

# Case Study

# Mitchells & Butlers



## Overview

Mitchells & Butlers (M&B) are one of the largest operators of restaurants, pubs and bars in the UK. Through their multiple brands such as Miller & Carter, Harvester, Toby Carvery, Stonehouse Pizza and Carvery and Vintage Inns, they offer a wide choice of quality eating and drinking experiences. Their strategy states that *'the strength of our brands and the quality of our property mean that our business will thrive.'*

Churches Fire & Security deliver vital fire services to M&B providing safe properties for both customers and staff.

## Services include



## Our Approach and Solution

In early 2016, Churches Fire & Security won the right to deliver fire services to over 1,700 M&B sites by competitive tender. This five-year contract enables Churches Fire & Security to provide annual servicing of all fire extinguishers, six-monthly servicing of kitchen fire suppression systems, and sprinkler flow switch testing. Since commencement of the maintenance service with M&B, we have begun to provide support to the ongoing refurbishment programme of their pubs and restaurants. On occasion, we provide support outside the requirement of the contract by attending to fire alarm call outs.

Our work with M&B has been tailored specifically to their individual fire safety requirements. With dedicated account handlers, we work to statutory requirements and M&B fire risk assessments. Our technicians always work to schedule.

Planned service visits must take place within a week of the due date so our technicians book their visit two weeks in advance and call one day prior to confirm the appointment. For additional or replacement items, we work within spend limits that allow us to complete most items on the day of the service visit. Any additional work that is required is logged with our office and a 'link work order' raised on the customer system. On average, these link orders are verified by M&B within 15 minutes, allowing immediate rectification of faults. This lowers costs and makes the customer legal again in the shortest possible time.

M&B operate a system of nine key performance indicators and, without fail, we consistently score 90% and above in each KPI. First time fixes averages 98% and in December 2017 jobs fixed within the SLA was 97.9%.

## The Benefits of working with Churches Fire & Security

Our tailored approach, with a dedicated account handler personally responsible for the services delivered, ensures that we:

- ✓ Provide national cover, with a single point of contact
- ✓ Deliver swift response to any call outs
- ✓ Provide maximum assurance of compliance
- ✓ Exception communication at all levels
- ✓ Meet with M&B quarterly
- ✓ Go above and beyond the call of duty



*Churches Fire & Security have always been focused on delivering a premium service, with excellent communication and a desire to maintain high KPI/SLA results month on month. The whole team from MD to helpdesk workers show commitment to the contract, and have provided additional services, outside their contractual liabilities.*



**Pat Murphy, Area Building Manager**