

COFFEEBAR

Franke Magazine
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Issue 02/2010

Catering services for company cafeterias –
Professional coffee enjoyment

A BENEFIT FOR ALL

Coffee specialities conquer
the workplace
– pp 4–6

Topic of the day: Sustainability

Energy efficiency in coffee machines
– pp 10–12

Experience and discover

The new world of coffee enjoyment
– pp. 13–15

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IMPRESSUM

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EDITORIAL



**Dear Franke partners,
Dear CoffeeBar readers**

“Discover milk all over again!” was our challenge to you at the beginning of the year when we introduced the Franke Foam Master. The innovation offers you new possibilities in the area of milk foaming.

And now we are taking a further significant step. The Spectra Foam Master opens the door to a new world of coffee drinking pleasure: At the push of a button, you can create drinks such as an Iced Mojito Latte Macchiato or a refreshingly cool Strawberry Milk. This combination marks the first of its kind in the world, because the Spectra Foam Master also produces cold milk foam of perfect quality in a variety of consistencies. Topped off with chocolate or a syrup from the Franke Flavour Station, you can now offer your customers a practically unlimited array of new coffee creations. For more information about this, please turn to pages 13 – 15!

CoffeeBar Issue 2 / 10 has been given the title “Professional Coffee Enjoyment”. Wherever work is being done, it is being done by professionals. Whether in the office, in production facilities or in service operations - wherever customers are being served: the demand for a good cup of coffee or a classic Espresso is always there. And that’s not all. It has long since reached a point where coffee specialities with milk have become an integral part of everyday working life. This issue of CoffeeBar is intended to provide you with insights into operations in various regions around the world. Perhaps you will even be inspired to try out new coffee concepts with which you will be able to delight both employees and customers!

The subject of “sustainability” is very important to me not only as the CEO of an international company, but also personally as the father of a family. In the report entitled “Topic of the day: Sustainability – Energy efficiency in coffee machines”, we discuss in detail the aspects of this area which are important to Franke Coffee Systems and the initiatives with which we intend to implement this effort within our Green+Gentle concept.

Happy reading!

A handwritten signature in black ink that reads "Marc Aeschlimann". The signature is fluid and cursive.

Marc Aeschlimann
CEO Franke Coffee Systems

A BENEFIT FOR ALL

COFFEE SPECIALISTS CONQUER THE WORKPLACE

Within the work environment, an ever increasing number of large companies are offering their employees the things they cherish when visiting coffee bars in city centers: treating themselves to fresh coffee specialties. Cappuccino, Espresso & Co. are appreciated extras in everyday life, and are an integral part wherever high value is set on good catering. Experts continue to see considerable growth potential.



From the creamy Cappuccino to the quick coffee to go, the coffee lifestyle is also in demand at the workplace.

Those who wish to take a break and enjoy a good cup of coffee need no longer leave the office and head for the nearest coffee bar. Increasing numbers of companies offer their employees and guests coffee specialties in the immediate working environment. In Germany, large companies such as Allianz or BMW are “sweetening” their employees’ everyday working experience with high-quality hot beverages, as are also the automobile manufacturing company VW, Telecom and Siemens. “Coffee was always a subject when it came to company catering. Nonetheless, as far as coffee specialties go, the market is currently experiencing a huge boom. This is an area where everyone is creative, the varieties on offer are becoming ever more specialised”, observes Thomas Fröhlich, Head of Operative Cafeteria Operations for Commerzbank in Frankfurt. At the bank’s 30 catering operations, part of which are self run, and partly run by caterers, employees and customers can enjoy

Cappuccino & Co. at various locations. Staff restaurants and cafeterias offer the entire spectrum of Italian coffee specialties. Depending on the local situation, the hot beverages are either prepared by a barista at a coffee bar or the employees serve themselves at an automatic coffee machine. In addition, the bank’s employees and customers can also refresh themselves with their favorite hot drinks on each floor of the building as well as in its branch offices.

Coffee lifestyle at the office

In government agencies, universities as well as clinics, coffee specialties have become a highly sought after menu item for professional employee and guest catering. And there’s more: Similar to city centers, coffee shops have made their way into company cafeterias and catering services. According to surveys run by the professional trade magazine gv-praxis, the 10 largest coffee bar operators were running 665 coffee bar



concepts in large-scale catering establishments in Germany in 2008 (see box). In the current year, it will already be over 900, given how fast the market is growing. More than 136 new openings were scheduled among the Top 10 players for 2009. “We are noticing that the need and demand for coffee bars in companies is very large”, confirms Ralf Meyer, Executive Manager and original shareholder of *chicco di caffè*. The young Munich company is now operating 36 coffee bars in large companies and delights its guests with perfectly prepared speciality coffees – the times of the offering being limited to mere company restaurants are long ago. *Latte Macchiato & Co.* are also served in the reception area and on various floors.

