

.TAG



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Kaspar's at The Savoy



From foundations in 1988, TAG have focused on delivering design, installation and maintenance services from entire kitchen refurbishments to one off equipment fittings; providing a full turnkey service. Our experienced team have an unrivalled reputation for specialising in non-standard installations and meeting the challenges of complex bespoke high-end projects.

TAG's in-house design team and researchers scour the world for new concepts, innovative equipment and technologies that keep us at the leading-edge of the industry. We're able to match your ever-changing concepts and menus. Long-term partnerships with many of the world's leading professional catering equipment manufacturers known for innovation and sustainability, allows us to be a market leader in providing ecological kitchen solutions that offer excellent ROI.

A project doesn't end after installation, it is passed to our Service Desk team who provide after sales care, planned preventative maintenance, fast efficient repairs, digital worksheets, engineer tracking and full appliance histories; resulting in optimal operational performance on all equipment, reducing downtime and costs.

TAG's full complement of services for the professional food service establishment is based on the integrity and customer-focused values that were our starting inspiration. Our client list has some of the most respected restaurants, hotels and catering operations in the UK and many have been with us since we started over 30 years ago.

With Us, Nothing's Off The Menu.



Shangri-La Hotel, at The Shard



Buying a new commercial kitchen can be a daunting process. Whatever the project size or budget TAG has an award-winning design team to help guide and advise you through the whole procurement process. The team consists of designers, project managers, highly experienced installation engineers and office support. We work directly with owners, architects, consultants and major corporate clients to design unique kitchen solutions, meeting deadlines and budgets.

TAG has delivered projects in all market sectors, from small local restaurants to complete kitchen refurbishments in five-star hotels. One of our strengths is that we are not tied to a single manufacturer and have the freedom to specify the most suitable equipment for your project. Additionally, practical knowledge gained through maintenance and repair services means we know which equipment is most reliable, easy to use and maintain.

Whatever your project size, cost or requirements we have the right solution.

