

HOTEL
Chocolat.

*Reinvent
the coffee
and chocolate
combination.*



UCC
COFFEE

THE TOTAL COFFEE SOLUTION

THE MUCH-LOVED CHOCOLATIER THAT WANTED TO REINVENT THE COFFEE/CHOCOLATE COMBINATION.



THE CHALLENGE

Luxury chocolatier and cocoa grower Hotel Chocolat is a leading British chocolate brand committed to the best possible taste profile for everything it makes, which is why when it decided to combine chocolate with coffee it turned to the experts at UCC Coffee to help it find the perfect pairing.

THE SOLUTION

COFFEE

HOTEL
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EQUIPMENT

 VERSYS

SUPPORT

COFFEE
WORKS 

THE RESULT



A stellar coffee and chocolate combination never before seen.

WHAT WE DELIVERED

- Sessions with our head Q grader – Gayan Munaweera – to develop what would become the main Hotel Chocolat blend – a superior coffee with cranberry sweetness and notes of dark chocolate and dried orange peel.
- Concept development support to reinvent the coffee/ chocolate combination through a bespoke coffee and the Coffee Chocolat Latte range: classic chocolate, salted caramel, 100% chocolate, white chocolate, hazelnut chocolate and spiced chocolate.
- Eversys e'2 and e'4 super-automatic machines that provide exceptional coffee and flawless milk for coffee and hot chocolate.
- Barista training at UCC Coffee UK & Ireland HQ in Milton Keynes and ongoing support so they could be placed into sites simply and efficiently.
- Provided launch-day support to make the transition easy.



THE IMPACT

- Consistent, quality espresso with the Eversys' e'Foam technology guaranteeing perfect milk at a touch.
- Engaged and knowledgeable staff capable of producing great coffee and service at Hotel Chocolat's high standards.
- A reputation for a unique and outstanding coffee offer that has reinvented the coffee/ chocolate combination.

"We've received brilliant feedback from customers – to some, we're known as having the best coffee in town. And our employees have given us great feedback about the in-depth training by UCC Coffee UK & Ireland too."

Andrew Bremer, Category Manager, Hotel Chocolat

IN THEIR WORDS

"The passion, expertise, training and follow-up from the UCC Coffee UK & Ireland team has surpassed Hotel Chocolat's high expectations."

Andrew Bremer, Category Manager, Hotel Chocolat

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