Coffee bars on the upswing

The biggest operator of coffee bars in the German large-scale catering industry is Compass Group Germany. Compass Group has developed a brand name of its own and is bringing a modern coffee bar atmosphere into the business segment. With its *Caffè Dallucci*, the Group is already represented in more than 225 company locations, clinics and hospitals. “We offer the right approach for every business segment and every customer”, declares Marketing-Manager Gordon Faehnrich. From full concept to the self-service *Dallucci Automatico* format, there are versions available for spaces of every size. More than 200 of these posh-looking self-service stations, equipped with counter and automatic coffee machine, can already be found in German companies and on their office floors. A mere touch of a button, and a few seconds later coffee fans can get the wake up boost of a strong Espresso or treat themselves to a creamy *Latte Macchiato* before their next meeting. “The most up-to-date automation technology and our carefully roasted beans uniformly guarantee an experience of high quality enjoyment”, says Faehnrich about the concept. – These and other similar catering concepts are widespread internationally today and in ever greater demand.

Timeout from the daily routine

Whether prepared by a barista or self drawn from from professional automatic machines, every interviewee emphasised that top quality plays a big role in the business sector. “The coffee – not only the beans but also the preparation – and the service must be of the highest quality in order to ensure the guests come back to the coffee bar day after day”, emphasises Meyer. Coffee shop culture has set standards among consumers which need to be met. In addition, the coffee offered in urban companies must be able to hold its own against the competition in the pedestrian zones. People are absolutely willing to spend more on a good Cappuccino or a perfect *Latte Macchiato* – even in economically difficult times. “It never fails to amaze: Here nobody is pinching pennies. Coffee specialities give you a timeout from the daily routine”, notes Fröhlich. »



Coffee kitchen in flux: The self-service coffee bar Dallucci Corner is also used in offices.

Coffee acts as a link

A high-quality selection of coffees has an effect on everyday operations which should not be underestimated. It not only promotes well-being, but also enhances the performance of employees and their ability to concentrate, thus ultimately affecting work motivation and company success as a whole. The communicative aspect is also not to be underrated in the digital age: “Coffee is frequently used to establish a point of communication. It provides a comfortable framework for brief personal exchanges or for meetings with business partners, thus making it one of the most important soft facts we have”, concludes Fröhlich. Lifestyle beverages are also extremely interesting from a business point of view: “Coffee specialities bring in profits and guarantee additional revenue. The bottom line: The hot-beverage business is a benefit to everyone.”

TOP 10 COFFEE BAR OPERATORS IN GERMANY
Coffee bar concepts in the large-scale catering industry in Germany*

| Rank | Operator | Units 2008 |
|------|---------------------------|------------|
| 1 | Compass Group Deutschland | 201 |
| 2 | Segafredo | 164 |
| 3 | Bota Group/Espresso team | 121 |
| 4 | Lavazza | 65 |
| 5 | Kanne Group | 48 |
| 6 | chicco di caffè | 30 |
| 7 | Primo Espresso | 16 |
| 8 | Campus Suite | 13 |
| 9 | Gepa | 5 |
| 10 | Coffee Friends | 2 |
| | Total | 665 |

*Source: gv-praxis 9 / 2009

TOP SELLERS AT WORKPLACES IN GERMANY*:

- Cappuccino
- Espresso
- Classic coffee
- Latte macchiato

*Source: Compass Group, 2010



Big business: Coffee bars making inroads in catering services for company cafeterias. Here the chicco di caffè bar at the Technical University of Munich.

Market with good prospects

Offering coffee specialities as an additional and motivational social benefit in companies is a market with good prospects. They enhance the value of existing catering services and make it possible to match changing lifestyle, nutritional and working habits with contemporary offerings. According to the views of experts, there is still a great deal of potential in the brown bean business. In addition to company catering, there is also a lot of demand at universities, schools and the care sector above all. Whether in clinics or student cafeterias, Cappuccino & Co. are sought after extras in everyday life. ■

“A TOUCH OF LIFE-STYLE AT THE WORKPLACE”

GORDON FAEHRNICH, MARKETING MANAGER FOR THE COMPASS GROUP DEUTSCHLAND GMBH, ON THE NEW COFFEE CULTURE AT THE WORKPLACE



Gordon Faehnrich, Marketing Manager
for the Compass Group Deutschland GmbH

Why are coffee specialities so popular in company operations catering?