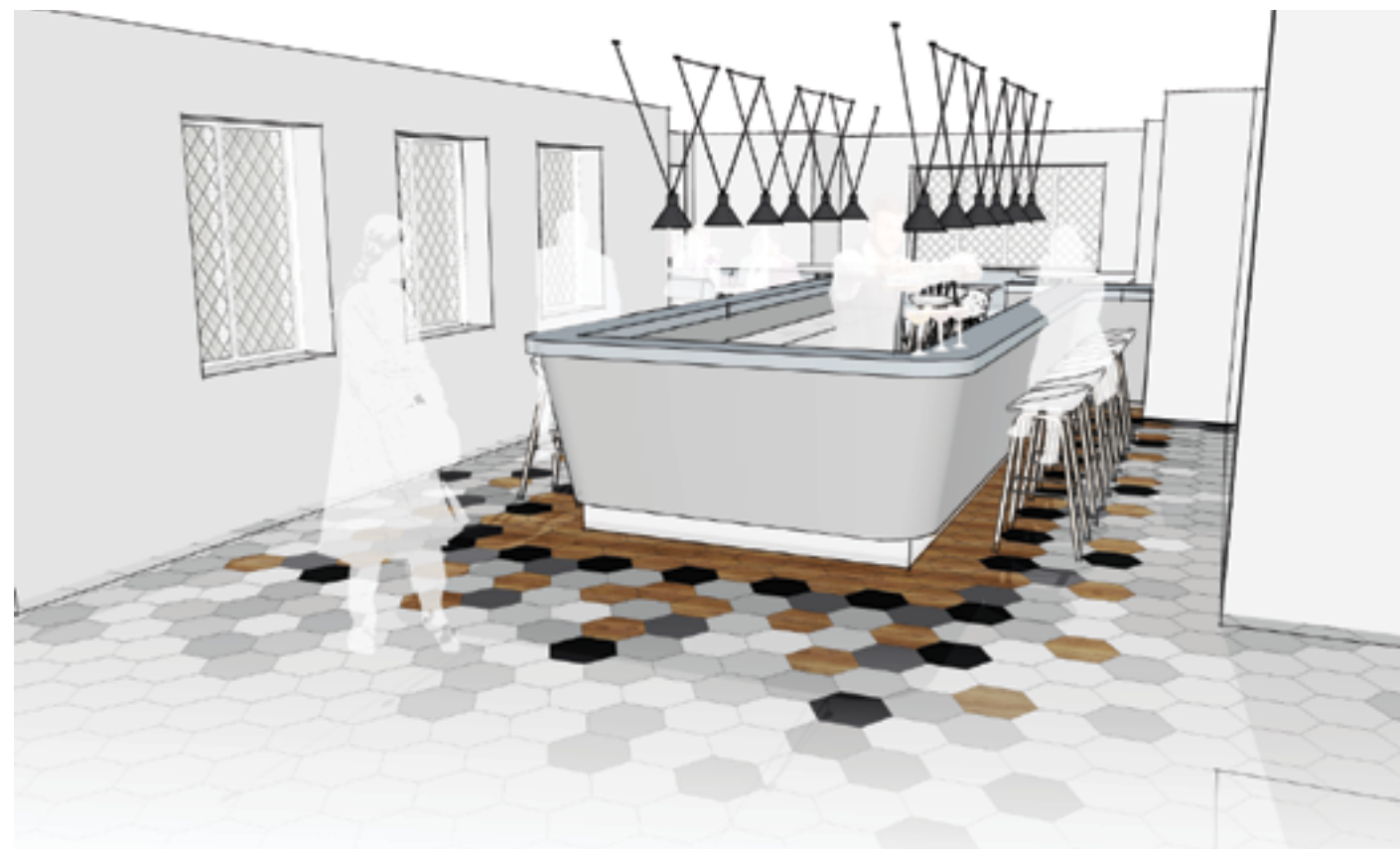
3D DESIGN CONCEPTS & VISUALISATION

Working with us starts with a complimentary design consultation. We take into account every small detail from the your menu and project budget, right through to site restrictions and your aesthetic requirements. We take a detailed brief to fully understand what you want to achieve. From here we create an initial design concept, presenting our recommendations using 3D software and real walkthroughs to give a detailed visualisation of how the new kitchen will look and feel once installed.

Aesthetics & ergonomics are crucial in the functionality of a professional kitchen; our philosophy is to create a kitchen that works well, is future proof and a pleasure to work in.



