



Awards 2021 our sponsors



WATERCARE

The background is a black field filled with numerous golden light trails and starbursts. The light trails are long, thin, and slightly curved, creating a sense of motion and depth. They are concentrated more towards the bottom and sides, with some extending towards the top. The starbursts are small, bright, and have a multi-pointed appearance, scattered throughout the image. The overall effect is one of a starry night sky or a digital data visualization.

Best Creativity and Design

AND THE WINNER IS.....

JUDGES WERE IMPRESSED BY THE WAY IN WHICH DURING COVID THE BUSINESS SUCCESSFULLY UTILISED ITS EXISTING SKILLS AND ASSETS TO INSPIRE NEW CUSTOMERS AND DEMONSTRATE A CONTINUING FOCUSED CUSTOMER SERVICE AT A DIFFICULT TIME.

THE VIRTUAL TASTING EXPERIENCE EXEMPLIFIED THIS APPROACH, DELIVERING NEW INCOME STREAMS PLUS PROVIDING EDUCATION AND VALUE FOR CONSUMERS BY BRINGING LIVE TASTINGS WITH NOTES AND INSTRUCTIONS, GUIDED BY THEIR MASTER ROASTER YET EXPERIENCED IN 'YOUR OWN SPACE'.

A NOVEL, SUSTAINABLE, ENGAGING, AND IMAGINATIVE IDEA, DELIVERING EXCEPTIONAL CREATIVITY AND DESIGN.

R.W.Stokes and Son



VIRTUAL TASTING EXPERIENCES

Explore the wonderful world of tea or coffee & enjoy a full sensory experience with our virtual tasting events. Wherever you might be, our online experiences will bring your teams, colleagues or friends & family together to share fun, learn something new & make memories even when they are apart.

HOW IT WORKS:

- Before your online event, everyone will receive a virtual video tour of our roastery & a personal coffee or tea tasting kit.
- Our Master Roaster will then join you online & together you'll experience a professional tasting session.
- Every attendee will receive a special gift & an exclusive discount for online purchases from our Stokes store.



Best Hot Drinks Menu & Drinks Preparation

AND THE WINNER IS.....

JUDGES WERE IMPRESSED BY THE LONGSTANDING COMMITMENT TO DRINKS QUALITY AND ATTENTION TO SOURCING, PREPARING, AND PRESENTING DRINKS ACROSS THE TEA, COFFEE, AND HOT CHOCOLATE CATEGORIES PROVIDING MEMORABLE OUT-OF-HOME MOMENTS. A COMPELLING COFFEE STORY, HIGH SERVICE STANDARDS, AND CONSISTENT LATTE ART CLEARLY DELIVER A TOP-CLASS EXPERIENCE. THIS CUSTOMER DELIGHT IS EVIDENCED BY STRONG AND CONSISTENT CUSTOMER TESTIMONIALS ACROSS SOCIAL MEDIA AND REVIEW SITES AND PROVIDES EXCEPTIONAL FEEDBACK.

A WORTHY WINNER DEMONSTRATING THE POWER OF HIGH STANDARDS, GREAT TRAINING, AND A MODERN, DYNAMIC SERVICE STYLE.

Rhode Island Coffee



The background of the image is a black field filled with numerous golden light trails and starbursts. These light trails are long, thin, and slightly curved, radiating from the bottom and sides towards the center, creating a sense of depth and movement. The starbursts are small, bright points of light with a soft, glowing halo, scattered throughout the scene. The overall effect is one of a night sky filled with stars and light, or perhaps a digital representation of a starry space.

Best Sustainable Foodservice Operator

AND THE WINNER IS....

A TRUE EXAMPLE OF EFFECTIVE SUSTAINABLE PRACTICES BEING DELIVERED IN A MODERN ZERO WASTE ENVIRONMENT. SMASHING ANY PRECONCEIVED BARRIERS TO OPERATING WITH ENVIRONMENTAL VALUES AT ITS CORE, FOODSTORY EDUCATES US ALL ON JUST HOW WELL THIS CAN WORK IN PRACTICE.

THE JUDGES WERE IMPRESSED BY THE ENVIRONMENTAL COMMITMENT AND THE SOCIAL ENGAGEMENTS WITHIN THE LOCAL COMMUNITY DURING THE LOCKDOWN. SUPPORT WAS EVIDENCED VIA POSITIVE OUTREACH INCLUDING VIRTUAL YOGA FOR WELLBEING AND A NEW ONLINE CAFE OFFERING HOME DELIVERIES.

