

*The bakery
with quality
coffee.*



THE BAKERY THAT NEEDED QUALITY, CONSISTENT COFFEE – TWO THINGS ITS CAKES HAVE ALWAYS DELIVERED.



THE CHALLENGE

Chatwins’ bakery has been a staple in the North West for over 100 years, thanks to its unrelenting commitment to quality.

It needed a coffee partner that could bring the same quality and consistency that their cakes have become famous for. That’s where our Total Coffee Solution came in.

THE SOLUTION

COFFEE

**three
sixty**

EQUIPMENT

thermoplan
Swiss Quality Coffee Equipment

SUPPORT

**C O F F E E
W O R K S**

THE RESULT



Substantial and sustained expansion of the coffee offer within the estate with double digit growth.

WHAT WE DELIVERED

- ThreeSixty Four Corners blend – the right coffee for Chatwins' customers' tastes
- The Chatwins team visited UCC Coffee to find a coffee with the wow-factor they needed. After a day of tasting and samples sent to the shop, ThreeSixty Four Corners was chosen to best match their bakery offer
- Black&White3 and Black&White4 machines were introduced across the estate, with equipment pre-calibrated to Chatwin's unique recipe before installation
- Automated bean-to-cup technology guaranteed consistent, quality drinks, without the need for complex employee training
- To make installation simple, the team programmed the machines prior to installation, so they could be placed into sites simply and efficiently
- Fully inclusive maintenance package to maximise coffee availability and uptime, including over the phone fixes, call-outs and spare parts
- Regular coffee excellence checks with collaborative training and operator guides tailored for Chatwins to ensure consistent quality standards.

THE IMPACT

- All coffee is served through Thermoplan Black&White machines matched to the coffee volume of each site to maximise coffee availability
- Automated bean-to-cup machines have reduced the need for complex training and reduced wastage
- At first launch, when switching to a UCC total coffee solution, one site saw an increase in coffee sales of 50%
- Since refreshing its coffee offer, feedback from customers – old and new – stayed consistently positive
- Thanks to ThreeSixty Four Corners, Black&White machines and the total coffee solution, Chatwins boasts a coffee that matches the quality of their much-loved cakes
- Chatwin's have expanded the coffee offer within their business and continue to experience double digit growth in their estate.



"The feedback from our customers has been excellent. Working in collaboration with UCC to create operator and training guides has ensured the coffee quality and consistency is always in keeping with our high standards."

Jane Jenks, Commercial Director, Chatwins

"After working with UCC to sample and understand the coffee taste profiles when paired with our bakery offering, we decided ThreeSixty Four Corners was the right blend for our customers – and we were right."

Edward Chatwin, Owner, Chatwins

IN THEIR WORDS

"The coffee market out of home is still expanding, and so we have partnered with UCC to leverage their depth of knowledge on the industry, allowing us to explore collaboratively how best to ramp up our hot beverage sales."

"The team are approachable and professional, and it is reassuring to know they are always on hand to make sure everything runs smoothly –

from the coffee blend to installation, maintenance and training, everything is tailored to our offer and results in great tasting, consistent coffee."

"It's been a pleasure to work with them and we're looking forward to strengthening our partnership in the future."

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