals at typical cost: free equipment $32,133; buying a brewer $32,361 (median published single-cup brewer $227.49); rental not collected (no published single-cup rental price). Free equipment usually comes with supply minimums or exclusivity, which only 8 of 39 free-equipment providers spell out on their websites.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-25 S24: 3-year total at 10, 25, and 50 employees

Office profile	25 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$819 / $899 / $1,110
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
3-year total	10: $13,081; 25: $32,361; 50: $64,721
Providers advertising all must-haves	63 of 83 (8 national, 13 regional, 42 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	3-year totals at the typical level: 10 employees $13,081; 25 employees $32,361; 50 employees $64,721.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-26 S25: Office coffee vs. coffee shop runs

Office profile	25 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$819 / $899 / $1,110
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
Providers advertising all must-haves	63 of 83 (8 national, 13 regional, 42 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	No sourced café drink prices were collected, so the coffee shop comparison is dropped. Only the office single-cup cost is shown.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-27 S26: Office coffee service vs. buying supplies at retail

Office profile	10 employees, 5 office days a week; equipment: single-cup
Monthly cost (low / typical / high)	$328 / $363 / $477
Per employee per month (typical)	$36.34
Per cup (typical)	$0.94
Providers advertising all must-haves	63 of 83 (8 national, 13 regional, 42 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	Retail alternative (estimated): ground coffee at the BLS average retail price ($9.25 per lb, October 2026) is $0.27 per cup at the standard yield; with paper cups and a brewer spread over 36 months it comes to about $156 per month for 10 people. This compares brewed ground coffee with office pods, so it is not like for like, and it leaves out staff time to shop and restock.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-28 S27: Adding filtered water to coffee service

Office profile	25 employees, 5 office days a week; equipment: single-cup; extras: filtered water
Monthly cost (low / typical / high)	$819 / $899 / $1,110
Per employee per month (typical)	$35.96
Per cup (typical)	$0.93
Providers advertising all must-haves	49 of 83 (4 national, 12 regional, 33 local)
Bottleneck feature	filtered water
Data basis	estimated
Scenario details	Filtered water not priced: no provider publishes a monthly filtered (point-of-use) water price. Filtered (point-of-use) water is not priced by any provider. For reference, one provider publishes bottled water cooler rental at $10.50 to $13.50 per month plus about $9 per 5-gallon bottle.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

T10-29 S28: Moving from single-cup to bean-to-cup

Office profile	50 employees, 5 office days a week; equipment: single-cup, bean-to-cup
Monthly cost (low / typical / high)	$1,156 / $1,672 / $2,012
Per employee per month (typical)	$33.45
Per cup (typical)	$0.86
Providers advertising all must-haves	55 of 83 (6 national, 9 regional, 40 local)
Bottleneck feature	single-cup brewers
Data basis	estimated
Scenario details	Single-cup at 50 employees: $1,798 per month typical ($1,638 to $2,175); bean-to-cup: $1,672 ($1,156 to $2,012). Bean-to-cup costs less per cup but adds equipment cost when the machine is not free.

Source: CoffeeDasher cost model, November 2026 (estimated); CoffeeDasher analysis, November 2026

What this means for buyers

1. **Budget roughly $820 to $1,110 a month for a 25-person office on single-cup coffee, using our estimate from published prices. Treat it as a starting point and get real quotes.**
   Ask: "What would my monthly total be for 25 people drinking about two cups a day?"
   Stat S-SCN-007
2. **Even a 5-person office can run close to $185 a month on pods by our estimate, so compare that with what you spend now before signing.**
   Ask: "Do you serve offices under 10 people, and is there a minimum monthly order?"
   Stat S-SCN-001
3. **Look at the 3-year total, not just the monthly bill: by our estimate a 25-person office spends about $32,000 on pod coffee over 3 years.**
   Ask: "What would 3 years of service cost at my current usage, including any price increases?"
   Stat S-SCN-050
4. **Buying ground coffee at retail costs far less per cup than office pods, by our estimate, but someone on staff has to shop, brew, and restock. Price that time before choosing.**
   Ask: "What do I get from your service that I would not get buying supplies myself?"
   Stat S-SCN-055
5. **Hybrid offices use less coffee: at 3 office days a week our estimate drops from about $899 to about $542 a month for 25 people. Make sure the quote reflects your real office days.**
   Ask: "Can the delivery schedule and minimum order match a 3-day office week?"
   Stat S-SCN-027, S-SCN-007

6. **A medical or dental office with a waiting room should count visitor cups; by our estimate visitor coffee adds a large share of the cost.**
   Ask: "How do you size supply orders for waiting-room traffic?"
   Stat S-SCN-031
7. **For a 50-person office, our estimate puts bean-to-cup and pods close to each other per month, because the bean-to-cup machine adds cost. Decide on taste and maintenance, then compare quotes.**
   Ask: "Is the bean-to-cup machine free with supplies, or is there a monthly charge?"
   Stat S-SCN-060
8. **36 of 83 providers advertise espresso machines with included maintenance. Client-facing offices should confirm cleaning frequency.**
   Ask: "How often will the espresso machine be cleaned and descaled?"
   Stat S-SCN-036
9. **Adding espresso to bean-to-cup in a 75-person office more than triples the monthly equipment cost in our estimate when equipment is not free. Make sure staff actually want espresso first.**
   Ask: "What is the extra monthly cost of adding an espresso machine?"
   Stat S-SCN-019
10. **A company with offices in several metros has 21 national or regional providers to choose from that advertise single-cup service. Ask each one which of your cities its own staff serve.**
    Ask: "Do your own drivers serve all of my locations, or do you use partners?"
    Stat S-SCN-044

CHAPTER 11

Contract Terms

Key findings

- Only 7 of 83 providers publish any contract term on their website, such as a contract length, notice period, renewal clause, or fee.
- 25% advertise a month-to-month or no-contract option, but only 2 state a contract length in writing (n = 83).
- Of the 21 providers that advertise month-to-month terms, only 3 publish any term such as a notice period, deposit, or removal charge.
- No provider publishes an auto-renewal clause or a supply exclusivity clause (n = 83).

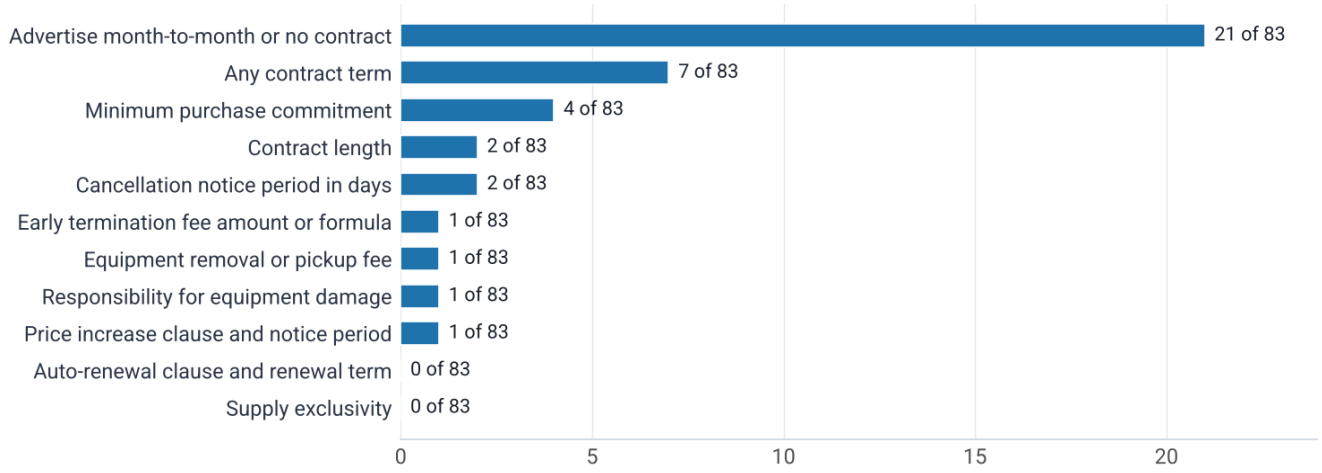
Why this matters to buyers

The contract decides what you pay when things change: a price increase, a slow month, or leaving. Because almost no provider publishes its terms, buyers need to ask for the agreement before signing, even when the service is advertised as no-contract.

What providers publish

C11-01 Almost no provider publishes its contract terms

Number of providers publishing each contract term on their website, n = 83



Data for C11-01

Category	Value
Advertise month-to-month or no contract	21 of 83
Any contract term	7 of 83
Minimum purchase commitment	4 of 83
Contract length	2 of 83
Cancellation notice period in days	2 of 83
Early termination fee amount or formula	1 of 83
Equipment removal or pickup fee	1 of 83
Responsibility for equipment damage	1 of 83
Price increase clause and notice period	1 of 83
Auto-renewal clause and renewal term	0 of 83
Supply exclusivity	0 of 83

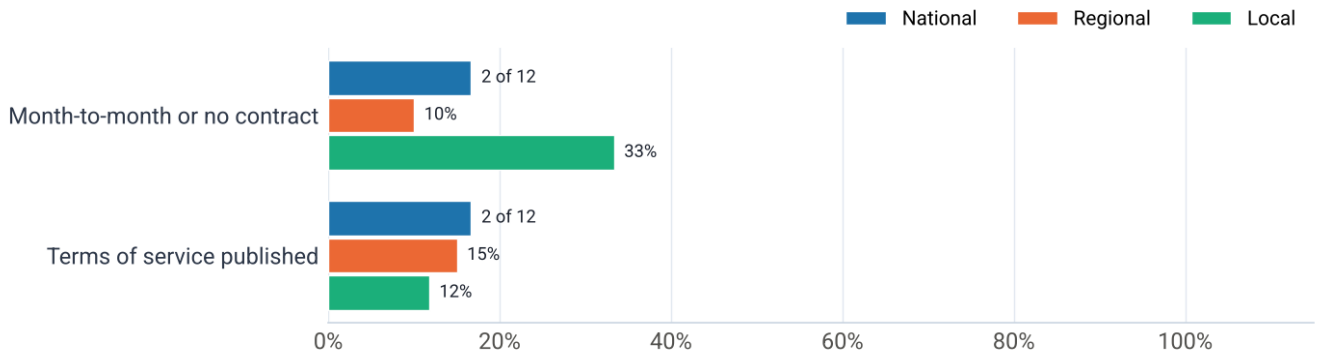
Source: CoffeeDasher pricing and contract review, November 2026

The two providers that publish a cancellation notice period both state 30 days. One publishes an early termination term (a lease deposit kept if the client cancels early), one a price increase clause, and four a minimum purchase commitment, three of them without an amount.

Month-to-month terms

C11-02 A third of local providers advertise month-to-month terms

Share advertising month-to-month terms and share linking to service terms, by segment



Data for C11-02

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Month-to-month or no contract	2 of 12	10%	33%
Terms of service published	2 of 12	15%	12%

National providers (n = 12) are shown as counts.

Source: CoffeeDasher pricing and contract review, November 2026; CoffeeDasher review of provider websites, November 2026

Month-to-month terms are advertised most often by local providers. Bean-to-cup service is not limited to long contracts: 15 of 83 providers advertise bean-to-cup machines together with month-to-month or no-contract terms (n = 83).

No provider advertises all four buyer-friendly terms together (month-to-month, free equipment with no stated minimum, installation included, and free equipment removal), because none states that removal is free. 8 of 83 advertise the first three.

What this means for buyers

1. **Only 7 of 83 providers publish any contract terms online. Ask for the full agreement before you sign, not after.**
   Ask: "Can you send the full service agreement now?"
   Stat S-CTR-010
2. **No provider publishes an auto-renewal clause, but agreements can still contain one. Read the renewal section closely.**
   Ask: "Does the agreement renew automatically, and for how long?"
   Stat S-CTR-002
3. **25% advertise no-contract service, but only 2 put a contract length in writing online. Get "month-to-month" written into the agreement.**
   Ask: "Will the agreement say month-to-month in writing?"
   Stat S-CTR-012
4. **The two providers that publish a cancellation notice period both state 30 days. Ask for the notice period and how notice must be given.**
   Ask: "How much notice do I need to give to cancel, and in what form?"
   Stat S-CTR-003

5. **Only 1 provider publishes an early termination fee. Ask for the formula in writing, including how equipment is valued.**
   Ask: "Is there an early termination fee, and how is it calculated?"
   Stat S-CTR-004
6. **No provider publishes a supply exclusivity clause, yet free equipment often depends on buying all supplies from the provider.**
   Ask: "Must we buy all coffee and supplies from you to keep the equipment?"
   Stat S-CTR-009
7. **Only 1 provider states who pays for equipment damage. Ask who pays if the machine breaks or is damaged.**
   Ask: "Who pays if the equipment is damaged or stops working?"
   Stat S-CTR-006
8. **Only 1 provider publishes a price increase clause. Ask how much notice you get and whether you can leave if prices rise.**
   Ask: "How often can prices change, and how much notice do I get?"
   Stat S-CTR-007
9. **Four providers publish a minimum purchase commitment. Expect one in many quotes, and make sure it fits a slow month.**
   Ask: "Is there a minimum purchase commitment, and is it monthly or annual?"
   Stat S-CTR-008

CHAPTER 12

Support, Trust, and Sustainability

Key findings

- 88% list phone support, but only 29% advertise a named account manager and 24% in-house technicians (n = 83).
- Only 10% of providers are BBB accredited; 37% have no BBB profile (n = 83).
- 80% make a sustainability claim, but only 48% describe a sustainability program (n = 83).
- 77% make a productivity or employee-happiness claim and 58% a savings claim (n = 83).

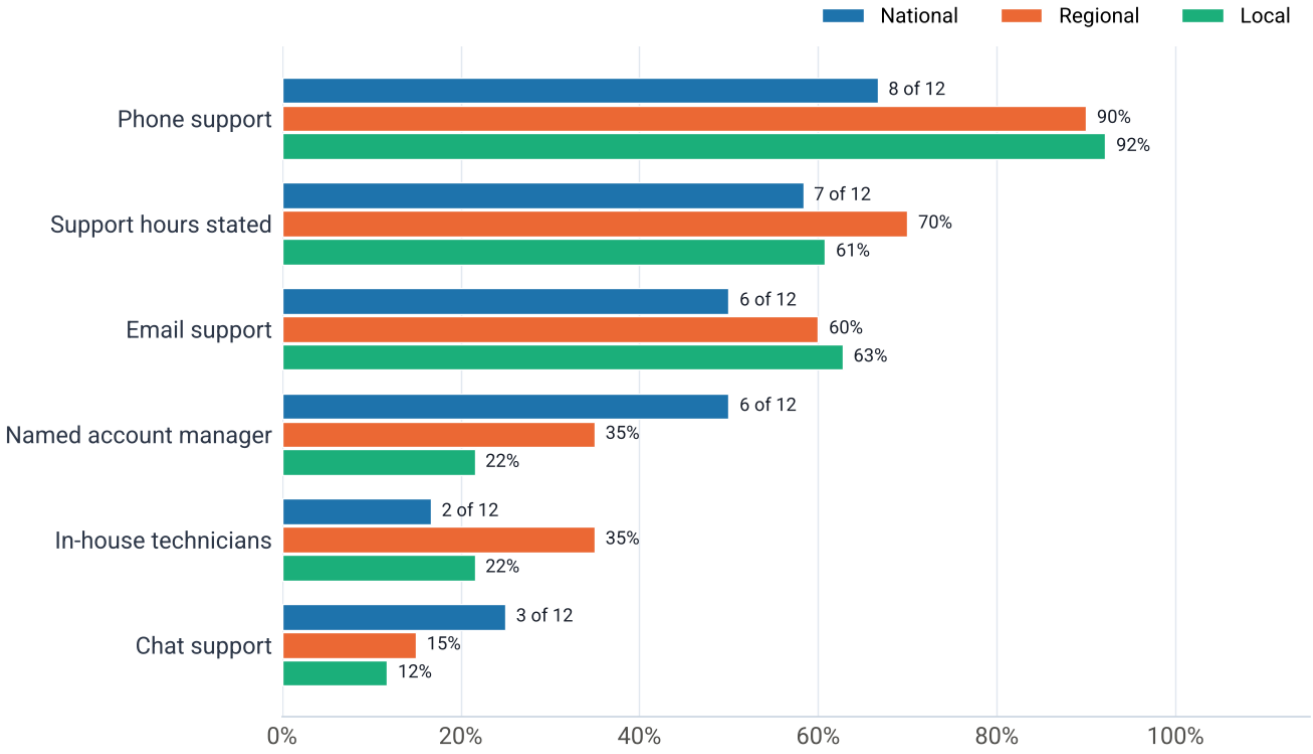
Why this matters to buyers

Support and trust signals are easy to advertise and hard to check. The data shows which signals are common, which are rare, and which claims are not backed by details on the same website.

Support

C12-01 Phone support is standard; named reps and in-house technicians are not

Share advertising each support feature, by segment



Data for C12-01

Category	National (n = 12)	Regional (n = 20)	Local (n = 51)
Phone support	8 of 12	90%	92%
Support hours stated	7 of 12	70%	61%
Email support	6 of 12	60%	63%
Named account manager	6 of 12	35%	22%
In-house technicians	2 of 12	35%	22%
Chat support	3 of 12	15%	12%

National providers (n = 12) are shown as counts.

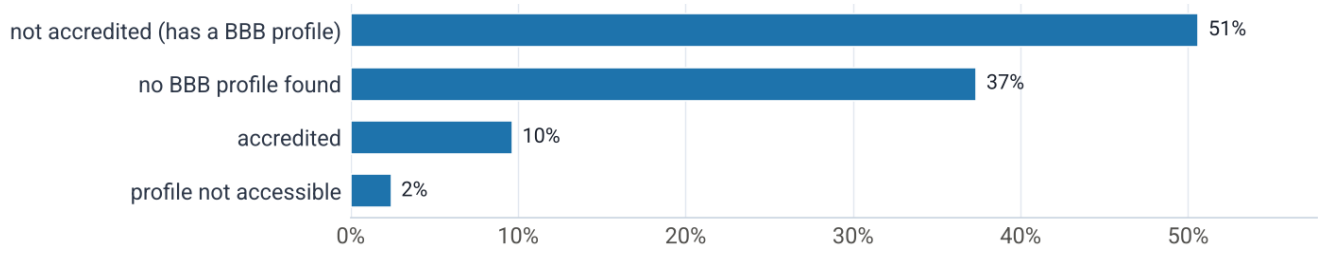
Source: CoffeeDasher review of provider websites, November 2026

Reviews that mention a specific person are overwhelmingly positive: 98 of 102 reviews that mention a rep or account manager are 4- or 5-star. Yet fewer than a third of providers advertise a named account manager.

BBB accreditation

C12-02 One in ten providers is BBB accredited

BBB accreditation status, n = 83



Data for C12-02

Category	Value
not accredited (has a BBB profile)	51%
no BBB profile found	37%
accredited	10%
profile not accessible	2%

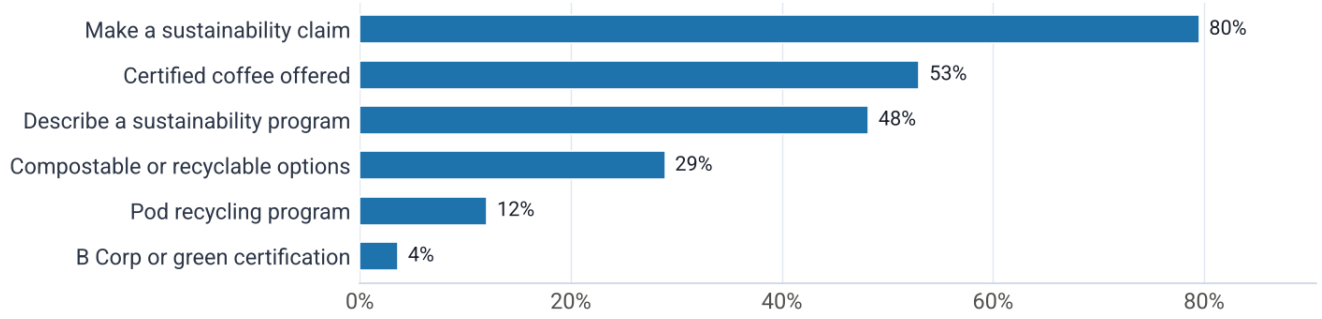
Source: Public ratings on Google and BBB accreditation, checked November 2026

BBB accreditation was checked for every provider. It is uncommon in this industry, so it works as one signal among several rather than a filter.

Sustainability

C12-03 Sustainability claims outnumber sustainability programs

Share advertising each sustainability item, n = 83



Data for C12-03

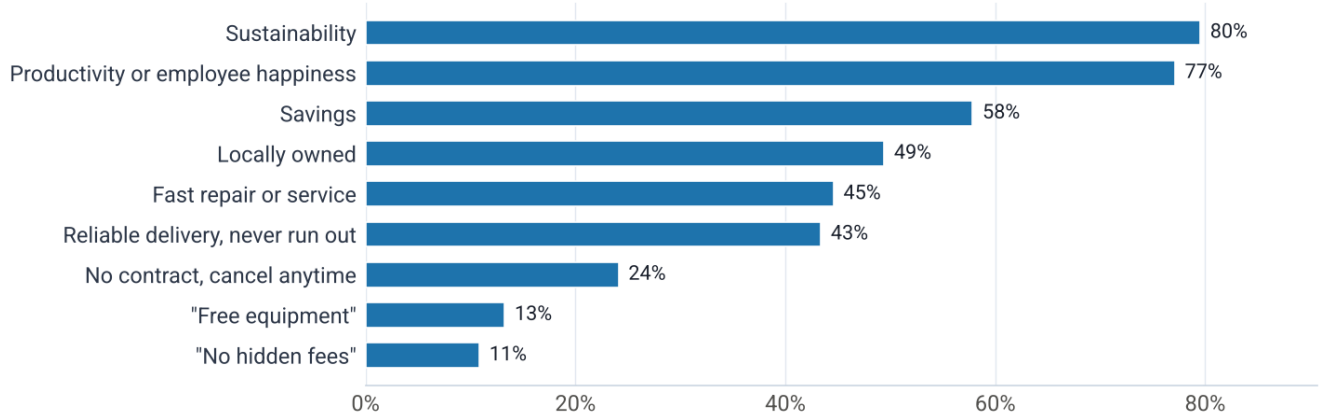
Category	Value
Make a sustainability claim	80%
Certified coffee offered	53%
Describe a sustainability program	48%
Compostable or recyclable options	29%
Pod recycling program	12%
B Corp or green certification	4%

Source: CoffeeDasher review of provider websites, November 2026

Marketing claims

C12-04 Most providers make sustainability and productivity claims

Share making each marketing claim on their website, n = 83



Data for C12-04

Category	Value
Sustainability	80%
Productivity or employee happiness	77%
Savings	58%
Locally owned	49%
Fast repair or service	45%
Reliable delivery, never run out	43%
No contract, cancel anytime	24%
"Free equipment"	13%
"No hidden fees"	11%

Source: CoffeeDasher review of provider websites, November 2026

Claims are common; supporting details are not. Chapter 14 compares several of these claims with what customers report in reviews.

What this means for buyers

1. **Only 10% of providers are BBB accredited and 37% had no BBB profile at all. Use BBB as one check among several, not the only one.**
   Ask: "Are you BBB accredited, and can I see any complaint history?"
   Stat S-DST-051, S-DST-050
2. **About half of providers show client logos or named clients. Ask for a reference from a client your size.**
   Ask: "Can I call one of your current clients of my size?"
   Stat S-TRU-017
3. **Half of providers say they are locally owned. Local ownership is a claim, not a service level; check ratings and terms either way.**
   Ask: "Who owns the company, and has it changed hands recently?"
   Stat S-CLM-043

4. **80% make a sustainability claim, but only 48% describe a sustainability program. Ask what the program actually does.**
   Ask: "What does your sustainability program do, specifically?"
   Stat S-CLM-052, S-TRU-001
5. **Companies replied to 38% of 1-star reviews and 69% of 2- and 3-star reviews in our sample. A calm, specific reply is a good sign.**
   Ask: "How do you respond to negative reviews?"
   Stat S-RSP-008, S-RSP-007
6. **30% of happy reviews name a specific driver, rep, or technician. Consistent people matter to customers; ask about staff turnover.**
   Ask: "How long have the driver and rep for my route been with you?"
   Stat S-RSP-001
7. **Only 24% clearly advertise in-house technicians. Ask whether repairs are done by their own staff or a third party.**
   Ask: "Are your technicians your own employees?"
   Stat S-SUP-041

CHAPTER 13

Ratings

Key findings

- Providers average 4.31 stars on Google; 47% are rated 4.5 or higher and 27% below 4.0 (n = 83).
- 6 of 12 national providers are rated below 4.0, against 20% of local providers (n = 51).
- The typical provider has 22 Google reviews; 42% of verified local companies had fewer than 10 (n = 73).
- Owners replied to an average of 33% of their 20 most recent Google reviews (n = 83); 43% of local providers replied to none (n = 51).

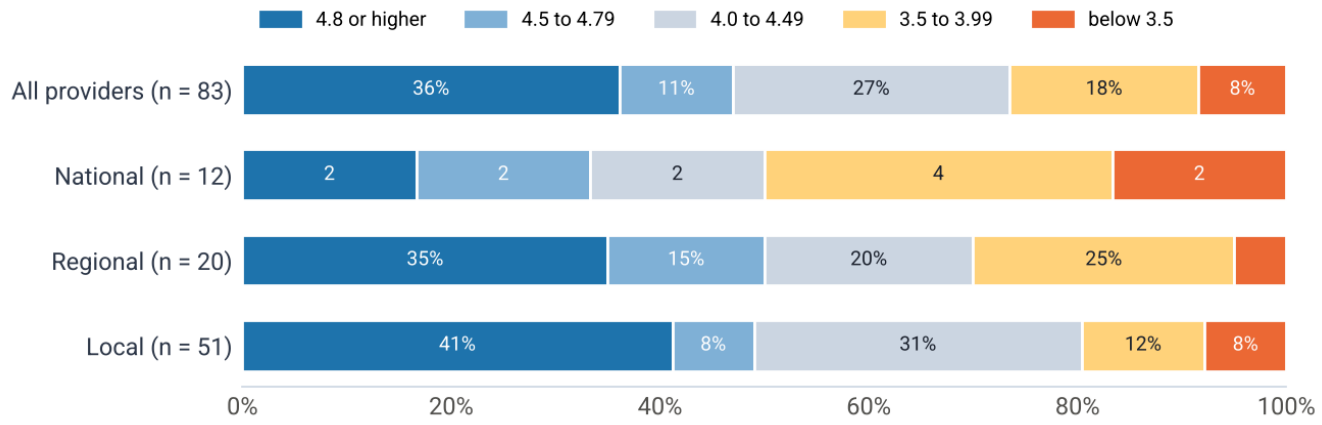
Why this matters to buyers

Star ratings are the first thing most buyers check. In this industry, ratings rest on few reviews, so a single review can move the average, and the brand on the sign may not be the branch that serves you.

Rating distribution

C13-01 Half of national providers are rated below 4.0 on Google

Google rating band by segment; national shown as counts



Data for C13-01

Category	4.8 or higher	4.5 to 4.79	4.0 to 4.49	3.5 to 3.99	below 3.5
All providers	36%	11%	27%	18%	8%
National	2 of 12	2 of 12	2 of 12	4 of 12	2 of 12
Regional	35%	15%	20%	25%	5%
Local	41%	8%	31%	12%	8%

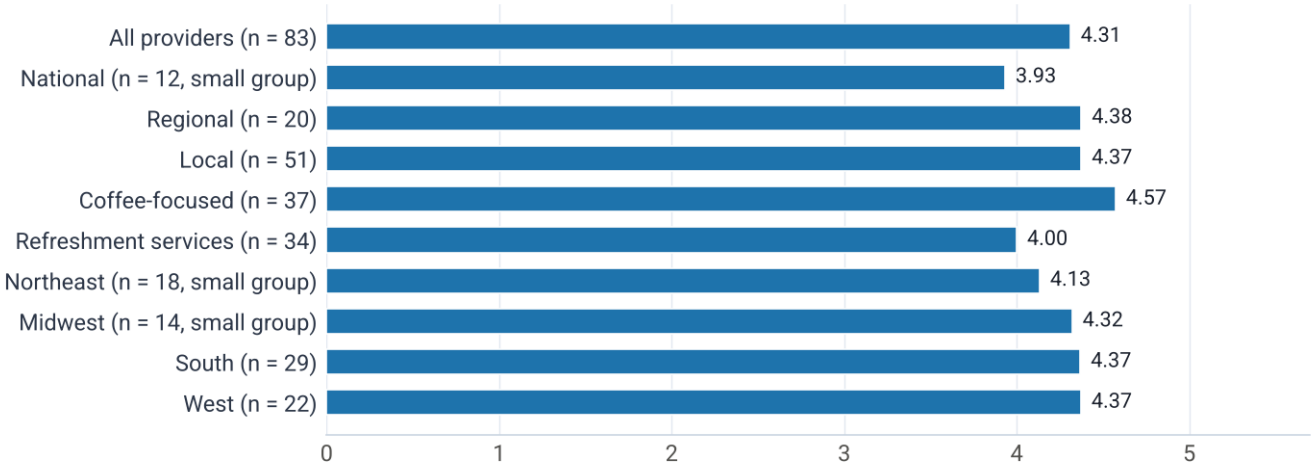
National providers (n = 12) are shown as counts.

Source: Public ratings on Google and BBB accreditation, checked November 2026

Regional providers (mean 4.38 stars) and local providers (mean 4.37 stars) show no clear difference from the 4.31 average for all providers. National providers come in at mean 3.93 stars (n = 12), measured on each brand's main Google profile; branch profiles can differ.

C13-04 Average Google rating is lowest for national providers

Mean Google rating by group (stars, 5 = best); groups under 20 marked



Data for C13-04

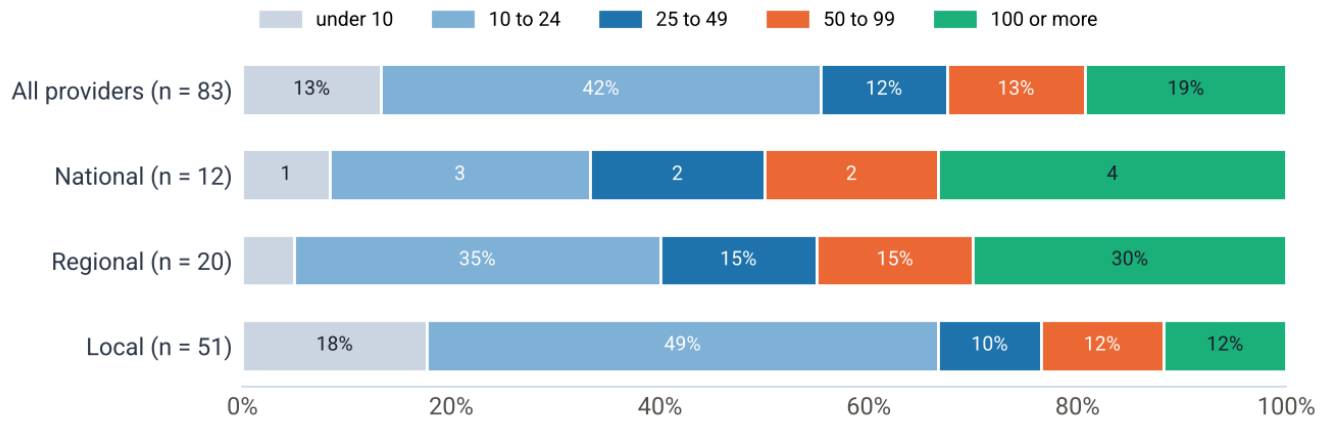
Category	Value	n
All providers (n = 83)	4.31	83
National (n = 12, small group)	3.93	12
Regional (n = 20)	4.38	20
Local (n = 51)	4.37	51
Coffee-focused (n = 37)	4.57	37
Refreshment services (n = 34)	4.00	34
Northeast (n = 18, small group)	4.13	18
Midwest (n = 14, small group)	4.32	14
South (n = 29)	4.37	29
West (n = 22)	4.37	22

Source: Public ratings on Google and BBB accreditation, checked November 2026

Review volume

C13-02 Most providers have fewer than 50 Google reviews

Google review count on the main profile, by segment



Data for C13-02

Category	under 10	10 to 24	25 to 49	50 to 99	100 or more
All providers	13%	42%	12%	13%	19%
National	1 of 12	3 of 12	2 of 12	2 of 12	4 of 12
Regional	5%	35%	15%	15%	30%
Local	18%	49%	10%	12%	12%

National providers (n = 12) are shown as counts.