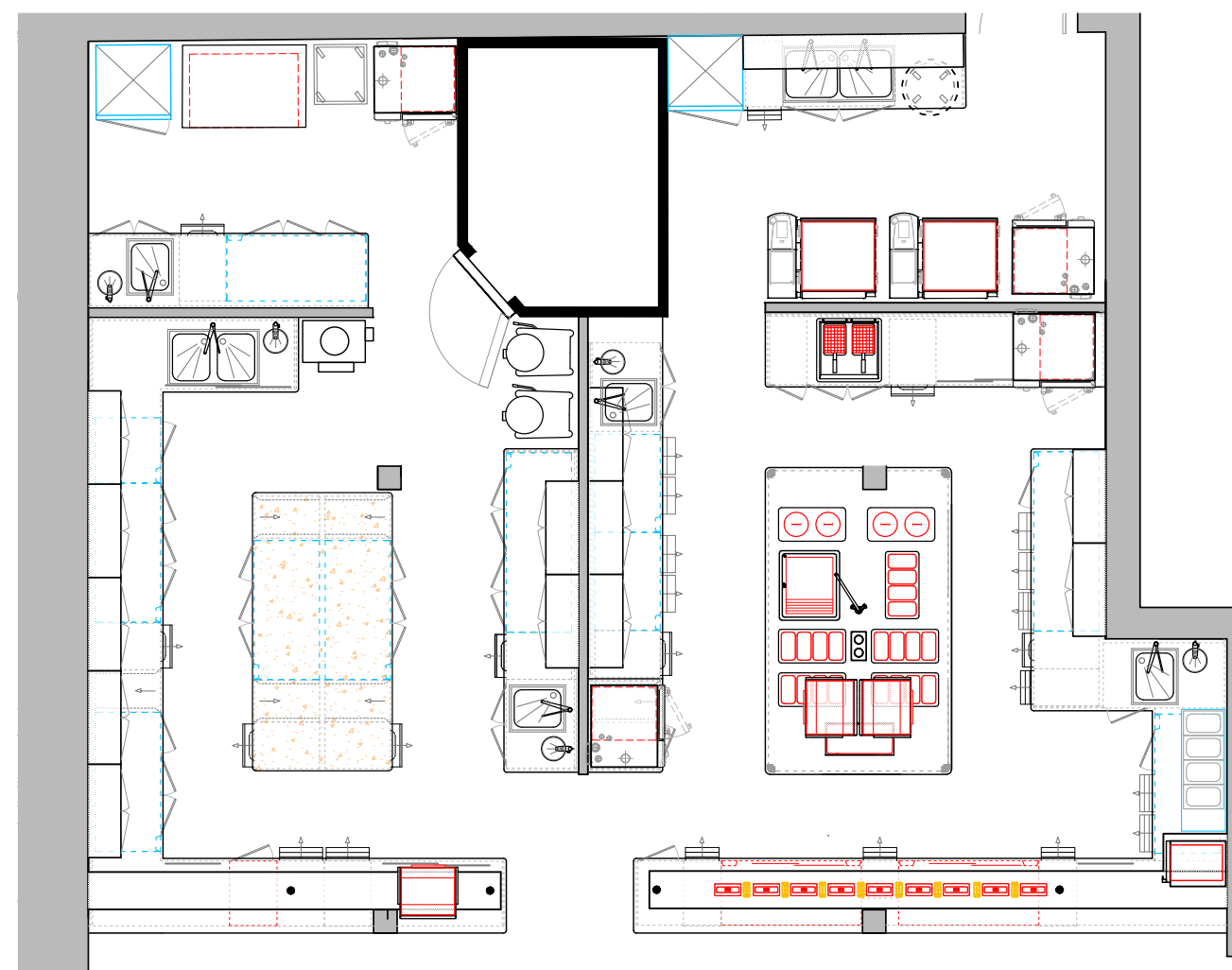
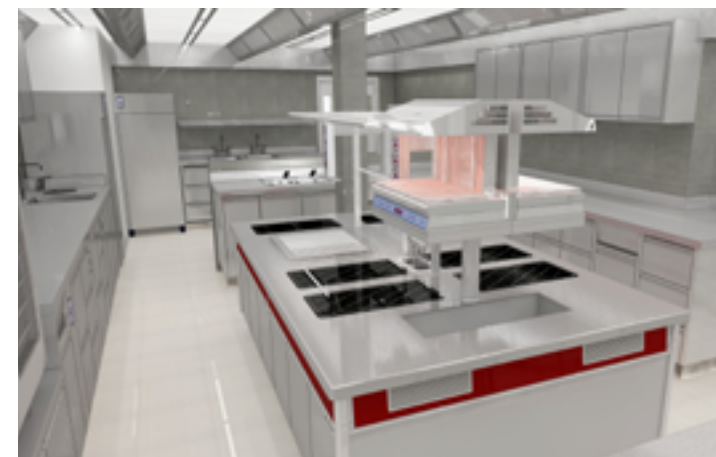
Example 3D sketch for a hotel kitchen refurbishment



DETAILED MANUFACTURING & CONSTRUCTION DRAWINGS

After developing the initial design concept, our in-house team produce detailed drawings ensuring every element of the kitchen can be visualised by you and TAG. The detailed construction drawings improve the efficiency and speed of the installation, avoiding any potentially costly changes after the project's completion.

These drawings are prepared for all mechanical, electrical and construction-based elements of a project.

