

AMERICA RUNS ON WAFFLES

*The Hidden World Behind America's
24/7 Restaurants*

TROY COLEMAN

*A field memoir about pressure, roads, service calls,
and the workers who keep ordinary life running.*

#1 BEST MTX PRACTICE 2025 | EARNED IN HIS FIRST YEAR

AMERICA RUNS ON WAFFLES

The Hidden World Behind America's 24/7 Restaurants

In 2025, during his first year with the system, Troy Coleman received his employer's internal #1 Best MTX Practice recognition across an unnamed restaurant network of more than 2,000 locations. AMERICA RUNS ON WAFFLES reveals the judgment, pressure, burnout, teamwork, and skilled labor behind that result.

**FIRST YEAR. #1 MAINTENANCE PRACTICE. 2,000+
LOCATION NETWORK.**

YEAR 1

with the system

#1

Best MTX Practice

2,000+

network locations

WHY THIS STORY MATTERS

Most people see the achievement, not what produced it: a nine-store route across Florida and Georgia, refrigeration emergencies, rooftop heat, storms, difficult calls, documentation, mentorship, mistakes survived, and the discipline to keep moving while restaurants stayed open.

ABOUT TROY COLEMAN

Troy Coleman is a commercial maintenance technician who, during his first year maintaining a nine-store Florida-Georgia route, received his employer's internal #1 Best MTX Practice recognition for 2025 across a 2,000-plus-location restaurant network. His memoir turns that achievement into a story about judgment, pressure, growth, and invisible skilled labor.

The company is intentionally unnamed. Names and identifying details are anonymized. The book and interviews are independent and are not company-authorized or endorsed.

INTERVIEW TOPICS

- From first year to #1: the habits, ownership, and judgment behind the 2025 recognition
- What best maintenance practice looks like when a restaurant cannot stop operating
- Managing a nine-store route across Florida and Georgia
- Maintenance as leadership: earning trust under pressure
- The human cost of emergency calls, burnout, and always-on operations
- The invisible infrastructure behind a 24/7 dining room

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