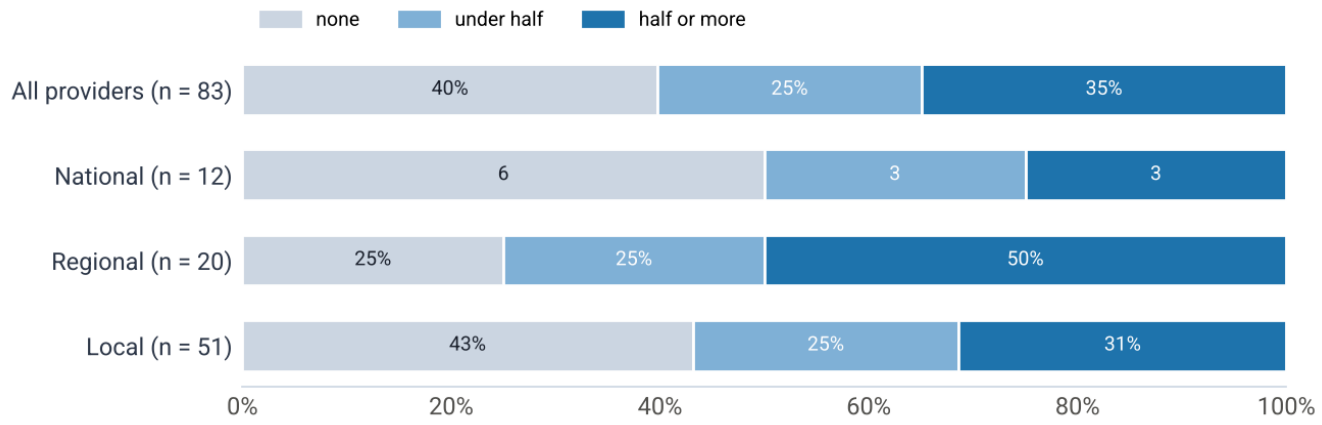
Source: Public ratings on Google and BBB accreditation, checked November 2026

National providers have a median of 68 Google reviews on their main profile, regional providers 41.5, and local providers 16. 81% of providers received a review in the last 6 months (n = 83).

Owner replies

C13-03 Many providers do not reply to recent reviews

Owner replies among the 20 most recent Google reviews, by segment



Data for C13-03

Category	none	under half	half or more
All providers	40%	25%	35%
National	6 of 12	3 of 12	3 of 12
Regional	25%	25%	50%
Local	43%	25%	31%

National providers (n = 12) are shown as counts.

Source: Public ratings on Google and BBB accreditation, checked November 2026

Ratings were collected from Google only, with a BBB accreditation check for each provider. Rating gaps between platforms were not measured in this edition.

What this means for buyers

1. **Office coffee companies average 4.3 stars on Google, and 47% are rated 4.5 or higher. Start your shortlist from that group.**
   Ask: "Can you share references from offices like mine?"
   Stat S-RAT-001, S-RAT-002
2. **The typical company has only about 22 Google reviews, so one bad review moves the average a lot. Read the reviews, not just the stars.**
   Ask: "How many offices do you serve in my area?"
   Stat S-RAT-054
3. **Half the national providers studied (6 of 12) are rated below 4.0 on Google. Check the branch that would serve you, not just the brand.**
   Ask: "Which local branch and team would handle my account?"
   Stat S-RAT-005, S-RAT-006
4. **81% of providers received a Google review in the last 6 months. A profile with no recent reviews is worth a question.**
   Ask: "How many new office accounts have you started this year?"
   Stat S-RAT-058

5. **Owners replied to about a third of their recent Google reviews on average. A company that replies to complaints publicly is showing you how it handles problems.**
   Ask: "How do you handle a complaint from an office manager?"
   Stat S-RAT-059
6. **43% of local providers did not reply to any of their 20 newest Google reviews. Check how a local company responds before choosing it.**
   Ask: "Who answers customer complaints, and how quickly?"
   Stat S-RAT-062
7. **Detailed 2- and 3-star reviews are rare, so most reviews are either glowing or angry. Read the 1-star reviews to see how problems were handled.**
   Ask: "What happened in your worst recent customer complaint, and how was it fixed?"
   Stat S-SMP-003

CHAPTER 14

Inside 575 Customer Reviews

Key findings

- Slow or unresponsive customer service is the top complaint, in 43% of 1- to 3-star reviews read (n = 175).
- Problems with extra services such as vending, water, and micro markets appear in 34% of 1- to 3-star reviews; 27% are about using vending machines or micro markets at work (n = 175).
- Responsive service (45%) and a friendly driver or rep (42%) lead the praise in 4- and 5-star reviews; only 4% praise price (n = 400).
- Regular deliveries are the stage named in 42% of low-star reviews that say when the problem happened (n = 112).

Why this matters to buyers

Reviews show what goes wrong and what customers value once the contract is signed. The sample was built with fixed targets per star band, so it shows the kinds of complaints and praise, not how many customers are satisfied.

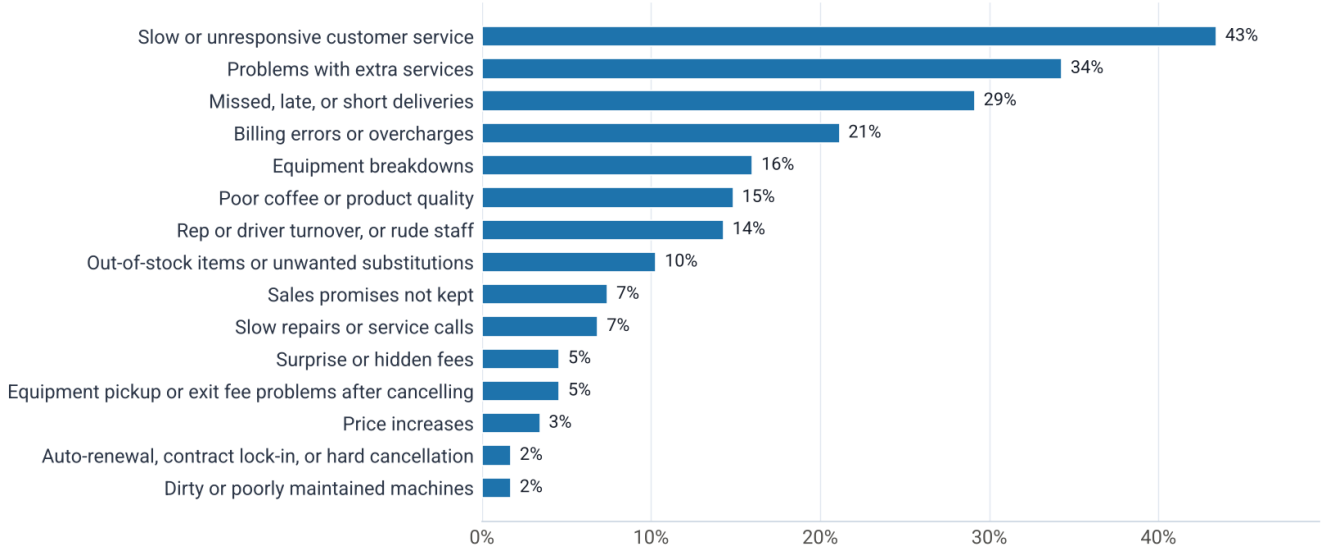
How the sample was built

We used 575 Google reviews: 400 at 4 to 5 stars, 75 at 2 to 3 stars (against a target of 500), and 100 at 1 star. Each had at least 15 words and named a specific topic. Only 16 of the 83 providers had any detailed 2- or 3-star review, so most reviews of these companies are either very positive or very negative. Shares below always name the band and its n.

What customers complain about

C14-01 Slow customer service is the top complaint

Share of 1- to 3-star reviews read that mention each problem, n = 175



Data for C14-01

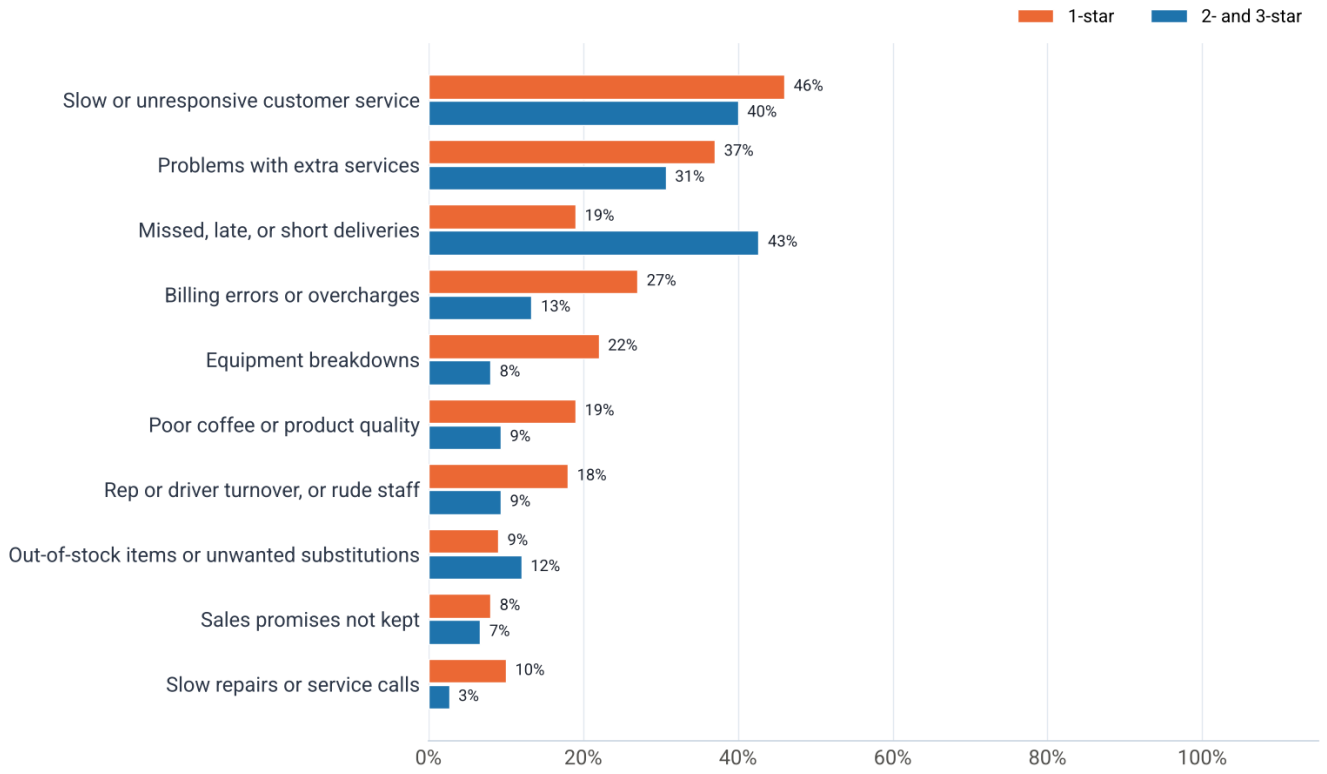
Category	Value
Slow or unresponsive customer service	43%
Problems with extra services	34%
Missed, late, or short deliveries	29%
Billing errors or overcharges	21%
Equipment breakdowns	16%
Poor coffee or product quality	15%
Rep or driver turnover, or rude staff	14%
Out-of-stock items or unwanted substitutions	10%
Sales promises not kept	7%
Slow repairs or service calls	7%
Surprise or hidden fees	5%
Equipment pickup or exit fee problems after cancelling	5%
Price increases	3%
Auto-renewal, contract lock-in, or hard cancellation	2%
Dirty or poorly maintained machines	2%

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

Complaints rarely come alone: 78% of 1- to 3-star reviews name two or more problems, most often missed deliveries together with slow customer service (n = 175).

C14-02 Breakdowns and billing errors turn bad experiences into 1-star reviews

Share mentioning each problem: 1-star reviews (n = 100) vs 2- and 3-star reviews (n = 75)



Data for C14-02

Category	1-star (n = 100)	2- and 3-star (n = 75)
Slow or unresponsive customer service	46%	40%
Problems with extra services	37%	31%
Missed, late, or short deliveries	19%	43%
Billing errors or overcharges	27%	13%
Equipment breakdowns	22%	8%
Poor coffee or product quality	19%	9%
Rep or driver turnover, or rude staff	18%	9%
Out-of-stock items or unwanted substitutions	9%	12%
Sales promises not kept	8%	7%
Slow repairs or service calls	10%	3%

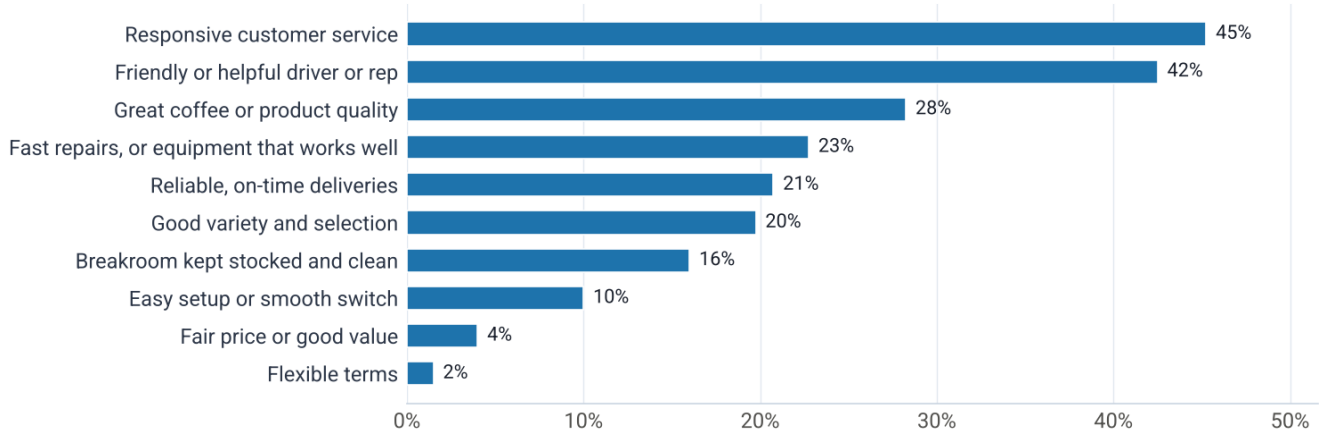
Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

Equipment breakdowns, billing errors, and poor coffee are about twice as common in 1-star reviews as in 2- and 3-star reviews. Missed or late deliveries are more common in 2- and 3-star reviews, which suggests they annoy customers but less often push them to a 1-star review.

What customers praise

C14-03 Customers praise people and responsiveness, not price

Share of 4- and 5-star reviews read that praise each theme, n = 400



Data for C14-03

Category	Value
Responsive customer service	45%
Friendly or helpful driver or rep	42%
Great coffee or product quality	28%
Fast repairs, or equipment that works well	23%
Reliable, on-time deliveries	21%
Good variety and selection	20%
Breakroom kept stocked and clean	16%
Easy setup or smooth switch	10%
Fair price or good value	4%
Flexible terms	2%

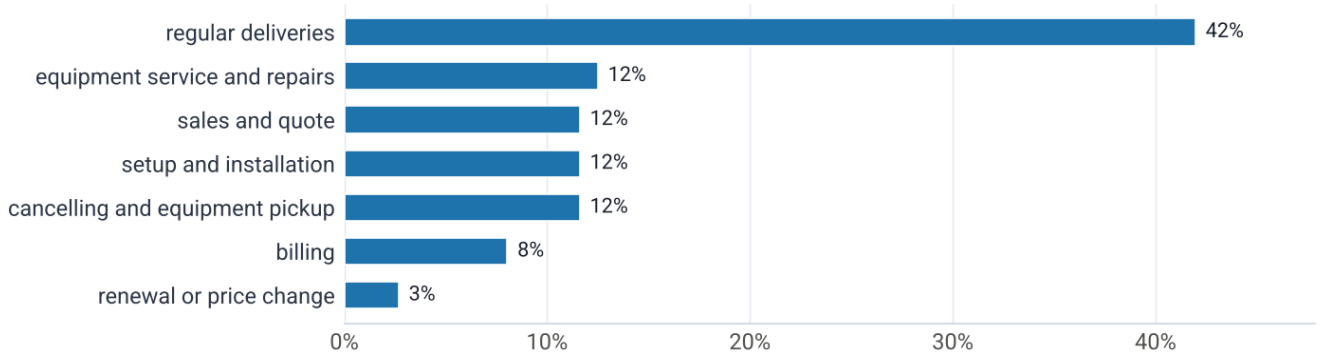
Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

30% of 4- and 5-star reviews name a specific driver, rep, or technician (n = 400). Praise for price or value is rare.

When problems happen

C14-04 Regular deliveries are the stage named most often in complaints

Share of 1- to 3-star reviews that state a stage, by stage, n = 112



Data for C14-04

Category	Value
regular deliveries	42%
equipment service and repairs	12%
sales and quote	12%
setup and installation	12%
cancelling and equipment pickup	12%
billing	8%
renewal or price change	3%

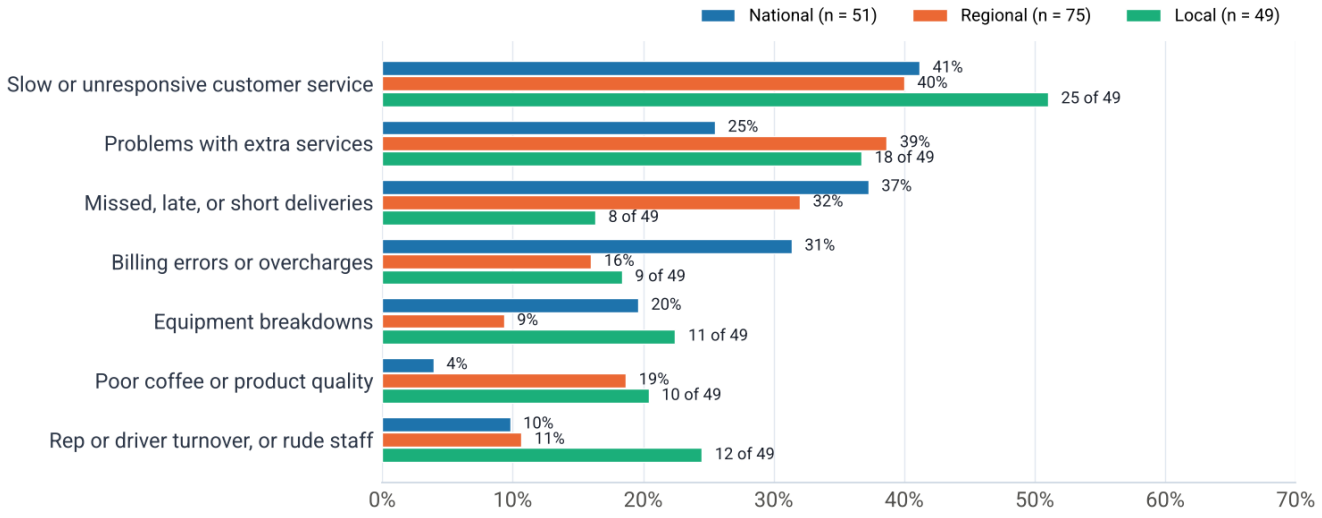
Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

112 of the 175 low-star reviews (64%) say when the problem happened. Setup and installation is the stage praised most in 4- and 5-star reviews that name a stage (46%, n = 63).

Problems by segment

C14-05 Customer service leads the complaints for every segment

Share of 1- to 3-star reviews read that mention each problem, by segment; local (n = 49) shown as counts



Data for C14-05

Category	National (n = 51)	Regional (n = 75)	Local (n = 49)
Slow or unresponsive customer service	41%	40%	25 of 49
Problems with extra services	25%	39%	18 of 49
Missed, late, or short deliveries	37%	32%	8 of 49
Billing errors or overcharges	31%	16%	9 of 49
Equipment breakdowns	20%	9%	11 of 49
Poor coffee or product quality	4%	19%	10 of 49
Rep or driver turnover, or rude staff	10%	11%	12 of 49

Groups under 50 reviews are shown as counts.

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

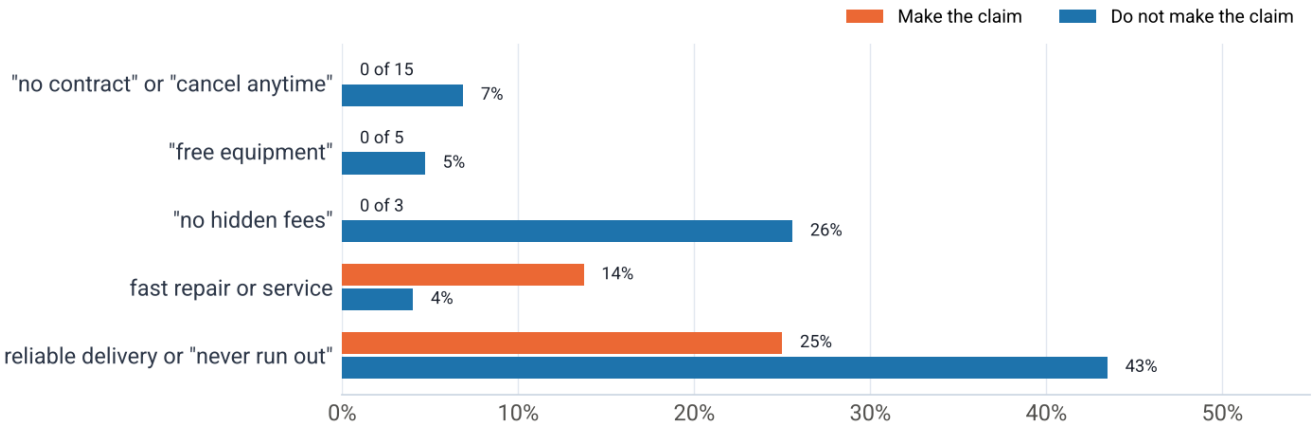
Switching, leaving, and money

5% of reviews used mention switching from another provider, and most of those are positive about the new provider (n = 575). 7% of 1- to 3-star reviews say the customer left or is leaving, most often over missed deliveries and slow service (n = 175). 9% of 1- to 3-star reviews report a money impact such as a double charge or fee (n = 175); most are billing errors, often from vending or water add-ons.

Claims vs reviews

C14-06 Fast-repair claims did not mean fewer slow-repair complaints

Share of 1- to 3-star reviews with a matching complaint, providers making each claim vs not; groups under 50 reviews shown as counts



Data for C14-06

Category	Make the claim	Do not make the claim
"no contract" or "cancel anytime"	0 of 15	7%
"free equipment"	0 of 5	5%
"no hidden fees"	0 of 3	26%
fast repair or service	14%	4%
reliable delivery or "never run out"	25%	43%

Observation, not a cause. Groups under 50 reviews are shown as counts.

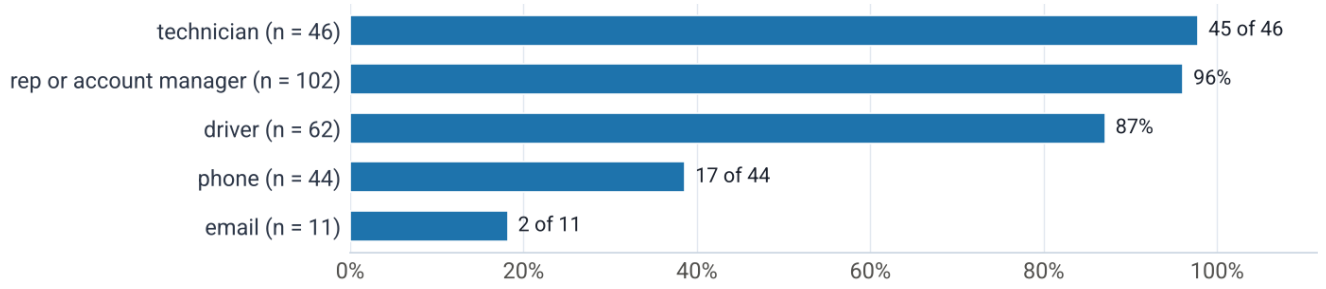
Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026; CoffeeDasher review of provider websites, November 2026

Providers that advertise fast repairs had more slow-repair complaints in their low-star reviews, not fewer (14% vs 4%). Providers that advertise reliable delivery had fewer delivery complaints (25% vs 43%). These are observations, not causes. The other three claim groups are too small to compare as percentages.

Who customers mention, and who replies

C14-07 Reviews that mention a person are mostly positive

Share of reviews mentioning each contact that are 4- or 5-star; n = reviews mentioning that contact



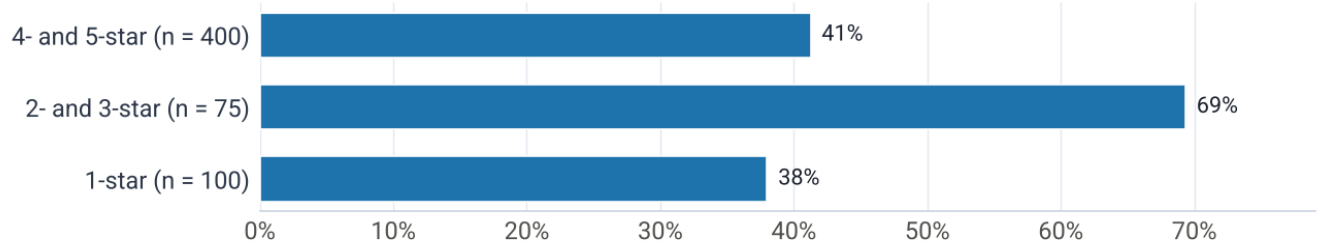
Data for C14-07

Category	Value	n
technician (n = 46)	45 of 46	46
rep or account manager (n = 102)	96%	102
driver (n = 62)	87%	62
phone (n = 44)	17 of 44	44
email (n = 11)	2 of 11	11

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

C14-08 Companies reply most to middle-rated reviews

Share of reviews read with a company reply, by star band



Data for C14-08

Category	Value	n
4- and 5-star (n = 400)	41%	400
2- and 3-star (n = 75)	69%	75
1-star (n = 100)	38%	100

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026

Companies replied to 69% of 2- and 3-star reviews read, against 41% of 4- and 5-star and 38% of 1-star reviews. Few low-star reviews say whether the problem was fixed (10 of 175). Reddit discussions were not part of this edition.

What this means for buyers

1. **Only 4% of happy reviews praise price or value. Service is what customers notice, so do not choose on price alone.**
   Ask: "What happens if service slips: is there a credit or discount?"
   Stat S-PRS-007

2. **9% of low-star reviews report a charge or fee the customer did not expect. Check the first few invoices line by line.**
   Ask: "Can I see a sample invoice before I sign?"
   Stat S-MON-001
3. **12% of low-star reviews that state a stage describe a problem during sales, most often promises not kept. Get every promise in the agreement.**
   Ask: "Can you add what you promised about delivery and equipment to the agreement?"
   Stat S-CMP-043, S-STG-004
4. **Setup and installation is the stage praised most in happy reviews that name a stage (46%). A smooth start is a good sign; ask what the first week looks like.**
   Ask: "What happens in the first week after we sign?"
   Stat S-STG-009
5. **Setup problems show up in 12% of low-star reviews that name a stage, often a missed first delivery. Schedule the first delivery and the installation for the same day.**
   Ask: "Can the first delivery arrive on installation day?"
   Stat S-STG-005
6. **10% of happy reviews praise an easy setup or smooth switch. Ask how the provider handles removing the old company's equipment.**
   Ask: "Will you coordinate the swap with our current provider's pickup?"
   Stat S-PRS-008
7. **Slow or unresponsive customer service is the top complaint in low-star reviews (43%). Ask who your contact is and how fast they respond.**
   Ask: "Who is my day-to-day contact, and what is your response time?"
   Stat S-CMP-041
8. **Missed or late deliveries appear in 29% of low-star reviews, and 42% of complaints that state a stage happen during regular deliveries. Agree on a delivery day and a backup plan.**
   Ask: "What happens if a delivery is missed: how soon is it made up?"
   Stat S-CMP-030, S-STG-002
9. **Happy reviews most often praise responsive service (45%) and a friendly driver or rep (42%). Ask to meet the driver and rep who would serve you.**
   Ask: "Will we have the same driver and rep each week?"
   Stat S-PRS-002, S-PRS-006
10. **14% of low-star reviews mention rep or driver turnover or rude staff. Ask how handoffs work when your rep changes.**
    Ask: "How will you tell us if our rep or driver changes?"
    Stat S-CMP-042

CHAPTER 15

National vs. Regional vs. Local Providers

Key findings

- National and regional providers more often advertise service for workplaces over 200 employees, medical and hospitality pages, a named account manager, and included repairs (n = 32 vs 51).
- Regional (mean 4.38) and local (mean 4.37) providers show no clear difference in average Google rating; national providers come in at mean 3.93 on their main profile (n = 12).
- Local providers more often advertise local roaster coffee, free delivery, month-to-month terms, and cups and supplies.
- Slow or unresponsive service is the top complaint for national, regional, and local providers alike.

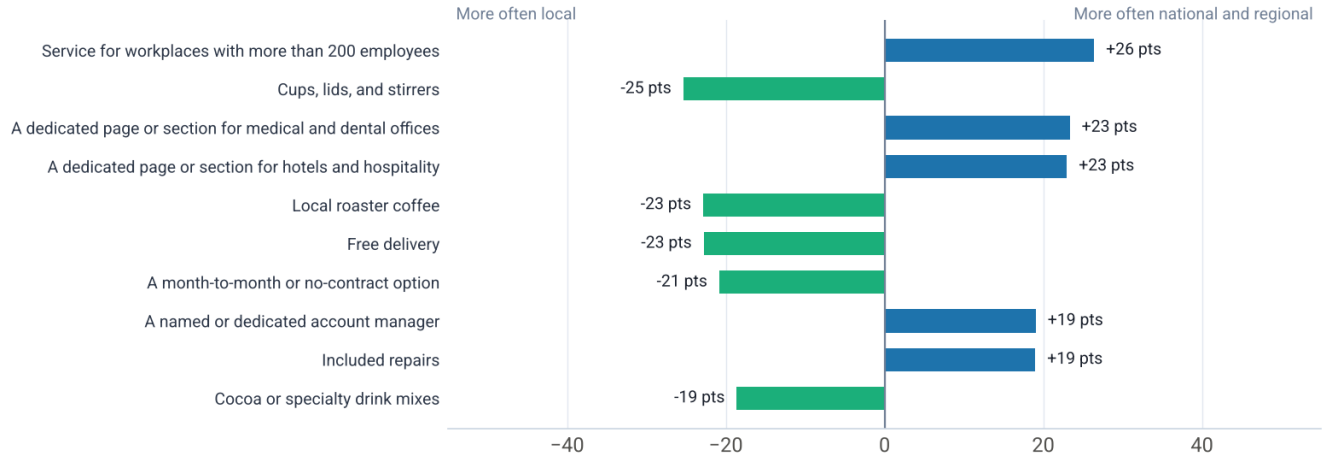
Why this matters to buyers

National, regional, and local providers differ more in what they advertise than in how customers rate them. The data can show where each type tends to be strong; it cannot say which type is better for every office.

