



Our problem was 850 covers booked for Mother's Day and an unfixable combi. This was the reason for requiring an express delivery.

We were told that the delivery would be on Thursday by TNT but no timeslot could be given.

My site problem is to get any large kitchen equipment in I have to remove the back door and frame. Thursday afternoon the commissioning engineer was booked and on site ready to install the new combi. The door, frame and the old combi removed. No delivery was made. 6 pm and all offices now closed!

Friday morning nobody was able to tell us where the new combi was other than it was in transit. At this point as you could imagine panic ensued. All options were considered including installing a 6 burner oven which we could get locally.

The delivery was made late morning. We were able to persuade the commissioning engineer to come in on Saturday morning.

850 happy customers on Sunday!

