

Catering INSIGHT AWARDS 2015



YOUR **WINNERS**

THE INAUGURAL **CATERING INSIGHT AWARDS** INVOLVED OVER 100 INDUSTRY EXECUTIVES DECIDING ON THE WINNERS OF 14 DISTRIBUTOR AND SUPPLIER CATEGORIES, ALL SET TO THE BACKDROP OF A FANTASTIC GALA DINNER AT A PRESTIGIOUS LONDON VENUE.

DISTRIBUTOR CATEGORIES

DISTRIBUTOR OF THE YEAR: NATIONWIDE

Sponsored by Rational

DISTRIBUTOR OF THE YEAR: NORTH OF ENGLAND

Sponsored by Blue Seal

Winner: C&C Catering Equipment

Both of these categories were won by C&C Catering Equipment, which beat off stiff competition from some of the biggest names in the industry, in both cases. In fact, the voting for the Nationwide award was the closest in any of the categories – C&C triumphed in this vote by just 2%.

The family firm has entered its 35th year of uninterrupted trading and has



successfully grown organically year on year. The distributor has grown headcount and again delivered impressive high-end projects, including for KPMG in Leeds and Manchester, Google in London, and VW Financial Services in Milton Keynes.

C&C's MD, Peter Kitchin, commented: "We were delighted to win the awards, especially as the votes were made by our suppliers. We have always tried to have a fair, honest and businesslike relationship with them, and are delighted that they voted for us."

"To win the distributor North award was fantastic. To win the distributor Nationwide was the icing on the cake."

NATIONWIDE FINALISTS: Airedale Group, ScoMac Catering Equipment, Space Group (runner up), Vision Commercial Kitchens

NORTH OF ENGLAND FINALISTS: CHR Equipment (runner up), Crosbys, HK Foodservice Architecture, GastroNorth



2. C&C's installations director Mark Roxburgh (middle) accepted the North of England distributor award from Blue Seal's MD Glenn Danks (right) and northern area sales manager David Chesshire (left).
3. Mark Roxburgh was then presented with the Nationwide distributor award by Rational UK's MD, Lee Norton.

Wednesday 9 December 2015 saw over 200 catering equipment sector luminaries gather at the illustrious Hurlingham Club in London to attend the first Catering Insight Awards. And the night certainly went with a bang, with guests mingling at a champagne reception ahead of the glitzy three course dinner and awards ceremony.

The winners of 14 distributor and supplier categories were announced, and during the night, close-up magician Robert Fox wowed attendees with incredible sleight of hand. Following the ceremony, an official after-party was held

at the Mahiki nightclub and cocktail bar in Central London, where more than 60 guests partied the night away.

These accolades can truly be said to have been chosen by the industry, as the final outcome was decided by over 100 sector executives who made their vote count.

When *Catering Insight* first set about establishing the judging of these awards, it was quickly agreed that it should not be down to us or a small panel of people to decide the winners. Instead, we wanted the industry to decide. More importantly, we wanted those people at the very vanguard of the industry, in the highest senior positions, to have their

say. And they did so, as part of the closed electronic vote that was held.

To ensure complete transparency, suppliers were only allowed to vote in the distributor categories, and distributors were only allowed to vote in the supplier categories. For us, it was exciting to watch the results form as the votes came in and, indeed, in some categories the leadership actually changed hands on several occasions or wasn't conclusively decided until minutes before the voting process closed.

So on the following pages we have profiled the big winners of the night, as voted for by their peers, who should be duly proud of their achievements 🍷

1
The Catering Insight Awards winners with their trophies.

EVENT / CATERING INSIGHT AWARDS 2015

An ITP Promedia Event

DISTRIBUTOR OF THE YEAR: SOUTH OF ENGLAND

Sponsored by Hobart

Winner: Dentons Catering Equipment

Dentons came out as the victor in the South of England category as the London-based dealer began over 70 years ago and is still family run. With a large showroom and trade shop, it has an established design department handling a cross section of work from small jobs to looking after large chains such as Gourmet Burger Kitchen and The Real Greek.

Once again this category was a very close call, with three of the finalists separated by just a handful of votes. "The award we received is for all the hard work the Dentons team puts in and it is an honour to be recognised. It sent a real positive buzz around the whole company," said Mike Nunn, sales director.

FINALISTS: Court Catering Equipment, Hallmark Kitchens (runner up), International Food Service Equipment, Tailor Made Catering Equipment Solutions



4. Hobart Warewash's MD, David Riley (right) presented Dentons' Mike Nunn with the award.

DISTRIBUTOR OF THE YEAR: PROJECT MANAGEMENT

Sponsored by Falcon Foodservice Equipment

Winner: Vision Commercial Kitchens

Vision was voted as the victor for this award, as it has maintained its turnover in 2015 after a 37% increase the previous year, including a rise in mainstream sales. It has recruited several new members of staff and introduced a light equipment offering to provide a one-stop-shop.

The dealer has also won two prestigious large scale orders in consecutive years, this year obtaining its biggest ever, at £2.25m.

MD, Jack Sharkey commented: "Being recognised for the work we do is always good, but to be

recognised by your peers adds a little something special to the award.

