



Ref - CNQ FOODSERVICE

After buying The Pipe & Glass Inn in March 2006, we undertook a full refurb front of house but didn't have enough money unfortunately to re kit The Pipe & Glass Inn kitchen. We did purchase smaller essentials which were supplied by CNQ and so began The Pipe & Glass Inn's relationship with Clive and all at CNQ.

It became apparent after a very successful and busy start to our business that we would need to increase our team and eventually the kitchen equipment we were cooking with.

That need came quicker than we had planned we were turning out between 750 and 1000 covers a week and it was frustrating and hard work with the kit we had. So in September I asked CNQ to take a look at designing a new kitchen to include an Athanor stove.

We decided to close for two weeks in January to fit the Kitchen, as a chef proprietor I knew what I wanted but as they say time is money. The preparation of drawings, promptness of service and explanations of design were very good, but most of all at each stage of planning our new kitchen I was filled with confidence because Clive listened to what I wanted.

Right up until the installation the communication from CNQ to us was excellent. We had a very tight schedule to stick to during installation this was planned once again in partnership. All went according to plan and every different aspect of the installation from the floor through to the stove and canopy was very professional and cared for.

The new Kitchen over six months on has made a huge difference to the efficiency and ergonomics of preparation, service and cleaning. Making it possible to move the kitchen and food on but improve the efficiency and consistency of the whole business forward.

The after care service from CNQ, Signature, Rational, and Leah Tech solutions has been great.

We are very proud to show off our new kitchen and are very proud of our relationship with CNQ Foodservice.

The Pipe and Glass Inn is looking at several new projects with CNQ and are confident that these will be just as successful.

JAMES MACKENZIE CHEF / PROPRIETOR
THE PIPE AND GLASS INN, SOUTH DALTON