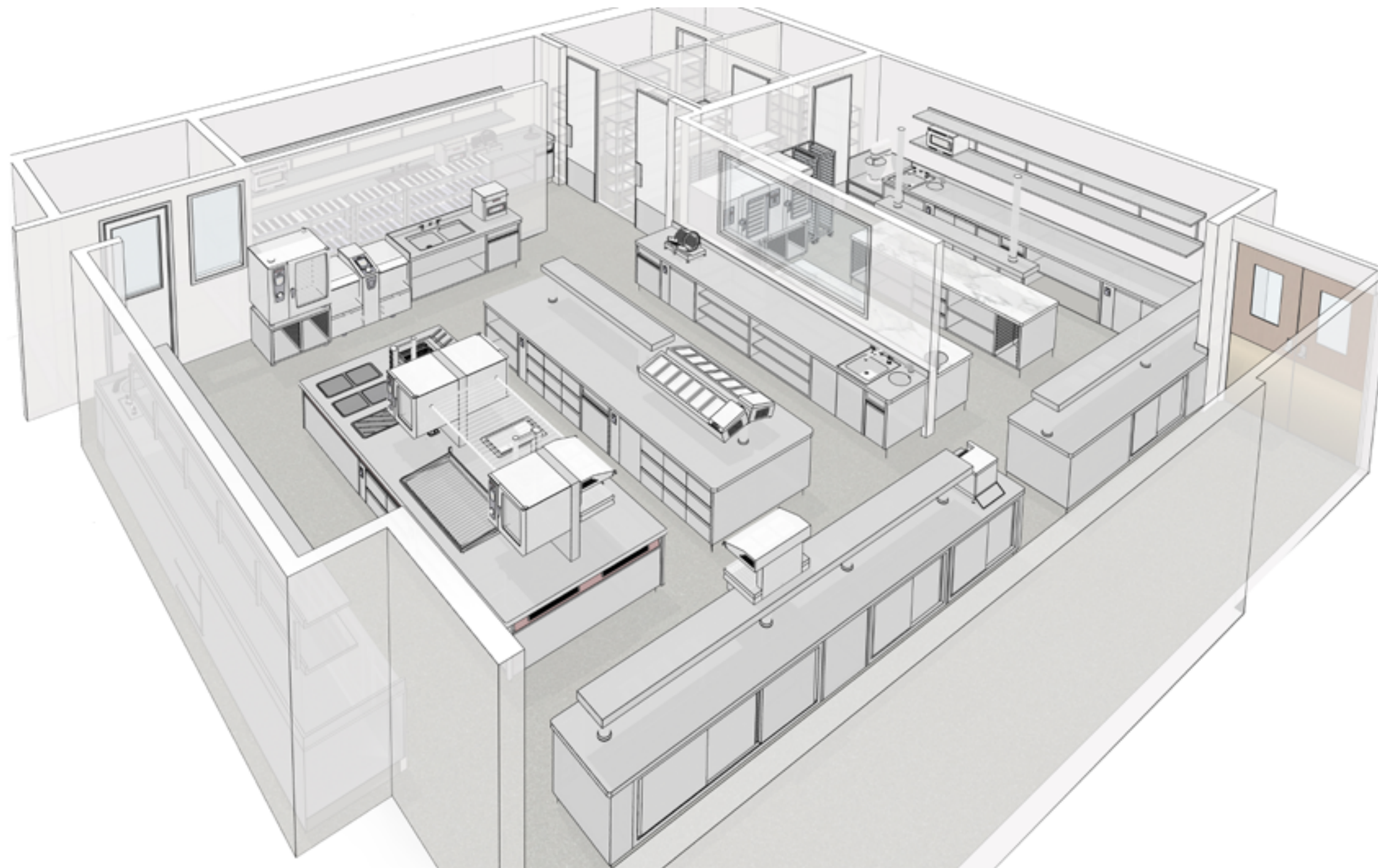




Whilst aesthetics and ergonomics are crucial in the impact and function of your kitchen, our philosophy is to create a kitchen that is not only flexible for the future, but meets the current demands of energy efficiency and sustainability.

We understand that return on investment will be a key consideration for you when investing in new catering equipment. Our award-winning designs can provide payback within three to four years.

What's more, using the latest energy management control systems, we can design a kitchen that utilise energy-saving induction systems, regardless of the power supply in your kitchen.



EFFICIENCIES IN DESIGN & ERGONOMICS

Improved ergonomics of your kitchen through a considered design enables a reduction in operation times and potential labour cost through everything within the kitchen designed in an efficient way.

Our design basis allows for flexibility through services to grow and shrink with spaces overlapping to optimise all sections at all times, with no wasted space or equipment.

EFFICIENCIES IN FABRICATION SPECIFICATION

Our fabrication is designed to be situated on plinths, with fully seamless counters and cupboards.

Rounded corners and a "monocoque chassis" design means there are no dirt traps for a truly hygienic kitchen.

This reduces cleaning timescales, the number of chemicals required and allows for an improved, more durable kitchen.

EFFICIENCIES IN EQUIPMENT SPECIFICATION

Equipment that we propose uses the most technologically advanced units on the market.

Multi-cooking centres allow for flexibility in menus and development, as well as improved accuracy, less waste and a flexible kitchen that can cater for a multitude of operations and overlapping services from breakfast to dinner.