"I was especially pleased to see we were shortlisted alongside some of the best companies in the UK and to be seen and recognised as such is testament to the team at Vision and all the hard work they put in."

FINALISTS: Catering Equipment Solutions, Gratte Brothers Catering Equipment (runner up), HCE Catering Equipment, Inox Equip



5. Vision's MD, Jack Sharkey (left), accepts the award from Falcon's sales and marketing director, Lawrence Hughes.
6. John Whitehouse, MD of the First Choice Group, presents Tag's MD Michaela Stephens-Smith with the trophy.

SERVICE & MAINTENANCE PROVIDER OF THE YEAR

Sponsored by First Choice Group

Winner: Tag Catering Equipment

Tag won the Service & Maintenance Provider category as it has grown revenue from service by 100% in the last 2 years. A feature of its success has been high retention rates, with over 50% of clients being customers for over 10 years.

It has also created an apprentice training scheme to get young engineers into the industry, and regularly services kitchens in operation 24/7.

"We are absolutely delighted to have won the award for Service & Maintenance Provider. This award is a reflection

of all the hard work the whole team puts in every single day, so to be recognised is a fantastic accolade," said MD, Michaela Stephens-Smith.

FINALISTS: Acme Facilities Group, BI Catering Equipment Services (runner up), Crystaltech, Professional Kitchen Service (PKS)



DISTRIBUTOR OF THE YEAR: REST OF THE UK

Sponsored by DC Products

Winner: Shine Food Machinery

Shine won the category dedicated to distributors in Wales, Scotland and Northern Ireland as it has grown business by over 50% in the last 12 months. Just completing a £2.5m project at the Olympic

Park at Stratford within a tight 10 week timeframe, it has invested in new vehicles and BIM and CAD software, while appointing experienced personnel in key positions.

"We are delighted to have been recognised by the Catering Insight Awards as it endorses our policy of partnering our supply chain. We feel that these valued relationships are fundamental to our continued growth," said MD, Julian Shine.

FINALISTS: ABM Catering for Leisure (runner up), CSR, JD Catering Supplies, RH Morton



7. Shine's business development manager, Leon Hoyles, received the trophy from DC Products' director, Bob Wood.

8. Wilcox Burchmore's MD, Michael Burchmore (left), received the award from Jestic's sales director, Steve Morris.

EMERGING DISTRIBUTOR OF THE YEAR

Sponsored by Jestic Foodservice Equipment

Winner: Wilcox Burchmore

Voters felt Wilcox Burchmore deserved to win the emerging distributor accolade as it aims to treat every job as special. This is exemplified by 98% of business during 2014-2015 being for repeat customers or based on recommendations.

Another tight poll, this category was won by just a single vote! Wilcox Burchmore's MD, Cathy Wilcox, commented: "After 4 and a half years of hard

work and determination we're thrilled to win the Emerging Distributor category. We have focused on total customer satisfaction - not just in words but through actions."

FINALISTS: Catering Equipment Support (CES), Fulcrum Commercial Kitchens, Marlin Catering Solutions, Modo Commercial Kitchen Design (runner up)



LIFETIME ACHIEVEMENT AWARD

Winner: Ron Neville, CHR Equipment

Catering equipment executives were up on their feet in unison during the Catering Insight Awards to honour CHR Equipment's Ron Neville's Lifetime Achievement Award. The room erupted in applause as Neville received his award for the 40-plus years' service he has given to the catering equipment industry.

Neville, who was joined at the ceremony by his wife Ann, retired from CHR Equipment earlier this year after a long and illustrious career in the industry. He began his working life in the hospitality industry in 1971 selling slicing machines - for which he got £5 per sale and no salary, as well as a three-wheeler Bond mini as his company car!

Over the years his career has taken in companies and brands such as Berry & Warmington, Bateman contract catering group and Masters & Andren, which at that time was the agent for Cidelcem. However, he is best known for the 20-plus years he spent at the helm of his family business, CHR. Under his guidance, the business has delivered projects for the likes of Claridges and Manchester House, and become one of the most respected and successful kitchen houses in the UK.

Neville gave a speech after collecting his award, expressing

the enjoyment he has had working in the industry throughout his career and his pride at the many prestigious projects he has been involved in. He singled out Jestic's MD Steve Loughton for his support during the early stages of his career when he encountered some serious challenges, and took the opportunity to thank suppliers and customers.

Ron's son, Paul Neville, now MD of CHR Equipment, reported that his dad was "blown away" by his Lifetime Achievement Award. "Thank you for recognising him as part of the Catering Insight Awards. The catering industry has been his world for most of his life and I know that this means the world to him," he commented.



9. Ron Neville humbly said in his acceptance speech that he was just 'doing his job' throughout his career.

ONLINE DISTRIBUTOR OF THE YEAR

Winner: Lockhart Catering Equipment

Lockhart has invested extra resources into its ecommerce capabilities and this strategy is now paying dividends as web sales continue to grow. Customers online have access to more than 18,000 products, ordering tracking and invoice downloads, and live chat for instant help. Marketing director Simon Armer commented: "We're obviously delighted to have won this award against very stiff competition."

