

**PRINTWORKS**  
KITCHEN & BAR

# Case Study

## Printworks Kitchen & Bar - Leeds City College



“

Working with RSL is a pleasure, the team are so friendly, helpful and always go the extra mile to ensure we have all the tools to create amazing coffee. We receive numerous compliments on the coffee flavour and tasting notes with customers asking to look at the blend notes.

”

Restaurant Manager, Printworks Kitchen & Bar

### ► ABOUT PRINTWORKS KITCHEN & BAR

Printworks Kitchen & Bar is located in the heart of South Bank in Leeds. They offer unique dining experiences within the recently renovated Printhall.

The Printworks is steeped in history; built in 1881, the building was an essential to Leeds' manufacturing industry and now is part of Leeds City College.

Printworks Kitchen & Bar combines creative food and exceptional drinks in an industrial inspired setting with modern Scandi touches of style. Whether you are grabbing a coffee to go or taking in one of their themed evenings, expect great service from the Leeds City College students serving you.

The Kitchen offers a mix of mouth-watering contemporary food with diverse, locally sourced produce being at the forefront of what they do.

The bar serves a selection of local and national gins, whiskies, spirits, liqueurs and beers and a selection of award-winning wines, in a relaxed setting, creating a unique and authentic experience.



### ► THE CHALLENGE

- The team at Printworks wanted a coffee supplier with a variety of beans to choose from and take customer feedback on board
- Price was very important as they are a training academy and have to reflect this in their coffee & hot drinks pricing
- They also did not want to compromise on the quality of the coffee so they could allow the full potential of their trainees to shine

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“ Michelle was very kind to send samples of various coffee beans so we could sample and take customer feedback on board. Not only is the price of coffee excellent but the quality is amazing! ”

Restaurant Manager, Printworks Kitchen & Bar

## ► THE SOLUTION

- The RSL team first met Elaine, the Operations Manager of Leeds City College, at the Enfield Site where we installed a Vitro 6 instant coffee machine in the cafeteria area
- A relationship was then nurtured with Elaine and the Printworks Campus was formed, in which we installed further machines, while arranging service cover for the existing 2-group traditional espresso machine
- Understanding the pressures of Elaine's job, we arranged to do the site surveys on her behalf, to make the process as easy as possible
- Our team carried out barista training at Printworks Kitchen & Bar, along with support of point-of-sale items
- The Balmforth & Co coffee brand was born, replacing our previous Cafe Amore beans, Leeds City College were more than happy to make the switch for both their coffee beans and bulk brew, choosing our Fairtrade Blend 2
- Leeds City College has been growing over the last 4 years, always choosing RSL to take care of their machine requirements and swapping from their previous vending operator to lease from ourselves and fill the machines themselves on a DIY basis

## ► THE RESULTS

We continue to support the team, recently welcoming them into our Brand Champion scheme.

Because of the close relationship our business development manager, Michelle, has built with Elaine we have installed further machines throughout other sites, with more still to come.

“Working with RSL is a pleasure, the team are so friendly, helpful and always go the extra mile to ensure we have all the tools to create amazing coffee, We receive numerous compliments on the coffee flavour and tasting notes with customers asking to look at the descriptions of the coffee beans.”

To find out what we can do for your business call a member of the team on

**0800 169 3686**

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