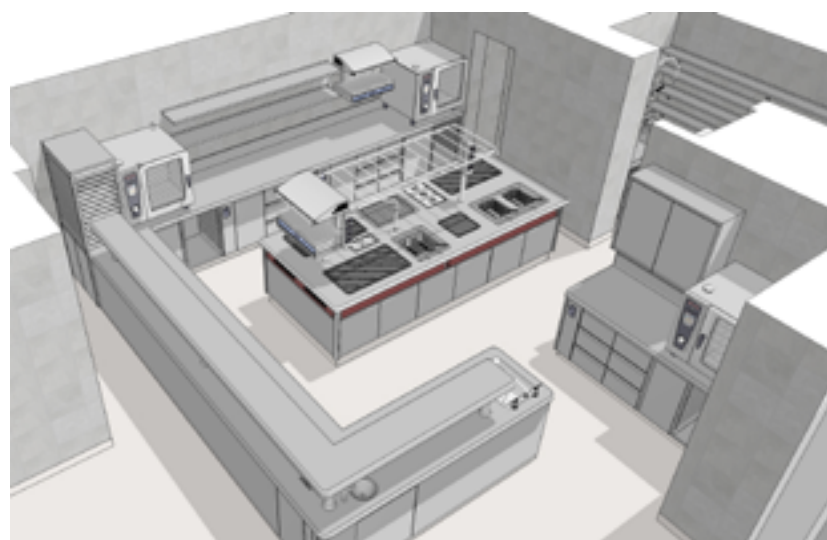
EFFICIENCIES IN ENERGY CONSUMPTION

By creating a connected kitchen the energy usage can be reduced by using an intelligent system.

Equipment proposed can help reduce heat by moving to remote pack refrigeration systems and induction technologies, minimising gas usage and creating low electricity bills.



Our industry expertise and contacts gives TAG access to both standard and fully bespoke equipment, thus being able to specify the perfect solution for your project and budgetary requirements. From the brief and your desired menu we can produce fully detailed specifications for a complete kitchen project or bespoke one-off pieces.



DESIGN TO INSTALL

The whole process from 3D design drawings through to installation and project completion is prompt. We understand the importance of a professional kitchen's need to re-open for business as soon as possible; the majority of our previous projects have continued to trade during refurbishment.

AFTER-SALES TRAINING

As a dedicated service, TAG offer equipment training and ongoing service with maintenance to help your site run seamlessly. We also continue to provide support and advice post installation, and work alongside you as your requirements change over time such as expanding trade, staff and menu changes.

CGI image at design stage



Site Image: Frederick's



OXO Tower Restaurant, Bar and Brasserie



INSTALLATION & PROJECT MANAGEMENT

Our specialist installation teams offer a full turnkey solution consisting of builders, welders, plumbers, electricians and catering equipment engineers; all our projects are carried out in house, giving us total control.

The installation and project management services we offer includes:

- Demolition and building works
- Mechanical & Electrical supplies
- Adaptations of existing equipment
- Refurbishment of existing equipment
- Installation/re-installation
- One-off installations of equipment and fabrication
- Design and installation of complete projects



A project doesn't end after installation. It's passed to our in-house team consisting of enquiries and service desk that provide full after sales care, planned preventative maintenance and fast efficient repairs with digital worksheets, engineer tracking and a full appliance and warranty history to achieve optimal operational performance.



SERVICE & MAINTENANCE

Breakdowns and faulty equipment cause downtime and reduce profit; getting a fast repair is vital! When you place a call with our service desk, we take over, saving you time and effort. We arrange an engineer to visit, typically same or next day service, keeping you updated at every stage of the repair. We streamline the whole process, taking care of your call from start to finish giving total piece of mind and the time to focus on running your establishments.

Our fast and easy-to-access service and repair offers:

- A choice of ways to log your call and use the method that suits you best
- Accurate call logging with asset, model, location, all taken right at the start of the process
- Call back with appointment times and early morning options before your kitchen is busy
- Rapid turnaround of estimates/pricing
- A comprehensive database of spares and technical data to increase fix rate
- A unique history on every appliance we repair for you
- Service vans stocked with extensive parts to avoid unnecessary returns
- Full audit trails of call, parts, estimates, invoicing and customer purchase order numbers, all for your convenience
- Communication on progress at every stage





The Savoy

MAINTENANCE CONTRACTS

A TAG Maintenance Contract is a great choice to improve the efficiency of equipment and reduce the down time caused by any potential equipment failure.