"We've done a huge amount of work to improve the quality of our content and SEO. It's great to see all that effort being recognised."

FINALISTS: Alliance Online, Cater-Kwik, CS Catering (runner up), Nisbets



10. Lockhart's sales controller Ian Parsons (right) received the trophy from Catering Insight editor, Clare Nicholls.

SUPPLIER CATEGORIES

SUPPLIER OF THE YEAR: SUSTAINABILITY

Sponsored by Commercial Kitchen

Winner: Gram

Distributors voted Gram as the Sustainability category winner, as improvements in technology and green design have made the manufacturer's Superior Plus 72 refrigeration cabinet 44% more efficient than its Plus 600 predecessor.

Hydrocarbon refrigerants and enhanced insulation have led to energy use and running costs reducing from 509kWh a year to 285kWh.

The refrigerator manufacturer's UK MD, Glenn Roberts, said: "We are delighted to have been given this award."

"Sustainability is at the core of everything we do. This award is a real testament to everything we have achieved this year, validating all the great work we do in the factory right through to the sales, marketing and research and development teams."

FINALISTS: Brita Professional, First Choice Environmental Solutions, Hobart Warewash (runner up), Winterhalter



SUPPLIER OF THE YEAR: HEAVY EQUIPMENT

Sponsored by Hotelympia

Winner: Falcon Foodservice Equipment

Falcon triumphed in this category as sustainability, energy efficiency and lower running costs are built into the fabric of the British manufacturer's new F900 series. The

900mm-deep range of cooking equipment features an innovative 'Dynamic Link System' to create a virtually seamless link between appliances.

"The evening was terrific, very well thought out and great fun. Obviously it was topped off nicely for us with the award!" commented Lawrence Hughes,

Falcon's sales and marketing director.

"What makes this award all the sweeter is that it's chosen by our distributors. For them to say we're the best is a real accolade and I'd like to thank everyone who voted for us."

FINALISTS: Adande (runner up), Charvet, Frima, Grande Cuisine



11. Gram's UK MD Glenn Roberts (right) received the accolade from Chris Brazier, group event director of Commercial Kitchen.

12. Falcon's sales and marketing director, Lawrence Hughes (right), with Toby Wand, MD of Hotelympia organiser, Fresh Montgomery.

SUPPLIER OF THE YEAR: LIGHT EQUIPMENT

Winner: Foodservice Equipment Marketing

FEM's commitment to introducing the latest innovations to the market have led to the company publishing a whole catalogue of new products launched in 2015, a crucial factor for distributors to vote it the victor. Agreements with brands like Sirman, Vollrath and Hamilton Beach have enhanced its offering across the light equipment sector.

This was a very closely-run contest and the difference in votes between the winner and the runner-up was just 3%.

"FEM was pleased to receive the Light Equipment Award, particularly as the award is voted for by our distributor partners," said sales manager, Martin Shaw. "It was a well organised event with a good opportunity to catch up with all of our customers. The whole FEM team is delighted to be

recognised like this."

FINALISTS:
Active Food Systems, Instanta, Metcalfe Catering Equipment (runner up), Signature Foodservice Equipment



12. FEM's sales manager, Martin Shaw (left), picked up the award from ITP Promedia's editorial director, Andrew Seymour.

13. Rational's UK MD Lee Norton (left) was presented the trophy by ITP Promedia's editorial director, Andrew Seymour.

SUPPLIER OF THE YEAR: BUSINESS DEVELOPMENT

Winner: Rational

Its huge share of the UK combination oven market is well-documented but that hasn't dulled Rational's appetite for growing its distribution business, and distributors decided that this was worthy of awarding the manufacturer the Business Development accolade. Investments in training and demo sessions have

helped sales, while its stockholding and supply chain management capabilities have won it plenty of praise.

Rational UK's MD, Lee Norton, said: "We are thrilled to bits with winning this award. It is always nice to win an award but it is very special to win an award that is decided by your customers.

"We would like to thank all of our partners and

look forward to further building on our joint success."

FINALISTS:
Hobart Independent (runner up), Linda Lewis Kitchens, Manitowoc, Precision Refrigeration



SUPPLIER OF THE YEAR: SERVICE & SUPPORT

Winner: Meiko

Build quality and functionality is integral to equipment specification, but Meiko has shown that after-sales service and spares back-up can be a true differentiator. Its 3- and 5-year 'no bills and no quibble' guarantee, coupled with rapid response to support calls, has curried favour with customers, which is why the manufacturer was voted as the clear winner in this category.

"It's great that the industry has recognised Meiko's commitment to our customers with our 7 day a week service," said regional sales director, Peter Nimmo.

Regional sales manager Robin Macaulay emphasised: "I would like the support team in the office to receive some of the accolade - without them we would not achieve total customer satisfaction."

FINALISTS: Electrolux Professional, Goodflo, Regale Microwave Ovens (runner up), Samsung



14. Meiko's regional sales director, Peter Nimmo (left), picked up the accolade along with regional sales manager Robin Macaulay.