Where the segments differ most

C15-01 The ten largest gaps between local providers and national or regional ones

Difference in share advertising each feature: national and regional combined (n = 32) minus local (n = 51), percentage points



Data for C15-01

Category	Gap (points) (n = 83)
service for workplaces with more than 200 employees	+26
cups, lids, and stirrers	-25
a dedicated page or section for medical and dental offices	+23
a dedicated page or section for hotels and hospitality	+23
local roaster coffee	-23
free delivery	-23
a month-to-month or no-contract option	-21
a named or dedicated account manager	+19
included repairs	+19
cocoa or specialty drink mixes	-19

Source: CoffeeDasher review of provider websites, November 2026

Because there are only 12 national providers, this comparison groups national and regional providers (n = 32) against local providers (n = 51). Appendix B includes the full side-by-side table of every advertised feature for national (as counts), regional, and local providers.

Ratings, prices, and complaints compared

Average Google ratings are shown in Chart C13-04 and the rating distribution in Chart C13-01. National providers publish prices most often (6 of 12, mostly brand stores and direct-ship programs), against 15% of regional and 20% of local providers (Chart C09-01). Complaint mixes by segment are in Chart C14-05: slow customer service leads for every segment, and extra-service complaints are most common for regional providers, which are often refreshment companies.

When each type tends to fit, based on the data

Large or multi-site offices. National and regional providers more often advertise service for workplaces over 200 employees, usage reports, and multi-metro coverage. For a company with offices in several metros, 21 of 83 providers are national or regional and advertise single-cup service (Scenario S22).

Offices that want flexible terms and local coffee. Local providers more often advertise month-to-month terms (33% vs 12%), free delivery (35% vs 12%), and local roaster coffee (51% vs 28%). Their ratings rest on fewer reviews (median 16), so read them closely.

Offices that want a full breakroom. Refreshment service companies, which make up about 4 in 10 providers in every segment, list micro markets, pantry stocking, and fresh food far more often than coffee-focused providers. Their low-star reviews are often about those extra services (Chart C17-02).

What this means for buyers

1. **Direct-ship programs rarely restock the breakroom (1 of 8). If you want a driver to restock, choose route service.**
   Ask: "Will a driver restock, or do you ship boxes?"
   Stat S-RNK-018, S-RNK-019
2. **Half the national providers studied (6 of 12) are rated below 4.0 on Google. Check the branch that would serve you, not just the brand.**
   Ask: "Which local branch and team would handle my account?"
   Stat S-RAT-005, S-RAT-006
3. **A company with offices in several metros has 21 national or regional providers to choose from that advertise single-cup service. Ask each one which of your cities its own staff serve.**
   Ask: "Do your own drivers serve all of my locations, or do you use partners?"
   Stat S-SCN-044
4. **43% of local providers did not reply to any of their 20 newest Google reviews. Check how a local company responds before choosing it.**
   Ask: "Who answers customer complaints, and how quickly?"
   Stat S-RAT-062
5. **9 of 12 national providers advertise service for 200+ employees, compared with 39% of local providers. Large offices may find more options among national providers.**
   Ask: "Do you have experience with offices of our size?"
   Stat S-RNK-007
6. **84% of local providers list drip brewers, compared with 6 of 12 national providers. Drip-focused offices may find more options locally.**
   Ask: "Do you place traditional drip or airpot brewers?"
   Stat S-RNK-008
7. **Direct-ship programs usually publish prices (7 of 8), while route-service providers rarely do (16%). Use published direct-ship prices as a benchmark when reading route quotes.**
   Ask: "How does your price compare with ordering the same pods online?"
   Stat S-RNK-017

CHAPTER 16

Regional Differences

Key findings

- Regional differences are modest for most advertised features; the largest show up in a few services and equipment types.
- Average Google ratings are similar in the South (4.37), West (4.37), and Midwest (4.32), and lower in the Northeast (4.13, n = 18).
- Filtered water and fresh food are listed most often by providers based in the South (Chart C06-05).

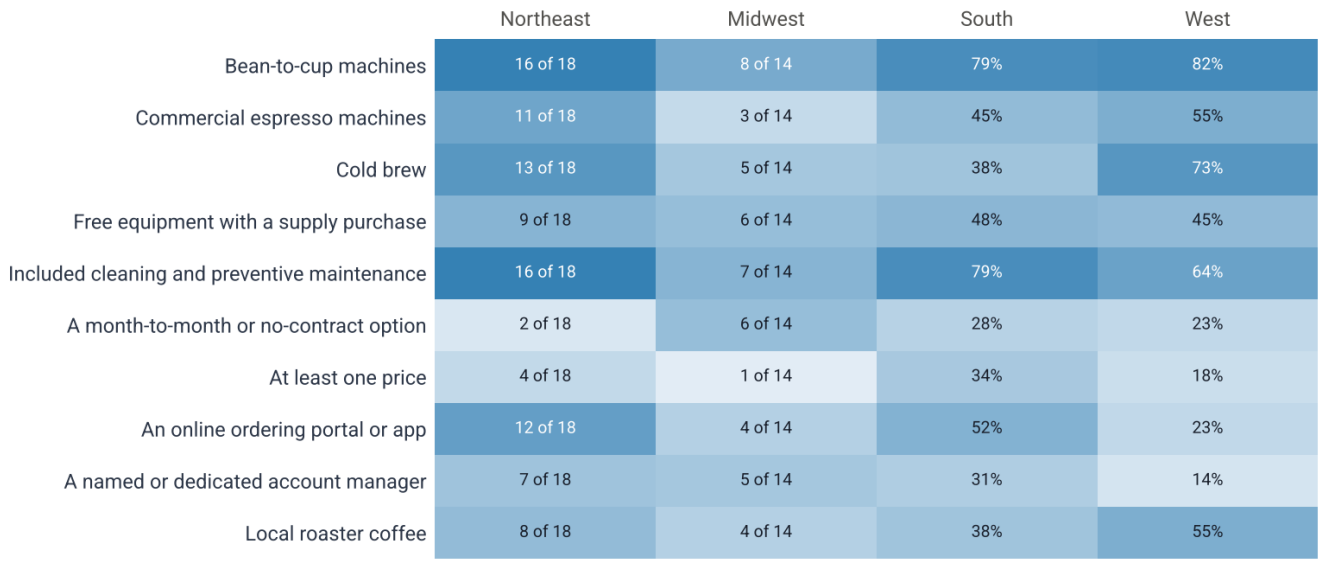
Why this matters to buyers

A buyer in one region sees a slightly different market from a buyer in another. Regional differences in this study are small and based on small groups, so they are a guide to what to ask, not a rule.

Features by region

C16-01 Regional differences are modest for most features

Share advertising each feature, by home region; Northeast (n = 18) and Midwest (n = 14) shown as counts



Data for C16-01

Category	Northeast (n = 18)	Midwest (n = 14)	South (n = 29)	West (n = 22)
Bean-to-cup machines	16 of 18	8 of 14	79%	82%
Commercial espresso machines	11 of 18	3 of 14	45%	55%
Cold brew	13 of 18	5 of 14	38%	73%
Free equipment with a supply purchase	9 of 18	6 of 14	48%	45%
Included cleaning and preventive maintenance	16 of 18	7 of 14	79%	64%
A month-to-month or no-contract option	2 of 18	6 of 14	28%	23%
At least one price	4 of 18	1 of 14	34%	18%
An online ordering portal or app	12 of 18	4 of 14	52%	23%
A named or dedicated account manager	7 of 18	5 of 14	31%	14%
Local roaster coffee	8 of 18	4 of 14	38%	55%

Regions under 20 providers are shown as counts.

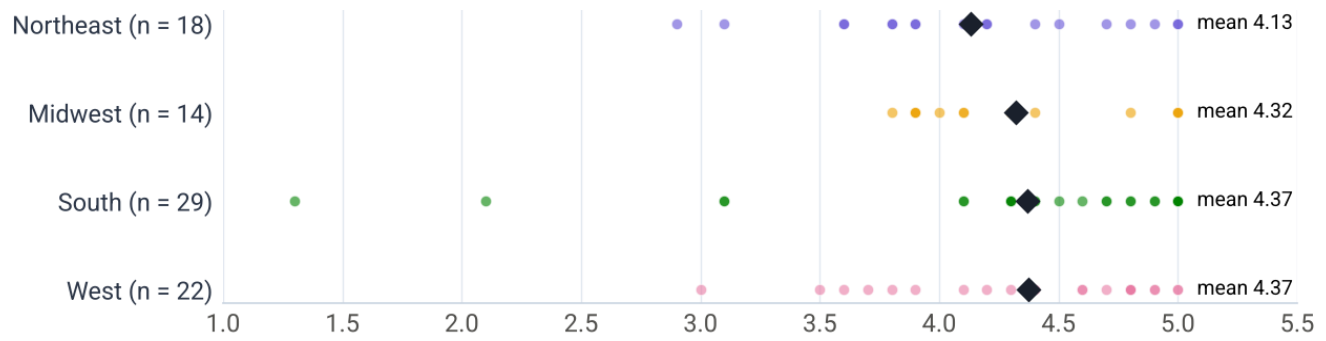
Source: CoffeeDasher review of provider websites, November 2026

Regions are each provider's home region. The Northeast (n = 18) and Midwest (n = 14) have fewer than 20 providers, so their values are shown as counts. Local providers by region are smaller still (9 to 16 per region), so regional patterns among local providers are in the metro profiles in Appendix A as counts.

Ratings by region

C16-02 Ratings are similar in three regions and lower in the Northeast

Google rating of each provider by home region, with the mean (diamond)



Data for C16-02

Category	Value	n
Northeast	4.13	18
Midwest	4.32	14
South	4.37	29
West	4.37	22

Northeast and Midwest are small groups.

Source: Public ratings on Google and BBB accreditation, checked November 2026

What this means for buyers

1. **Most businesses in large metros have fewer than 20 employees. If you are one of them, look for providers that advertise small-office service.**
   Ask: "Do you have a plan for offices under 20 people?"
   Stat S-MKT-013
2. **The typical company has only about 22 Google reviews, so one bad review moves the average a lot. Read the reviews, not just the stars.**
   Ask: "How many offices do you serve in my area?"
   Stat S-RAT-054
3. **81% list a service area. Confirm your address is inside it before you spend time on a quote.**
   Ask: "Is my address inside your regular delivery route?"
   Stat S-BAS-009
4. **A company with offices in several metros has 21 national or regional providers to choose from that advertise single-cup service. Ask each one which of your cities its own staff serve.**
   Ask: "Do your own drivers serve all of my locations, or do you use partners?"
   Stat S-SCN-044
5. **73% list filtered water and 49 of 83 offer it alongside single-cup coffee. Bundling saves managing a second vendor, but ask for the water price separately.**
   Ask: "What does a filtered water cooler cost per month, installed?"
   Stat S-SVC-009, S-SCN-057

CHAPTER 17

What Goes Together

Key findings

- Coffee-focused providers average 4.57 stars on Google, against 4.00 for refreshment service companies (n = 37 and 34).
- Providers that advertise month-to-month terms average 4.61 stars, against 4.21 for the rest (n = 21 and 62).
- Half of low-star reviews for refreshment service companies are about extra services, against 9% for coffee-focused providers (n = 111 and 47).
- Providers that advertise included maintenance had more breakdown and dirty-machine complaints, not fewer (24% vs 12% of low-star reviews; n = 68 and 107).

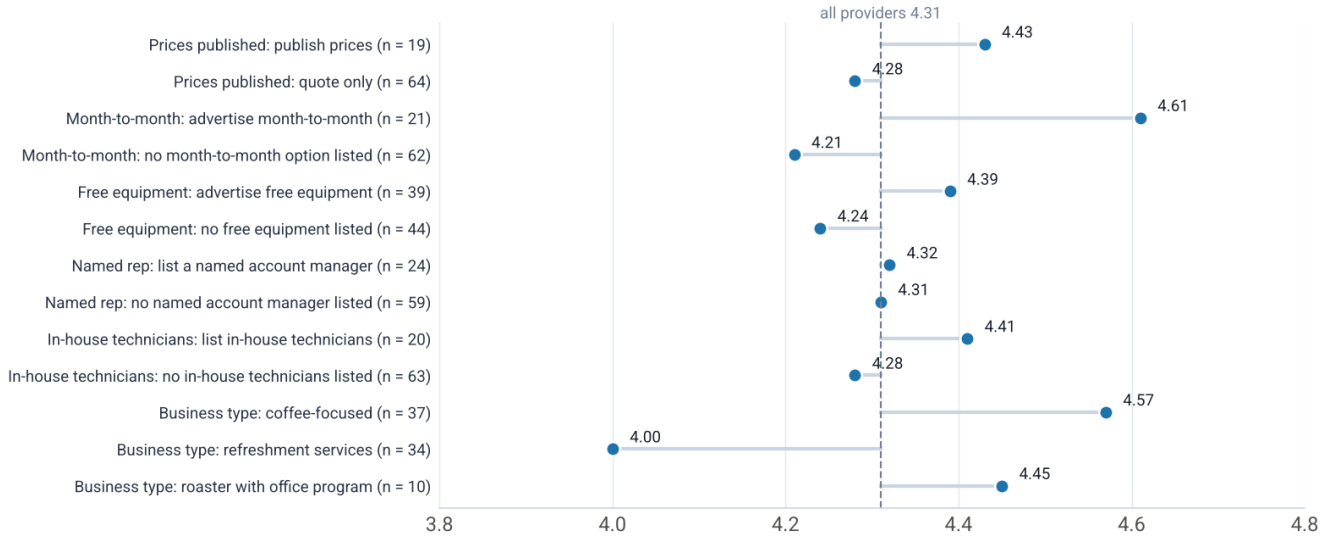
Why this matters to buyers

These comparisons show which advertised features tend to appear alongside higher ratings or specific complaints. They are observations, not causes: a feature does not make a company better, and a company with the feature may differ in many other ways.

Ratings by advertised feature

C17-01 Coffee-focused and month-to-month providers rate higher on Google

Mean Google rating by group, compared with 4.31 for all providers



Data for C17-01

Category	publish prices (n = 19)	quote only (n = 64)	advertise month-to-month (n = 21)	no month-to-month option listed (n = 62)	advertise free equipment (n = 39)	no free equipment listed (n = 44)	list a named account manager (n = 24)	no named account manager listed (n = 59)	list in-house technicians (n = 20)	no in-house technicians listed (n = 63)	coffee-focused (n = 37)	refreshment services (n = 34)	roaster with office program (n = 10)
Prices published vs quote only	4.43	4.28											
Month-to-month vs not advertised			4.61	4.21									
Free equipment vs not advertised					4.39	4.24							
Named rep vs none listed							4.32	4.31					
In-house technicians vs none listed									4.41	4.28			
Business type											4.57	4.00	4.45

Observations, not causes. Groups of 10 to 19 providers are small.

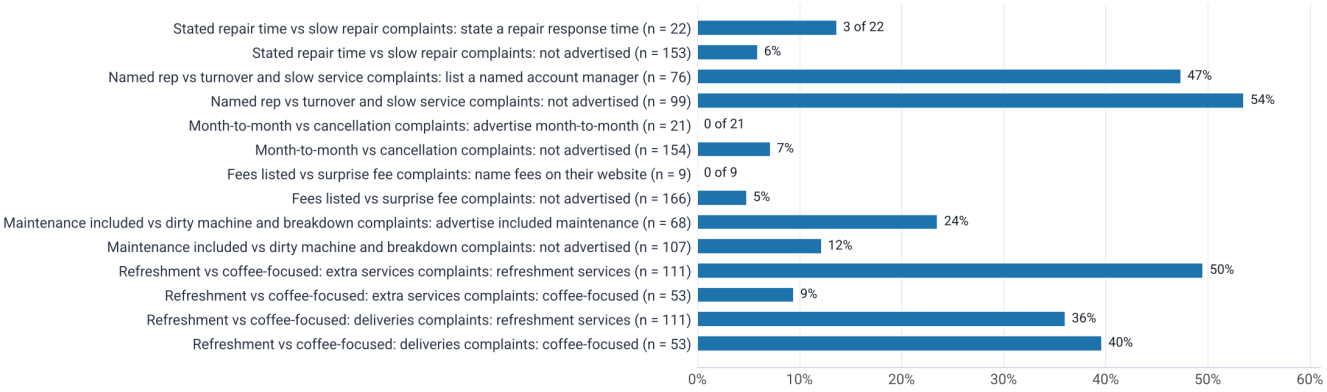
Source: Public ratings on Google and BBB accreditation, checked November 2026; CoffeeDasher review of provider websites, November 2026; CoffeeDasher pricing and contract review, November 2026

Differences under 0.1 stars are treated as no clear difference: providers with and without a named account manager average 4.32 and 4.31. Providers that do not state a founding year average higher (4.40) than those stating 30 or more years (4.02). This may be because older, larger companies collect reviews from more locations.

Complaints by advertised feature

C17-02 Matching complaints by advertised feature

Share of 1- to 3-star reviews with the matching complaint, by group; groups under 50 reviews shown as counts



Data for C17-02

Category	Value	n
Stated repair time vs slow repair complaints: state a repair response time (n = 22)	3 of 22	22
Stated repair time vs slow repair complaints: not advertised (n = 153)	6%	153
Named rep vs turnover and slow service complaints: list a named account manager (n = 76)	47%	76
Named rep vs turnover and slow service complaints: not advertised (n = 99)	54%	99
Month-to-month vs cancellation complaints: advertise month-to-month (n = 21)	0 of 21	21
Month-to-month vs cancellation complaints: not advertised (n = 154)	7%	154
Fees listed vs surprise fee complaints: name fees on their website (n = 9)	0 of 9	9
Fees listed vs surprise fee complaints: not advertised (n = 166)	5%	166
Maintenance included vs dirty machine and breakdown complaints: advertise included maintenance (n = 68)	24%	68
Maintenance included vs dirty machine and breakdown complaints: not advertised (n = 107)	12%	107
Refreshment vs coffee-focused: extra services complaints: refreshment services (n = 111)	50%	111
Refreshment vs coffee-focused: extra services complaints: coffee-focused (n = 53)	9%	53
Refreshment vs coffee-focused: deliveries complaints: refreshment services (n = 111)	36%	111
Refreshment vs coffee-focused: deliveries complaints: coffee-focused (n = 53)	40%	53

Observations, not causes.

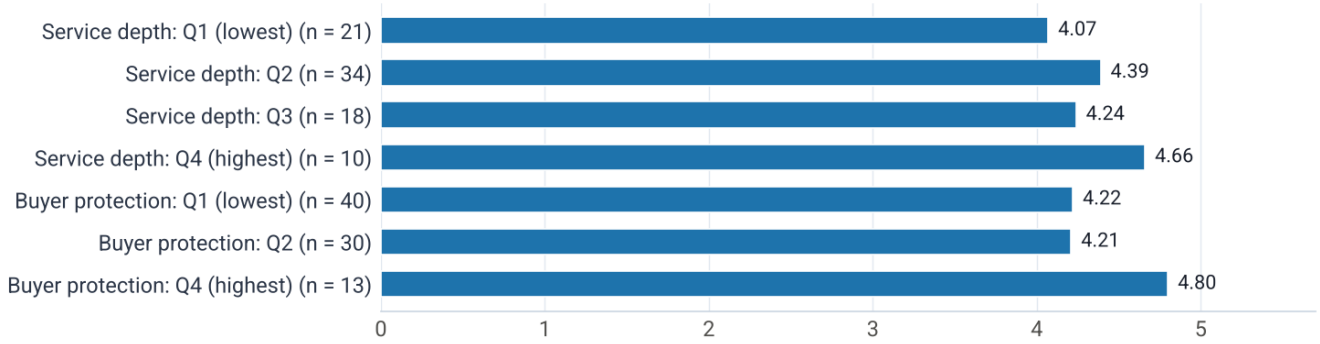
Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026; CoffeeDasher review of provider websites, November 2026

Most feature groups have fewer than 50 low-star reviews, so they are shown as counts. Providers that name fees on their website had no surprise-fee complaints in the sample (0 of 9 reviews), and providers that advertise month-to-month terms had no cancellation complaints (0 of 21), but these groups are too small to compare as percentages.

Research index quartiles and ratings

C17-03 Top-quartile providers on service depth and buyer protection rate highest

Mean Google rating by research index quartile



Data for C17-03

Category	Value	n
Service depth: Q1 (lowest) (n = 21)	4.07	21
Service depth: Q2 (n = 34)	4.39	34
Service depth: Q3 (n = 18)	4.24	18
Service depth: Q4 (highest) (n = 10)	4.66	10
Buyer protection: Q1 (lowest) (n = 40)	4.22	40
Buyer protection: Q2 (n = 30)	4.21	30
Buyer protection: Q4 (highest) (n = 13)	4.80	13

Observations, not causes. Indexes describe the market and are not provider scores.

Source: Public ratings on Google and BBB accreditation, checked November 2026; CoffeeDasher analysis, November 2026

Providers in the top quartile of the service depth index average 4.66 stars, against 4.07 in the bottom quartile; the top quartile of the buyer protection index averages 4.80 (n = 13). The index quartiles are uneven because many providers share the same score.

What this means for buyers

1. **Coffee-focused providers average 4.6 stars on Google, compared with 4.0 for refreshment service companies (observation, not a cause). If coffee quality is your priority, start with coffee-focused providers.**
   Ask: "Is coffee your main service, or one of several?"
   Stat S-XAN-006
2. **Half of low-star reviews for refreshment service companies are about vending, water, or snacks. If you add those services, ask how they are handled and who to call.**
   Ask: "Who services the vending machines and micro market, and how fast?"
   Stat S-XAN-022
3. **Providers that advertise month-to-month terms average 4.6 stars, compared with 4.2 for the rest (observation). Flexible terms and good service often go together in this data.**
   Ask: "Do you offer a month-to-month agreement?"
   Stat S-XAN-002
4. **Providers that score highest on our buyer protection index average 4.8 stars, versus about 4.2 for the rest (small group; observation).**
   Ask: "Which of month-to-month, free equipment, included installation, and a trial can you offer?"
   Stat S-XAN-015

5. **Providers that advertise the most service depth (named rep, technicians, repairs, restocking) average 4.7 stars, versus 4.1 for the least (small group; observation).**
   Ask: "Which service features are included in the standard plan?"
   Stat S-XAN-014
6. **Providers that advertise fast repairs had more slow-repair complaints in our sample, not fewer (14% vs 4% of low-star reviews; observation). Treat speed claims as something to verify.**
   Ask: "Can you show your average repair time for the last few months?"
   Stat S-CVR-004
7. **Providers that advertise included maintenance still had more breakdown complaints in our sample (24% vs 12%; observation). Ask how often the machine will actually be serviced.**
   Ask: "How often will a technician service the machine, and is that logged?"
   Stat S-XAN-021

CHAPTER 18

The Coffee Market Around Offices

Key findings

- The U.S. average retail price of ground coffee reached $9.25 per pound in October 2026, up 92.7% from October 2021 (BLS).
- Coffee prices in the Consumer Price Index rose 13.0% on average in 2025 and 7.1% in the 12 months to September 2026 (BLS).
- 22.4% of people at work teleworked in 2025, and more than 4 in 10 in office-heavy industries (BLS).
- 66% of U.S. adults drink coffee daily, averaging 2.8 cups, but only 14% of daily drinkers had coffee at their workplace the day before (National Coffee Association, industry source).

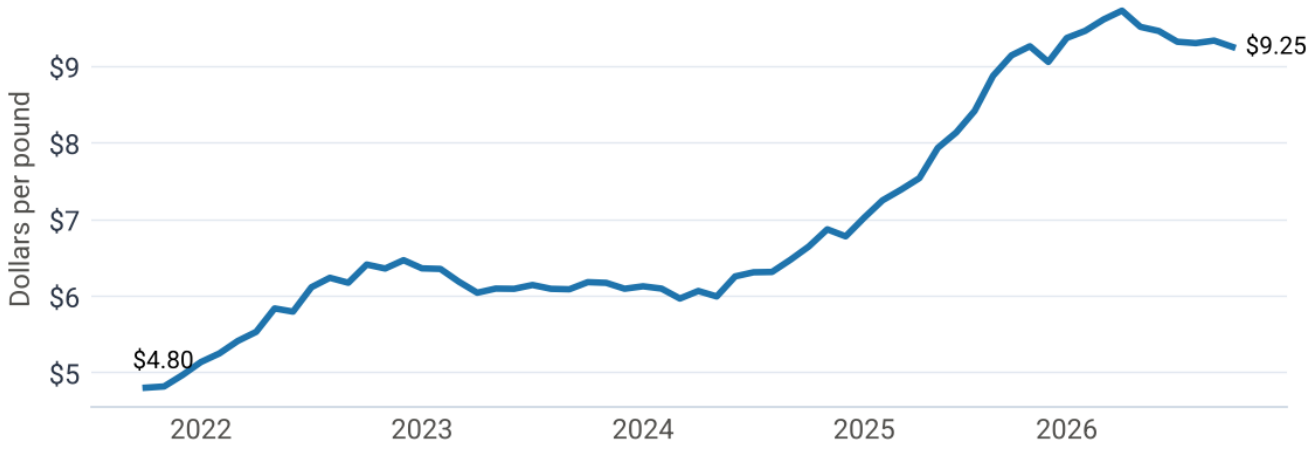
Why this matters to buyers

Office coffee prices sit on top of a commodity that has become much more expensive, and office coffee demand depends on how many people are in the office. Both shape what an office will pay, now and at renewal.

Coffee prices

C18-01 Retail coffee prices nearly doubled in five years

U.S. average retail price of 100% ground roast coffee per pound, monthly, October 2021 to October 2026



Data for C18-01

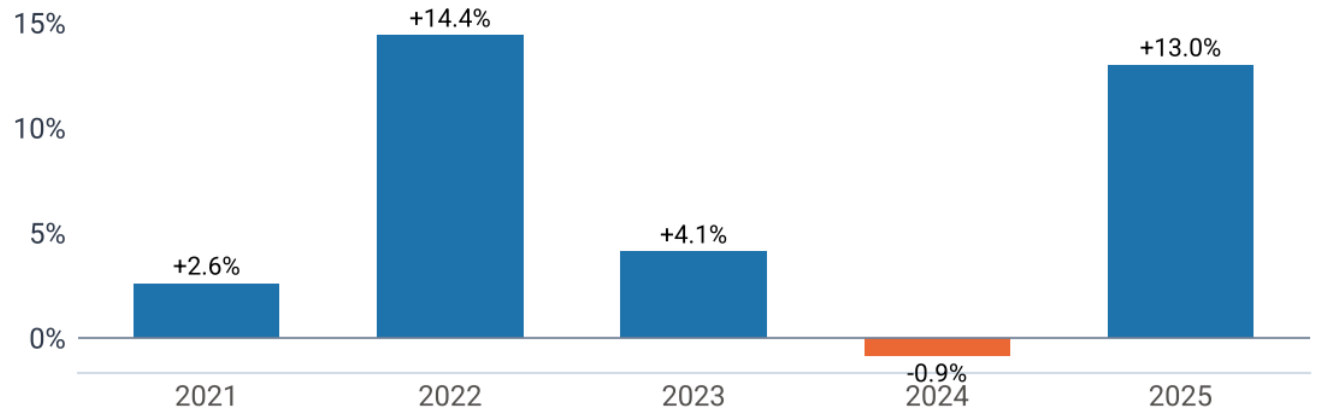
Year	01	02	03	04	05	06	07	08	09	10	11	12
2021										$4.800	$4.816	$4.965
2022	$5.135	$5.247	$5.410	$5.529	$5.835	$5.793	$6.112	$6.235	$6.170	$6.408	$6.356	$6.465
2023	$6.358	$6.351	$6.184	$6.040	$6.094	$6.091	$6.141	$6.091	$6.085	$6.178	$6.169	$6.092
2024	$6.124	$6.094	$5.964	$6.063	$5.991	$6.253	$6.307	$6.311	$6.470	$6.644	$6.868	$6.776
2025	$7.019	$7.246	$7.385	$7.536	$7.931	$8.132	$8.414	$8.872	$9.139		$9.258	$9.053
2026	$9.366	$9.459	$9.608	$9.723	$9.511	$9.457	$9.317	$9.299	$9.332	$9.249		

October 2025 was not published because of the 2025 lapse in federal appropriations.

Source: U.S. Bureau of Labor Statistics, Average Price Data, 2021 to 2026

C18-02 Coffee inflation spiked in 2022 and 2025

Annual average change in the Consumer Price Index for coffee



Data for C18-02

Category	Value
2021	+2.6%
2022	+14.4%
2023	+4.1%
2024	-0.9%
2025	+13.0%

2025 is based on 11 months because October 2025 was not published.

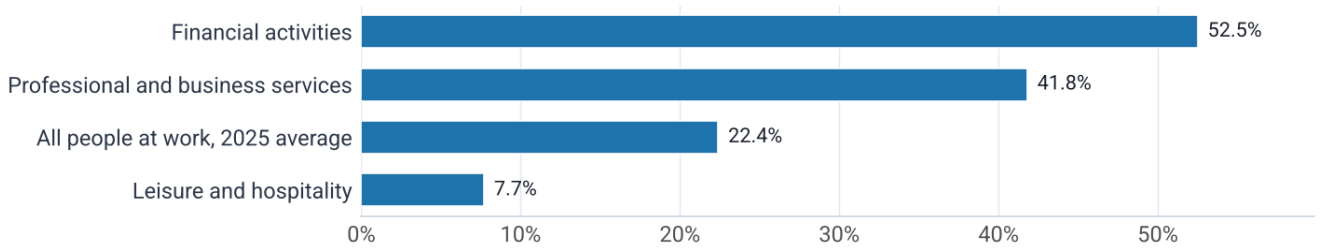
Source: U.S. Bureau of Labor Statistics, Consumer Price Index, 2021 to 2026

The U.S. Department of Agriculture forecast record world coffee production for 2026/27 and reported that coffee prices fell in the months before its July 2026 report. Retail prices in the United States were still near their highs in October 2026. This report does not predict where prices go next. Office coffee contracts with price increase terms can pass some of this movement on to offices.

Who is in the office

C18-03 Office-heavy industries telework the most

Share of workers who teleworked (industries: June 2026; all workers: 2025 annual average)



Data for C18-03

Category	Value
Financial activities	52.5%
Professional and business services	41.8%
All people at work, 2025 average	22.4%
Leisure and hospitality	7.7%

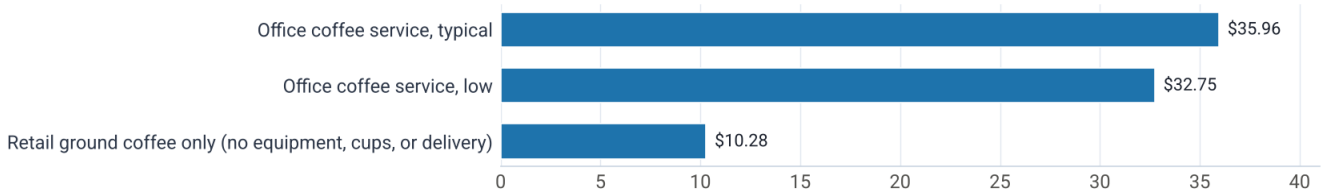
Source: U.S. Bureau of Labor Statistics, Current Population Survey, 2025 and 2026

Telework is concentrated in office-heavy industries, the same workplaces that buy office coffee service. Because coffee supplies are billed by what is delivered, an office's coffee spend follows attendance. In the cost model, a 25-person office at 3 days a week costs about $542 a month, against $899 at 5 days (estimated).

Office coffee compared with retail coffee

C18-04 Office coffee service costs more than three times as much as retail coffee

Estimated monthly cost per employee, 25-person single-cup office vs the same cups brewed from retail ground coffee



Data for C18-04

Category	Value
Office coffee service, typical	$35.96
Office coffee service, low	$32.75
Retail ground coffee only (no equipment, cups, or delivery)	$10.28

Worked example, estimated. The retail figure excludes equipment, cups, delivery, and staff time.

