



# Providing a great service to Harts Group

Elis UK are proud to be partnering  
with Harts Group to deliver on laundry  
and washroom requirements  
for all their restaurant chains.

Harts Group is the parent company of critically acclaimed modern Spanish Barrafina and Parrillan restaurants groups, the Mexican El Pastor restaurant chain, and the historic Soho Quo Vadis restaurant and private members' club. It currently operates a total of fourteen restaurants, all based in London.

### Requirement

The company required a range of products such as chef and front-of-house uniforms, table linen, kitchen linen and washroom services. Garments needed to be smart and professionally laundered, with a strong emphasis on quality and brand image. The company had historically experienced a lack of consistency with service levels from a range of suppliers, creating complexity and additional administration pressures.





Elis is Europe's market leader in textile and laundry services. The company operates from over 30 processing sites across the UK and provides garment laundering solutions to over 15,000 UK customers.

Elis worked closely with Harts Group to understand its key requirements at a site level. It completed site surveys and meetings with the management team of each restaurant. This helped to identify the number and type of garments required and the number of wearers, enabling Elis to work out a schedule that would fit the restaurants' exacting requirements, while offering a consistent level of service. As a result, Elis was able to reduce the number of weekly collections and deliveries, increase the amount of stock in circulation, and combine all services into one straightforward delivery model. This reduced the carbon footprint of the services being delivered, and unlocked further commercial benefits.

Following the site visits, Elis gained a strong understanding of the operational and logistical requirements for the group and was awarded the contract. The service cycle commenced as part of a two-phase roll-out to support the Group during the withdrawal of the incumbent suppliers.

### Outcome

Hart Group was impressed with the thorough preparation and attention to detail that Elis has shown. The service has proven to be reliable and straightforward, allowing the restaurant teams to focus on their core business operations rather than worrying about the availability of laundry.

**Aurelija Sovaitė, Operations Manager of Hart Group, said:** "We chose Elis after reviewing several options and we're very pleased by the attention to detail shown in the transition of the services. Visiting every restaurant and getting a full understanding of the needs and challenges of each has meant that the service Elis has designed fits our requirements, reduces the number of deliveries and collections and offers true value for money. As a result, I now spend little time of dealing with complaints in regards to laundry and washroom services, and we're delighted to have selected Elis as our laundry and washroom partner."

**Harry Bown, Director of Operations at Hart Group, said:** "Having worked with some well-known laundry suppliers in London for many years, it's been refreshing to work with a supplier of Elis' professionalism and quality. It was important that we streamlined our invoices and supply chain to remove complexity. Laundry and washroom services have historically taken time to manage. However, Elis has delivered on its commitments and caused no disruption to our operations during the transition."

For more information, please call **0808 1685785** or email [UK-Marketing@elis.com](mailto:UK-Marketing@elis.com)