THE ULTIMATE RECOGNITION OF SUCCESS CAME FROM THE LOCAL COMMUNITY WHEN IN THE DARKEST HOUR OF COVID, TANGIBLE SUPPORT CAME TO SUSTAIN THE BUSINESS.

THIS IS A TRULY SUSTAINABLE BUSINESS, DEPLOYING EXEMPLAR PRACTICES WITH HIGH PASSION WHILST PROVIDING A BEST-IN-CLASS HOSPITALITY ENVIRONMENT AND EXCEPTIONAL COMMUNITY SPIRIT.

Foodstory

foodstory

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Cooking & Coffee

Best Cafe/Tearoom

AND THE WINNER IS.....

THE PIVOTING OF THIS BUSINESS, IN A SELFLESS COMMUNITY-CENTRIC WAY, HAS SHOWN THE RESILIENCE AND BRILLIANCE THAT LIES AT THE EDCUMBES CORE. AN INNOVATIVE, PASSIONATE, QUALITY BUSINESS WITH A STRONG LOCAL FOCUS.

DRIVEN BY A CELEBRATION OF LOCAL ARTISAN PRODUCERS INCLUDING THEIR OWN ROASTERY AND AN OBSESSION WITH FRESHNESS, THE EDGE HAS BECOME A FLEXIBLE HUB THAT IS MANY THINGS TO MANY PEOPLE. DEVELOPING THE FINEST PRODUCTS IN A FLEXIBLE DELIVERY MEANS THAT BOTH IN-HOUSE, BY POST, AND LOCAL COLLECTION IS POSSIBLE COMBINED WITH MULTIPLE REFILLS, REUSE, AND REDUCE PACKAGING INNOVATIONS. THIS IS A GREAT EXEMPLAR OF GREEN IDEOLOGY WORKING WELL.

IN 40 YEARS, EDGCUMBE'S COMMITMENT TO BEVERAGE QUALITY HAS MANIFEST ITSELF DEEPLY IN ITS INGREDIENT SOURCING, THE ROASTING PROCESS, AND ITS INVESTMENT IN PEOPLE-NOTABLY THEIR ACCREDITED BARISTA TRAINING PROCESS. TRADITIONAL HIGH STAFF TURNOVER HAS BEEN ADDRESSED BY CONTINUAL TRAINING AND PEOPLE INVESTMENT.

PUTTING CUSTOMERS AND COMMUNITY FIRST, EDGCUMBES IS DESERVING OF THIS OUTSTANDING RECOGNITION FOR AN AMAZING 'HUB' SPACE FOR PEOPLE TO ENJOY INCREDIBLE PRODUCE WITH PASSION AND THE FINEST HOSPITALITY IMAGINABLE.

Edgcumbes Tea & Coffee Ltd



Best Customer Service

AND THE WINNER IS.....

COFFEE GUYS CLEARLY DEMONSTRATE A CUSTOMER-CENTRIC APPROACH TO MODERN COFFEE MACHINES MAINTENANCE DELIVERING BOTH PREVENTATIVE AND BREAKDOWN COVER, 7 DAYS A WEEK WITH FULL LOAN MACHINE CAPABILITY.

WHERE PERHAPS OTHER SERVICE COMPANIES SHUN OLDER MACHINES, COFFEE GUYS TAKE PRIDE IN THE VIEW THAT MOST EQUIPMENT CAN BE MADE FIT FOR SERVICE THUS SAVING THE ENVIRONMENTAL CHALLENGES OF MACHINE DISPOSAL.

BY PROVIDING AFFORDABLE SOLUTIONS, THE JUDGES FELT THAT THE COFFEE GUYS WERE TRULY MEETING THE NEEDS OF CONSUMERS AND HELPING PRESERVE THEIR ASSETS AT A TIME WHEN PERHAPS CASHFLOW IS KEY.

THEY ALSO PROVIDE A TRUSTED PRE-LOVED MACHINE OFFER, USEFUL FOR NEW START BUSINESSES.

IN RECOGNITION OF DEMONSTRABLE POSITIVE FEEDBACK FROM SOCIAL MEDIA AND REVIEW SITES, WITHIN OUR SECTOR, WE RECOGNISE THE FIVE-STAR SERVICE OFFERED AND ENJOYED BY CUSTOMERS.

WE ARE PLEASED TO REWARD THEIR HARD WORK DELIVERING PROMPT REPAIRS, GOOD VALUE, AND OUTSTANDING CUSTOMER SERVICE.

The Coffee Guys