Source: CoffeeDasher cost model, November 2026 (estimated); U.S. Bureau of Labor Statistics, Average Price Data, 2021 to 2026; Specialty Coffee Association (industry source), brewing standard

Across the 25 metro areas studied, 86% of employer establishments have fewer than 20 employees (Census County Business Patterns, 2023), so small-office service matters to most potential buyers.

What this means for buyers

1. **Office coffee service costs several times what the same cups would cost brewed from retail coffee (estimate). You are paying for equipment, delivery, and someone else doing the work; decide whether that is worth it.**
   Ask: "What do I get for the difference between your price and buying retail?"
   Stat S-MKT-015
2. **About one in five workers teleworked in 2025 (BLS). Base your order on how many people are really in the office, not your headcount.**
   Ask: "Can you size my order to actual office attendance?"
   Stat S-MKT-009
3. **Buying ground coffee at retail costs far less per cup than office pods, by our estimate, but someone on staff has to shop, brew, and restock. Price that time before choosing.**
   Ask: "What do I get from your service that I would not get buying supplies myself?"
   Stat S-SCN-055
4. **Office coffee bags list at about twice the U.S. retail price per pound (published prices vs BLS). You are paying for delivery, equipment, and service as much as for the beans.**
   Ask: "What is included in your coffee price beyond the coffee itself?"
   Stat S-CPC-009

5. **Hybrid offices use less coffee: at 3 office days a week our estimate drops from about $899 to about $542 a month for 25 people. Make sure the quote reflects your real office days.**
   Ask: "Can the delivery schedule and minimum order match a 3-day office week?"
   Stat S-SCN-027, S-SCN-007
6. **Most businesses in large metros have fewer than 20 employees. If you are one of them, look for providers that advertise small-office service.**
   Ask: "Do you have a plan for offices under 20 people?"
   Stat S-MKT-013

CHAPTER 19

Other Findings

Key findings

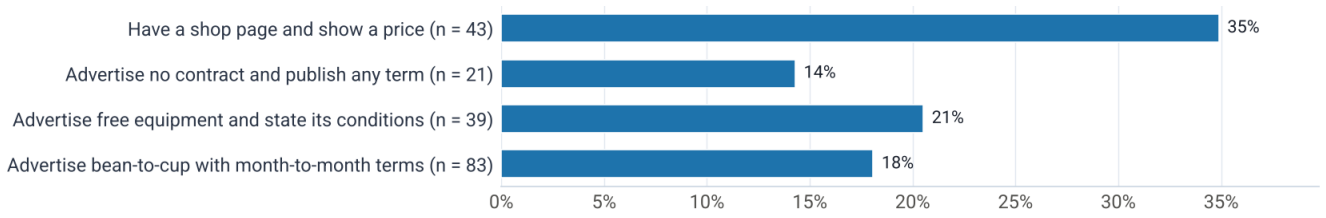
- Advertised offers often come without the details: only 3 of 21 no-contract providers publish any terms, and only 15 of 43 shop-page providers show a price.
- 27% of 1- to 3-star reviews are about using vending machines or micro markets at work rather than the coffee service (n = 175).
- Only 16 of 83 providers have any detailed 2- or 3-star Google review.

Why this matters to buyers

These findings came up during the research and were tested with the same sample and wording rules as every other figure. Findings that fit an earlier chapter appear there as well.

C19-01 Advertised offers often come without the details

Share of providers making each offer that also give the detail; n = providers making the offer



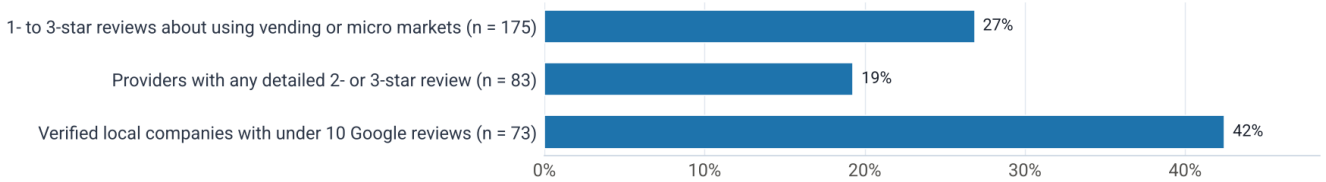
Data for C19-01

Category	Value	n
Have a shop page and show a price (n = 43)	35%	43
Advertise no contract and publish any term (n = 21)	14%	21
Advertise free equipment and state its conditions (n = 39)	21%	39
Advertise bean-to-cup with month-to-month terms (n = 83)	18%	83

Source: CoffeeDasher review of provider websites, November 2026; CoffeeDasher pricing and contract review, November 2026

C19-02 Few reviews, many about vending, shape how these companies look online

Selected new findings; n shown for each



Data for C19-02

Category	Value	n
1- to 3-star reviews about using vending or micro markets (n = 175)	27%	175
Providers with any detailed 2- or 3-star review (n = 83)	19%	83
Verified local companies with under 10 Google reviews (n = 73)	42%	73

Source: CoffeeDasher analysis of 575 Google customer reviews, November 2026; CoffeeDasher company selection, November 2026

All findings that held up

- 7 of the 83 providers studied name a parent company on their website, and 40 of the Google Maps listings screened were local branches of national or regional brands, removed so each brand was counted once. Stat S-NEW-001
- Of 34 candidate listings with "vending" in the company name, 15 passed verification as office coffee providers and 5 were removed as vending-only operators; 11 of the 83 providers studied have "vending" in their name. Stat S-NEW-002
- 15 of the 83 providers studied advertise both bean-to-cup machines and a month-to-month or no-contract option; 6 of them also advertise a free trial. Stat S-NEW-003
- 76% of the 83 providers studied list bottled or filtered water service alongside coffee, and 53% list both. Stat S-NEW-004
- 37 of the 960 listings screened (4%) were espresso repair shops or equipment sellers with no ongoing coffee supply and were removed. Stat S-NEW-005
- Among roasters that came up in office coffee searches, 63 were removed as bean-only roasters or wholesalers with no office program, while 10 passed verification with an office program (equipment placement and regular delivery). Stat S-NEW-006
- 43 of the 247 likely office coffee candidates found in Google Maps and web searches (17%) had no website that could be found, so they could not be checked and were left out. Stat S-NEW-007
- Of the 211 candidate websites visited, 8 were closed, parked, or redirected to unrelated pages, even where the Google Maps listing still looked active. Stat S-NEW-008
- 42% of the 73 verified local office coffee companies had fewer than 10 Google reviews; 9 companies were selected under the 5-review exception. Stat S-NEW-009
- Of the 43 providers with an online store or shop page, 35% show a price that could be found; the rest require a login or a quote. Stat S-NEW-010
- Of the 21 providers that advertise a month-to-month or no-contract option, 3 publish any contract term such as a notice period, deposit, or removal charge. Stat S-NEW-011
- Only 16 of the 83 providers studied had any qualifying 2- or 3-star Google review in the last 5 years, and 3 providers account for 54 of the 75 qualifying 2- and 3-star reviews found. Stat S-NEW-012
- 27% of 1- to 3-star reviews read (n = 175) are about using vending machines or micro markets at work, such as lost money, card readers, prices, or food quality, rather than about the coffee service itself. Stat S-NEW-013

Findings that could not be tested with the data collected, or that rested on one or two companies, are not reported.

What this means for buyers

1. **A company with a local name may belong to a national brand, with national contracts and policies. Ask who owns it.**
   Ask: "Who owns your company, and do national terms apply to my account?"
   Stat S-NEW-001
2. **Bean-to-cup service does not always need a long contract; 15 of 83 providers advertise it month-to-month. Ask for those terms.**
   Ask: "Can we have bean-to-cup service on a month-to-month agreement?"
   Stat S-NEW-003

3. **If you already have water delivery, ask that company about coffee; most office coffee companies also deliver water, so one account may cover both.**
   Ask: "Can you add coffee (or water) to our existing delivery day and invoice?"
   Stat S-NEW-004
4. **Many roasters in office coffee searches only sell beans. Confirm a roaster places, cleans, and repairs brewers before comparing it with a full-service company.**
   Ask: "Do you place and service brewers, or only sell coffee?"
   Stat S-NEW-006
5. **A shop page does not mean public prices; most office coffee shop pages need a login or a quote. Ask for a price list with the quote.**
   Ask: "Can I see your product price list before signing up for an account?"
   Stat S-NEW-010
6. **"No contract" still comes with terms: only 3 of 21 no-contract providers publish theirs. Ask for the notice period, deposits, and removal terms in writing.**
   Ask: "What notice, deposit, or removal terms apply even without a contract?"
   Stat S-NEW-011
7. **Middle-rated reviews are rare for office coffee companies, so read the 1-star reviews and the owner replies to see how problems were handled.**
   Ask: "What did you change after your last negative review?"
   Stat S-NEW-012
8. **If you add vending or a micro market, employees become customers too. Ask how refunds, card-reader problems, and stocking requests are handled for staff.**
   Ask: "How do employees get refunds or report a broken machine?"
   Stat S-NEW-013

CHAPTER 20

Research Indexes

Key findings

- The typical provider shows 2 of 8 transparency items on its website; 54% show 2 or fewer (n = 83).
- The typical provider lists 4 of 8 equipment types, 7 of 14 extra services, and 4 of 8 service depth items (medians, n = 83).
- No provider scores 6 of 6 on buyer protection, because none states that equipment removal is free.

Why this matters to buyers

Each research index counts how many items in a group a provider advertises. The indexes describe the market as a whole. They are not provider scores or rankings, and no provider's index score is published.

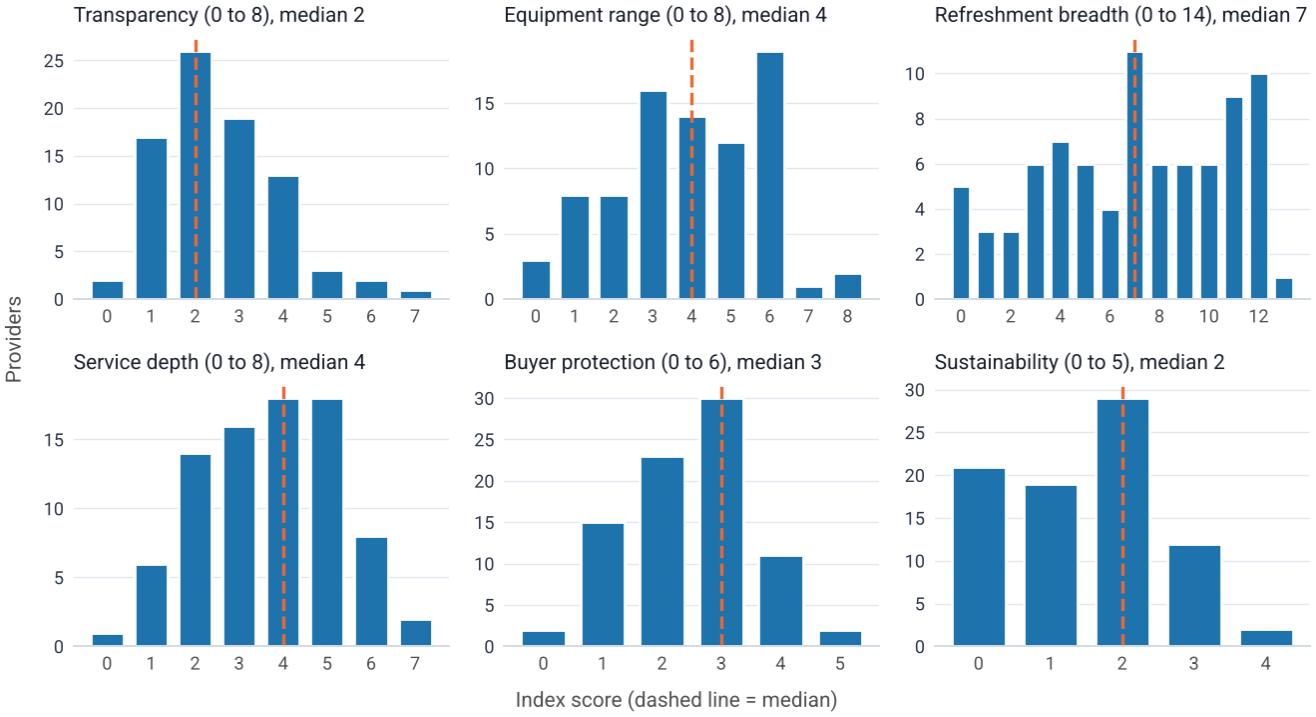
How the indexes are counted

Index	Items counted (1 point each if advertised)
Transparency (0 to 8)	Any prices published; online store or shop page; fees listed; terms published; contract length stated; service area listed; repair response time stated; founding year stated.
Equipment range (0 to 8)	Single-cup, drip, bean-to-cup, espresso, cold brew, nitro, hot water or tea, and specialty drink equipment.
Refreshment breadth (0 to 14)	The number of extra services advertised (water, ice, snacks, vending, micro markets, and others).
Service depth (0 to 8)	Named rep; phone support; in-house technicians; maintenance included; repairs included; loaner machine; online ordering; restocking.
Buyer protection (0 to 6)	Month-to-month; free equipment; installation included; free equipment removal stated; free trial or tasting; terms published.
Sustainability (0 to 5)	Certified coffee; compostable or recyclable options; pod recycling; sustainability program; B Corp or green business certification.

Each item counts 1 if the website clearly advertises it, and 0 if it was not found or was unclear. All items have equal weight.

C20-01 Most providers show only a few items on each index

Number of providers at each score on the six research indexes, n = 83



Data for C20-01

Category	Transparency (n = 83)	Equipment range (n = 83)	Refreshment breadth (n = 83)	Service depth (n = 83)	Buyer protection (n = 83)	Sustainability (n = 83)
Score 0	2	3	5	1	2	21
Score 1	17	8	3	6	15	19
Score 2	26	8	3	14	23	29
Score 3	19	16	6	16	30	12
Score 4	13	14	7	18	11	2
Score 5	3	12	6	18	2	
Score 6	2	19	4	8		
Score 7	1	1	11	2		
Score 8		2	6			
Score 9			6			
Score 10			6			
Score 11			9			
Score 12			10			
Score 13			1			

Indexes describe the market and are not provider scores or rankings. Blank cells mean no provider has that score.

Source: CoffeeDasher analysis, November 2026

- **Transparency index.** Scores run from 0 to 8, and the 83 providers studied score a median of 2 (mean 2.6; middle half 2 to 3; range 0 to 7). The index describes the market, not individual providers.
- **Equipment range index.** Scores run from 0 to 8, and the 83 providers studied score a median of 4 (mean 3.9; middle half 3 to 6; range 0 to 8). The index describes the market, not individual providers.
- **Refreshment breadth index.** Scores run from 0 to 14, and the 83 providers studied score a median of 7 (mean 7.0; middle half 4 to 10; range 0 to 13). The index describes the market, not individual providers.

- **Service depth index.** Scores run from 0 to 8, and the 83 providers studied score a median of 4 (mean 3.7; middle half 2.5 to 5; range 0 to 7). The index describes the market, not individual providers.
- **Buyer protection index.** Scores run from 0 to 6, and the 83 providers studied score a median of 3 (mean 2.5; middle half 2 to 3; range 0 to 5). The index describes the market, not individual providers.
- **Sustainability index.** Scores run from 0 to 5, and the 83 providers studied score a median of 2 (mean 1.5; middle half 0.5 to 2; range 0 to 4). The index describes the market, not individual providers.

T20-01 Research index averages by segment

Mean and median index score by segment

Index	Segment	n	Mean	Median
Transparency (0 to 8)	All providers	83	2.55	2
Transparency (0 to 8)	National	12	3	3
Transparency (0 to 8)	Regional	20	2.7	2
Transparency (0 to 8)	Local	51	2.39	2
Transparency (0 to 8)	Business type: coffee-focused	37	2.27	2
Transparency (0 to 8)	Business type: refreshment services	34	2.82	3
Equipment range (0 to 8)	All providers	83	3.92	4
Equipment range (0 to 8)	National	12	3.42	4
Equipment range (0 to 8)	Regional	20	3.35	3
Equipment range (0 to 8)	Local	51	4.25	4
Equipment range (0 to 8)	Business type: coffee-focused	37	4.22	5
Equipment range (0 to 8)	Business type: refreshment services	34	3.65	4
Refreshment breadth (0 to 14)	All providers	83	6.99	7
Refreshment breadth (0 to 14)	National	12	5.67	5
Refreshment breadth (0 to 14)	Regional	20	7.2	6.5
Refreshment breadth (0 to 14)	Local	51	7.22	8
Refreshment breadth (0 to 14)	Business type: coffee-focused	37	6.11	6
Refreshment breadth (0 to 14)	Business type: refreshment services	34	9.12	9
Service depth (0 to 8)	All providers	83	3.69	4
Service depth (0 to 8)	National	12	3.58	4
Service depth (0 to 8)	Regional	20	4.2	4
Service depth (0 to 8)	Local	51	3.51	4
Service depth (0 to 8)	Business type: coffee-focused	37	3.84	4
Service depth (0 to 8)	Business type: refreshment services	34	3.82	4
Buyer protection (0 to 6)	All providers	83	2.47	3
Buyer protection (0 to 6)	National	12	2	2
Buyer protection (0 to 6)	Regional	20	2.4	2.5
Buyer protection (0 to 6)	Local	51	2.61	3
Buyer protection (0 to 6)	Business type: coffee-focused	37	2.73	3
Buyer protection (0 to 6)	Business type: refreshment services	34	2.47	2.5
Sustainability (0 to 5)	All providers	83	1.46	2
Sustainability (0 to 5)	National	12	1.33	1.5
Sustainability (0 to 5)	Regional	20	1.35	1
Sustainability (0 to 5)	Local	51	1.53	2
Sustainability (0 to 5)	Business type: coffee-focused	37	1.46	1
Sustainability (0 to 5)	Business type: refreshment services	34	1.53	2

Indexes describe the market and are never provider scores.

Source: CoffeeDasher analysis, November 2026

What this means for buyers

1. **Only 12% advertise a pod recycling program. If you choose pods and care about waste, ask how pods are recycled.**
   Ask: "Do you collect and recycle used pods?"
   Stat S-PRD-092
2. **More than half of providers show 2 or fewer of 8 basic transparency items on their website. Expect to ask for most details yourself.**
   Ask: "Can you send prices, fees, terms, and service area in writing?"
   Stat S-IDX-012
3. **Providers that score highest on our buyer protection index average 4.8 stars, versus about 4.2 for the rest (small group; observation).**
   Ask: "Which of month-to-month, free equipment, included installation, and a trial can you offer?"
   Stat S-XAN-015
4. **Providers that advertise the most service depth (named rep, technicians, repairs, restocking) average 4.7 stars, versus 4.1 for the least (small group; observation).**
   Ask: "Which service features are included in the standard plan?"
   Stat S-XAN-014
5. **Only 14% of providers name any fee on their website, so fees show up only in the quote. Ask for every fee in writing.**
   Ask: "Please list every fee that could appear on my invoice."
   Stat S-FEE-001
6. **No provider advertises all four buyer-friendly terms together. Negotiate the missing one, usually free removal, into the contract.**
   Ask: "Will you put free equipment removal in writing?"
   Stat S-CTR-013

CHAPTER 21

Buyer Insights and Tips

Key findings

- Ask for the full agreement, every fee, and the conditions on free equipment in writing, because almost no provider publishes them.
- Compare quotes by cost per cup and cost per employee; published pods run about $0.80 a cup and brewed coffee about $0.57 to $0.61 (estimated).
- Test the service on what goes wrong most: response speed, regular deliveries, and repairs.

Why this matters to buyers

This chapter turns the findings into steps a buyer can take, in the order a buyer takes them. Each tip shows the stat behind it; the full statements are in Appendix B.

Tips by buying stage

Deciding whether to use a service

1. Office coffee service costs several times what the same cups would cost brewed from retail coffee (estimate). You are paying for equipment, delivery, and someone else doing the work; decide whether that is worth it. Stat S-MKT-015
2. About one in five workers teleworked in 2025 (BLS). Base your order on how many people are really in the office, not your headcount. Stat S-MKT-009
3. Budget roughly $820 to $1,110 a month for a 25-person office on single-cup coffee, using our estimate from published prices. Treat it as a starting point and get real quotes. Stat S-SCN-007
4. Even a 5-person office can run close to $185 a month on pods by our estimate, so compare that with what you spend now before signing. Stat S-SCN-001
5. Look at the 3-year total, not just the monthly bill: by our estimate a 25-person office spends about $32,000 on pod coffee over 3 years. Stat S-SCN-050
6. Buying ground coffee at retail costs far less per cup than office pods, by our estimate, but someone on staff has to shop, brew, and restock. Price that time before choosing. Stat S-SCN-055
7. Office coffee bags list at about twice the U.S. retail price per pound (published prices vs BLS). You are paying for delivery, equipment, and service as much as for the beans. Stat S-CPC-009

Choosing equipment

1. Pods cost about 1.4 times as much per cup as brewed coffee from a bag, at published prices. Choose single-cup for variety and low waste, not for low cost. Stat S-CPC-008
2. Published pod prices run about 72 to 97 cents a cup. Ask for your per-cup price so you can compare quotes on the same basis. Stat S-CPC-001
3. Bean-to-cup coffee works out to about 61 cents a cup from published bag prices (estimated cups per pound). It suits larger offices that drink a lot of coffee. Stat S-CPC-007
4. For a 50-person office, our estimate puts bean-to-cup and pods close to each other per month, because the bean-to-cup machine adds cost. Decide on taste and maintenance, then compare quotes. Stat S-SCN-060

5. Single-cup, drip, and bean-to-cup machines are each advertised by about three in four providers, so you can usually get any of them. Stat S-EQP-001, S-EQP-017, S-EQP-009
6. Fewer than half of providers advertise commercial espresso machines; if espresso matters, shortlist those first. Stat S-EQP-025
7. Espresso machines list at about $6,500 to $29,000 to buy (published, one provider). Ask whether a lease or free placement is possible before you buy. Stat S-EQC-004

Shortlisting companies

1. Most businesses in large metros have fewer than 20 employees. If you are one of them, look for providers that advertise small-office service. Stat S-MKT-013
2. Office coffee companies average 4.3 stars on Google, and 47% are rated 4.5 or higher. Start your shortlist from that group. Stat S-RAT-001, S-RAT-002
3. The typical company has only about 22 Google reviews, so one bad review moves the average a lot. Read the reviews, not just the stars. Stat S-RAT-054
4. Half the national providers studied (6 of 12) are rated below 4.0 on Google. Check the branch that would serve you, not just the brand. Stat S-RAT-005, S-RAT-006
5. Coffee-focused providers average 4.6 stars on Google, compared with 4.0 for refreshment service companies (observation, not a cause). If coffee quality is your priority, start with coffee-focused providers. Stat S-XAN-006
6. Half of low-star reviews for refreshment service companies are about vending, water, or snacks. If you add those services, ask how they are handled and who to call. Stat S-XAN-022
7. Providers that advertise month-to-month terms average 4.6 stars, compared with 4.2 for the rest (observation). Flexible terms and good service often go together in this data. Stat S-XAN-002

Comparing quotes and pricing

1. 83% of providers do not publish prices, so you will need quotes. Ask at least three companies for the same items so you can compare. Stat S-DST-024
2. No provider publishes a per-employee monthly price. Turn every quote into cost per employee and cost per cup yourself. Stat S-PRI-003
3. Only 14% of providers name any fee on their website, so fees show up only in the quote. Ask for every fee in writing. Stat S-FEE-001
4. No provider publishes a delivery fee amount. Ask whether delivery is included or charged per stop. Stat S-FEE-002
5. Fuel surcharges are rarely stated online but do exist. Ask whether one can be added later. Stat S-FEE-003
6. One reviewer reported a $45 monthly low-volume fee (customer reported). Ask what happens in a slow month. Stat S-CRP-002
7. Only 2 providers publish a minimum order, but minimums are common in quotes. Get the number before you sign. Stat S-FEE-005, S-DEL-010

Reading the contract

1. Only 7 of 83 providers publish any contract terms online. Ask for the full agreement before you sign, not after. Stat S-CTR-010
2. No provider publishes an auto-renewal clause, but agreements can still contain one. Read the renewal section closely. Stat S-CTR-002
3. 25% advertise no-contract service, but only 2 put a contract length in writing online. Get "month-to-month" written into the agreement. Stat S-CTR-012

4. The two providers that publish a cancellation notice period both state 30 days. Ask for the notice period and how notice must be given. Stat S-CTR-003
5. Only 1 provider publishes an early termination fee. Ask for the formula in writing, including how equipment is valued. Stat S-CTR-004
6. No provider publishes a supply exclusivity clause, yet free equipment often depends on buying all supplies from the provider. Stat S-CTR-009
7. Only about one in five providers that advertise free equipment state its conditions. Get the minimum order and any fee for missing it in writing. Stat S-EPV-100

Setup and installation

1. 81% advertise installation as part of the service. Confirm it is free and includes setup of every machine. Stat S-EPV-026
2. Setup and installation is the stage praised most in happy reviews that name a stage (46%). A smooth start is a good sign; ask what the first week looks like. Stat S-STG-009
3. Setup problems show up in 12% of low-star reviews that name a stage, often a missed first delivery. Schedule the first delivery and the installation for the same day. Stat S-STG-005
4. 10% of happy reviews praise an easy setup or smooth switch. Ask how the provider handles removing the old company's equipment. Stat S-PRS-008
5. 78% offer a free tasting or demo. Use it to test the coffee with staff before you commit. Stat S-DEL-059
6. Only 18% advertise a free trial. If one is offered, get the end date and what happens after it in writing. Stat S-DEL-067

Day-to-day deliveries and service

1. Slow or unresponsive customer service is the top complaint in low-star reviews (43%). Ask who your contact is and how fast they respond. Stat S-CMP-041
2. Missed or late deliveries appear in 29% of low-star reviews, and 42% of complaints that state a stage happen during regular deliveries. Agree on a delivery day and a backup plan. Stat S-CMP-030, S-STG-002
3. Happy reviews most often praise responsive service (45%) and a friendly driver or rep (42%). Ask to meet the driver and rep who would serve you. Stat S-PRS-002, S-PRS-006
4. 30% of happy reviews name a specific driver, rep, or technician. Consistent people matter to customers; ask about staff turnover. Stat S-RSP-001
5. 14% of low-star reviews mention rep or driver turnover or rude staff. Ask how handoffs work when your rep changes. Stat S-CMP-042
6. 63% advertise driver restocking of the breakroom. If you want hands-off service, make restocking part of the agreement. Stat S-DEL-018
7. Only a third advertise automatic reordering or par-level stocking. Ask for it if nobody in the office wants to place orders. Stat S-DEL-034

Price changes and renewal

1. Price increase complaints are rare in our sample (3% of low-star reviews), but price clauses are rarely published. Ask how increases are announced. Stat S-STG-008, S-CMP-036
2. Retail coffee prices nearly doubled in five years and are still rising (BLS). Expect office coffee prices to move too, and ask how increases are passed on. Stat S-MKT-001, S-MKT-003
3. Auto-renewal complaints are rare (2% of low-star reviews) and no provider publishes the clause. Still, put a reminder in your calendar before the renewal date. Stat S-CTR-002, S-CMP-037
4. If your office goes hybrid, our estimate for a 50-person office drops from about $1,672 to about $1,103 a month. Ask to resize your plan when attendance changes. Stat S-SCN-029

Switching companies

1. 5% of reviews mention switching providers, and most of those are positive about the new provider. If you switch, ask the new provider to manage the changeover with your current one. Stat S-SWT-001
2. 7% of low-star reviews say the customer left or is leaving, most often over missed deliveries and slow service. Those are the problems to test new providers on. Stat S-SWT-002
3. 12% of low-star reviews that state a stage are about cancelling and equipment pickup. Check your current contract's exit terms before signing with someone new. Stat S-STG-006
4. 5% of low-star reviews mention problems with pickup or exit fees after cancelling. Get removal terms in writing with any new provider. Stat S-CMP-038

Cancelling

1. Before you cancel, find the notice period and any removal charge in your agreement; almost no provider publishes them. Stat S-CTR-003, S-CTR-005
2. Most money complaints in our sample are billing errors, including charges after cancelling. Watch invoices for two months after you leave. Stat S-MON-002
3. Billing errors appear in 21% of low-star reviews and in 27% of 1-star reviews. Keep copies of every invoice and your cancellation notice. Stat S-CMP-039, S-CMP-056
4. Few low-star reviews say whether the problem was fixed. Ask for a written resolution when you raise any issue, especially at cancellation. Stat S-RSP-005

Red flags

- **Will not send the full service agreement before you sign.** Only 7 of 83 publish any contract terms; a provider that also refuses to share them on request leaves you signing terms you have not seen. Stat S-CTR-010, S-CTR-011
- **"Free equipment" with no written conditions.** Only about one in five free-equipment providers state the conditions; unstated minimums or exclusivity can turn into fees. Stat S-EPV-100
- **No written answer on equipment removal charges.** Removal charges are almost never published, and exit problems appear in 5% of low-star reviews. Stat S-CTR-005, S-CMP-038
- **Quote shows only a per-cup or per-box price, with no fee list.** Only 14% name any fee online; fees not in the quote may appear on the invoice. Stat S-FEE-001
- **A minimum order with an unstated penalty.** A customer-reported $45 monthly low-volume fee shows how a missed minimum can be charged. Stat S-CRP-002
- **Agreement renews automatically for a year or more.** No provider publishes its renewal terms, so a long auto-renewal is easy to miss. Stat S-CTR-002
- **"No contract" in the ad but a term in the agreement.** A quarter advertise no-contract service but only 2 state a contract length in writing. Stat S-CTR-012
- **Slow replies during the sales process.** Slow or unresponsive service is the top complaint in low-star reviews (43%); sales speed is an early signal. Stat S-CMP-041
- **Promises that do not appear in writing.** Broken sales promises are a recurring complaint at the sales stage. Stat S-CMP-043, S-STG-004
- **No replies to any recent Google reviews.** 43% of local providers replied to none of their 20 newest reviews. Stat S-RAT-062
- **A national brand whose local branch has a low rating.** 6 of 12 national providers are rated below 4.0 on their main Google profile. Stat S-RAT-005

- **Frequent mention of changing reps or drivers in reviews.** 14% of low-star reviews mention turnover or rude staff. Stat S-CMP-042
- **Several reviews about missed or short deliveries.** Missed deliveries appear in 29% of low-star reviews and are the top reason given for leaving. Stat S-CMP-030
- **Reviews about machines that stay broken.** Breakdowns appear in 22% of 1-star reviews. Stat S-CMP-032, S-CMP-055
- **Reviews about double charges or billing errors.** Billing errors appear in 21% of low-star reviews and in most reviews that report a money impact. Stat S-CMP-039
- **No repair response time, even on request.** Only 30% state one online; a provider that will not commit in writing is a risk. Stat S-EPV-074
- **Big "fast service" claims with no numbers.** Providers claiming fast repairs had more slow-repair complaints in our sample. Stat S-CVR-004
- **A refreshment company that cannot say who services vending and water.** Extra-service problems are half of low-star reviews for refreshment companies. Stat S-CMP-044, S-XAN-022
- **Must buy all supplies from them, with no price cap.** No provider publishes exclusivity terms, but free equipment often depends on them. Stat S-CTR-009
- **Prices can change with no notice period.** Only 1 provider publishes a price increase clause. Stat S-CTR-007
- **Vague about whether your address is on a regular route.** Most list a service area; vague answers can mean irregular deliveries. Stat S-BAS-009
- **Charges continuing after you cancel (reported in reviews).** Charges after cancelling appear among money-impact complaints. Stat S-MON-002
- **A rating built only on a handful of one-line reviews.** The typical provider has 22 reviews, and many are too short to be useful. Stat S-SMP-002, S-RAT-054

Green flags

- **Month-to-month terms in writing.** Providers advertising month-to-month average 4.6 stars vs 4.2 (observation). Stat S-CTR-012, S-XAN-002
- **Free equipment with the conditions spelled out.** Only about one in five free-equipment providers do this. Stat S-EPV-100
- **A written repair response time of one business day or less.** Most providers that state a time promise this. Stat S-EPV-074, S-EPV-099
- **A loaner machine during repairs.** Only 5% advertise one. Stat S-EPV-050
- **A named account manager.** 98 of 102 reviews that mention a rep are positive. Stat S-SUP-001, S-RSP-002
- **Reviews that name the driver or technician.** 30% of happy reviews name a specific person. Stat S-RSP-001
- **In-house technicians.** Only 24% clearly advertise them. Stat S-SUP-041
- **A complete fee list in the quote.** Only 14% name any fee online. Stat S-FEE-001
- **Terms of service you can read before signing.** Only 13% link to them. Stat S-CTR-011
- **Published prices.** Only 23% publish any price. Stat S-PRC-001, S-XAN-001
- **A free tasting before you sign.** 78% offer one. Stat S-DEL-059
- **A free trial with a clear end date.** 18% advertise one. Stat S-DEL-067
- **Driver restocking included.** 63% advertise it. Stat S-DEL-018
- **Automatic reordering or par-level stocking.** A third advertise it. Stat S-DEL-034

- **Monthly usage reports.** About a third advertise them. Stat S-DEL-050
- **Repairs included, parts and labor.** 45% advertise included repairs. Stat S-EPV-042
- **A 4.5+ Google rating built on many detailed reviews.** 47% are rated 4.5 or higher. Stat S-RAT-002, S-RAT-054
- **Calm, specific replies to 1-star reviews.** Companies replied to 38% of the 1-star reviews read. Stat S-RSP-008
- **A clear first-week plan for setup.** Setup is the stage praised most in happy reviews that name a stage. Stat S-STG-009
- **A pod recycling program.** Only 12% advertise one. Stat S-PRD-092
- **References from clients your size.** About half show named clients. Stat S-TRU-017
- **Same-day delivery when you run out.** Only 8% advertise it. Stat S-DEL-042
- **Several service-depth features in the standard plan.** Providers with the most average 4.7 stars (small group; observation). Stat S-XAN-014

Questions to ask an office coffee service company

Pricing

1. What is my price per cup for each coffee you would supply?
2. What is my total monthly cost, and what does that work out to per employee?
3. Are cups, creamer, and sweeteners included in the per-cup price?
4. Do you have a lower-cost house blend?
5. What is my price per pound, and how many cups do you expect from it?
6. Do you offer volume discounts as we grow?
7. Are prices fixed for a period, or do they move with coffee costs?

