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Ruth Johnson
Co-owner, The Bath Hotel

Unlocking food opportunities in a wet-led pub with the **Merrychef connex® 12e**

The Bath Hotel is a long-established, Grade II listed pub in Sheffield, run by owners Ruth Johnson and her partner Brian, since November 2000. The pub serves a wide and varied customer base, from students and university staff to office workers, builders, and football supporters.

The challenge

With a very small kitchen and no existing food operation, the Bath Hotel wanted to introduce hot food in a way that suited a traditional pub environment. Without a traditional kitchen or chef, and with the need for fast service during busy periods, there was previously no reliable way to offer hot food without risking waste, leaving the menu limited to cold items and pork pies.



“ We didn't want to turn into a restaurant or start doing full sit-down meals. We just wanted to offer good, hot food that works in a pub environment and fits how people actually use the space. ”



Expanding Your Opportunities

The solution

After recommendations from nearby businesses and further research, the Bath Hotel chose the **Merrychef conneX®12e**, supplied by local dealer, Phoenix. The oven's speed, compact size, and ability to cook food from frozen made it ideal for the pub's space and service style. On-site training and attendance at a Merrychef masterclass helped the team understand the oven's full potential and build confidence.



It was the speed, the lack of food waste, and the fact it could just sit on the counter. With the size and shape of our kitchen, that was crucial. The oven was simple to install, it really was plug and play, and the staff picked it up very quickly. The training made a huge difference though. Having someone come in and actually show us how to use it properly was invaluable. //

The results

Since installing the Merrychef conneX®12e, the Bath Hotel has introduced hot food that can be cooked and served in under five minutes, eliminated potential food waste by cooking from frozen, and begun opening for lunchtime trade. The new food offering has also received consistently positive feedback from customers. Popular items include pie and peas, bar snacks, and handheld food – all suited to a busy pub environment.



Previously, our food offering was limited to cold items and pork pies. There was no reliable way to do hot food without either holding stock or ending up with waste. Now, the food comes out perfectly cooked every time. It's hot all the way through and it looks good, which you just don't get with things like microwaves. //

Why Merrychef?

For the Bath Hotel, the biggest benefits are speed, consistency, and zero waste.



It's not just a piece of equipment for us, it's an asset. It adds value to the business now and in the future. //



Looking ahead

As more customers become aware of the pub's food offering, the Bath Hotel plans to expand its menu gradually. The flexibility of the Merrychef conneX®12e allows them to grow at their own pace without adding pressure or complexity.



Once people realise we're doing food, we can do a lot more with it. The Merrychef gives us the confidence to grow it slowly and properly. //

Merrychef: Ready when it matters most

The flexibility that a Merrychef conneX®12e offers was put to the test when a power cut affected the local area. Although the pub does not usually serve food until later in the day, the team was able to switch on the Merrychef and serve hot food almost immediately to local residents who came in looking for something warm.



We wouldn't normally have been able to do food at that time, but we could just switch it on and go. People came in looking for something hot and it really did save the day! //



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