

CASE STUDY

WHY CLIENTS CHOOSE MEIKO GLASS AND DISH WASHERS

Oxford and Cambridge Club, London

Dishwashing headaches eliminated



The Oxford and Cambridge Club, 71 Pall Mall, London, is a club run exclusively for the alumni and senior staff of the Oxford and Cambridge universities.

The Grade II listed club house was designed by Sir Robert Smirke (architect of the British Museum) and his brother Sydney. Completed in 1838, the façade conceals a magnificent yet elegantly understated neoclassical interior.

With its elegant dining room, known as the Coffee Room, three well-maintained libraries, two bars, a terrace with views across the Mall to Westminster Abbey, an elegant drawing room, a spectacular room with two large chandeliers named the Smoking room but where you cannot smoke anymore, some 47 bedrooms and its own sports facilities, the Oxford and Cambridge Club is ideally located in the heart of London for entertaining, relaxation and business.

www.oxfordandcambridgeclub.co.uk

"We cater for all, from age 19 to 109," explains Secretary & Chief Executive at the Oxford and Cambridge Club, Alistair Telfer.

The Club has 3,300 UK members, 5,000 in total and the occupancy is 88 % annually. There are 100 staff, with 12 in the kitchen. The maximum total covers catered for is 399 at any one time, including 150 for a formal dinner.

Alistair Telfer has been 13 years at the Club and remembers, "It was during my very first days here that we decided to replace the

ageing flight conveyor system, with a similar model, from another supplier.

"The service level from that supplier proved not to be good enough; there was always a problem and the issues were never really fixed properly. That machine thankfully eventually retired itself after 10 years which provided us with the opportunity to refurbish the 'plate' room housing the main dishwasher, which sits above the Billiard Room."

This allowed for a change of dishwashing supplier.

See over for why they chose Meiko...





A reputation for quality

Meiko was recommended to the Club by foodservice consultant David Bentley FCSI, who suggested that one of their Regional Sales Managers could redesign the dishwash space to improve efficiency and ergonomics.

The room was then clad with hygienic white cladding and a new floor laid incorporating gulleys to remove excess water. Meiko's double basket dishwasher with GiO reverse osmosis water treatment was installed to handle crockery and utensils, while a single basket machine, also with GiO, was dedicated to glassware and cutlery.

The GiO reverse osmosis produces ultra-clean water for rinsing, significantly reducing the need for hand polishing.

The Club noticed significant savings in labour, especially around the regular wine tastings which can generate 500 glasses for washing. Both machines also feature heat recovery systems and an improvement to the air in the plate room and the corridor outside were another important benefit of the upgrade in dishwashing technology.

New glasswashers for the busy bar areas later included Meiko GiO machines with reverse osmosis water treatment.

“The Club staff and I were so impressed with Meiko that we asked them to take over the service, maintenance and replacement when necessary of all the dishwashing machines on site, which including some models from other manufacturers.

“We use Riedel glassware for the restaurants and bars, Mondial for banqueting and Villeroy & Boch tableware. To have something to look after that level of investment was important to us.

“Since the new Meiko commercial dishwashing machines have been installed, I don't think I have had a single conversation related to a problem about glasswashing.

“Meiko also made me an extended warranty offer I simply could not refuse.”

Covering all dishwashing equipment on site, Meiko's **“No Extra Bills”** offer includes – for a one-off price – planned maintenance as required and fast response in the event of breakdown, within 8 working hours.



Why do we choose to work with Meiko?

“I am a manager with 33 years' experience, and I have learnt that buying cheap is a false economy.

“The Club has a reputation for quality to uphold. The history of the Oxford and Cambridge Club stretches back to 1830s. The Universities themselves are highly regarded for their excellence and as this is the only Club associated with them, they expect the highest possible standards.

“We choose to have quality commercial catering products, be it for banqueting, bed linen or dishwashing.

“The payback from that investment is that we can guarantee consistent quality service. The most important aspect is to be able to have members and their guests come into the Club and know that we can deliver consistent, top-quality service every time.

“It is the choice of equipment that enables us to deliver, whether in the bar or from the kitchen.

“By installing Meiko, the dishwashing headaches have gone!

“From the initial project specification, dealing with Meiko MD Paul Anderson and then on to the installation team, everything and everybody has been professional, mindful of the building (doors had to be removed to get new machines in) and I specifically remember that there was no drama about the installation itself.

“Meiko's machines have never been down for more than a day and I am pleased to say that the night reports, which detail any issues with our equipment, no longer include dishwashing.”

For information about how MEIKO can help your business call 01753 215120, email MeikoUK@meiko-uk.co.uk or visit our website www.meiko-uk.co.uk