Fees

1. Can you list every fee that could appear on my invoice?
2. Is there a delivery charge?
3. Do you charge a fuel or energy surcharge?
4. What is the minimum order, and what is charged if we miss it?
5. Is there a low-volume or small-order fee?
6. What do service calls and repairs cost outside the plan?
7. Is installation free?
8. Is there a deposit for equipment or bottles?

Equipment

1. What conditions keep the equipment free?
2. If equipment is rented, what is the monthly charge and term?
3. What would it cost to buy the machine outright?
4. Which make and model will you install?
5. Can it be plumbed in?
6. Can we upgrade or swap the machine later?
7. Who pays if the equipment is damaged?

Contract

1. Can you send the full service agreement before we sign?
2. How long is the agreement?
3. Does it renew automatically, and for how long?
4. How much notice do I need to cancel, and how?
5. Is there an early termination fee, and how is it calculated?
6. Is there a charge to remove equipment?
7. How much notice do I get before a price increase?
8. Is there a minimum purchase commitment?
9. Must we buy all supplies from you?
10. Will "month-to-month" be written into the agreement?

Delivery

1. Which day will you deliver each week?
2. What happens if a delivery is missed?
3. Will the driver restock the breakroom?
4. Can you keep us at set stock levels automatically?
5. Can you deliver same day if we run out?
6. Do you ask before substituting an item?
7. Is there an online ordering portal?

Service and repairs

1. What repair response time will you commit to in writing?
2. Do you provide a loaner machine during repairs?
3. Are your technicians your own employees?
4. How often is the machine cleaned and serviced?
5. Are parts and labor included in repairs?
6. What was your average repair time last quarter?

Support and people

1. Will we have a named account manager?
2. How will you tell us if our rep or driver changes?
3. What is your response time for questions and complaints?
4. How can we reach support: phone, email, chat?
5. How do we escalate an unresolved problem?

Company and references

1. How long have you served offices in this area?
2. Can I speak to a client of our size?
3. Are you BBB accredited?
4. Is our address on a regular route?
5. How do you handle negative reviews?
6. Do you serve workplaces like ours?

Extras

1. What does filtered water cost per month, and are filters included?
2. Who services vending, water, and micro markets?
3. Can you deliver fresh milk?
4. Do you recycle used pods?

Hidden cost checklist

Cost item	How often it appears	Typical amount	Price type
Delivery fee	Not published by any provider (0 of 83); 1 water customer reported a per-order fee	$14.99 per order (one water service review)	customer reported
Fuel or energy surcharge	1 of 83 state one (no amount); 1 states none	not published	published
Minimum order or small-order fee	2 of 83 publish one	$8.25 handling under $55; $175 monthly minimum (two providers)	published
Low-volume fee when minimums are missed	Not published (0 of 83); 1 coffee customer reported one	$45 per month (customer reported)	customer reported
Equipment rental or lease	2 of 83 publish a price; 45% advertise rental	$124 to $499 per month	published
Equipment purchase	3 of 83 publish a price	single-cup $150 to $600; bean-to-cup $2,299; espresso $6,457 to $28,928	published
Installation fee	0 of 83 publish a charge; 3 state $0; 81% advertise installation as included	$0 where stated	published
Setup charge (tap coffee)	1 of 83	$1,800 to $5,650 one-time	published
Service call or repair outside the plan	1 of 83	up to $175 diagnostic	published
Deposits (lease or bottles)	2 of 83	$500 lease deposit; $20 glass bottle	published
Early termination fee	1 of 83 publish one	lease deposit kept if cancelled early	published
Equipment removal or pickup charge	1 of 83 mention one (on default)	not published	published
Price increases	1 of 83 publish a clause; 3% of low-star reviews mention increases	not published	published
Paper cups	1 provider publishes a price	about $0.12 per cup	published
Creamer and sweetener	No per-serving price published	not collected	not collected
Billing errors and double charges	21% of 1- to 3-star reviews	amounts mentioned $2.50 to $45	customer reported

Source: CoffeeDasher pricing and contract review, November 2026; CoffeeDasher analysis of 575 Google customer reviews, November 2026

Myth vs. data

Common belief	Verdict	What the data shows
"Free equipment" means you pay nothing for the machine.	mixed	47% advertise free equipment, but only about one in five state the conditions, and the cost is recovered through supply prices and minimums. Over 3 years the brewer itself is a small share of a 25-person office total (estimated). Stat S-EPV-001, S-EPV-100, S-SCN-047

Common belief	Verdict	What the data shows
Local companies give better service.	not supported	Local providers average 4.37 stars and regional providers 4.38, so there is no clear difference. National providers average lower (3.93), but that group is small (12). Stat S-RAT-012, S-RAT-009, S-RAT-006
Single-cup brewers are the cheapest option.	not supported	At published prices, pods cost about 1.4 times as much per cup as brewed coffee (estimated cups per pound). Stat S-CPC-008
Bean-to-cup coffee costs more per cup.	not supported	Bean-to-cup coffee from published bag prices is about $0.61 per cup (estimated), below the $0.80 median for pods. The machine can add monthly cost. Stat S-CPC-007, S-CPC-001
Office coffee contracts are always long-term.	mixed	A quarter advertise month-to-month or no-contract service, but only 2 of 83 publish a contract length, so the real term is usually unknown until you see the agreement. Stat S-CTR-012, S-CTR-001
You can compare prices online.	not supported	83% are quote only, and no provider publishes a per-employee price. Stat S-DST-024, S-PRI-003
Delivery is always free.	mixed	27% advertise free delivery; no provider publishes a delivery fee amount, so check each quote. Stat S-DEL-001, S-FEE-002
Office coffee companies only do coffee.	not supported	94% list at least one other service, and 80% list four or more. Stat S-SVC-119, S-SVC-120
Most complaints are about coffee taste.	not supported	Poor coffee quality appears in 15% of low-star reviews; slow or unresponsive service appears in 43%. Stat S-CMP-040, S-CMP-041
Companies that promise fast repairs deliver fast repairs.	not supported	Providers advertising fast service had 14% slow-repair complaints in low-star reviews vs 4% for others (observation). Stat S-CVR-004
A high Google rating means lots of customers vouch for the company.	mixed	The typical provider has 22 Google reviews, and over a quarter of reviews read were too short to use. Stat S-RAT-054, S-SMP-002
BBB accreditation is standard in this industry.	not supported	Only 10% of providers are BBB accredited. Stat S-DST-051
Refreshment companies that do everything are rated as well as coffee specialists.	not supported	Coffee-focused providers average 4.57 stars vs 4.00 for refreshment service companies (observation). Stat S-XAN-006
Included maintenance means fewer breakdowns.	not supported	Providers advertising included maintenance had more breakdown complaints in low-star reviews (24% vs 12%; observation). Stat S-XAN-021
Cancelling is the biggest headache.	mixed	Cancelling is 12% of low-star reviews that name a stage; regular deliveries are 42%. Stat S-STG-006, S-STG-002
Hybrid offices cost about the same as full-time offices.	not supported	By our estimate, 3 office days a week cuts a 25-person office from about $899 to $542 a month. Stat S-SCN-027, S-SCN-007
Every provider can serve any workplace type.	mixed	45% call out no workplace type besides offices, and only 1 has a coworking page. Stat S-WHO-113, S-RNK-005
Sustainability claims mean a real program.	mixed	80% make a sustainability claim, but only 48% describe a program. Stat S-CLM-052, S-TRU-001

What to check first, by office type

Office type	Check 1	Check 2	Check 3
Small office (under 10)	Minimum order and low-volume fees	Whether they serve offices under 10 people	Per-cup price vs buying pods directly
Mid-size office (25 to 50)	Per-cup price and equipment terms on one page	Written repair response time	Named account manager
Office adding tea and milk	Fresh milk delivery and refrigeration	Hot water dispenser	Tea and plant milk prices
Office adding filtered water	Monthly water price, installed	Who replaces filters	One invoice for coffee and water
Office adding snacks or a micro market	Who services vending and markets	How snack pricing works	Billing error process
Large office (100 to 200+)	Experience with offices your size	Volume pricing	Usage reports and automatic restocking
Hybrid office	Month-to-month terms in writing	Minimum order that fits a 3-day week	Ability to resize the plan
Medical or dental office	Visitor-volume pricing	Experience with waiting rooms	Single-cup cleanliness and restocking
Car dealership showroom	Weekend and visitor traffic	Cold drinks alongside coffee	Machine downtime plan
Client-facing professional office	Espresso cleaning schedule	Loaner machine during repairs	Coffee quality tasting
Cold brew or nitro office	One-time setup charge	Cost per cup	Keg or concentrate delivery schedule
Warehouse or shift work	7-day or weekend restocking	Large-batch brewers	Experience with industrial sites

Office type	Check 1	Check 2	Check 3
Coworking space	Billing by member count or usage	Peak-hour capacity	Restocking frequency
Company with several locations	Own staff in every metro	One contract and invoice	Same service level everywhere
Choosing free vs rented vs bought equipment	Conditions on free equipment	Removal charge at the end	3-year total for each option
Moving from pods to bean-to-cup	Monthly machine cost if not free	Maintenance and cleaning plan	Cost per cup comparison

APPENDIX A

Metro Profiles

Each profile uses the same template. Provider figures are counts of the local providers researched in that metro, never percentages, and no provider is named. Business counts come from the U.S. Census Bureau, County Business Patterns, 2023. "Serving the metro" counts national providers that advertise nationwide coverage and regional providers whose website lists the metro or its state; it is not a count of every provider active in the metro.

New York Northeast, tier 1	
Businesses (Census, 2023)	562,802 employer establishments; 8,559,248 employees; 88% have fewer than 20 employees
Local providers researched	5 (planned 4)
Years in business stated	41 to 66 years (3 of 5 state it)
Brewer types advertised	single-cup 5 of 5; drip 5 of 5; bean-to-cup 5 of 5; espresso 5 of 5; cold brew 5 of 5
Most advertised extra services	filtered water coolers or point-of-use systems 5 of 5; sparkling or flavored water dispensers 5 of 5; ice machines 5 of 5
Average Google rating, local providers	4.56 (n = 5)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Los Angeles West, tier 1	
Businesses (Census, 2023)	411,949 employer establishments; 5,568,514 employees; 88% have fewer than 20 employees
Local providers researched	3 (planned 4)
Years in business stated	not stated by any of the 3
Brewer types advertised	single-cup 2 of 3; drip 3 of 3; bean-to-cup 2 of 3; espresso 3 of 3; cold brew 3 of 3
Most advertised extra services	filtered water coolers or point-of-use systems 3 of 3; ice machines 3 of 3; bottled water delivery 2 of 3
Average Google rating, local providers	4.67 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 1 of 20 regional providers lists this metro or its state

Chicago Midwest, tier 1	
Businesses (Census, 2023)	248,519 employer establishments; 4,285,971 employees; 85% have fewer than 20 employees
Local providers researched	5 (planned 4)
Years in business stated	38 to 54 years (3 of 5 state it)
Brewer types advertised	single-cup 4 of 5; drip 3 of 5; bean-to-cup 5 of 5; espresso 2 of 5; cold brew 2 of 5
Most advertised extra services	ice machines 4 of 5; vending machines 3 of 5; snack delivery 3 of 5
Average Google rating, local providers	4.64 (n = 5)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 0 of 20 regional providers list this metro or its state

Dallas-Fort Worth South, tier 1	
Businesses (Census, 2023)	189,739 employer establishments; 3,594,749 employees; 84% have fewer than 20 employees
Local providers researched	3 (planned 4)
Years in business stated	39 to 39 years (1 of 3 states it)
Brewer types advertised	single-cup 3 of 3; drip 3 of 3; bean-to-cup 3 of 3; espresso 2 of 3; cold brew 2 of 3
Most advertised extra services	filtered water coolers or point-of-use systems 3 of 3; sparkling or flavored water dispensers 3 of 3; snack delivery 3 of 3
Average Google rating, local providers	3.77 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Houston	South, tier 1
Businesses (Census, 2023)	162,055 employer establishments; 2,863,143 employees; 84% have fewer than 20 employees
Local providers researched	3 (planned 4)
Years in business stated	24 to 33 years (2 of 3 state it)
Brewer types advertised	single-cup 3 of 3; drip 3 of 3; bean-to-cup 2 of 3; espresso 1 of 3; cold brew 0 of 3
Most advertised extra services	bottled water delivery 3 of 3; filtered water coolers or point-of-use systems 3 of 3; ice machines 3 of 3
Average Google rating, local providers	4.47 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 4 of 20 regional providers list this metro or its state

Atlanta	South, tier 2
Businesses (Census, 2023)	163,103 employer establishments; 2,692,513 employees; 86% have fewer than 20 employees
Local providers researched	4 (planned 3)
Years in business stated	15 to 15 years (1 of 4 states it)
Brewer types advertised	single-cup 4 of 4; drip 4 of 4; bean-to-cup 4 of 4; espresso 3 of 4; cold brew 2 of 4
Most advertised extra services	snack delivery 4 of 4; cold drinks 4 of 4; bottled water delivery 3 of 4
Average Google rating, local providers	4.88 (n = 4)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 2 of 20 regional providers list this metro or its state

Washington DC	South, tier 2
Businesses (Census, 2023)	159,002 employer establishments; 2,863,486 employees; 84% have fewer than 20 employees
Local providers researched	3 (planned 3)
Years in business stated	33 to 33 years (1 of 3 states it)
Brewer types advertised	single-cup 1 of 3; drip 2 of 3; bean-to-cup 1 of 3; espresso 0 of 3; cold brew 1 of 3
Most advertised extra services	filtered water coolers or point-of-use systems 3 of 3; bottled water delivery 2 of 3; ice machines 2 of 3
Average Google rating, local providers	4.57 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 1 of 20 regional providers lists this metro or its state

Miami	South, tier 2
Businesses (Census, 2023)	222,388 employer establishments; 2,428,299 employees; 90% have fewer than 20 employees
Local providers researched	1 (planned 3)
Years in business stated	not stated by any of the 1
Brewer types advertised	single-cup 0 of 1; drip 1 of 1; bean-to-cup 1 of 1; espresso 1 of 1; cold brew 0 of 1
Most advertised extra services	none listed
Average Google rating, local providers	5.00 (n = 1)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Philadelphia	Northeast, tier 2
Businesses (Census, 2023)	153,791 employer establishments; 2,873,871 employees; 84% have fewer than 20 employees
Local providers researched	2 (planned 3)
Years in business stated	not stated by any of the 2
Brewer types advertised	single-cup 2 of 2; drip 2 of 2; bean-to-cup 2 of 2; espresso 1 of 2; cold brew 1 of 2
Most advertised extra services	vending machines 2 of 2; breakroom supplies 2 of 2; snack delivery 1 of 2
Average Google rating, local providers	3.45 (n = 2)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Boston	Northeast, tier 2
Businesses (Census, 2023)	133,807 employer establishments; 2,681,704 employees; 84% have fewer than 20 employees
Local providers researched	3 (planned 3)
Years in business stated	52 to 52 years (1 of 3 states it)
Brewer types advertised	single-cup 3 of 3; drip 2 of 3; bean-to-cup 2 of 3; espresso 1 of 3; cold brew 2 of 3
Most advertised extra services	cold drinks 3 of 3; bottled water delivery 2 of 3; filtered water coolers or point-of-use systems 2 of 3
Average Google rating, local providers	3.80 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 2 of 20 regional providers list this metro or its state

San Francisco Bay Area	West, tier 2
Businesses (Census, 2023)	183,568 employer establishments; 3,602,982 employees; 85% have fewer than 20 employees
Local providers researched	0 (planned 3)
Years in business stated	none researched
Brewer types advertised	none researched
Most advertised extra services	none researched
Average Google rating, local providers	none researched
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 0 of 20 regional providers list this metro or its state

Phoenix	West, tier 2
Businesses (Census, 2023)	114,586 employer establishments; 2,080,244 employees; 84% have fewer than 20 employees
Local providers researched	2 (planned 3)
Years in business stated	21 to 21 years (1 of 2 states it)
Brewer types advertised	single-cup 1 of 2; drip 1 of 2; bean-to-cup 1 of 2; espresso 0 of 2; cold brew 0 of 2
Most advertised extra services	snack delivery 2 of 2; full pantry stocking 2 of 2; vending machines 2 of 2
Average Google rating, local providers	3.95 (n = 2)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 0 of 20 regional providers list this metro or its state

Seattle	West, tier 2
Businesses (Census, 2023)	110,685 employer establishments; 1,884,361 employees; 86% have fewer than 20 employees
Local providers researched	4 (planned 3)
Years in business stated	28 to 28 years (1 of 4 states it)
Brewer types advertised	single-cup 4 of 4; drip 4 of 4; bean-to-cup 4 of 4; espresso 3 of 4; cold brew 3 of 4
Most advertised extra services	filtered water coolers or point-of-use systems 3 of 4; breakroom supplies 3 of 4; bottled water delivery 2 of 4
Average Google rating, local providers	4.78 (n = 4)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 2 of 20 regional providers list this metro or its state

Detroit	Midwest, tier 2
Businesses (Census, 2023)	102,430 employer establishments; 1,846,717 employees; 84% have fewer than 20 employees
Local providers researched	1 (planned 3)
Years in business stated	60 to 60 years (1 of 1 states it)
Brewer types advertised	single-cup 0 of 1; drip 1 of 1; bean-to-cup 0 of 1; espresso 0 of 1; cold brew 0 of 1
Most advertised extra services	filtered water coolers or point-of-use systems 1 of 1; snack delivery 1 of 1; vending machines 1 of 1
Average Google rating, local providers	4.00 (n = 1)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 2 of 20 regional providers list this metro or its state

Minneapolis-St. Paul	Midwest, tier 2
Businesses (Census, 2023)	99,443 employer establishments; 1,885,126 employees; 83% have fewer than 20 employees
Local providers researched	1 (planned 3)
Years in business stated	not stated by any of the 1
Brewer types advertised	single-cup 1 of 1; drip 1 of 1; bean-to-cup 1 of 1; espresso 1 of 1; cold brew 1 of 1
Most advertised extra services	bottled water delivery 1 of 1; filtered water coolers or point-of-use systems 1 of 1; sparkling or flavored water dispensers 1 of 1
Average Google rating, local providers	4.10 (n = 1)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 1 of 20 regional providers lists this metro or its state

San Diego	West, tier 3
Businesses (Census, 2023)	93,407 employer establishments; 1,391,721 employees; 86% have fewer than 20 employees
Local providers researched	1 (planned 2)
Years in business stated	not stated by any of the 1
Brewer types advertised	single-cup 1 of 1; drip 1 of 1; bean-to-cup 1 of 1; espresso 0 of 1; cold brew 1 of 1
Most advertised extra services	ice machines 1 of 1; snack delivery 1 of 1; full pantry stocking 1 of 1
Average Google rating, local providers	3.60 (n = 1)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 1 of 20 regional providers lists this metro or its state

Denver West, tier 3	
Businesses (Census, 2023)	91,522 employer establishments; 1,419,833 employees; 86% have fewer than 20 employees
Local providers researched	3 (planned 2)
Years in business stated	not stated by any of the 3
Brewer types advertised	single-cup 3 of 3; drip 2 of 3; bean-to-cup 3 of 3; espresso 2 of 3; cold brew 2 of 3
Most advertised extra services	filtered water coolers or point-of-use systems 3 of 3; snack delivery 3 of 3; vending machines 3 of 3
Average Google rating, local providers	3.93 (n = 3)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 1 of 20 regional providers lists this metro or its state

Charlotte South, tier 3	
Businesses (Census, 2023)	71,411 employer establishments; 1,238,884 employees; 84% have fewer than 20 employees
Local providers researched	0 (planned 2)
Years in business stated	none researched
Brewer types advertised	none researched
Most advertised extra services	none researched
Average Google rating, local providers	none researched
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Tampa South, tier 3	
Businesses (Census, 2023)	91,335 employer establishments; 1,288,208 employees; 88% have fewer than 20 employees
Local providers researched	2 (planned 2)
Years in business stated	15 to 15 years (1 of 2 states it)
Brewer types advertised	single-cup 1 of 2; drip 1 of 2; bean-to-cup 1 of 2; espresso 0 of 2; cold brew 0 of 2
Most advertised extra services	ice machines 2 of 2; bottled water delivery 1 of 2; filtered water coolers or point-of-use systems 1 of 2
Average Google rating, local providers	4.50 (n = 2)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 4 of 20 regional providers list this metro or its state

Orlando South, tier 3	
Businesses (Census, 2023)	77,951 employer establishments; 1,232,903 employees; 87% have fewer than 20 employees
Local providers researched	0 (planned 2)
Years in business stated	none researched
Brewer types advertised	none researched
Most advertised extra services	none researched
Average Google rating, local providers	none researched
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 4 of 20 regional providers list this metro or its state

Baltimore South, tier 3	
Businesses (Census, 2023)	68,827 employer establishments; 1,220,618 employees; 84% have fewer than 20 employees
Local providers researched	0 (planned 2)
Years in business stated	none researched
Brewer types advertised	none researched
Most advertised extra services	none researched
Average Google rating, local providers	none researched
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 0 of 20 regional providers list this metro or its state

St. Louis Midwest, tier 3	
Businesses (Census, 2023)	69,470 employer establishments; 1,263,674 employees; 84% have fewer than 20 employees
Local providers researched	2 (planned 2)
Years in business stated	not stated by any of the 2
Brewer types advertised	single-cup 1 of 2; drip 1 of 2; bean-to-cup 1 of 2; espresso 0 of 2; cold brew 1 of 2
Most advertised extra services	filtered water coolers or point-of-use systems 1 of 2; ice machines 1 of 2; snack delivery 1 of 2
Average Google rating, local providers	4.65 (n = 2)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 0 of 20 regional providers list this metro or its state

Austin South, tier 3	
Businesses (Census, 2023)	66,280 employer establishments; 1,042,004 employees; 85% have fewer than 20 employees
Local providers researched	0 (planned 2)
Years in business stated	none researched
Brewer types advertised	none researched
Most advertised extra services	none researched
Average Google rating, local providers	none researched
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 4 of 20 regional providers list this metro or its state

Pittsburgh Northeast, tier 3	
Businesses (Census, 2023)	61,628 employer establishments; 1,122,366 employees; 83% have fewer than 20 employees
Local providers researched	1 (planned 2)
Years in business stated	37 to 37 years (1 of 1 states it)
Brewer types advertised	single-cup 1 of 1; drip 1 of 1; bean-to-cup 1 of 1; espresso 0 of 1; cold brew 1 of 1
Most advertised extra services	bottled water delivery 1 of 1; filtered water coolers or point-of-use systems 1 of 1; sparkling or flavored water dispensers 1 of 1
Average Google rating, local providers	3.80 (n = 1)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Portland West, tier 3	
Businesses (Census, 2023)	72,943 employer establishments; 1,111,602 employees; 86% have fewer than 20 employees
Local providers researched	2 (planned 2)
Years in business stated	not stated by any of the 2
Brewer types advertised	single-cup 2 of 2; drip 2 of 2; bean-to-cup 2 of 2; espresso 1 of 2; cold brew 2 of 2
Most advertised extra services	bottled water delivery 2 of 2; filtered water coolers or point-of-use systems 2 of 2; sparkling or flavored water dispensers 2 of 2
Average Google rating, local providers	4.65 (n = 2)
National and regional providers serving the metro	8 of 12 national providers advertise nationwide coverage; 3 of 20 regional providers list this metro or its state

Sources: CoffeeDasher company selection, November 2026; CoffeeDasher review of provider websites, November 2026; public ratings on Google, checked November 2026; U.S. Census Bureau, County Business Patterns, 2023.

APPENDIX B

Statistics Catalog

This catalog lists 448 statistics: every statistic for all providers, and every statistic cited anywhere in this report (including every stat behind a buyer tip). Each line gives the stat ID and the statement, then in brackets its value, its sample size, and its source code. The complete set of 1,292 statistics, including every smaller group such as business type, metro tier, and rating band, is available from CoffeeDasher on request.

Source codes. S: CoffeeDasher company selection, November 2026. W: CoffeeDasher review of provider websites, November 2026. P: CoffeeDasher pricing and contract review, November 2026. R: public ratings on Google and BBB accreditation, checked November 2026. V: CoffeeDasher analysis of 575 Google customer reviews, November 2026. G: government and industry sources (Appendix D). M: CoffeeDasher cost model, November 2026 (estimated). A: CoffeeDasher analysis, November 2026.