Our maintenance contracts give complete reassurance that kitchens will run smoothly.

Key benefits include:

- Fully and professionally-serviced equipment
- Guaranteed reduction in breakdowns and down-time
- Full certification on all gas and electrical equipment in line with current regulations
- Potential problems are identified and corrected before expensive repairs are necessary
- Increased cost efficiency from equipment that runs optimally and saves energy
- Significantly increased equipment life which reduces the frequency of expensive
- Replacements

With three main types of Maintenance Contract we can accommodate all service requirements, we can also tailor a contract to your own specification:

1. BREAKDOWN + SERVICE	2. SERVICE PLUS	3. COMPREHENSIVE	4. COMPREHENSIVE PLUS
Ideal for emergencies:	Ideal for owner-operators:	Ideal for hotels & chains:	Ideal for complete piece of mind:
■ One-off service or...	■ Discount parts	■ Discount parts	■ Parts included
■ One-off breakdown	■ Special labour rates	■ Call our & labour charge included	■ Call out & labour charges included
■ 24-hour attendance aim	■ Asset marking	■ Asset marking	■ Fully inclusive, no extra costs
	■ Designated Account Manager	■ Asset drawing(s)	■ Asset marketing
	■ Regular planned visits	■ Designated Account Manager	■ Asset drawing(s)
	■ Tailored options available	■ Regular planned visits	■ Designated Account Manager
		■ Tailored options available	■ Regular planned visits
			■ Tailored options available



La Pergola



SERVICE ENGINEERS

All TAG engineers are trained to industry and our own professional company standards, regularly attending manufacturers, inhouse and industry training. They are up-to-date with the latest products, repair procedures and are fully conversant with current health and safety regulations. TAG employ directly, we do not sub-contract, which gives us complete control, continuity and customer satisfaction. Some of our specialist skills:-

- Ware washing
- Gas Equipment – Ranges, Woks, Gas Combination Ovens, Fryers, Bratt Pans
- Induction
- Microwaves
- Vac Pac Machines
- Combination Ovens
- Refrigeration
- Welders

SPARES

With years of experience servicing a whole range of equipment for customers across varied sectors in the food industry, we have the right stock in the field, on engineer's vans and in our warehouse to guarantee exceptional first fix rates.

We also have strong links with Europe and can source parts direct from manufacturers, with no need to go through third party suppliers; particularly invaluable when parts need to be sourced for non-standard equipment that may be old, custom-made or un-badged.



TAG has been working with large hotel groups, particularly five-star in London and Europe since 1988, earning us a reputation for the high-quality service demanded by these establishments. A good recent example being The Dorchester Hotel, London, TAG recently replaced the kitchen – 30 years after we originally installed it! Throughout the intervening years, TAG were responsible for providing full maintenance and breakdown services; which proved key in providing longevity of the kitchen equipment.



La Pergola



The Dorchester

Our background working as project consultants, partnered with our extensive breakdown and maintenance experience, enables us to perfectly understand the demanding requirements of sites. With The Dorchester project, for example, we delivered a full tender package for the refurbishment of both main kitchens, restaurants and bars.





We work on a huge range of projects, from small self-owned restaurants to large chains and Michelin starred establishments.

We have won multiple awards for our projects, one example being OXO Tower, London. Here we produced one of the most ecological kitchens in the UK, by using the latest refrigeration and induction technology, all remotely monitored.



Bakery Princi

As multi-award winners we have worked on work on a vast range of projects, from the small independent to large restaurant chains as well as Michelin-starred restaurants. The CEDA award winning project OXO Tower, London is one of the most ecological kitchens in the UK; achieved by using the most advanced refrigeration and induction technology, all remotely monitored.

The TCS system allows all appliances, including the refrigeration and extraction, to communicate with a main control, which in turn monitors the power usage of all equipment. Monitoring proved our power loadings were 70% less than the manufacturers; resulting in substantial energy savings. The system also constantly monitors the working kitchen and detects potential faults before they develop; alerting both the client and service team via the Internet. An engineer can be dispatched with specific expertise and parts, eliminating a site diagnostic and allowing TAG to provide excellent after-sales service and support.



The Dorchester



Il Marchesino



TAG's expertise in providing solutions for completely unique and original projects, ensure we remain an industry leader.

