



CEDA
Grand Prix Awards 2007
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Vision Commercial Kitchens

Case Study
Barton Grange



Vision Commercial Kitchens



Josephine McGhee
Catering Manager

Josephine McGhee is the Catering Manager here at Barton Grange, responsible for all catering in the centre which includes The Riverside Cafe and Willows Restaurant.

Can you tell me how you came to select Vision Commercial Kitchens as your supplier for this project?

The guys from Vision worked on a small project at the Barton Grange Hotel many years ago and we were very happy with it. We asked them to design and build a new catering outlet at our Bolton Garden Centre and later at Woodford to build a sixty seater coffee shop. I was directly involved with both the Woodford and Bolton projects and so had prior personal experience of working with them. In view of the size and scale of this project we did put the work out to tender and although one other company were in contention, our excellent working relationship with Vision over five years clinched it.

The centre is extremely impressive; a project of this scale must have involved a great deal of planning?

Very much so, we had an initial brief back in 2003 and since then have had numerous meetings with Vision, our Managing Director, General Manager and myself. We also looked for new ideas, carrying out site visits all over the country and looking at retail catering outlets of all types. We attended numerous site meetings with other service suppliers and Vision would represent us. Whilst developing the site, we placed a strong emphasis on preserving the area's natural beauty. We also wanted to harness whatever energy we could from the environment, so all the heat generated by

The new Barton Grange Garden Centre and Marina development at Brock is set on a 52- acre site, surrounded by some of Lancashire's most beautiful countryside.

The garden centre itself is truly stunning with Vision's Kitchens central to the centre's main eatery, 'The Riverside Cafe' - a self service cafe offering a range of hot and cold choices, designed to complement its woodland location.

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our refrigeration plant is used to heat the hot water which we use throughout the Garden Centre. This took a lot of planning and Vision were on hand to advise.

What was involved in the design and installation of the kitchen itself?

Vision installed a full kitchen along with servery counters front of house for both hot and cold food. They also fitted the service kitchen in our Willows Restaurant. Together we designed a very spacious, flexible kitchen to allow for development and have found it to be extremely beneficial not installing all the equipment on day one. Having this flexibility really paid dividends – we installed two Rational ovens and then once we were up and running added a Tom Chandley oven as a third. This meant we didn't waste money on capital expenditure and were able to bring in the equipment to fit the purpose. We also had flexibility with our refrigeration space releasing what had been planned as a meat fridge to become a drinks fridge. This has proved invaluable because you couldn't have put these in as an afterthought.

Having opened do you feel the initial research you carried out with Vision into other centres was beneficial?

Yes we do, we have a very good relationship with the Garden Centre Association and have rapport with other centres so we do share and exchange information. There is actually another garden centre that are going to use Vision and they have been down to Barton Grange several times to see what's happened here. We pick each other's brains - there is a fair exchange of ideas and information.

Working on the project over a five year period did you encounter any issues?

Handover is always hectic as everything seems to happen at the same time and as a Catering Manager you get constantly called away. Parts of the handover invariably need to be repeated but there were never any issues or situations that couldn't be resolved.

How do you feel Vision contributed to this project?

Vision have been extremely patient with a sense of humour throughout. They acted as a link between all the services, refrigeration, mechanical and electrical. They were able to translate any complex issues into layman's terms which really helped my understanding. I have to say the after sales service has been excellent with Vision on hand to rectify any issues and offer new suggestions. On a project of this size it is impossible to foresee everything and any additional equipment, tabling or shelves were supplied quickly.

Do you have any future plans or is it mainly development of the existing kitchen?

Yes it's an ongoing development; we will be aiming to get the counters working more efficiently; looking at ways we can queue-bust more efficiently; all issues we addressed initially but in hindsight you think you can still improve on something. Each time Vision come in we've gone through what's happening on a day to day basis and looked at ideas. The after sales service has been invaluable; if any equipment was not one hundred percent Vision have been quick to address the

snagging and we are now onto maintenance contracts. All the equipment is tagged anyway so if anything does stop working it's easy for anybody to phone up, just quote the tag number and it's all logged.

I'd imagine with a project of this scale preparation was essential, did Vision carry out any staff training prior to the Centre opening?

Yes there was staff training at the initial handover and we have been in touch for more staff training from specialists like Rational and for the dishwasher. With so much going on you do need it to be more than just on the day of handover. Before we opened to the public we had two private functions to really launch the site to all of our VIP customers and suppliers so the pressure was on.

Having completed such a successful project how would you describe your relationship with Vision?

Vision have been extremely patient and tolerant when working with us and, when I needed 'hand holding' in the latter stages, they did just that. Having worked with Vision on this project for five years we have developed a close working relationship, one which means I know I can rely on them. We have already started designing additional spaces since opening as we could not have foreseen the magnitude of this centre. We naturally went back to Vision to plan the developments together.



Vision Commercial Kitchens provides a full service to a growing number of clients throughout the UK from its base in Manchester. The company is one of the few in the industry to have gained ISO9001:2000 accreditation.

Vision has proven capability covering:

- Full AutoCAD design and planning service
- Equipment specification, sourcing and supply
- Project management and installation
- Full after sales service and warranty management

Vision's capabilities are demonstrable across a wide range of completed projects including restaurants, hotels, bars, schools, colleges, nursing homes, hospitals and the MOD. Clients include many of the leading names in the industry such as The De Vere Group, Malmaison, Hotel du Vin, Leon, The Marriott Group and various local authorities as well as numerous main contractors working in both the private and public sector. The company was formed by its four founding directors who have over 60 years combined business experience predominantly in the commercial kitchen industry.

Vision is a member of CEDA, The Catering Equipment Distributors Association, the industry's representative body. All members work to the highest standards as defined within CEDA's 'code of good practice'.

Winners of CEDA (Catering Equipment Distributors Association) Grand Prix Awards.

2009 winner of The Caterer and Hotelkeeper Equipment & Supplies Excellence Awards Best Installation category for Cameron House Hotel.

2008 Best Sustainable Kitchen winner for our work at De Vere Deluxe Hotels, Cameron House.

2007 Overall Grand Prix winners.

2007 Outstanding customer service award for our work with Malmaison Hotels and Heathcote's Restaurants.

2006 Shortlisted large project category, highly commended for Malmaison, Oxford Castle.



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Turning ideas into reality

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