Company basics

S-BAS-001 12% of the 83 providers studied say they roast their own coffee, and 35 more mention it without clear details. [12%; n = 83; W]

S-BAS-009 81% of the 83 providers studied list a service area on their website, and 6 more mention it without clear details. [81%; n = 83; W]

Distributions

S-DST-001 45% of the 83 providers studied are coffee-focused companies. [45%; n = 83; W]

S-DST-002 41% of the 83 providers studied are refreshment service companies that offer coffee with vending, micro markets, water, or snacks. [41%; n = 83; W]

S-DST-003 12% of the 83 providers studied are roasters with an office coffee program. [12%; n = 83; W]

S-DST-004 2% of the 83 providers studied are direct-ship programs. [2%; n = 83; W]

S-DST-015 90% of the 83 providers studied deliver by route service only (a driver delivers and restocks). [90%; n = 83; W]

S-DST-016 7% of the 83 providers studied offer both route service and direct shipping. [7%; n = 83; W]

S-DST-017 2% of the 83 providers studied ship directly only. [2%; n = 83; W]

S-DST-024 83% of the 83 providers studied are quote only, with no published prices. [83%; n = 83; P]

S-DST-025 11% of the 83 providers studied publish per-product or per-cup prices. [11%; n = 83; P]

S-DST-026 5% of the 83 providers studied publish equipment rental pricing alongside supplies. [5%; n = 83; P]

S-DST-027 1% of the 83 providers studied publish a flat monthly program price. [1%; n = 83; P]

S-DST-036 59% of the 83 providers studied do not state a founding year or years in business. [59%; n = 83; W]

S-DST-037 29% of the 83 providers studied say they have been in business 30 years or more. [29%; n = 83; W]

S-DST-038 11% of the 83 providers studied say they have been in business 15 to 29 years. [11%; n = 83; W]

S-DST-039 1% of the 83 providers studied say they have been in business 5 to 14 years. [1%; n = 83; W]

S-DST-049 51% of the 83 providers studied have a BBB profile but are not accredited. [51%; n = 83; R]

S-DST-050 37% of the 83 providers studied have no BBB profile that could be found (counted as not accredited). [37%; n = 83; R]

S-DST-051 10% of the 83 providers studied are BBB accredited. [10%; n = 83; R]

S-DST-052 2% of the 83 providers studied have a BBB profile that could not be opened to read the status. [2%; n = 83; R]

S-DST-063 54% of the 83 providers studied list on-demand delivery on their website (a provider can list several options). [54%; n = 83; W]

S-DST-064 33% of the 83 providers studied list monthly delivery on their website (a provider can list several options). [33%; n = 83; W]

S-DST-065 29% of the 83 providers studied list weekly delivery on their website (a provider can list several options). [29%; n = 83; W]

S-DST-066 24% of the 83 providers studied do not state a delivery frequency on their website (a provider can list several options). [24%; n = 83; W]

S-DST-067 11% of the 83 providers studied list delivery every two weeks on their website (a provider can list several options). [11%; n = 83; W]

Counts

S-CNT-001 The 83 providers studied list a median of 4 brewer types on their website (mean 3.9, range 0 to 8). [median 4; mean 3.9; range 0 to 8; n = 83; W]

S-CNT-002 National providers (n = 12) list a median of 4 brewer types on their website (mean 3.4, range 0 to 6). [median 4; mean 3.4; range 0 to 6; n = 12; W]

S-CNT-003 Regional providers (n = 20) list a median of 3 brewer types on their website (mean 3.4, range 0 to 6). [median 3; mean 3.4; range 0 to 6; n = 20; W]

S-CNT-004 Local providers (n = 51) list a median of 4 brewer types on their website (mean 4.3, range 0 to 8). [median 4; mean 4.3; range 0 to 8; n = 51; W]

S-CNT-005 Coffee-focused providers (n = 37) list a median of 5 brewer types on their website (mean 4.2, range 0 to 8). [median 5; mean 4.2; range 0 to 8; n = 37; W]

S-CNT-006 Refreshment service companies (n = 34) list a median of 4 brewer types on their website (mean 3.6, range 0 to 6). [median 4; mean 3.6; range 0 to 6; n = 34; W]

S-CNT-007 The 83 providers studied list a median of 7 extra services beyond coffee on their website (mean 7.0, range 0 to 13). [median 7; mean 7.0; range 0 to 13; n = 83; W]

S-CNT-008 National providers (n = 12) list a median of 5 extra services beyond coffee on their website (mean 5.7, range 0 to 12). [median 5; mean 5.7; range 0 to 12; n = 12; W]

S-CNT-009 Regional providers (n = 20) list a median of 6.5 extra services beyond coffee on their website (mean 7.2, range 1 to 12). [median 6.5; mean 7.2; range 1 to 12; n = 20; W]

S-CNT-010 Local providers (n = 51) list a median of 8 extra services beyond coffee on their website (mean 7.2, range 0 to 13). [median 8; mean 7.2; range 0 to 13; n = 51; W]

S-CNT-011 Coffee-focused providers (n = 37) list a median of 6 extra services beyond coffee on their website (mean 6.1, range 0 to 12). [median 6; mean 6.1; range 0 to 12; n = 37; W]

S-CNT-012 Refreshment service companies (n = 34) list a median of 9 extra services beyond coffee on their website (mean 9.1, range 3 to 13). [median 9; mean 9.1; range 3 to 13; n = 34; W]

S-CNT-013 The 83 providers studied list a median of 1 workplace type besides corporate offices on their website (mean 1.2, range 0 to 5). [median 1; mean 1.2; range 0 to 5; n = 83; W]

S-CNT-014 National providers (n = 12) list a median of 2 workplace types besides corporate offices on their website (mean 1.8, range 0 to 4). [median 2; mean 1.8; range 0 to 4; n = 12; W]

S-CNT-015 Regional providers (n = 20) list a median of 2 workplace types besides corporate offices on their website (mean 1.6, range 0 to 4). [median 2; mean 1.6; range 0 to 4; n = 20; W]

S-CNT-016 Local providers (n = 51) list a median of 0 workplace types besides corporate offices on their website (mean 1.0, range 0 to 5). [median 0; mean 1.0; range 0 to 5; n = 51; W]

S-CNT-017 Coffee-focused providers (n = 37) list a median of 1 workplace type besides corporate offices on their website (mean 1.1, range 0 to 5). [median 1; mean 1.1; range 0 to 5; n = 37; W]

S-CNT-018 Refreshment service companies (n = 34) list a median of 1 workplace type besides corporate offices on their website (mean 1.3, range 0 to 5). [median 1; mean 1.3; range 0 to 5; n = 34; W]

Who they serve

S-WHO-001 51% of the 83 providers studied list service for offices with fewer than 10 employees on their website. [51%; n = 83; W]

S-WHO-009 35% of the 83 providers studied list service for offices with 10 to 50 employees on their website. [35%; n = 83; W]

S-WHO-018 33% of the 83 providers studied list service for offices with 51 to 200 employees on their website. [33%; n = 83; W]

S-WHO-028 49% of the 83 providers studied list service for workplaces with more than 200 employees on their website. [49%; n = 83; W]

S-WHO-037 93% of the 83 providers studied list corporate offices as a workplace type they serve on their website, and 6 more mention it without clear details. [93%; n = 83; W]

S-WHO-045 33% of the 83 providers studied list a dedicated page or section for medical and dental offices on their website, and 29 more mention it without clear details. [33%; n = 83; W]

S-WHO-054 8% of the 83 providers studied list a dedicated page or section for auto dealerships on their website, and 8 more mention it without clear details. [8%; n = 83; W]

S-WHO-062 27% of the 83 providers studied list a dedicated page or section for hotels and hospitality on their website, and 25 more mention it without clear details. [27%; n = 83; W]

S-WHO-071 25% of the 83 providers studied list a dedicated page or section for schools and universities on their website, and 31 more mention it without clear details. [25%; n = 83; W]

S-WHO-081 20% of the 83 providers studied list a dedicated page or section for manufacturing and warehouses on their website, and 37 more mention it without clear details. [20%; n = 83; W]

S-WHO-089 1% of the 83 providers studied list a dedicated page or section for coworking spaces on their website, and 13 more mention it without clear details. [1%; n = 83; W]

S-WHO-097 4% of the 83 providers studied list a dedicated page or section for government workplaces on their website, and 15 more mention it without clear details. [4%; n = 83; W]

S-WHO-105 6% of the 83 providers studied list a dedicated page or section for law, finance, and professional offices on their website, and 36 more mention it without clear details. [6%; n = 83; W]

S-WHO-113 45% of the 83 providers studied call out no workplace type besides corporate offices. [45%; n = 83; W]

Equipment offered

S-EQP-001 76% of the 83 providers studied list single-cup pod or capsule brewers on their website, and 5 more mention it without clear details. [76%; n = 83; W]

S-EQP-009 78% of the 83 providers studied list drip or airpot brewers on their website. [78%; n = 83; W]

S-EQP-017 78% of the 83 providers studied list bean-to-cup machines on their website. [78%; n = 83; W]

S-EQP-025 47% of the 83 providers studied list commercial espresso machines on their website, and 23 more mention it without clear details. [47%; n = 83; W]

S-EQP-035 54% of the 83 providers studied list cold brew on their website. [54%; n = 83; W]

S-EQP-043 34% of the 83 providers studied list nitro coffee taps on their website. [34%; n = 83; W]

S-EQP-052 16% of the 83 providers studied list hot water or tea dispensers on their website. [16%; n = 83; W]

S-EQP-060 8% of the 83 providers studied list specialty drink machines (cocoa, cappuccino, chai) on their website. [8%; n = 83; W]

S-EQP-068 The most common exact set of brewer types is single-cup, drip, bean-to-cup, espresso, cold brew, and nitro, listed by 12 of the 83 providers studied. [12 of 83; n = 83; W]

S-EQP-069 69% of the 83 providers studied list both drip and bean-to-cup equipment, the most common pairing of brewer types. [69%; n = 83; W]

S-EQP-070 75% of the 83 providers studied name at least one equipment brand on their website. [75%; n = 83; W]

S-EQP-071 Keurig equipment is named by 29 of the 83 providers studied (35%). [29 of 83; n = 83; W]

S-EQP-072 Flavia equipment is named by 25 of the 83 providers studied (30%). [25 of 83; n = 83; W]

S-EQP-073 Bevi equipment is named by 22 of the 83 providers studied (27%). [22 of 83; n = 83; W]

S-EQP-074 BUNN equipment is named by 21 of the 83 providers studied (25%). [21 of 83; n = 83; W]

S-EQP-075 Newco equipment is named by 20 of the 83 providers studied (24%). [20 of 83; n = 83; W]

S-EQP-076 Nespresso equipment is named by 18 of the 83 providers studied (22%). [18 of 83; n = 83; W]

S-EQP-077 Bravilor equipment is named by 13 of the 83 providers studied (16%). [13 of 83; n = 83; W]

S-EQP-078 Cafection equipment is named by 10 of the 83 providers studied (12%). [10 of 83; n = 83; W]

How equipment is provided

S-EPV-001 47% of the 83 providers studied list free equipment with a supply purchase on their website. [47%; n = 83; W]

S-EPV-009 45% of the 83 providers studied list equipment rental or lease on their website. [45%; n = 83; W]

S-EPV-018 22% of the 83 providers studied list equipment for purchase on their website. [22%; n = 83; W]

S-EPV-026 81% of the 83 providers studied list installation as part of the service on their website. [81%; n = 83; W]

S-EPV-034 72% of the 83 providers studied list included cleaning and preventive maintenance on their website, and 12 more mention it without clear details. [72%; n = 83; W]

S-EPV-042 45% of the 83 providers studied list included repairs on their website. [45%; n = 83; W]

S-EPV-050 5% of the 83 providers studied list a loaner machine during repairs on their website. [5%; n = 83; W]

S-EPV-058 40% of the 83 providers studied list a plumbed-in equipment option on their website. [40%; n = 83; W]

S-EPV-066 13% of the 83 providers studied list an equipment upgrade or swap option on their website, and 38 more mention it without clear details. [13%; n = 83; W]

S-EPV-074 30% of the 83 providers studied state a repair response time on their website. [30%; n = 83; W]

S-EPV-083 19% of the 83 providers studied state the conditions tied to free equipment on their website. [19%; n = 83; W]

S-EPV-091 31% of the 83 providers studied list no equipment option (free, rental, or purchase) on their website. [31%; n = 83; W]

S-EPV-092 18% of the 83 providers studied list only these equipment options: free with supplies and rental or lease. [18%; n = 83; W]

S-EPV-093 16% of the 83 providers studied list only this equipment option: free with supplies. [16%; n = 83; W]

S-EPV-094 13% of the 83 providers studied list only this equipment option: rental or lease. [13%; n = 83; W]

S-EPV-095 10% of the 83 providers studied list only these equipment options: free with supplies, rental or lease, and purchase. [10%; n = 83; W]

S-EPV-096 5% of the 83 providers studied list only this equipment option: purchase. [5%; n = 83; W]

S-EPV-097 4% of the 83 providers studied list only these equipment options: rental or lease and purchase. [4%; n = 83; W]

S-EPV-098 4% of the 83 providers studied list only these equipment options: free with supplies and purchase. [4%; n = 83; W]

S-EPV-099 Of the 25 providers that state a repair response time, 22 promise a visit within one business day or faster; the rest state 48 hours to 3 days. [22 of 25; n = 25; W]

S-EPV-100 Of the 39 providers that advertise free equipment with a supply purchase, 21% state the conditions tied to it, such as a minimum order or buying all supplies from them. [21%; n = 39; W]

Equipment prices

S-EQC-001 2 of 83 providers publish a monthly brewer lease price; the 4 published lease prices run from $124 to $499 per month (median $249). Lease terms are rarely stated. [$124 to $499 per month; n = 4; P]

S-EQC-002 Published single-cup machine purchase prices run from $150 to $600 (4 prices from 1 provider). [$150 to $600; n = 4; P]

S-EQC-003 One provider publishes a bean-to-cup machine purchase price: $2,299 (n = 1). [$2,299; n = 1; P]

S-EQC-004 Published espresso machine purchase prices run from $6,457 to $28,928 (5 prices from 1 provider). [$6,457 to $28,928; n = 5; P]

S-EQC-005 The one provider that publishes tap coffee pricing charges a one-time setup fee of $1,800 to $5,650, depending on the package (n = 4 packages). [$1,800 to $5,650 one-time; n = 4; P]

S-EQC-006 47% of the 83 providers studied advertise free equipment with a supply purchase, while 5 publish a brewer lease or purchase price. [39 free vs 5 with a price; n = 83; WP]

Coffee and products

S-PRD-001 58% of the 83 providers studied list national coffee brands by name on their website. [58%; n = 83; W]

S-PRD-009 42% of the 83 providers studied list local roaster coffee on their website. [42%; n = 83; W]

S-PRD-018 27% of the 83 providers studied list a private label or house blend on their website. [27%; n = 83; W]

S-PRD-026 53% of the 83 providers studied list organic, Fair Trade, or other certified coffee on their website. [53%; n = 83; W]

S-PRD-034 89% of the 83 providers studied list tea on their website. [89%; n = 83; W]

S-PRD-042 61% of the 83 providers studied list cocoa or specialty drink mixes on their website. [61%; n = 83; W]

S-PRD-050 78% of the 83 providers studied list creamers and sweeteners on their website. [78%; n = 83; W]

S-PRD-058 36% of the 83 providers studied list fresh dairy milk delivery on their website, and 23 more mention it without clear details. [36%; n = 83; W]

S-PRD-066 20% of the 83 providers studied list plant-based milk on their website. [20%; n = 83; W]

S-PRD-074 84% of the 83 providers studied list cups, lids, and stirrers on their website. [84%; n = 83; W]

S-PRD-083 29% of the 83 providers studied list compostable or recyclable cups or pods on their website. [29%; n = 83; W]

S-PRD-092 12% of the 83 providers studied list a pod or capsule recycling program on their website. [12%; n = 83; W]

S-PRD-100 Starbucks is named on the product pages of 29 of the 83 providers studied (35%). [29 of 83; n = 83; W]

S-PRD-101 Bigelow is named on the product pages of 14 of the 83 providers studied (17%). [14 of 83; n = 83; W]

S-PRD-102 Tazo is named on the product pages of 14 of the 83 providers studied (17%). [14 of 83; n = 83; W]

S-PRD-103 Lavazza is named on the product pages of 13 of the 83 providers studied (16%). [13 of 83; n = 83; W]

S-PRD-104 Green Mountain is named on the product pages of 11 of the 83 providers studied (13%). [11 of 83; n = 83; W]

S-PRD-105 Coffee mate is named on the product pages of 7 of the 83 providers studied (8%). [7 of 83; n = 83; W]

S-PRD-106 Peet's is named on the product pages of 6 of the 83 providers studied (7%). [6 of 83; n = 83; W]

S-PRD-107 Folgers is named on the product pages of 6 of the 83 providers studied (7%). [6 of 83; n = 83; W]

Extra services

S-SVC-001 55% of the 83 providers studied list bottled water delivery on their website. [55%; n = 83; W]

S-SVC-009 73% of the 83 providers studied list filtered water coolers or point-of-use systems on their website, and 15 more mention it without clear details. [73%; n = 83; W]

S-SVC-017 58% of the 83 providers studied list sparkling or flavored water dispensers on their website. [58%; n = 83; W]

S-SVC-025 71% of the 83 providers studied list ice machines on their website. [71%; n = 83; W]

S-SVC-033 70% of the 83 providers studied list snack delivery on their website. [70%; n = 83; W]

S-SVC-042 47% of the 83 providers studied list full pantry stocking on their website. [47%; n = 83; W]

S-SVC-050 57% of the 83 providers studied list vending machines on their website. [57%; n = 83; W]

S-SVC-058 42% of the 83 providers studied list micro markets on their website. [42%; n = 83; W]

S-SVC-068 58% of the 83 providers studied list fresh food or meals on their website. [58%; n = 83; W]

S-SVC-077 66% of the 83 providers studied list cold drinks on their website, and 20 more mention it without clear details. [66%; n = 83; W]

S-SVC-086 63% of the 83 providers studied list breakroom supplies such as paper goods and cleaning products on their website. [63%; n = 83; W]

S-SVC-094 23% of the 83 providers studied list catering or meeting coffee on their website. [23%; n = 83; W]

S-SVC-102 1% of the 83 providers studied list barista or coffee cart events on their website. [1%; n = 83; W]

S-SVC-110 14% of the 83 providers studied list breakroom design or setup on their website. [14%; n = 83; W]

S-SVC-119 94% of the 83 providers studied list at least one service beyond coffee; 5 list coffee only. [94%; n = 83; W]

S-SVC-120 80% of the 83 providers studied list 4 or more extra services. [80%; n = 83; W]

Service combinations

S-CMB-001 60% of the 83 providers studied list both filtered water and ice machines, one of the most common service pairs. [60%; n = 83; W]

S-CMB-002 58% of the 83 providers studied list both filtered water and snacks, one of the most common service pairs. [58%; n = 83; W]

S-CMB-003 58% of the 83 providers studied list both snacks and cold drinks, one of the most common service pairs. [58%; n = 83; W]

S-CMB-004 52% of the 83 providers studied list filtered water, snacks, and cold drinks together. [52%; n = 83; W]

S-CMB-005 51% of the 83 providers studied list filtered water, ice machines, and cold drinks together. [51%; n = 83; W]

S-CMB-006 51% of the 83 providers studied list filtered water, ice machines, and snacks together. [51%; n = 83; W]

S-CMB-007 Pantry stocking and micro markets are the services most closely tied together: providers that list one usually list the other (31 of 83 list both). This is an observation, not a cause. [phi 0.71; n = 83; W]

S-CMB-008 No two extra services are listed apart more than chance would predict: every service pair has a zero or positive association across the 83 providers studied. The weakest link is bottled water and pantry stocking (a near-zero association of 0.02; 22 of 83 list both). [lowest phi 0.02; n = 83; W]

Delivery and service

S-DEL-001 27% of the 83 providers studied list free delivery on their website. [27%; n = 83; W]

S-DEL-010 2% of the 83 providers studied list a minimum order on their website, and 1 more mentions it without clear details. [2%; n = 83; W]

S-DEL-018 63% of the 83 providers studied list driver restocking of the breakroom on their website. [63%; n = 83; W]

S-DEL-026 43% of the 83 providers studied list an online ordering portal or app on their website. [43%; n = 83; W]

S-DEL-034 34% of the 83 providers studied list automatic reordering or par-level stocking on their website. [34%; n = 83; W]

S-DEL-042 8% of the 83 providers studied list emergency or same-day delivery on their website. [8%; n = 83; W]

S-DEL-050 36% of the 83 providers studied list usage or consumption reports on their website. [36%; n = 83; W]

S-DEL-059 78% of the 83 providers studied list a free tasting or demo on their website. [78%; n = 83; W]

S-DEL-067 18% of the 83 providers studied list a free trial on their website. [18%; n = 83; W]

Cost per cup

S-CPC-001 Published single-cup pod and capsule prices work out to a median of $0.80 per cup (25th to 75th percentile $0.72 to $0.97; range $0.62 to $1.17), from 11 published prices on 5 provider websites. [median $0.80; n = 11; P]

S-CPC-002 Published national brand single-cup prices work out to $0.62 to $1.17 per cup (n = 10 prices). [$0.62 to $1.17; n = 10; P]

S-CPC-003 The one published private label or house brand single-cup price works out to $0.99 per cup (n = 1 price). [$0.99; n = 1; P]

S-CPC-004 Published whole bean and ground coffee for drip brewers costs a median of $19.89 per pound (range $11.90 to $29.46), from 10 prices on 6 provider websites. [median $19.89 per lb; n = 10; P]

S-CPC-005 At the standard brewing yield of 34.9 eight-ounce cups per pound (Specialty Coffee Association ratio, industry source), published drip coffee works out to a median of $0.57 per cup (25th to 75th percentile $0.41 to $0.65; n = 10 prices from 6 providers). The cups-per-pound figure is an estimate, because no provider states one. [median $0.57; n = 10; PG]

S-CPC-006 Published whole bean and ground coffee for bean-to-cup brewers costs a median of $21.42 per pound (range $11.90 to $29.46), from 11 prices on 7 provider websites. [median $21.42 per lb; n = 11; P]

S-CPC-007 At the standard brewing yield of 34.9 eight-ounce cups per pound (Specialty Coffee Association ratio, industry source), published bean-to-cup coffee works out to a median of $0.61 per cup (25th to 75th percentile $0.48 to $0.73; n = 11 prices from 7 providers). The cups-per-pound figure is an estimate, because no provider states one. [median $0.61; n = 11; PG]

S-CPC-008 The median published single-cup price ($0.80 per cup, n = 11) is about 1.4 times the median brewed cost from published bag prices ($0.57 per cup, n = 10, estimated at the standard yield). [$0.80 vs $0.57; n = 21; PG]

S-CPC-009 The median published office coffee bag price ($20.70 per pound, n = 12) is 2.2 times the U.S. average retail price of ground coffee ($9.25 per pound, BLS, October 2026). Office bags are often whole bean or specialty coffee, so this is a comparison of listed prices, not of the same product. [$20.70 vs $9.25 per lb; n = 12; PG]

S-CPC-010 One provider states a typical cost of $0.80 to $1.00 per drink for bean-to-cup service; no other provider states a per-drink cost for its program. [$0.80 to $1.00; n = 1; P]

S-CPC-011 One provider publishes a price for 12-ounce paper cups that works out to $0.12 per cup (500-count case at $59.99). No provider published creamer or sweetener prices with a serving count. [$0.120; n = 1; P]

Published plan prices

S-PRI-001 One national provider publishes flat monthly program prices on its local pages, from $375 to $500 per month depending on the city (6 prices). The office size covered is not stated, so no per-employee price can be calculated. [$375 to $500 per month; n = 6; P]

S-PRI-002 One local roaster publishes an office coffee subscription starting at $14.45 per week, rising with the amount of coffee delivered. [from $14.45 per week; n = 1; P]

S-PRI-003 No provider publishes a flat monthly price per employee, so a published per-employee plan price could not be calculated. [not collected; n = 0; P]

S-PRI-004 12% of the 83 providers studied publish product prices on their website. [12%; n = 83; P]

S-PRI-005 2% of the 83 providers studied publish a flat plan price on their website. [2%; n = 83; P]

S-PRI-006 4% of the 83 providers studied publish a brewer lease or rental price on their website. [4%; n = 83; P]

S-PRI-007 4% of the 83 providers studied publish a brewer purchase price on their website. [4%; n = 83; P]

S-PRI-008 Among the 19 providers that publish any price, the median number of price items found is 3 (range 1 to 9). [median 3 price items; n = 19; P]

Fees

S-FEE-001 14% of the 83 providers studied name any fee on their website, and no fee type has a published dollar amount at more than 2 providers. [14%; n = 83; WP]

S-FEE-002 No provider publishes a delivery fee (n = 83). [0 of 83; n = 83; P]

S-FEE-003 1 of 83 providers states a fuel or energy surcharge, without a dollar amount. 1 of 83 states there is no charge. [1 of 83; n = 83; P]

S-FEE-004 No provider publishes a installation fee (n = 83). 3 of 83 state there is no charge. [0 of 83; n = 83; P]

S-FEE-005 2 of 83 providers state a minimum order amount or small-order fee (published amounts: $175 and $8.25). [2 of 83; n = 83; P]

S-FEE-006 No provider publishes a equipment fee when supply minimums are not met (n = 83). [0 of 83; n = 83; P]

S-FEE-007 1 of 83 providers states a service call or repair fee (published amount: $175). [1 of 83; n = 83; P]

S-FEE-008 1 of 83 providers states a setup charge (published amounts: $1,800, $2,950, $3,750, and $5,650). [1 of 83; n = 83; P]

S-FEE-009 2 of 83 providers state a lease or bottle deposit (published amounts: $500 and $20). [2 of 83; n = 83; P]

S-FEE-010 Providers state an average of 0.08 fee items each on their websites (median 0; 5 of 83 state at least one). [mean 0.08; n = 83; P]

S-FEE-011 81% of the 83 providers studied advertise installation as part of the service; 3 state an installation fee of $0 in writing. [81%; n = 83; WP]

Customer-reported prices

S-CRP-001 11 of the 575 reviews read mention a price; none states what the office pays per cup or per month for coffee service. The prices mentioned are for vending items and water service. [11 of 575; n = 575; V]

S-CRP-002 4 reviews read name a specific fee they were charged: a monthly low-volume fee from a coffee provider ($45), and a per-order delivery fee ($14.99) and a fee to reach a representative ($5) from a water provider. These are customer reported, not published. [4 reviews; n = 4; V]

Pricing and contract flags

S-PRC-001 23% of the 83 providers studied publish at least one price on their website. [23%; n = 83; W]

S-PRC-010 52% of the 83 providers studied list an online store or shop page on their website, and 25 more mention it without clear details. [52%; n = 83; W]

S-PRC-018 25% of the 83 providers studied list a month-to-month or no-contract option on their website. [25%; n = 83; W]

S-PRC-027 13% of the 83 providers studied list terms of service or a service agreement on their website, and 17 more mention it without clear details. [13%; n = 83; W]

S-PRC-035 14% of the 83 providers studied list any fees on their website. [14%; n = 83; W]

S-PRC-043 27% of the 83 providers studied list a quote form or pricing tool on their website. [27%; n = 83; W]

Contract terms

S-CTR-001 2 of the 83 providers studied publish a contract length on their website. [2 of 83; n = 83; P]

S-CTR-002 None of the 83 providers studied publish an auto-renewal clause. [0 of 83; n = 83; P]

S-CTR-003 2 of the 83 providers studied publish a cancellation notice period on their website; both state 30 days. [2 of 83; n = 83; P]

S-CTR-004 1 of the 83 providers studied publishes an early termination fee on its website. [1 of 83; n = 83; P]

S-CTR-005 1 of the 83 providers studied publishes an equipment removal or pickup charge on its website. [1 of 83; n = 83; P]

S-CTR-006 1 of the 83 providers studied publishes who pays for equipment damage on its website. [1 of 83; n = 83; P]

S-CTR-007 1 of the 83 providers studied publishes a price increase clause on its website. [1 of 83; n = 83; P]

S-CTR-008 4 of the 83 providers studied publish a minimum purchase commitment on their website. [4 of 83; n = 83; P]

S-CTR-009 None of the 83 providers studied publish a supply exclusivity clause. [0 of 83; n = 83; P]

S-CTR-010 8% of the 83 providers studied publish any contract term (length, notice, renewal, fees, or commitments) on their website. [8%; n = 83; P]

S-CTR-011 13% of the 83 providers studied link to terms of service or a service agreement that covers the coffee service. [13%; n = 83; W]

S-CTR-012 25% of the 83 providers studied advertise a month-to-month or no-contract option, but only 2 state a contract length in writing. [25%; n = 83; P]

S-CTR-013 No provider advertises all four buyer-friendly terms together (month-to-month, free equipment with no stated minimum, installation included, and no removal fee), because none states that equipment removal is free. 8 of 83 advertise the first three. [0 of 83; n = 83; WP]

Support

S-SUP-001 29% of the 83 providers studied list a named or dedicated account manager on their website. [29%; n = 83; W]

S-SUP-009 88% of the 83 providers studied list phone support on their website. [88%; n = 83; W]

S-SUP-017 60% of the 83 providers studied list email support on their website. [60%; n = 83; W]

S-SUP-025 14% of the 83 providers studied list chat support on their website. [14%; n = 83; W]

S-SUP-033 63% of the 83 providers studied list support hours on their website. [63%; n = 83; W]

S-SUP-041 24% of the 83 providers studied list in-house service technicians on their website, and 23 more mention it without clear details. [24%; n = 83; W]

Trust and sustainability

S-TRU-001 48% of the 83 providers studied list a sustainability program on their website, and 35 more mention it without clear details. [48%; n = 83; W]

S-TRU-009 47% of the 83 providers studied list awards on their website. [47%; n = 83; W]

S-TRU-017 53% of the 83 providers studied list client logos or named clients on their website. [53%; n = 83; W]

Marketing claims

S-CLM-001 24% of the 83 providers studied make a "no contract" or "cancel anytime" claim on their website. [24%; n = 83; W]

S-CLM-010 13% of the 83 providers studied make a "free equipment" claim on their website. [13%; n = 83; W]

S-CLM-018 11% of the 83 providers studied make a "no hidden fees" claim on their website. [11%; n = 83; W]

S-CLM-026 45% of the 83 providers studied make a fast repair or service claim on their website. [45%; n = 83; W]

S-CLM-035 43% of the 83 providers studied make a "never run out" or reliable delivery claim on their website. [43%; n = 83; W]

S-CLM-043 49% of the 83 providers studied make a locally owned claim on their website. [49%; n = 83; W]

S-CLM-052 80% of the 83 providers studied make a sustainability claim on their website. [80%; n = 83; W]

S-CLM-060 58% of the 83 providers studied make a savings claim on their website. [58%; n = 83; W]

S-CLM-068 77% of the 83 providers studied make a productivity or employee-happiness claim on their website. [77%; n = 83; W]

Ratings

S-RAT-001 The 83 providers studied average 4.31 stars on their main Google profile (median 4.4). [mean 4.31; median 4.4; n = 83; R]

S-RAT-002 47% of the 83 providers studied are rated 4.5 stars or higher on Google. [47%; n = 83; R]

S-RAT-003 27% of the 83 providers studied are rated below 4.0 stars on Google. [27%; n = 83; R]

S-RAT-005 6 of 12 national providers are rated below 4.0 stars on Google. [6 of 12; n = 12; R]

S-RAT-006 National providers (n = 12) average 3.93 stars on Google, 0.38 stars below the 4.31 average for all providers. This is an observation, not a cause. [mean 3.93; n = 12; R]

S-RAT-009 Regional providers (n = 20) average 4.38 stars on Google, no clear difference from the 4.31 average for all providers. This is an observation, not a cause. [mean 4.38; n = 20; R]

S-RAT-012 Local providers (n = 51) average 4.37 stars on Google, no clear difference from the 4.31 average for all providers. This is an observation, not a cause. [mean 4.37; n = 51; R]

S-RAT-049 36% of the 83 providers studied are rated 4.8 or higher. [36%; n = 83; R]

S-RAT-050 11% of the 83 providers studied are rated 4.5 to 4.79. [11%; n = 83; R]

S-RAT-051 27% of the 83 providers studied are rated 4.0 to 4.49. [27%; n = 83; R]

S-RAT-052 18% of the 83 providers studied are rated 3.5 to 3.99. [18%; n = 83; R]

S-RAT-053 8% of the 83 providers studied are rated below 3.5. [8%; n = 83; R]

S-RAT-054 The 83 providers studied have a median of 22 Google reviews on their main profile (mean 86); 33% have 50 or more and 19% have 100 or more. [median 22; n = 83; R]

S-RAT-058 81% of the 83 providers studied received a Google review in the last 6 months, and 96% in the last 12 months. [81%; n = 83; R]

S-RAT-059 Across the providers studied (n = 83), owners replied to an average of 33% of their 20 most recent Google reviews; 35% replied to half or more and 40% replied to none. [mean 33%; n = 83; R]

S-RAT-062 Local providers (n = 51) replied to an average of 31% of their 20 most recent Google reviews; 43% replied to none. [mean 31%; n = 51; R]

S-RAT-063 Ratings were collected from Google only, so rating gaps between platforms and BBB complaint counts are not part of this edition. BBB accreditation was checked for every provider. [not collected; n = 0; R]

Review sample

S-SMP-001 Of 1,749 Google reviews read, 602 met the 15-word and specific-topic rule and 575 were used: 400 at 4 to 5 stars, 75 at 2 to 3 stars, and 100 at 1 star. [575 of 1749; n = 1749; V]

S-SMP-002 28% of reviews read (n = 1,749) were skipped for having fewer than 15 words, 21% for being older than the look-back period, and 15% for naming no specific topic. [492 of 1749; n = 1749; V]

S-SMP-003 The 2- and 3-star band reached 75 of its 500-review target even after the look-back was extended to 5 years and branch profiles were read; detailed middle-rated reviews of office coffee providers are rare on Google. [75 of 500; n = 75; V]

S-SMP-004 The 4- and 5-star reviews used (n = 400) have a median of 40.5 words of captured text (mean 52.4). Text was captured up to about 300 characters, so long reviews count as shorter than they are. [median 40.5 words; n = 400; V]

S-SMP-005 The 2- and 3-star reviews used (n = 75) have a median of 46 words of captured text (mean 66.8). Text was captured up to about 300 characters, so long reviews count as shorter than they are. [median 46 words; n = 75; V]

S-SMP-006 The 1-star reviews used (n = 100) have a median of 61.5 words of captured text (mean 82.7). Text was captured up to about 300 characters, so long reviews count as shorter than they are. [median 61.5 words; n = 100; V]

S-SMP-007 The 1- to 3-star reviews used (n = 175) have a median of 50 words of captured text (mean 75.9). Text was captured up to about 300 characters, so long reviews count as shorter than they are. [median 50 words; n = 175; V]

Complaints

S-CMP-030 29% of 1- to 3-star reviews read (n = 175) mention missed, late, or short deliveries. [29%; n = 175; V]

S-CMP-032 16% of 1- to 3-star reviews read (n = 175) mention equipment breakdowns. [16%; n = 175; V]

S-CMP-036 3% of 1- to 3-star reviews read (n = 175) mention price increases. [3%; n = 175; V]

S-CMP-037 2% of 1- to 3-star reviews read (n = 175) mention auto-renewal, contract lock-in, or hard cancellation. [2%; n = 175; V]

S-CMP-038 5% of 1- to 3-star reviews read (n = 175) mention equipment pickup or exit fee problems after cancelling. [5%; n = 175; V]

S-CMP-039 21% of 1- to 3-star reviews read (n = 175) mention billing errors or overcharges. [21%; n = 175; V]

S-CMP-040 15% of 1- to 3-star reviews read (n = 175) mention poor coffee or product quality. [15%; n = 175; V]

S-CMP-041 43% of 1- to 3-star reviews read (n = 175) mention slow or unresponsive customer service. [43%; n = 175; V]

S-CMP-042 14% of 1- to 3-star reviews read (n = 175) mention rep or driver turnover, or rude staff. [14%; n = 175; V]

S-CMP-043 7% of 1- to 3-star reviews read (n = 175) mention broken sales promises. [7%; n = 175; V]

S-CMP-044 34% of 1- to 3-star reviews read (n = 175) mention problems with extra services (water, snacks, vending, micro markets). [34%; n = 175; V]

