

THE COASTAL KITCHEN FAMILY

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hole

— THE —
CANTEEN
— EST. 2016 —

THE
BRINY

abarbistro

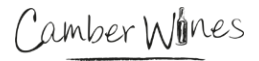
Camber Wines

*A coffee to
make a fuss
about.*



UCC
COFFEE

THE TOTAL COFFEE SOLUTION



THE COASTAL KITCHEN FAMILY HAS A RANGE OF SITES WITH UNIQUE NEEDS, BUT ALL HAVE ONE THING IN COMMON, COFFEE IS THE BACKBONE OF THEIR BUSINESS.



THE CHALLENGE

Coffee is central to The Coastal Kitchen Family’s venues; it plays a huge role in their business as a central driver for footfall and sales. That’s why a coffee solution which can deliver consistent, quality coffee in a way that works in their business was essential.

Recognising their previous coffee wasn’t up to scratch, we worked collaboratively to help grow their coffee business faster. They needed a reliable supplier they can trust, with the experience and expertise necessary to recommend the right equipment, coffee blends, training and maintenance.

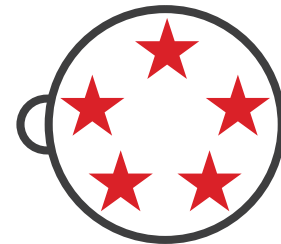
THE SOLUTION



EQUIPMENT

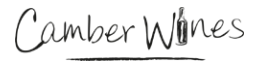


THE RESULT



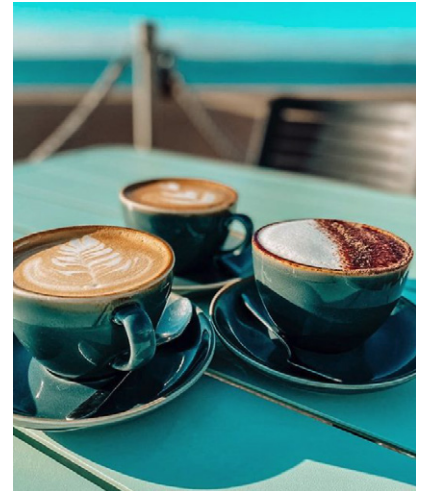
So much positive feedback from customers and employees that they have introduced Orang Utan coffee and EverySys/Thermoplan equipment across their entire estate, The Canteen, The Briny and Abarbistro.





WHAT WE DELIVERED

- Carried out initial site visits to assess their needs, assessing their small footprint, large footfall/turnover, staff skill level and customer group to identify the right coffee machine to maintain coffee quality, consistency and uptime.
- To meet their fast staff rotation, we delivered a bespoke total coffee solution including a committed training regime to ensure their coffee delivers the quality and consistency their customers expect.
- Installed a variety of machines (both traditional and automatic) across their sites depending on site need, as well as tried-and-tested Thermoplan and Eversys equipment to ensure consistency and ease of use.
- Helped to create a new coffee concept including design, proposition, coffee blend and brand positioning.
- After a hands-on journey through coffee demonstration in Milton Keynes, the team were introduced to new coffee beans including Orang Utan, which they rolled out across all sites.
- Dedicated support ensures the highest standards and profitability across the entire estate, with problems being fixed much faster than before, and with small problems often fixed instantly over the phone.
- A new training regime, supported by UCC, has streamlined the process for new employees to make coffee with confidence.



THE IMPACT

- The Coastal Kitchen Family has been using UCC coffee and equipment for over five years, with tailored and bespoke support launching coffee in their new openings, enabling their business to grow with the knowledge that their coffee offering is always going to be excellent.
- The product replaced a coffee which did not compare in taste or quality and has exceeded customer expectations with consistently positive feedback, even receiving repeated requests for customers to purchase the beans themselves.
- Customers love to hear the back story of the brand and their coffee has become a real talking point, aligning to The Coastal Kitchen Family’s own sustainable ethos.
- Regular catch ups with a dedicated account manager have helped identify ways the business can grow their coffee business further as their needs shift.
- The Total Coffee Solution has been such a success that they have introduced UCC across three other sites and have quickly become known as a great venue to come and enjoy a quality coffee.

IN THEIR WORDS

“[Our UCC Coffee] machine has been the absolute backbone of our business and continues to produce excellent quality coffee drinks time after time.

Coffee plays a huge role in all our businesses and is a huge driver to why we have so many customers. Customers have come to expect a good quality coffee offering and working with UCC has enabled us to offer this, from the equipment we use to the beans to make the final product.

When we created The Briny, there was no doubt in our minds that UCC would again help us with equipment and coffee. The process has always been seamless, with UCC recommending great equipment that continues to be solid in our busy locations.”

Bill Branson, Owner of The Coastal Kitchen Company

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