

## CASE STUDY

August 2014

### Lebanese cuisine meets Swedish quality on the banks of the River Thames



Nestled on a bustling, popular promenade beside the River Thames, Comptoir Libanais offers an eclectic mix of traditional and modern Lebanese cuisine, friendly service, a laid back atmosphere and a colourful combination of authentic Middle Eastern colours, sights and smells.

Opened in April 2014, Comptoir Libanais in Kingston upon Thames is the largest of a chain of 13 restaurants in and around the capital, with capacity for 146 seated inside and a further 54 in the alfresco dining area to the front. Open daily between 08.30am – 11.00pm, the restaurant serves a complete breakfast, lunch and dinner menu, offering customers delicious, wraps, a mezze choice of wonderful fresh salads as well as a range of Lebanese beer, wine, cocktails and soft drinks throughout the day.

Chaker Hanna, Managing Director of the Levant Group explains the concept behind the launch and the need for consistency throughout:

*“A number of years ago, we noticed a real gap in the market for the diverse tastes of Lebanese food. Launching a group of distinctive restaurants across London we soon gained a reputation for our unique food offering and the consistent high quality throughout.”*

It was this consistent quality that Chaker and his team were keen to sustain throughout every aspect of the business. He continues:

*“It’s all very well producing delicious food that our customers adore but it is also imperative that our service, cleanliness and hygiene standards are consistently exceptional. When it came to ware washing therefore, I knew we had to have the very best equipment that could withstand consistent daily use, seven days a week.”*

Having undertaken extensive research into the options available on the market, Chaker settled on the innovative single-hood machine



and pre-rinse concept from Wexiödisk, a leading warewashing brand with a heritage built on consistency, reliability and the upmost in environmental credentials, as Chaker explains:

*“Working closely with Wexiödisk UK Country Manager, Simon Frost, I was able to gain an in-depth understanding of the products manufactured and services provided by the company. Combining the latest technology with expert manufacturing and the availability of a range of different products, it wasn’t long before we had found exactly what we were looking for.”*

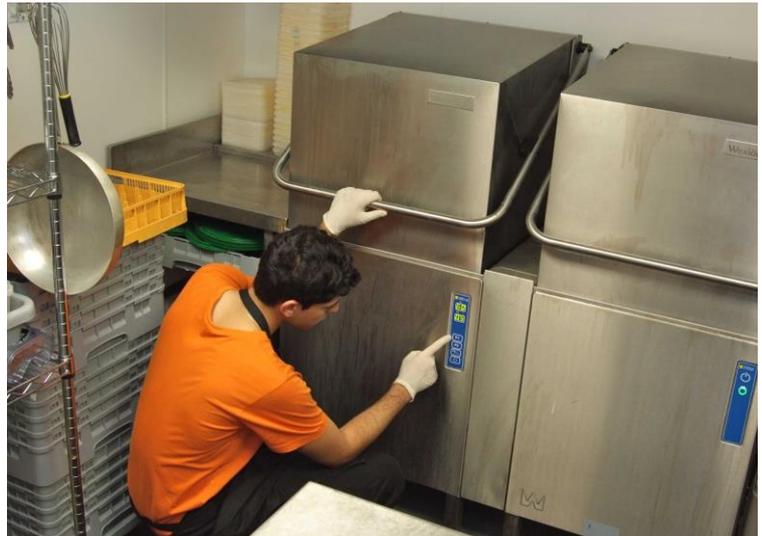
Selecting the pioneering WD-6 single hood machine in combination with the WD-PRM6 pre-rinse machine, Comptoir Libanais was soon equipped with a warewashing system that would not only make maximum use of limited space, but also provided the consistency to continually wash to the highest standard and save energy at the same time. Gane Ordevski, General Manager at Comptoir Libanais alludes to the consistency of the Wexiödisk system:



*“Both the Wexiödisk warewasher and pre-rinse machine have provided outstanding results since opening back in April. To ensure we provide an authentic Lebanese theme throughout the dining experience, we make use of a range of crockery, including china, glass and plastic plates and bowls. The wash process is able to efficiently and delicately clean and sanitise all of these, ensuring we are able to provide the customer with sparkling dishware at all times. It’s not just delicate crockery we are able to wash though. Even burnt on grease from large pans and trays is scrubbed quickly and efficiently using the equipment.”*

When it comes to the sustainable energy usage, Comptoir Libanais, as with many other restaurants is keen to maximise the saving potential, Gane describes:

*“With environmental concern a very topical issue and the rise of business overheads continually having an impact on profits, we are always looking for new ways to reduce our energy consumption. The Wexiödisk wash process offers a unique way of saving water, electricity, cleaning chemicals and even man hours. By utilising the warm, waste water from the WD-6, the pre-rinse machine rinses the dirty plates without needing any further fresh water to do so. This saves us significant amounts on fresh water over the course of the day, but also ensures that the water in the warewasher remains cleaner for longer, reducing the cleaning chemicals used too. What’s more, by replacing the manual rinse, our team have more time to get on with other jobs in the kitchen.”*



As with the investment in any appliance, the aftersales service is all too often key to continued smooth running and consistency moving forward. Chaker Hanna concludes:

*“Since installing the Wexiödisk warewashers we haven’t had any issues with operation and have achieved consistent, excellent wash results. That being said, the service we have received from the company has been second to none. I am confident and fully trust that should we have any concerns or issues moving forward, these will be dealt with quickly and efficiently by the Wexiödisk team.”*

For more information on Comptoir Libanais please visit the restaurants website at [www.lecomptoir.co.uk](http://www.lecomptoir.co.uk) or call 0207 657 1966.

For more information on the Wexiödisk range of warewashing appliances and innovative pre-rinse machines, please visit [www.wexiodiskuk.co.uk](http://www.wexiodiskuk.co.uk) or call 0845 643 0421.

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