S-CMP-055 Equipment breakdowns appear in 22% of 1-star reviews read (n = 100), compared with 8% of 2- and 3-star reviews read (n = 75). [22% vs 8%; n = 175; V]

S-CMP-056 Billing errors or overcharges appear in 27% of 1-star reviews read (n = 100), compared with 13% of 2- and 3-star reviews read (n = 75). [27% vs 13%; n = 175; V]

Praise

S-PRS-002 42% of 4- and 5-star reviews read (n = 400) praise a friendly or helpful driver or rep. [42%; n = 400; V]

S-PRS-006 45% of 4- and 5-star reviews read (n = 400) praise responsive customer service. [45%; n = 400; V]

S-PRS-007 4% of 4- and 5-star reviews read (n = 400) praise fair prices or good value. [4%; n = 400; V]

S-PRS-008 10% of 4- and 5-star reviews read (n = 400) praise an easy setup or smooth switch. [10%; n = 400; V]

Customer stage

S-STG-001 64% of 1- to 3-star reviews read (n = 175) make clear when the problem happened. [112 of 175 state a stage; n = 175; V]

S-STG-002 42% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the regular-delivery stage, most often problems with extra services. [42%; n = 112; V]

S-STG-003 12% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the equipment service and repairs stage, most often slow repairs or service calls. [12%; n = 112; V]

S-STG-004 12% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the sales and quote stage, most often broken sales promises. [12%; n = 112; V]

S-STG-005 12% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the setup and installation stage, most often missed, late, or short deliveries. [12%; n = 112; V]

S-STG-006 12% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the cancelling and equipment pickup stage, most often equipment pickup or exit fee problems after cancelling. [12%; n = 112; V]

S-STG-007 8% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the billing stage, most often billing errors or overcharges. [8%; n = 112; V]

S-STG-008 3% of 1- to 3-star reviews that state a stage (n = 112) describe a problem during the renewal or price change stage, most often price increases. [3%; n = 112; V]

S-STG-009 46% of 4- and 5-star reviews that state a stage (n = 63) praise setup and installation. [46%; n = 63; V]

S-STG-010 27% of 4- and 5-star reviews that state a stage (n = 63) praise equipment service and repairs. [27%; n = 63; V]

S-STG-011 14% of 4- and 5-star reviews that state a stage (n = 63) praise the sales and quote stage. [14%; n = 63; V]

Who is reviewing

S-RVW-001 Few reviews say who the customer is: of 575 reviews used, 35 name the equipment type, 9 give an office size, and 65 say how long they have been a customer. Breakdowns by these fields are shown as counts only. [35, 9, 65 of 575; n = 575; V]

S-RVW-002 Of the 65 reviews that state how long the reviewer has been a customer, 62 describe more than a year of service, and 55 of the 65 are 4- or 5-star. [62 of 65; n = 65; V]

Switching and leaving

S-SWT-001 5% of reviews used (n = 575) mention switching from another provider; 21 of those 28 are 4- or 5-star reviews. Where the reviewer says why they switched, the reasons named are missed, late, or short deliveries, equipment breakdowns, and slow or unresponsive customer service. [5%; n = 575; V]

S-SWT-002 7% of 1- to 3-star reviews read (n = 175) say the reviewer is leaving or has left; the problems they name most are missed, late, or short deliveries and slow or unresponsive customer service. [7%; n = 175; V]

Money impact

S-MON-001 9% of 1- to 3-star reviews read (n = 175) report a money impact such as a double charge, a fee, or money lost; 5 give a dollar amount (median $14.99, range $2.50 to $45.00). [9%; n = 175; V]

S-MON-002 Of the 16 low-star reviews that report a money impact, 13 are billing errors or overcharges and 8 involve extra services such as vending or water. [13 of 16; n = 16; V]

Replies and support in reviews

S-RSP-001 30% of 4- and 5-star reviews read (n = 400) name a specific driver, rep, or technician. [30%; n = 400; V]

S-RSP-002 Of 102 reviews used that mention a rep or account manager, 98 are 4- or 5-star and 4 are 1- to 3-star. [98 of 102 positive; n = 102; V]

S-RSP-003 Of 62 reviews used that mention a driver, 54 are 4- or 5-star and 8 are 1- to 3-star. [54 of 62 positive; n = 62; V]

S-RSP-004 Of 46 reviews used that mention a technician, 45 are 4- or 5-star and 1 is 1- to 3-star. [45 of 46 positive; n = 46; V]

S-RSP-005 Only 10 of the 175 1- to 3-star reviews read say whether the problem was fixed; 3 of those say it was. [3 of 10; n = 175; V]

S-RSP-006 The company replied to 41% of 4- and 5-star reviews read (n = 400). [41%; n = 400; V]

S-RSP-007 The company replied to 69% of 2- and 3-star reviews read (n = 75). [69%; n = 75; V]

S-RSP-008 The company replied to 38% of 1-star reviews read (n = 100). [38%; n = 100; V]

S-RSP-009 Reply dates were not visible in the reviews read, so company response times are not reported. [not collected; n = 0; V]

Claims vs reviews

S-CVR-001 Among providers that advertise "no contract" or "cancel anytime" (20 providers), 0 of the 15 low-star reviews read for them mention cancellation or exit problems (auto-renewal, lock-in, hard cancellation, or pickup and exit fees), compared with 7% for providers that do not (n = 160). None of the 20 providers making the claim has such a review in the sample. The groups are too small to compare as percentages. [0 of 15 vs 7%; n = 175; V]

S-CVR-002 Among providers that advertise "free equipment" (11 providers), 0 of the 5 low-star reviews read for them mention surprise or hidden fees, compared with 5% for providers that do not (n = 170). None of the 11 providers making the claim has such a review in the sample. The groups are too small to compare as percentages. [0 of 5 vs 5%; n = 175; V]

S-CVR-003 Among providers that advertise "no hidden fees" (9 providers), 0 of the 3 low-star reviews read for them mention surprise fees, billing errors, or overcharges, compared with 26% for providers that do not (n = 172). None of the 9 providers making the claim has such a review in the sample. The groups are too small to compare as percentages. [0 of 3 vs 26%; n = 175; V]

S-CVR-004 Among providers that advertise fast repair or service (37 providers), 14% of their 1- to 3-star reviews read (n = 51) mention slow repairs or service calls, compared with 4% for providers that do not (n = 124). 5 of the 37 providers making the claim have at least one such review in the sample. This is an observation, not a cause. [14% vs 4%; n = 175; V]

S-CVR-005 Among providers that advertise reliable delivery or "never run out" (36 providers), 25% of their 1- to 3-star reviews read (n = 60) mention missed, late, or short deliveries, out-of-stock items, or unwanted substitutions, compared with 43% for providers that do not (n = 115). 8 of the 36 providers making the claim have at least one such review in the sample. This is an observation, not a cause. [25% vs 43%; n = 175; V]

S-CVR-006 Reddit threads were not read for this edition; the review analysis uses Google reviews only. [not collected; n = 0; V]

Rank lists

S-RNK-001 The most advertised feature is tea, listed by 89% of the 83 providers studied. [89%; n = 83; W]

S-RNK-002 The second most advertised feature is phone support, listed by 88% of the 83 providers studied. [88%; n = 83; W]

S-RNK-003 The third most advertised feature is cups, lids, and stirrers, listed by 84% of the 83 providers studied. [84%; n = 83; W]

S-RNK-004 One of the least advertised features is barista or coffee cart events, listed by 1 of the 83 providers studied. [1 of 83; n = 83; W]

S-RNK-005 One of the least advertised features is a dedicated page or section for coworking spaces, listed by 1 of the 83 providers studied. [1 of 83; n = 83; W]

S-RNK-006 One of the least advertised features is a minimum order, listed by 2 of the 83 providers studied. [2 of 83; n = 83; W]

S-RNK-007 9 of 12 national providers list service for workplaces with more than 200 employees, compared with 39% of local providers (n = 51). This is an observation, not a cause. [9 of 12 vs 39%; n = 63; W]

S-RNK-008 6 of 12 national providers list drip or airpot brewers, compared with 84% of local providers (n = 51). This is an observation, not a cause. [6 of 12 vs 84%; n = 63; W]

S-RNK-009 8 of 12 national providers list usage or consumption reports, compared with 33% of local providers (n = 51). This is an observation, not a cause. [8 of 12 vs 33%; n = 63; W]

S-RNK-010 6 of 12 national providers list a private label or house blend, compared with 20% of local providers (n = 51). This is an observation, not a cause. [6 of 12 vs 20%; n = 63; W]

S-RNK-011 6 of 12 national providers list at least one price, compared with 20% of local providers (n = 51). This is an observation, not a cause. [6 of 12 vs 20%; n = 63; W]

S-RNK-012 19% of coffee-focused providers (n = 37) list micro markets, compared with 76% of refreshment service companies (n = 34). [19% vs 76%; n = 71; W]

S-RNK-013 35% of coffee-focused providers (n = 37) list fresh food or meals, compared with 88% of refreshment service companies (n = 34). [35% vs 88%; n = 71; W]

S-RNK-014 30% of coffee-focused providers (n = 37) list full pantry stocking, compared with 74% of refreshment service companies (n = 34). [30% vs 74%; n = 71; W]

S-RNK-015 30% of coffee-focused providers (n = 37) list an online store or shop page, compared with 71% of refreshment service companies (n = 34). [30% vs 71%; n = 71; W]

S-RNK-016 49% of coffee-focused providers (n = 37) list vending machines, compared with 82% of refreshment service companies (n = 34). [49% vs 82%; n = 71; W]

S-RNK-017 16% of route-service providers (n = 75) list at least one price, compared with 7 of 8 providers that ship directly. [16% vs 7 of 8; n = 83; W]

S-RNK-018 76% of route-service providers (n = 75) list snack delivery, compared with 1 of 8 providers that ship directly. [76% vs 1 of 8; n = 83; W]

S-RNK-019 68% of route-service providers (n = 75) list driver restocking of the breakroom, compared with 1 of 8 providers that ship directly. [68% vs 1 of 8; n = 83; W]

S-RNK-020 Providers based in the West list breakroom supplies such as paper goods and cleaning products most often (77%, n = 22) and those in the Midwest least often (4 of 14). This is an observation, not a cause. [West 77% vs Midwest 4 of 14; n = 83; W]

S-RNK-021 Providers based in the Northeast list an online ordering portal or app most often (12 of 18) and those in the West least often (23%, n = 22). This is an observation, not a cause. [Northeast 12 of 18 vs West 23%; n = 83; W]

S-RNK-022 Providers based in the South list filtered water coolers or point-of-use systems most often (86%, n = 29) and those in the Midwest least often (6 of 14). This is an observation, not a cause. [South 86% vs Midwest 6 of 14; n = 83; W]

Cross-analysis

S-XAN-001 Average Google rating by whether prices are published: providers that publish prices 4.43 (n = 19, small group); quote-only providers 4.28 (n = 64). The highest and lowest groups differ by 0.15 stars. This is an observation, not a cause. [4.43 vs 4.28; n = 83; WPA]

S-XAN-002 Average Google rating by whether month-to-month terms are advertised: providers that advertise it 4.61 (n = 21); providers that do not 4.21 (n = 62). The highest and lowest groups differ by 0.40 stars. This is an observation, not a cause. [4.61 vs 4.21; n = 83; WPA]

S-XAN-003 Average Google rating by whether free equipment is advertised: providers that advertise it 4.39 (n = 39); providers that do not 4.24 (n = 44). The highest and lowest groups differ by 0.15 stars. This is an observation, not a cause. [4.39 vs 4.24; n = 83; WPA]

S-XAN-004 Average Google rating by whether a named account manager is listed: providers that list one 4.32 (n = 24); providers that do not 4.31 (n = 59). No clear difference (under 0.1 stars). [no clear difference; n = 83; WPA]

S-XAN-005 Average Google rating by whether in-house technicians are listed: providers that list them 4.41 (n = 20); providers that do not 4.28 (n = 63). The highest and lowest groups differ by 0.13 stars. This is an observation, not a cause. [4.41 vs 4.28; n = 83; WPA]

S-XAN-006 Average Google rating by business type: coffee-focused 4.57 (n = 37); refreshment service companies 4.00 (n = 34); roaster with office program 4.45 (n = 10, small group). The highest and lowest groups differ by 0.57 stars. This is an observation, not a cause. [4.57 vs 4.00; n = 81; WPA]

S-XAN-007 Average Google rating by years in business: 30 or more years 4.02 (n = 24); no founding year stated 4.40 (n = 49). The highest and lowest groups differ by 0.38 stars. This is an observation, not a cause. [4.40 vs 4.02; n = 73; WPA]

S-XAN-008 Average Google rating by service breadth: 1 to 3 extra services 4.72 (n = 12, small group); 4 or more extra services 4.21 (n = 66). The highest and lowest groups differ by 0.51 stars. This is an observation, not a cause. [4.72 vs 4.21; n = 78; WPA]

S-XAN-009 Average Google rating by review volume band: under 10 reviews 4.34 (n = 11, small group); 10 to 49 reviews 4.36 (n = 45); 50 to 99 reviews 4.20 (n = 11, small group); 100 or more reviews 4.24 (n = 16, small group). The highest and lowest groups differ by 0.16 stars. This is an observation, not a cause. [4.36 vs 4.20; n = 83; WPA]

S-XAN-010 Average Google rating by region: Northeast 4.13 (n = 18, small group); Midwest 4.32 (n = 14, small group); South 4.37 (n = 29); West 4.37 (n = 22). The highest and lowest groups differ by 0.24 stars. This is an observation, not a cause. [4.37 vs 4.13; n = 83; WPA]

S-XAN-011 Average Google rating by transparency index quartile: Q1 (lowest) 4.29 (n = 45); Q3 4.19 (n = 19, small group); Q4 (highest) 4.47 (n = 19, small group). The highest and lowest groups differ by 0.28 stars. This is an observation, not a cause. [4.47 vs 4.19; n = 83; WPA]

S-XAN-012 Average Google rating by equipment range index quartile: Q1 (lowest) 4.23 (n = 35); Q2 4.17 (n = 14, small group); Q3 4.43 (n = 31). The highest and lowest groups differ by 0.26 stars. This is an observation, not a cause. [4.43 vs 4.17; n = 80; WPA]

S-XAN-013 Average Google rating by refreshment breadth index quartile: Q1 (lowest) 4.49 (n = 24); Q2 4.24 (n = 21); Q3 4.11 (n = 18, small group); Q4 (highest) 4.35 (n = 20). The highest and lowest groups differ by 0.38 stars. This is an observation, not a cause. [4.49 vs 4.11; n = 83; WPA]

S-XAN-014 Average Google rating by service depth index quartile: Q1 (lowest) 4.07 (n = 21); Q2 4.39 (n = 34); Q3 4.24 (n = 18, small group); Q4 (highest) 4.66 (n = 10, small group). The highest and lowest groups differ by 0.59 stars. This is an observation, not a cause. [4.66 vs 4.07; n = 83; WPA]

S-XAN-015 Average Google rating by buyer protection index quartile: Q1 (lowest) 4.22 (n = 40); Q2 4.21 (n = 30); Q4 (highest) 4.80 (n = 13, small group). The highest and lowest groups differ by 0.59 stars. This is an observation, not a cause. [4.80 vs 4.21; n = 83; WPA]

S-XAN-016 Average Google rating by sustainability index quartile: Q1 (lowest) 4.23 (n = 21); Q2 4.31 (n = 48); Q4 (highest) 4.44 (n = 14, small group). The highest and lowest groups differ by 0.21 stars. This is an observation, not a cause. [4.44 vs 4.23; n = 83; WPA]

S-XAN-017 Of the 1- to 3-star reviews read for providers that state a repair response time (25 providers, n = 22 reviews), 3 of 22 mention slow repairs, compared with 6% for providers that do not (n = 153). The first group is too small for a percentage. This is an observation, not a cause. [3 of 22 vs 6%; n = 175; WPA]

S-XAN-018 Of the 1- to 3-star reviews read for providers that list a named account manager (24 providers, n = 76 reviews), 47% mention staff turnover or slow service, compared with 54% for providers that do not (n = 99). The share is lower where the feature is advertised. This is an observation, not a cause. [47% vs 54%; n = 175; WPA]

S-XAN-019 Of the 1- to 3-star reviews read for providers that advertise month-to-month (21 providers, n = 21 reviews), 0 of 21 mention cancellation or exit problems, compared with 7% for providers that do not (n = 154). The first group is too small for a percentage. This is an observation, not a cause. [0 of 21 vs 7%; n = 175; WPA]

S-XAN-020 Of the 1- to 3-star reviews read for providers that name fees on their website (12 providers, n = 9 reviews), 0 of 9 mention surprise fees, compared with 5% for providers that do not (n = 166). The first group is too small for a percentage. This is an observation, not a cause. [0 of 9 vs 5%; n = 175; WPA]

S-XAN-021 Of the 1- to 3-star reviews read for providers that advertise included maintenance (60 providers, n = 68 reviews), 24% mention dirty machines or breakdowns, compared with 12% for providers that do not (n = 107). The share is higher where the feature is advertised. This is an observation, not a cause. [24% vs 12%; n = 175; WPA]

S-XAN-022 50% of 1- to 3-star reviews read for refreshment service companies (n = 111) mention problems with extra services, compared with 9% for coffee-focused providers (n = 53). This is an observation, not a cause. [50% vs 9%; n = 164; WPA]

S-XAN-023 36% of 1- to 3-star reviews read for refreshment service companies (n = 111) mention problems with deliveries, compared with 40% for coffee-focused providers (n = 53). This is an observation, not a cause. [36% vs 40%; n = 164; WPA]

S-XAN-024 Low-star reviews mentioning surprise fees, by transparency index quartile: Q1 (lowest): 2 of 109 reviews (45 providers); Q3: 5 of 39 reviews (19 providers); Q4 (highest): 1 of 27 reviews (19 providers). The groups are small, so these are counts. This is an observation, not a cause. [counts; n = 175; WPA]

S-XAN-025 Low-star reviews mentioning cancellation or exit problems, by buyer protection index quartile: Q1 (lowest): 6 of 108 reviews (40 providers); Q2: 5 of 58 reviews (30 providers); Q4 (highest): 0 of 9 reviews (13 providers). The groups are small, so these are counts. This is an observation, not a cause. [counts; n = 175; WPA]

S-XAN-026 Providers that state 30 or more years in business (24 providers) account for 45 of the 175 low-star reviews read; their most mentioned problem is slow or unresponsive customer service. Most providers (49 of 83) do not state their age, so the years comparison is shown as counts. [counts; n = 175; WPA]

S-XAN-027 Among low-star reviews that state a stage, regular deliveries are the stage named most for national, regional, and local providers alike (37, 38, and 37 reviews with a stage). Counts only. [counts; n = 112; WPA]

Cost scenarios

S-SCN-001 Small office, basic single-cup: a 5-person office with single-cup coffee is estimated to cost $164 to $265 a month (typical $185, about $36.97 per employee and $0.95 per cup). 32 of 83 providers advertise everything this office needs (6 national, 7 regional, 19 local). [$164 to $265 per month; n = 32; WM]

S-SCN-002 Small office, basic single-cup: 32 of 83 providers advertise everything this office needs (single-cup brewers and service for offices under 10 people); the hardest need to meet is service for offices under 10 people, which 42 of 83 advertise. [32 of 83; n = 83; WM]

S-SCN-003 A 10-person office with single-cup coffee is estimated to cost $328 to $477 a month (typical $363, about $36.34 per employee and $0.94 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local). [$328 to $477 per month; n = 63; WM]

S-SCN-004 10-person office, single-cup: 63 of 83 providers advertise single-cup brewers, the one must-have for this office. [63 of 83; n = 83; WM]

S-SCN-005 A 10-person office with drip coffee is estimated to cost $204 to $343 a month (typical $268, about $26.78 per employee and $0.69 per cup). 65 of 83 providers advertise everything this office needs (6 national, 16 regional, 43 local). [$204 to $343 per month; n = 65; WM]

S-SCN-006 10-person office, drip brewer: 65 of 83 providers advertise drip brewers, the one must-have for this office. [65 of 83; n = 83; WM]

S-SCN-007 A 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local). [$819 to $1,110 per month; n = 63; WM]

S-SCN-008 25-person office, single-cup: 63 of 83 providers advertise single-cup brewers, the one must-have for this office. [63 of 83; n = 83; WM]

S-SCN-009 A 25-person office with bean-to-cup coffee is estimated to cost $578 to $1,028 a month (typical $836, about $33.45 per employee and $0.86 per cup). 52 of 83 providers advertise everything this office needs (8 national, 11 regional, 33 local). [$578 to $1,028 per month; n = 52; WM]

S-SCN-010 25-person office, bean-to-cup: 52 of 83 providers advertise everything this office needs (bean-to-cup machines and included maintenance); the hardest need to meet is included maintenance, which 60 of 83 advertise. [52 of 83; n = 83; WM]

S-SCN-011 25-person office, drip plus tea and milk: a 25-person office with drip coffee is estimated to cost $510 to $789 a month (typical $669, about $26.78 per employee and $0.69 per cup). 25 of 83 providers advertise everything this office needs (3 national, 6 regional, 16 local). [$510 to $789 per month; n = 25; WM]

S-SCN-012 25-person office, drip plus tea and milk: 25 of 83 providers advertise everything this office needs (drip brewers, tea, and fresh milk delivery); the hardest need to meet is fresh milk delivery, which 30 of 83 advertise. [25 of 83; n = 83; WM]

S-SCN-013 A 50-person office with bean-to-cup coffee is estimated to cost $1,156 to $2,012 a month (typical $1,672, about $33.45 per employee and $0.86 per cup). 52 of 83 providers advertise everything this office needs (8 national, 11 regional, 33 local). [$1,156 to $2,012 per month; n = 52; WM]

S-SCN-014 50-person office, bean-to-cup: 52 of 83 providers advertise everything this office needs (bean-to-cup machines and included maintenance); the hardest need to meet is included maintenance, which 60 of 83 advertise. [52 of 83; n = 83; WM]

S-SCN-015 50-person office, bean-to-cup plus filtered water: a 50-person office with bean-to-cup coffee is estimated to cost $1,156 to $2,012 a month (typical $1,672, about $33.45 per employee and $0.86 per cup). 50 of 83 providers advertise everything this office needs (6 national, 13 regional, 31 local). [$1,156 to $2,012 per month; n = 50; WM]

S-SCN-016 50-person office, bean-to-cup plus filtered water: 50 of 83 providers advertise everything this office needs (bean-to-cup machines and filtered water); the hardest need to meet is filtered water, which 61 of 83 advertise. [50 of 83; n = 83; WM]

S-SCN-017 50-person office, single-cup plus snacks: a 50-person office with single-cup coffee is estimated to cost $1,638 to $2,175 a month (typical $1,798, about $35.96 per employee and $0.93 per cup). 52 of 83 providers advertise everything this office needs (5 national, 11 regional, 36 local). [$1,638 to $2,175 per month; n = 52; WM]

S-SCN-018 50-person office, single-cup plus snacks: 52 of 83 providers advertise everything this office needs (single-cup brewers and snacks); the hardest need to meet is snacks, which 58 of 83 advertise. [52 of 83; n = 83; WM]

S-SCN-019 A 75-person office with bean-to-cup and espresso coffee is estimated to cost $1,735 to $4,012 a month (typical $3,401, about $45.35 per employee and $1.17 per cup). 24 of 83 providers advertise everything this office needs (3 national, 7 regional, 14 local). [$1,735 to $4,012 per month; n = 24; WM]

S-SCN-020 75-person office, bean-to-cup plus espresso: 24 of 83 providers advertise everything this office needs (bean-to-cup machines, espresso machines, and included repairs); the hardest need to meet is included repairs, which 37 of 83 advertise. [24 of 83; n = 83; WM]

S-SCN-021 100-person office, coffee, water, and supplies: a 100-person office with bean-to-cup coffee is estimated to cost $2,313 to $3,978 a month (typical $3,345, about $33.45 per employee and $0.86 per cup). 43 of 83 providers advertise everything this office needs (4 national, 10 regional, 29 local). [$2,313 to $3,978 per month; n = 43; WM]

S-SCN-022 100-person office, coffee, water, and supplies: 43 of 83 providers advertise everything this office needs (bean-to-cup machines, filtered water, and breakroom supplies); the hardest need to meet is breakroom supplies, which 52 of 83 advertise. [43 of 83; n = 83; WM]

S-SCN-023 100-person office, full refreshment: a 100-person office with bean-to-cup coffee is estimated to cost $2,313 to $3,978 a month (typical $3,345, about $33.45 per employee and $0.86 per cup). 27 of 83 providers advertise everything this office needs (3 national, 6 regional, 18 local). [$2,313 to $3,978 per month; n = 27; WM]

S-SCN-024 100-person office, full refreshment: 27 of 83 providers advertise everything this office needs (bean-to-cup machines, filtered water, snacks, and micro markets); the hardest need to meet is micro markets, which 35 of 83 advertise. [27 of 83; n = 83; WM]

S-SCN-025 200-person office, multiple machines: a 200-person office with bean-to-cup coffee is estimated to cost $4,626 to $7,911 a month (typical $6,689, about $33.45 per employee and $0.86 per cup). 17 of 83 providers advertise everything this office needs (2 national, 6 regional, 9 local). [$4,626 to $7,911 per month; n = 17; WM]

S-SCN-026 200-person office, multiple machines: 17 of 83 providers advertise everything this office needs (bean-to-cup machines, micro markets, and service for 200+ employees); the hardest need to meet is micro markets, which 35 of 83 advertise. [17 of 83; n = 83; WM]

S-SCN-027 A 25-person office with single-cup coffee that is in the office 3 days a week is estimated to cost $491 to $688 a month (typical $542, about $21.67 per employee and $0.93 per cup). 13 of 83 providers advertise everything this office needs (1 national, 1 regional, 11 local). [$491 to $688 per month; n = 13; WM]

S-SCN-028 Hybrid 25-person office: 13 of 83 providers advertise everything this office needs (single-cup brewers and month-to-month terms); the hardest need to meet is month-to-month terms, which 21 of 83 advertise. [13 of 83; n = 83; WM]

S-SCN-029 A 50-person office with bean-to-cup coffee that is in the office 3 days a week is estimated to cost $694 to $1,354 a month (typical $1,103, about $22.05 per employee and $0.95 per cup). 15 of 83 providers advertise everything this office needs (2 national, 1 regional, 12 local). [$694 to $1,354 per month; n = 15; WM]

S-SCN-030 Hybrid 50-person office: 15 of 83 providers advertise everything this office needs (bean-to-cup machines and month-to-month terms); the hardest need to meet is month-to-month terms, which 21 of 83 advertise. [15 of 83; n = 83; WM]

S-SCN-031 Medical or dental office with a waiting room: a 15-person office with single-cup coffee and 30 visitors a day is estimated to cost $842 to $1,140 a month (typical $924, about $61.63 per employee and $0.93 per cup). 19 of 83 providers advertise everything this office needs (4 national, 7 regional, 8 local). [$842 to $1,140 per month; n = 19; WM]

S-SCN-032 Medical or dental office with a waiting room: 19 of 83 providers advertise everything this office needs (single-cup brewers and a medical or dental page); the hardest need to meet is a medical or dental page, which 27 of 83 advertise. [19 of 83; n = 83; WM]

S-SCN-033 Car dealership showroom: a 20-person office with bean-to-cup coffee and 40 visitors a day, 6 office days a week, is estimated to cost $952 to $1,559 a month (typical $1,296, about $64.80 per employee and $0.81 per cup). 2 of 83 providers advertise everything this office needs (0 national, 1 regional, 1 local). [$952 to $1,559 per month; n = 2; WM]

S-SCN-034 Car dealership showroom: 2 of 83 providers advertise everything this office needs (bean-to-cup machines, a dealership page, and cold drinks); the hardest need to meet is a dealership page, which 7 of 83 advertise. [2 of 83; n = 83; WM]

S-SCN-035 Client-facing professional office: a 30-person office with espresso coffee is estimated to cost $694 to $1,710 a month (typical $1,450, about $48.32 per employee and $1.25 per cup). 36 of 83 providers advertise everything this office needs (4 national, 8 regional, 24 local). [$694 to $1,710 per month; n = 36; WM]

S-SCN-036 Client-facing professional office: 36 of 83 providers advertise everything this office needs (espresso machines and included maintenance); the hardest need to meet is espresso machines, which 39 of 83 advertise. [36 of 83; n = 83; WM]

S-SCN-037 Cold brew or nitro tap office: no monthly cost is calculated because cold brew cost per cup was not collected. The one published tap setup charge is $1,800 to $5,650, paid once. 47 of 83 providers advertise cold brew or nitro (8 national, 8 regional, 31 local). [not calculated; n = 47; WM]

S-SCN-038 Client-facing professional office: 47 of 83 providers advertise cold brew or nitro, the one must-have for this office. [47 of 83; n = 83; WM]

S-SCN-039 Warehouse or shift work, high volume: a 60-person office with drip coffee, 7 office days a week, is estimated to cost $1,715 to $2,545 a month (typical $2,249, about $37.49 per employee and $0.69 per cup). 14 of 83 providers advertise everything this office needs (1 national, 5 regional, 8 local). [$1,715 to $2,545 per month; n = 14; WM]

S-SCN-040 Warehouse or shift work, high volume: 14 of 83 providers advertise everything this office needs (drip brewers and a manufacturing or warehouse page); the hardest need to meet is a manufacturing or warehouse page, which 17 of 83 advertise. [14 of 83; n = 83; WM]

S-SCN-041 Coworking or shared space: a 100-person office with bean-to-cup coffee is estimated to cost $2,313 to $3,978 a month (typical $3,345, about $33.45 per employee and $0.86 per cup). 0 of 83 providers advertise everything this office needs (0 national, 0 regional, 0 local). [$2,313 to $3,978 per month; n = 0; WM]

S-SCN-042 Coworking or shared space: 0 of 83 providers advertise everything this office needs (bean-to-cup machines and a coworking page); the hardest need to meet is a coworking page, which 1 of 83 advertises. [0 of 83; n = 83; WM]

S-SCN-043 Company with offices in 3 metros: three 25-person offices with single-cup coffee are estimated to cost $2,457 to $3,330 a month (typical $2,697, about $35.96 per employee and $0.93 per cup). 21 of 83 providers advertise everything these offices need (8 national, 13 regional, 0 local). [$2,457 to $3,330 per month; n = 21; WM]

S-SCN-044 Company with offices in 3 metros: 21 of 83 providers advertise everything these offices need (single-cup brewers and national or regional service in several metros); the hardest need to meet is national or regional service in several metros, which 32 of 83 advertise. [21 of 83; n = 83; WM]

S-SCN-045 Free equipment vs. rental vs. buying, 3-year total: a 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 8 of 83 providers advertise everything this office needs (1 national, 4 regional, 3 local). [$819 to $1,110 per month; n = 8; WM]

S-SCN-046 Free equipment vs. rental vs. buying, 3-year total: 8 of 83 providers advertise everything this office needs (free equipment, equipment rental, and equipment purchase); the hardest need to meet is equipment purchase, which 18 of 83 advertise. [8 of 83; n = 83; WM]

S-SCN-047 At typical cost, the 3-year total is $32,133 with free equipment and $32,361 when buying a brewer (median published single-cup brewer price $227.49). Rental could not be compared because no single-cup rental price is published. Free equipment usually comes with supply minimums or exclusivity, which only 8 of 39 free-equipment providers spell out on their websites. [see statement; n = 8; WM]

S-SCN-048 3-year total at 10, 25, and 50 employees: a 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local). [$819 to $1,110 per month; n = 63; WM]

S-SCN-049 3-year total at 10, 25, and 50 employees: 63 of 83 providers advertise single-cup brewers, the one must-have for this office. [63 of 83; n = 83; WM]

S-SCN-050 At the typical level, 3-year totals are $13,081 for 10 employees, $32,361 for 25, and $64,721 for 50. [see statement; n = 63; WM]

