

# Tableware solutions with a rustic, handmade feel



Unique ceramics for the catering industry



Images courtesy of Gleneagles

## What was needed:



We were introduced to Gleneagles' Dormy Restaurant through catering distributor, Continental Chef Supplies (CSS) and their Scotland area account manager, Mike Conte.

Mike Conte contacted us January 2018 to discuss an opportunity he had with the world renowned Gleneagles hotel. The hotel was

looking for unique tableware that would complement their relaxed and effortless restaurant which overlooks the King's and Queen's golf courses. The tableware needed to have a handmade and rustic feel and the client was also looking for a more traditional style of ceramics rather than the mass made tableware of today.

As the Dormy House was undergoing a complete refurbishment, the client was looking at all aspects of the new restaurant including food presentation in order to tie in with the overall look and design concept.

Understanding the high calibre and excellent quality of the tableware Surrey Ceramics produce, Mike Conte reached out to Surrey Ceramics to provide the solution to Gleneagles' enquiry.

## What we did:

As the distance between The Dormy Restaurant and Surrey Ceramics' base in Grayshott is considerable, a visit from the client at Gleneagles was a stretch. As a result, we were able to facilitate the enquiry by sending a large array of samples to Mike Conte which he could take to the venue for the client to consider.



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I thoroughly enjoyed working with The Dormy Restaurant at Gleneagles.

It was a pleasure to be able to help them find the tableware solution that would complement their refurbishment.

I look forward to working with The Dormy Restaurant again in the future.

**Chris Greenaway, Managing Director at Surrey Ceramics**

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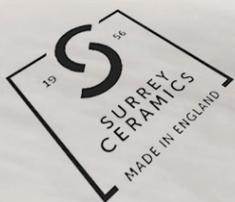
A comprehensive range of samples were chosen based on the requirements of the client's brief and sent to Mike Conte shortly after the enquiry being sent to us. This allowed the client to get a good feel of the quality of our products and narrow their selection before making a final decision.

As well as facilitating Gleneagles' enquiry, the samples also meant that Mike Conte could continue to showcase our products to clients in northern England and Scotland; resulting in another order from the Three Chimneys in Skye.

We were able to further assist with the order by offering help and advice on shapes and finishes. The Dormy Restaurant were keen to invest in tableware that reinforced the look and feel they were trying to create and as a result, our advice helped the team confirm a final order that consisted of over 29 different product lines of various glazes; in total more than 6 pallets of tableware. These included over 400 units of our rectangle pie dish in our most popular glaze, Soho, and more than 300 units of our concave plate, also in the Soho glaze. Other glazes ordered included Sienna, Studio White, Ruskin Red, Pistachio, Oatmeal, Tempest and Delhi black.

### The results:

- A full order of 3,496 products were delivered in agreed time frame of 6 weeks
- The Dormy Restaurant team were delighted with their order and would be happy to work with Surrey Ceramics again
- The tableware created a new relaxed and effortless feel in The Dormy Restaurant; just as the client had required



Contact us now to discuss your individual requirements

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