

Café Fortune

Cleaning standards are an integral part of every customer experience – and in a quick service restaurant such as Starbucks, every second counts. Good cleaning products and processes front and back of house are vital to each cafe's success – and that's why it's so important to have a cleaning supplier that understands the industry's demanding requirements.

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We first came across Arrow County Supplies following a recommendation from another company in the group.

They initially started supplying us with janitorial products on a trial basis, something that a lot of companies do not offer. The trial was very successful, with outstanding delivery and customer service.

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During the roll-out, Arrow were brilliant at communicating with us and efficiently carrying out our requests; it meant that we could operate as normal, with no disruption to business.

From the beginning, it felt like we had been trading with Arrow for years.

Following the trial, Café Fortune decided to roll-out Arrow as their cleaning supplier to all remaining sites.

Challenges

A few months into the relationship, Arrow visited Café Fortune's restaurant in Crewe to start our Workplace Assessment Programme – uniquely developed by Arrow to develop more efficient, innovative and sustainable cleaning solutions that solve specific cleaning needs. Arrow visited the site to assess the challenges that staff faced in maintaining a clean and hygienic restaurant, both front and back of house, in view of recommending innovative ways to improve.

Our Solution

After the visit, Arrow produced a report which detailed specific improvement areas and relevant solutions. For example, the assessment highlighted a health and safety risk created as a result of ice used in the cold drinks ending up on the floor, creating a slip hazard for staff. Arrow's ability to identify and mitigate this risk had far-reaching positive impacts across their cleaning process.

"They really took note of the hospitality environment we work in and the fact that customer experience is paramount; they didn't just try to look for cost savings, but instead presented ways we could improve our service and environment cost-effectively."

Arrow also identified a number of new products that made an immediate positive impact in terms of cost reduction, hygiene and reducing the time taken to carry out regular repetitive cleaning duties.



We have been very impressed with Arrow's approach. Their responsive approach to account management and customer service means that we don't have to worry about a thing, and they feel more like an arm of our company as opposed to an external supplier.