S-SCN-051 Office coffee vs. coffee shop runs: a 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local). [$819 to $1,110 per month; n = 63; WM]

S-SCN-052 Office coffee vs. coffee shop runs: 63 of 83 providers advertise single-cup brewers, the one must-have for this office. [63 of 83; n = 83; WM]

S-SCN-053 Office coffee service vs. buying supplies at retail: a 10-person office with single-cup coffee is estimated to cost $328 to $477 a month (typical $363, about $36.34 per employee and $0.94 per cup). 63 of 83 providers advertise everything this office needs (8 national, 13 regional, 42 local). [$328 to $477 per month; n = 63; WM]

S-SCN-054 Office coffee service vs. buying supplies at retail: 63 of 83 providers advertise single-cup brewers, the one must-have for this office. [63 of 83; n = 83; WM]

S-SCN-055 Retail alternative (estimated): ground coffee at the BLS average retail price ($9.25 per lb, October 2026) is $0.27 per cup at the standard yield; with paper cups and a brewer spread over 36 months it comes to about $156 per month for 10 people. This compares brewed ground coffee with office pods, so it is not a like-for-like comparison, and it leaves out staff time to shop and restock. [see statement; n = 63; WM]

S-SCN-056 Adding filtered water to coffee service: a 25-person office with single-cup coffee is estimated to cost $819 to $1,110 a month (typical $899, about $35.96 per employee and $0.93 per cup). 49 of 83 providers advertise everything this office needs (4 national, 12 regional, 33 local). [$819 to $1,110 per month; n = 49; WM]

S-SCN-057 Adding filtered water to coffee service: 49 of 83 providers advertise everything this office needs (single-cup brewers and filtered water); the hardest need to meet is filtered water, which 61 of 83 advertise. [49 of 83; n = 83; WM]

S-SCN-058 Moving from single-cup to bean-to-cup: a 50-person office with bean-to-cup coffee is estimated to cost $1,156 to $2,012 a month (typical $1,672, about $33.45 per employee and $0.86 per cup). 55 of 83 providers advertise everything this office needs (6 national, 9 regional, 40 local). [$1,156 to $2,012 per month; n = 55; WM]

S-SCN-059 Moving from single-cup to bean-to-cup: 55 of 83 providers advertise everything this office needs (single-cup brewers and bean-to-cup machines); the hardest need to meet is single-cup brewers, which 63 of 83 advertise. [55 of 83; n = 83; WM]

S-SCN-060 At 50 employees, single-cup coffee costs a typical $1,798 a month ($1,638 to $2,175) and bean-to-cup $1,672 ($1,156 to $2,012). Bean-to-cup costs less per cup but adds equipment cost when the machine is not free. [see statement; n = 55; WM]

Research indexes

S-IDX-001 On the transparency index, which runs from 0 to 8, the 83 providers studied score a median of 2 (mean 2.6; middle half 2 to 3; range 0 to 7). The index describes the market, not individual providers. [median 2; mean 2.6; n = 83; P]

S-IDX-002 On the equipment range index, which runs from 0 to 8, the 83 providers studied score a median of 4 (mean 3.9; middle half 3 to 6; range 0 to 8). The index describes the market, not individual providers. [median 4; mean 3.9; n = 83; P]

S-IDX-003 Regional providers (n = 20) average 3.4 on the equipment range index (0 to 8), compared with 3.9 for all 83 providers. This is an observation, not a ranking. [mean 3.4; n = 20; P]

S-IDX-004 On the refreshment breadth index, which runs from 0 to 14, the 83 providers studied score a median of 7 (mean 7.0; middle half 4 to 10; range 0 to 13). The index describes the market, not individual providers. [median 7; mean 7.0; n = 83; P]

S-IDX-005 National providers (n = 12) average 5.7 on the refreshment breadth index (0 to 14), compared with 7.0 for all 83 providers. This is an observation, not a ranking. [mean 5.7; n = 12; P]

S-IDX-006 Coffee-focused providers (n = 37) average 6.1 on the refreshment breadth index (0 to 14), compared with 7.0 for all 83 providers. This is an observation, not a ranking. [mean 6.1; n = 37; P]

S-IDX-007 Refreshment service companies (n = 34) average 9.1 on the refreshment breadth index (0 to 14), compared with 7.0 for all 83 providers. This is an observation, not a ranking. [mean 9.1; n = 34; P]

S-IDX-008 On the service depth index, which runs from 0 to 8, the 83 providers studied score a median of 4 (mean 3.7; middle half 2.5 to 5; range 0 to 7). The index describes the market, not individual providers. [median 4; mean 3.7; n = 83; P]

S-IDX-009 Regional providers (n = 20) average 4.2 on the service depth index (0 to 8), compared with 3.7 for all 83 providers. This is an observation, not a ranking. [mean 4.2; n = 20; P]

S-IDX-010 On the buyer protection index, which runs from 0 to 6, the 83 providers studied score a median of 3 (mean 2.5; middle half 2 to 3; range 0 to 5). The index describes the market, not individual providers. [median 3; mean 2.5; n = 83; P]

S-IDX-011 On the sustainability index, which runs from 0 to 5, the 83 providers studied score a median of 2 (mean 1.5; middle half 0.5 to 2; range 0 to 4). The index describes the market, not individual providers. [median 2; mean 1.5; n = 83; P]

S-IDX-012 54% of the 83 providers studied show 2 or fewer of the 8 transparency items on their website. [54%; n = 83; P]

Market context

S-MKT-001 The U.S. average retail price of ground coffee was $9.25 per pound in October 2026 (U.S. Bureau of Labor Statistics, Average Price Data), up 92.7% from $4.80 in October 2021. [$9.25 per lb; n = 1; G]

S-MKT-002 The average retail price of ground coffee rose 2.1% from September 2025 to September 2026, the latest 12-month pair available (BLS; October 2025 data were not published because of the 2025 lapse in federal appropriations). [+2.1%; n = 1; G]

S-MKT-003 The Consumer Price Index for coffee rose 7.1% in the 12 months to September 2026 (BLS, latest comparable month). [+7.1%; n = 1; G]

S-MKT-004 The coffee CPI rose 2.6% on an annual average basis in 2021 (BLS). [+2.6%; n = 1; G]

S-MKT-005 The coffee CPI rose 14.4% on an annual average basis in 2022 (BLS). [+14.4%; n = 1; G]

S-MKT-006 The coffee CPI rose 4.1% on an annual average basis in 2023 (BLS). [+4.1%; n = 1; G]

S-MKT-007 The coffee CPI fell 0.9% on an annual average basis in 2024 (BLS). [-0.9%; n = 1; G]

S-MKT-008 The coffee CPI rose 13.0% on an annual average basis in 2025 (BLS). [+13.0%; n = 1; G]

S-MKT-009 22.4% of people at work teleworked in 2025 (BLS Current Population Survey annual average); 11.9% teleworked some hours and 10.5% all hours. [22.4%; n = 1; G]

S-MKT-010 The telework rate was 52.5% in financial activities and 41.8% in professional and business services, versus 7.7% in leisure and hospitality (BLS, June 2026). [41.8%; n = 1; G]

S-MKT-011 66% of U.S. adults drank coffee in the past day, averaging 2.8 cups per drinker (National Coffee Association, industry source, Spring 2026). [66%; n = 1; G]

S-MKT-012 14% of past-day coffee drinkers had coffee at the workplace (National Coffee Association, industry source, Spring 2026). [14%; n = 1; G]

S-MKT-013 Across the 25 metro areas studied, 86% of 3,782,641 employer establishments have fewer than 20 employees (Census County Business Patterns, 2023). A national share was not collected. [86%; n = 25; GG]

S-MKT-014 The share of establishments with fewer than 20 employees ranges from 83% (Minneapolis-St. Paul) to 90% (Miami) across the metros studied (Census County Business Patterns, 2023). [83% to 90%; n = 25; GG]

S-MKT-015 Worked example (estimated): in a 25-person single-cup office, typical office coffee service costs about $35.96 per employee per month, compared with about $10.28 for the same number of cups brewed from ground coffee at the BLS average retail price (no equipment, cups, delivery, or staff time included). [$35.96 vs $10.28; n = 1; GM]

New findings

S-NEW-001 7 of the 83 providers studied name a parent company on their website, and 40 of the Google Maps listings screened were local branches of national or regional brands, removed so each brand was counted once. [7 of 83; n = 83; A]

S-NEW-002 Of 34 candidate listings with "vending" in the company name, 15 passed verification as office coffee providers and 5 were removed as vending-only operators; 11 of the 83 providers studied have "vending" in their name. [15 of 34; n = 34; A]

S-NEW-003 15 of the 83 providers studied advertise both bean-to-cup machines and a month-to-month or no-contract option; 6 of them also advertise a free trial. [15 of 83; n = 83; A]

S-NEW-004 76% of the 83 providers studied list bottled or filtered water service alongside coffee, and 53% list both. [76%; n = 83; A]

S-NEW-005 37 of the 960 listings screened (4%) were espresso repair shops or equipment sellers with no ongoing coffee supply and were removed. [37 of 960; n = 960; S]

S-NEW-006 Among roasters that came up in office coffee searches, 63 were removed as bean-only roasters or wholesalers with no office program, while 10 passed verification with an office program (equipment placement and regular delivery). [63 vs 10; n = 73; S]

S-NEW-007 43 of the 247 likely office coffee candidates found in Google Maps and web searches (17%) had no website that could be found, so they could not be checked and were left out. [43 of 247; n = 247; S]

S-NEW-008 Of the 211 candidate websites visited, 8 were closed, parked, or redirected to unrelated pages, even where the Google Maps listing still looked active. [8 of 211; n = 211; S]

S-NEW-009 42% of the 73 verified local office coffee companies had fewer than 10 Google reviews; 9 companies were selected under the 5-review exception. [42%; n = 73; S]

S-NEW-010 Of the 43 providers with an online store or shop page, 35% show a price that could be found; the rest require a login or a quote. [35%; n = 43; WP]

S-NEW-011 Of the 21 providers that advertise a month-to-month or no-contract option, 3 publish any contract term such as a notice period, deposit, or removal charge. [3 of 21; n = 21; WP]

S-NEW-012 Only 16 of the 83 providers studied had any qualifying 2- or 3-star Google review in the last 5 years, and 3 providers account for 54 of the 75 qualifying 2- and 3-star reviews found. [16 of 83; n = 83; V]

S-NEW-013 27% of 1- to 3-star reviews read (n = 175) are about using vending machines or micro markets at work, such as lost money, card readers, prices, or food quality, rather than about the coffee service itself. [27%; n = 175; V]

Every advertised feature by segment

T15-01 Every advertised feature by segment

Share advertising each feature; national shown as counts (n = 12)

Feature	National (n = 12)	Regional (n = 20)	Local (n = 51)	All (n = 83)
that they roast their own coffee	2 of 12	10%	12%	12%
a service area	9 of 12	90%	78%	81%
service for offices with fewer than 10 employees	8 of 12	55%	45%	51%
service for offices with 10 to 50 employees	6 of 12	40%	29%	35%
service for offices with 51 to 200 employees	3 of 12	40%	31%	33%
service for workplaces with more than 200 employees	9 of 12	60%	39%	49%
a dedicated page or section for medical and dental offices	5 of 12	50%	24%	33%
a dedicated page or section for auto dealerships	1 of 12	15%	6%	8%
a dedicated page or section for hotels and hospitality	5 of 12	40%	18%	27%
a dedicated page or section for schools and universities	5 of 12	30%	20%	25%
a dedicated page or section for manufacturing and warehouses	3 of 12	25%	18%	20%
a dedicated page or section for coworking spaces	0 of 12	0%	2%	1%
a dedicated page or section for government workplaces	0 of 12	5%	4%	4%
a dedicated page or section for law, finance, and professional offices	2 of 12	0%	6%	6%
single-cup pod or capsule brewers	8 of 12	65%	82%	76%
drip or airpot brewers	6 of 12	80%	84%	78%
bean-to-cup machines	9 of 12	70%	82%	78%
commercial espresso machines	5 of 12	40%	51%	47%
cold brew	8 of 12	40%	57%	54%
nitro coffee taps	4 of 12	25%	37%	34%
hot water or tea dispensers	1 of 12	10%	20%	16%
specialty drink machines (cocoa, cappuccino, chai)	0 of 12	5%	12%	8%
free equipment with a supply purchase	4 of 12	40%	53%	47%
equipment rental or lease	7 of 12	45%	41%	45%
equipment for purchase	2 of 12	30%	20%	22%
installation as part of the service	10 of 12	80%	80%	81%
included cleaning and preventive maintenance	9 of 12	65%	75%	72%
included repairs	4 of 12	70%	37%	45%
a loaner machine during repairs	0 of 12	15%	2%	5%
a plumbed-in equipment option	3 of 12	50%	39%	40%
an equipment upgrade or swap option	1 of 12	25%	10%	13%
a stated repair response time	4 of 12	35%	27%	30%
the conditions tied to free equipment	3 of 12	15%	20%	19%
national coffee brands by name	5 of 12	65%	59%	58%
local roaster coffee	3 of 12	30%	51%	42%
a private label or house blend	6 of 12	30%	20%	27%
organic, Fair Trade, or other certified coffee	5 of 12	50%	57%	53%
tea	9 of 12	85%	94%	89%
cocoa or specialty drink mixes	7 of 12	45%	69%	61%
creamers and sweeteners	10 of 12	75%	78%	78%
fresh dairy milk delivery	6 of 12	30%	35%	36%
plant-based milk	5 of 12	20%	16%	20%
cups, lids, and stirrers	8 of 12	70%	94%	84%
compostable or recyclable cups or pods	2 of 12	25%	33%	29%
a pod or capsule recycling program	1 of 12	5%	16%	12%
bottled water delivery	5 of 12	55%	59%	55%
filtered water coolers or point-of-use systems	7 of 12	80%	75%	73%
sparkling or flavored water dispensers	7 of 12	70%	53%	58%
ice machines	6 of 12	75%	75%	71%
snack delivery	6 of 12	65%	76%	70%
full pantry stocking	7 of 12	40%	47%	47%
vending machines	5 of 12	55%	61%	57%
micro markets	3 of 12	40%	47%	42%
fresh food or meals	6 of 12	60%	59%	58%
cold drinks	8 of 12	60%	69%	66%
breakroom supplies such as paper goods and cleaning products	6 of 12	55%	69%	63%
catering or meeting coffee	1 of 12	40%	20%	23%
barista or coffee cart events	0 of 12	5%	0%	1%
breakroom design or setup	1 of 12	20%	14%	14%
free delivery	1 of 12	15%	35%	27%
a minimum order	0 of 12	0%	4%	2%
driver restocking of the breakroom	7 of 12	75%	59%	63%
an online ordering portal or app	7 of 12	35%	43%	43%
automatic reordering or par-level stocking	4 of 12	40%	31%	34%
emergency or same-day delivery	1 of 12	5%	10%	8%
usage or consumption reports	8 of 12	25%	33%	36%
a free tasting or demo	6 of 12	95%	78%	78%
a free trial	1 of 12	15%	22%	18%
a named or dedicated account manager	6 of 12	35%	22%	29%
phone support	8 of 12	90%	92%	88%
email support	6 of 12	60%	63%	60%
chat support	3 of 12	15%	12%	14%
support hours	7 of 12	70%	61%	63%
in-house service technicians	2 of 12	35%	22%	24%
a sustainability program	7 of 12	55%	43%	48%
awards	8 of 12	35%	47%	47%
client logos or named clients	5 of 12	60%	53%	53%
at least one price	6 of 12	15%	20%	23%
an online store or shop page	8 of 12	50%	49%	52%
a month-to-month or no-contract option	2 of 12	10%	33%	25%
terms of service or a service agreement	2 of 12	15%	12%	13%
any fees	2 of 12	25%	10%	14%
a quote form or pricing tool	1 of 12	45%	24%	27%
a "no contract" or "cancel anytime" claim	2 of 12	10%	31%	24%
a "free equipment" claim	0 of 12	5%	20%	13%
a "no hidden fees" claim	2 of 12	10%	10%	11%

Feature	National (n = 12)	Regional (n = 20)	Local (n = 51)	All (n = 83)
a fast repair or service claim	5 of 12	45%	45%	45%
a "never run out" or reliable delivery claim	5 of 12	45%	43%	43%
a locally owned claim	4 of 12	55%	51%	49%
a sustainability claim	10 of 12	95%	73%	80%
a savings claim	6 of 12	50%	63%	58%
a productivity or employee-happiness claim	7 of 12	85%	78%	77%

Full table; Appendix B carries the matching statements.

Source: CoffeeDasher review of provider websites, November 2026

APPENDIX C

Definitions and Data Fields

Groups and values

T01-04 Definitions used in this report

Groups, values, and review bands

Term	Definition
Office coffee service (OCS) company	A company that supplies coffee to workplaces on an ongoing basis as its main or a leading service, with or without brewing equipment.
National provider	Serves workplaces in 3 or more Census regions or 15 or more states under one brand, including direct-ship programs open to any U.S. business.
Regional provider	Serves 2 to 14 states, or 2 or more separate metro areas, within 1 or 2 Census regions.
Local provider	Serves one metro area (which may cross a state line).
Advertised (Y)	The website clearly says the company offers it.
Not found (N)	Not found on the standard website pages. This means not advertised, not that it is not offered.
Unclear (U)	Mentioned on the website without clear details. Counted as not advertised in percentages.
Star bands	4 to 5 stars, 2 to 3 stars, and 1 star. Shares from the review sample always name the band and its n.
Published, customer reported, estimated	Published prices come from provider websites; customer-reported prices from reviews; estimated values from the CoffeeDasher cost model.

Source: CoffeeDasher analysis, November 2026

How Y, N, and U were decided. For each item, we checked the homepage, services, equipment, products or store, pricing, FAQ, about, service area, and footer pages. Y means the website clearly says the company offers it. N means it was not found on those pages. U means it is mentioned without clear details. Percentages count only Y; N and U both count as not advertised.

Website items checked

Company basics

- That they roast their own coffee
- A service area

Who they serve

- Service for offices with fewer than 10 employees
- Service for offices with 10 to 50 employees
- Service for offices with 51 to 200 employees
- Service for workplaces with more than 200 employees
- Corporate offices as a workplace type they serve
- A dedicated page or section for medical and dental offices
- A dedicated page or section for auto dealerships
- A dedicated page or section for hotels and hospitality
- A dedicated page or section for schools and universities
- A dedicated page or section for manufacturing and warehouses
- A dedicated page or section for coworking spaces
- A dedicated page or section for government workplaces
- A dedicated page or section for law, finance, and professional offices

Equipment offered

- Single-cup pod or capsule brewers
- Drip or airpot brewers
- Bean-to-cup machines
- Commercial espresso machines
- Cold brew
- Nitro coffee taps
- Hot water or tea dispensers
- Specialty drink machines (cocoa, cappuccino, chai)

How equipment is provided

- Free equipment with a supply purchase
- Equipment rental or lease
- Equipment for purchase
- Installation as part of the service
- Included cleaning and preventive maintenance
- Included repairs
- A loaner machine during repairs
- A plumbed-in equipment option
- An equipment upgrade or swap option
- A stated repair response time
- The conditions tied to free equipment

Coffee and products

- National coffee brands by name
- Local roaster coffee
- A private label or house blend
- Organic, Fair Trade, or other certified coffee
- Tea
- Cocoa or specialty drink mixes
- Creamers and sweeteners
- Fresh dairy milk delivery
- Plant-based milk
- Cups, lids, and stirrers
- Compostable or recyclable cups or pods
- A pod or capsule recycling program

Extra services

- Bottled water delivery

- Filtered water coolers or point-of-use systems
- Sparkling or flavored water dispensers
- Ice machines
- Snack delivery
- Full pantry stocking
- Vending machines
- Micro markets
- Fresh food or meals
- Cold drinks
- Breakroom supplies such as paper goods and cleaning products
- Catering or meeting coffee
- Barista or coffee cart events
- Breakroom design or setup

Delivery and service

- Free delivery
- A minimum order
- Driver restocking of the breakroom
- An online ordering portal or app
- Automatic reordering or par-level stocking
- Emergency or same-day delivery
- Usage or consumption reports
- A free tasting or demo
- A free trial

Support

- A named or dedicated account manager
- Phone support
- Email support
- Chat support
- Support hours
- In-house service technicians

Trust and sustainability

- A sustainability program
- Awards
- Client logos or named clients

Pricing and contract flags

- At least one price
- An online store or shop page
- A month-to-month or no-contract option
- Terms of service or a service agreement
- Any fees
- A quote form or pricing tool

Marketing claims

- A "no contract" or "cancel anytime" claim
- A "free equipment" claim
- A "no hidden fees" claim
- A fast repair or service claim
- A "never run out" or reliable delivery claim
- A locally owned claim
- A sustainability claim
- A savings claim
- A productivity or employee-happiness claim

Complaint categories

Category	What counts toward it
Missed, late, or short deliveries	A delivery that did not arrive, came late, or was missing items.
Out-of-stock items or unwanted substitutions	Ordered items unavailable or replaced without asking.
Equipment breakdowns	A brewer or machine stopped working.
Slow repairs or service calls	A repair or service visit took too long.
Dirty or poorly maintained machines	Equipment not cleaned or maintained.
Surprise or hidden fees	A fuel, delivery, equipment, or minimum-order charge the customer did not expect.
Price increases	A price rise the customer objected to.
Auto-renewal, contract lock-in, or hard cancellation	Trouble leaving or an unexpected renewal.
Equipment pickup or exit fee problems after cancelling	Delays or charges when equipment was removed.
Billing errors or overcharges	Double charges, wrong invoices, or charges after cancelling.
Poor coffee or product quality	Coffee or products the customer disliked or found stale.
Slow or unresponsive customer service	Calls, emails, or requests not answered or answered slowly.
Rep or driver turnover, or rude staff	Changing contacts or poor conduct by staff.
Sales promises not kept	Something promised in the sale that did not happen.
Problems with extra services	Problems with water, snacks, vending, or micro markets.

Positive themes

Theme	What counts toward it
Reliable, on-time deliveries	Deliveries arrive as scheduled.
Friendly or helpful driver or rep	Praise for a driver, rep, or technician as a person.
Great coffee or product quality	Praise for the coffee or products.
Good variety and selection	Praise for choice.
Fast repairs, or equipment that works well	Quick fixes or reliable machines.
Responsive customer service	Quick, helpful answers.
Fair price or good value	Praise for price or value.
Easy setup or smooth switch	A smooth start or switch from another provider.
Breakroom kept stocked and clean	The breakroom stays full and tidy.
Flexible terms	Praise for terms, such as no contract.

A review can count toward several categories and themes. Customer stage records when the problem or praise happened: sales and quote, setup and installation, regular deliveries, equipment service and repairs, billing, renewal or price change, or cancelling and equipment pickup.

Cost model and research indexes

The cost model is described in Chapter 9, with every input in Table T09-02. The six research indexes and the items each one counts are described in Chapter 20. Indexes describe the market and are never used to score or rank providers.

APPENDIX D

Sources

CoffeeDasher research

Source name used in this report	What it covers	Date
CoffeeDasher company selection	Google Maps and web searches, directories, dealer locators, and website verification	November 2026
CoffeeDasher review of provider websites	Website audit of 83 providers, up to 10 pages each	November 2026
CoffeeDasher pricing and contract review	Prices, fees, and terms on provider websites, priced as of November 19, 2026	November 2026
Public ratings on Google and BBB accreditation	Main Google Business Profile of each provider; BBB accreditation status	Checked November 2026
CoffeeDasher analysis of 575 Google customer reviews	Reviews read newest and lowest-rated first; posted within the last 3 years, extended to 5 years for the 2- and 3-star band	November 2026
CoffeeDasher cost model	Published prices with industry consumption and yield figures (estimated)	November 2026
CoffeeDasher analysis	Cross-analysis, research indexes, and new findings	November 2026

Government and industry sources

Source	URL	Accessed
U.S. Census Bureau, County Business Patterns, 2023 (metro area tables)	https://www.census.gov/programs-surveys/cbp.html	2026-11-19
BLS Average Price Data (CPI program)	https://data.bls.gov/timeseries/APU0000717311	2026-11-19
BLS Consumer Price Index, coffee (CPI-U, U.S. city average, NSA)	https://data.bls.gov/timeseries/CUUR0000SEFP01	2026-11-19
BLS Current Population Survey, telework	https://www.bls.gov/web/empsit/cpseea42.htm	2026-11-19
BLS Current Population Survey, telework	https://www.bls.gov/cps/cpsaat60.htm	2026-11-19
BLS Current Population Survey, telework	https://www.bls.gov/cps/cpsaat62.htm	2026-11-19
BLS Current Population Survey, telework	https://www.bls.gov/opub/ted/2026/52-5-percent-of-workers-in-financial-activities-teleworked-in-june-2026.htm	2026-11-19
USDA Foreign Agricultural Service, Coffee: World Markets and Trade	https://apps.fas.usda.gov/psdonline/circulars/2026/07/coffee.pdf	2026-11-19
National Coffee Association (industry source)	https://www.ncausa.org/Newsroom/Coffee-Tops-Americans-Beverage-Choices	2026-11-19
National Coffee Association (industry source)	https://www.cspdailynews.com/foodservice/28-us-coffee-drinkers-choose-java-prepared-away-home	2026-11-19
National Coffee Association (industry source)	https://dailycoffeenews.com/2026/04/14/two-thirds-of-americans-drank-coffee-yesterday-nca-report-finds/	2026-11-19
National Coffee Association (industry source)	https://ncausa.org/Newsroom/Grounds-for-celebration-Americans-remain-committed-to-coffee	2026-11-19
Specialty Coffee Association (industry source), SCA Standard 310-2021, brewing ratio	https://sca.coffee/s/SCA_Standard_310-2021.pdf	2026-11-19

National Coffee Association figures are industry figures and are labeled "industry source" wherever they appear. Some were taken from trade press coverage of the association's published summaries, listed above. BLS figures for October 2025 were not published because of the 2025 lapse in federal appropriations.

Review platforms

Google Business Profiles of each provider (ratings, review counts, newest review, owner replies, and the 575-review sample), checked in November 2026. Better Business Bureau profiles, for accreditation status only. Individual reviews are not linked or quoted.

APPENDIX E

Companies Studied

These are the verified office coffee service companies whose websites and public reviews were analyzed for this report. Inclusion is not an endorsement or a ranking.

Company	Website	Segment	Home metro (local)
American Food & Vending	afvusa.com	national	
Aramark Refreshments	aramarkrefreshments.com	national	
Break Coffee Co	breakcoffeeco.com	national	
Canteen	canteen.com	national	
Keurig Commercial	commercial.keurig.com	national	
Nespresso Professional	nespresso.com	national	
Office Libations	officelibations.com	national	
Primo Brands	water.com	national	
Reliant Coffee	reliantcoffee.com	national	
Ronnoco Coffee	ronnoco.com	national	
Royal Cup Coffee & Tea	royalcupcoffee.com	national	
VendiBean	vendibean.com	national	
Absopure	absopure.com	regional	
Agora Refreshments	agorarefreshments.com	regional	
AVI Foodsystems	avifoodsystems.com	regional	
Best Office Coffee Service Inc.	bestocs.com	regional	
Capitol Coffee Systems	capcoff.com	regional	
Colorado Pure	coloradopure.com	regional	
Community Coffee	communitycoffee.com	regional	
Continental	continentalserves.com	regional	
Cromer Food Services	cfsvending.com	regional	
Espresso Mio	espressomio.co	regional	
Evergreen Refreshments	evergreenrefreshments.com	regional	
Five O'Clock Coffee Service	fiveoclockcoffee.com	regional	
JavaTap Coffee LLC	javatapcoffee.com	regional	
KEGJOY	kegjoy.com	regional	
Metropolitan Coffee House	metrocoffeehouse.com	regional	
Perks + Provisions	perksco.com	regional	
Premium Waters	premiumwaters.com	regional	
Royal ReFresh	getroyalrefresh.com	regional	
The Brew Group	thebrewgrouptx.com	regional	
The Coffee Corp	thecoffeecorp.com	regional	
Anytime Coffee	anytimecoffee.com	local	Atlanta
Atlanta Breakroom LLC	atlantabreakroom.com	local	Atlanta
Buckhead Beans	buckheadbeans.com	local	Atlanta
Omni Coffee Brands	omnicoffeebrands.com	local	Atlanta
BostonbeaN Coffee	bostonbeancoffee.com	local	Boston
Crown Coffee Services	crowncoffee.net	local	Boston
LTD Refreshments	ltdrefreshments.com	local	Boston
Coffee Unlimited	coffeeunlimited.com	local	Chicago
Coffeecare – Office coffee service	coffeecare.co	local	Chicago
Felco Vending Inc	felco-v2-bold.vercel.app	local	Chicago
Premier Vending Inc	premiervendingchicago.com	local	Chicago
Tera Beans Coffee Service	terabeans.net	local	Chicago

Company	Website	Segment	Home metro (local)
AmeriTex Vending Company	ameritexvending.com	local	Dallas-Fort Worth
Delio Vending & Coffee Services	deliotx.com	local	Dallas-Fort Worth
Executive Refreshments Inc	executiverefreshments.com	local	Dallas-Fort Worth
Always Good Coffee Service	alwaysgoodcoffee.com	local	Denver
Great American Coffee Service Co	gourmetofficecoffee.com	local	Denver
Peak Refreshments	peakrefreshments.com	local	Denver
ABC Coffee Service	abccoffeeservice.com	local	Detroit
Astro Vending and Coffee Services	astrovendingandcoffeeservices.com	local	Houston
Houston Coffee Service LLC	houstoncoffeeservices.com	local	Houston
Texas Office Coffee	texasofficecoffee.com	local	Houston
AltaFoodcraft Coffee Service	altafoodcraft.com	local	Los Angeles
Caffe Luxxe	caffeluxxe.com	local	Los Angeles
The Coffee Broker LLC	coffeebroker.net	local	Los Angeles
Vienna Coffee	vienna-coffee.com	local	Miami
Berry Coffee Company	berrycoffee.com	local	Minneapolis-St. Paul
Corporate Coffee Systems LLC	corpcofe.com	local	New York
Corporate Essentials	drinkcoffee.com	local	New York
Evans Refreshment Solutions	evanscoffee.com	local	New York
Ideal Vending & Coffee Service	idealvending.com	local	New York
U.S. Coffee, Inc.	uscoffee.com	local	New York
Quality Express Coffee Inc	qualityexpresscoffee.com	local	Philadelphia
Smart Breakrooms	smartbreakrooms.com	local	Philadelphia
PROformance Open Market	proformancevendusa.com	local	Phoenix
Southwest Vending and Micro Market Refreshments	southwestvending.com	local	Phoenix
Horizon Vending	horizoncoffee.com	local	Pittsburgh
Percasso Coffee & Bottled Water Service	percasso.com	local	Portland
World Cup Coffee	worldcupcoffee.com	local	Portland
Tri-R Coffee & Vending	trircoffee.com	local	San Diego
Martin Henry Coffee Roasters	martinhenrycoffee.com	local	Seattle
Pot O' Gold Coffee Service	potogoldcoffee.com	local	Seattle
Puget Sound Beverage Services	pugetsoundbeverage.com	local	Seattle
Pura Vida Coffee	puravidacreategood.com	local	Seattle
Cardinal Vending Inc	cardinalvending.net	local	St. Louis
Stella Market & Bean Co.	getstellabeans.com	local	St. Louis
Alba Coffee	albacoffee.com	local	Tampa
Millennium Refreshment Services	millenniumrefreshmentservices.com	local	Tampa
Commonwealth Joe Coffee Roasters	commonwealthjoe.com	local	Washington DC
DrinkMore Water	drinkmorewater.com	local	Washington DC
V&F Coffee Inc.	vfop.com	local	Washington DC

83 companies: 12 national, 20 regional, 51 local. Source: CoffeeDasher company selection, November 2026.