

# Behind the scenes at our events



# OVERCOMING THE DIFFICULTIES AND TACKLING THE UNIQUE COMPLEXITIES OF ON-SITE CUSTOMER EVENTS.



## THE CHALLENGE

Every event presents a different mix of problems to resolve, logistically, in coffee volume, staffing/ training and more. Our on-site event teams work tirelessly to set-up and maintain total coffee solutions to include the machinery, maintenance, training and product, whatever the weather.

Water provisions, power, difficult or muddy terrains and adverse weather are all variables at our customer events, but our specialist teams are experienced and trained to adapt and overcome the challenge. On-site training and maintenance requires a well-stocked team able to deal with ever-shifting complexity.

## THE SOLUTION

- An experienced and well-stocked team
- **C O F F E E  
W O R K S** ☰

## THE RESULT



- Maximised coffee availability
- Fully trained staff, whatever their experience
- A more organised, trustworthy team
- A coffee offer matched to your event and brand



## WHAT WE DELIVERED

- Using our tested knowledge, extensive experience and unique event insights into customer needs, coffee equipment and on-the-go maintenance, our team recommend and deliver a total coffee solution bespoke to the customer
- With spec sheets, group sessions and 1-on-1's where required, our experienced training team will take the time to fully upskill your staff on the equipment and how it works with quick troubleshooting/FAQ guides during the build up, to minimise disruption and ensure your coffee solution works smoothly
- Occasionally maintenance is unavoidable, but we understand the importance to maximise coffee availability, that's why our service and maintenance team are always on hand and on-site for quick fixes, and stocked with all the necessary equipment to get things back up and running when needed
- UCC's event team is extensive and bespoke, which enables us to deliver personalised solutions and a full team dedicated to that event. Each event receives an assigned account manager, event manager, install engineers, go-live assigned reactive engineers and on-day assigned trainers

## THE IMPACT

- Together, this enables us to maximise coffee availability and prevent disruption
- The unique and event-specific experience of the UCC event teams means you can rest assured you are in safe hands, with a more organised, trustworthy and proactive approach to event catering management
- Where required, our teams match the coffee offer to the event and customer, ensuring the taste profiles of the coffee or the sustainability credentials are on-brief. UCC have a range of Fairtrade and certified coffees which can be used to bolster credibility
- Ultimately, this leads to a smoothly running event, so our customers can focus their attention elsewhere and be safe in the knowledge their coffee is under control

## IN THEIR WORDS

"Every event has different requirements and challenges. We work closely with our partners and customers to find solutions that suit them and their brand. For example, our Compass Group events use only Fairtrade products to support their sustainable-first agenda. These are taken directly from our vast UCC portfolio, where we have equipment and coffee's to fit every scenario"

**Graham Mason, Events Manager**



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