Our in-house project design team with, backgrounds in architecture and interior design, are passionate about creating the perfect solution for even the most complex project. These design credentials provide the perfect link between food, beverage and interior design, ensuring the vision is continued throughout the project and linking front-of-house to the operational aspects seamlessly.



The Glasshouse at The Grove



The Glasshouse at The Grove

TAG's knowledge in designing, manufacturing and installing fully bespoke fixtures and fittings sets us apart. From wine rooms, chilled contact tops, meat aging cabinets, living herb fridges and chocolate taps; anything is a possibility.

TAG source materials the world over and have extensive experience in manufacturing unique designs to create our award-winning interior and design concepts. Exceeding our client's expectations whilst staying within budget.



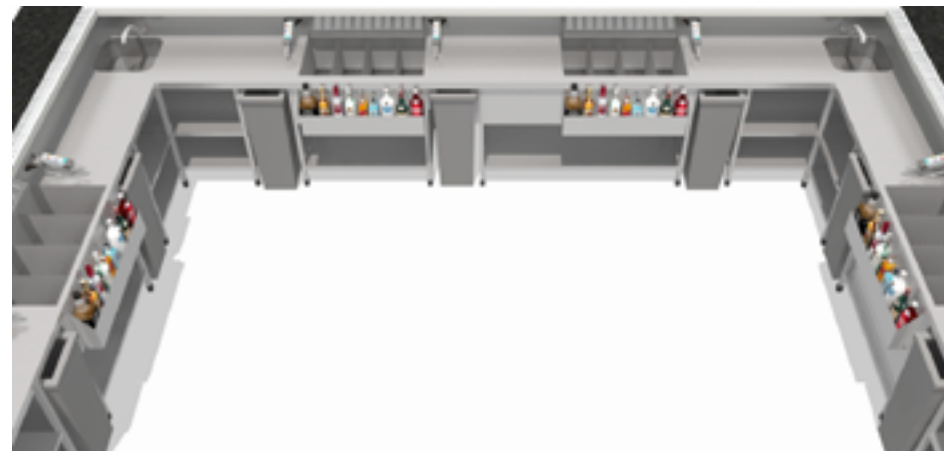
The Glasshouse at The Grove



Our unique bar systems allow designs that are versatile and can cope with their ever-changing needs. TAG offers both modular and bespoke fitted systems that cater for the varied demands of the bar environment. The design of each is vital as it must support the aesthetics and ergonomics of the bar design without compromising the speed and efficiency of service.



Ella Canta



TAG design each section of our fully bespoke bars to optimise the minimal space; fully equipped with sinks, ice wells, jug washers and speed rails to ensure every department works in conjunction with each other as efficiently as possible.



The Escapologist



Peckham Levels



There is a growing number of small start-up cafés preparing to transform into larger roll-outs and multiples. With experience working alongside major chains on their launches, TAG can guide and advise you through the process of growth progression.



Webbs Garden Centre



Wild Food Café

Waitrose Café



The Dorchester Staff Kitchen



Improved design is crucial in turning small cafes into larger roll outs; TAG are proud consultants in food & beverage operations, improving both aesthetics and visuals, making all sections work together seamlessly.





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AWARDS

- CEDA Best Small Project Winner 2014

CEDA Best Medium Project Winner 2015

CEDA Overall Winner 2015

CEDA Medium Project Finalist 2017

CEDA Small Project Finalist 2017

CIBSE Building Performance Winner 2017

CEDA Medium Project Finalist 2018

CEDA Large Project Finalist 2018

CEDA Best Project Winner 2018

CEDA Best Large Project Winner 2019

CEDA Best Small Project Winner 2019

CEDA Project Management Finalist 2019

CEDA Sir Donald Thompson Cup 2019
- (Savoy Hotel - London)

- (OXO Tower Restaurant - London)

- (OXO Tower Restaurant - London)

- (The Grove Golf Resort & Spa - Hertfordshire)

- (Shangri La Hotel - The Shard, London)

- (Fredericks Restaurant - London)

- (Ella Canta Restaurant - London)

- (Rosewood Hotel- London)

- (Webbs Garden Centre - Birmingham)

- (The Dorchester Hotel - London)

- (Wild Food Cafe - London)

- (Beck at Brown’s Hotel - London)

- (The Dorchester Hotel - London)





