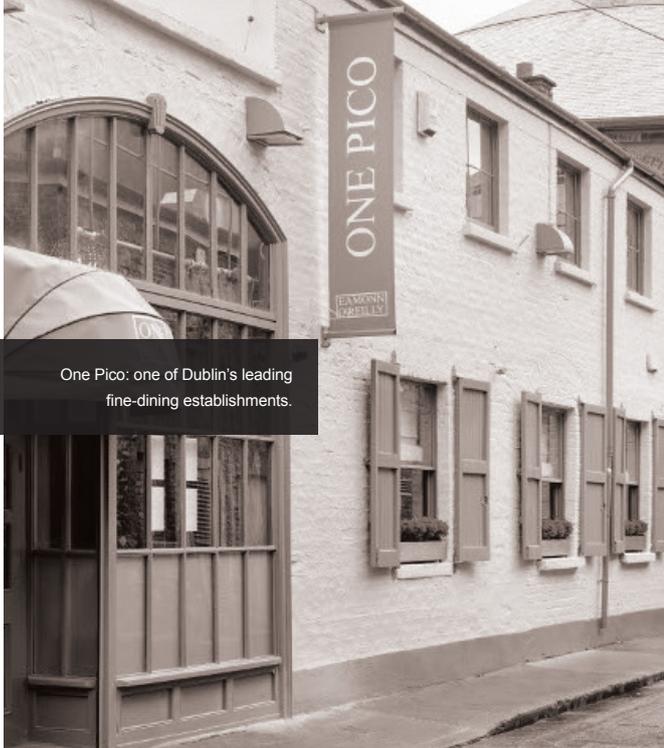


ONE PICO

One Pico

Finding coffee perfection

UCC[®]
COFFEE



One Pico: one of Dublin's leading fine-dining establishments.

Finding coffee perfection with One Pico

When the owners of multi-award winning Dublin restaurant One Pico embarked on their new culinary adventure by opening the popular fine-dining restaurant The Greenhouse, they looked to Pallas Foods to create a luxurious coffee offer to match their modern dining experience.

Andrew Scott, general manager, One Pico comments: "Coffee is a big thing in Ireland - we love it. It's so popular you can guarantee that at the end of a meal most of our customers will finish off with a coffee. It's the coffee that leaves a lasting impression and we want people to walk away knowing they've had a great coffee. So we've always been interested in quality coffee.

"We like to be the first in everything we do so when we heard Pallas Foods had enhanced its coffee offer through a partnership with UCC Coffee UK & Ireland we wanted to get involved from the off. This coincided with the opening of our new restaurant, The Greenhouse, so we got in touch to find out how they could help us craft a unique offer.

"With the help of its team of coffee specialists we started to brew a range of artisan coffees using Grand Café Triple Certified beans and the state of the art Nuova Simonelli Aurelia II espresso machine. We were so pleased with our new coffee menu at

The Greenhouse we were quick to transfer the ideas to our other restaurant One Pico, so we could give all our customers the same quality coffee experience. It's just fantastic.

"What's been really crucial to the success of our coffee is the training and service that we've continuously been given. From the beginning Pallas provided a fantastic hot beverage specialist, Jackie, who guided our employees through the brewing, maintenance and service processes and what makes a great espresso. This excited our staff and means they know everything from how to store the beans to the presentation of the final drink - she's developed our love of coffee. Jackie also continues to pop in to check on us and make sure we're doing everything we're meant to and serving up fantastic drinks. This regular contact keeps our team inspired, enthusiastic and happy. It helps us stay at the top of our game, you don't get that kind of service from any other coffee or food company."

Jackie Malone, hot beverage specialist, Pallas Foods comments: "My job at One Pico was to create a renewed interest around coffee and we have certainly achieved that. The team at One Pico totally embraced each training session and are now very inspired and passionate about their coffee. They are really engaged and quite competitive when it comes to who can make the tastiest coffee and create the best latte art. Every time I visit I'm met with photos of all the great coffees they've created, which just shows how motivated the team are and how proud they are of what they've achieved.

"Their machine is always spotless and they're always on top of the essentials - they're real stars! I'm so pleased with the results I wish I could take them with me to show other sites how it's done. At One Pico it's all about experiencing excellence and without doubt they are now equipped to deliver excellent coffee."

Andrew continues: "Coffee is what you make of it and we've embraced it with the help of Pallas Foods and UCC Coffee UK & Ireland. The outcome is simple: we make great coffee, which tastes fantastic and matches our premium dining experience.

"We're an institution where our customers know to expect quality and come back for exactly that. Now we have a coffee offer that meets this high standard. It's a dream come true."



Great Coffee matches One Pico's premium dining experience.



“We’re an institution where our customers know to expect quality and come back for exactly that. UCC Coffee has given us a coffee offer that meets this high standard.”

Andrew Scott
General manager - One Pico



We would like to thank
One Pico for the use
of images and
contributing to this
case study.

ONE
PICO

For more information on UCC Coffee UK & Ireland visit:
www.ucc-coffee.co.uk