Gordon Faehnrich: People like to be able to enjoy the same things on the job as they do in their free time. Coffee has evolved from an at-home wake-up drink to an international lifestyle product. There are three reasons for this: the spread of American-influenced coffee bar concepts across Europe, the accompanying increase in demand for high-quality coffee specialities and the “to go” culture. For these reasons, the consumption of sophisticated coffee specialities has become everyday reality, and not a mere reminiscence of a holiday in Italy.

In which areas do you offer your customers coffee specialities?

Gordon Faehnrich: Our goal is to offer an individual approach in every business segment for the respective customer – not only on the basis of company catering, but also in the area of coffee bars. In addition to our core activities in “Business & Industry”, the Caffè Dallucci concept is also implemented in various sectors: in stadiums and sports arenas, e. g. as individual VIP booth catering with its own barista, or in the healthcare sector for guests and patients.

What are the various concepts?

Gordon Faehnrich: We have subdivided our coffee bar concept into two categories in order to adapt it flexibly to the spatial conditions and the respective number of guests. On the one hand, there are the full-concept solutions, which are oriented 1:1 to coffee-bar concepts in the out-of-home market. We distinguish among four formats, namely Rotondo, Mobile, Compatto and Grande, which is our flagship. On the other hand, more than 200 Dallucci Automatico self-service stations are already in place at our customers’ locations. They are utilised in offices or are used as a supplement in large locations to round off the Caffè Dallucci Grande offering. The most up-to-date automation technology and our carefully roasted beans guarantee an experience of high-quality enjoyment.

What is the benefit of having an attractive coffee offering at the workplace?

Gordon Faehnrich: When they have a good selection of coffees on hand, employers contribute not only to the well-being but also the performance of their employees. Company successes originate from favourable working environments, and a good coffee can act as a bridge-builder in this context. Another aspect to be considered is that nowadays we are confronted with a different understanding of work and its forms. Coffee bars such as Caffè Dallucci create spaces where colleagues get together, regularly even for meetings. A constructive discussion over a Cappuccino allows a relaxed, communicative potential to unfold – which is not always possible in a conference room. For this reason we are experiencing completely new reference frameworks arising through coffee bar concepts such as a Caffè Dallucci.

How do you utilise Compass’ coffee offering for yourself?

Gordon Faehnrich: Coffee accompanies me through the day. I drink at least one cup each morning as a kick-start. A good Coffee after lunch has become a fixed part in my daily ritual. I also like to allow myself a brief timeout when I am having a long day. Tuning out with a piece of Dailycatessen Premium Cake – our pleasure brand, which is also part of my area of responsibility – and a Cappuccino works very, very well. ■

BANK OF NEW ZEALAND PARTNERS

CATERING IN THE OFFICE

Bank of New Zealand Partners has been helping people and businesses with their finances for close to 150 years. Over time, as the needs and expectations of New Zealanders have changed, the Bank of New Zealand has responded with innovative new services for customers. BNZ are constantly striving to provide clients with a positive experience. Keith Hill, Managing Director of Franke Coffee Systems' partner Ignite Coffee in New Zealand, met BNZ's customer expectations with innovation and coffee.



A Franke Evolution to make BNZ Partners' employees and customers happy!

Espresso – a part of business and clients' enthusiasm

As in other parts of the world, a demand for good quality coffee at the work place has grown considerably over the past 10 years. Bank of New Zealand recognized the trend and embraced this new situation by providing their clients high quality espresso offerings.

“A good quality cup of coffee is key”

Ben Hamid, Business Improvement Partner of BNZ, tells us why Franke catered to all their Espresso needs: “We are building a network of 30 Business Centres across New Zealand to be used by BNZ Partners clients as a local business hub and an “office away from the office”. Our coffee machines, supplied by Ignite Coffee Ltd, are installed in these Business Centres and are at the disposition of our clients as well as any of our 600 staff members. Our Business Centres are geared to the BNZ Partners clients, helping them to do their business. A key part of our offering is the availability of a good quality cup of coffee for clients and their guests. Reliability and consistency are really important to us. We want to offer the same taste and quality for clients visiting our Centres around the country. It was also important to provide Fair Trade certified coffee, which Ignite Coffee are able to provide with the Franke machine.”

A coffee machine blending in with the Business Centre decor

“We needed a coffee machine that used freshly ground coffee and fresh milk, able to handle high volumes whilst being easy for our clients to use”, Ben Hamid goes on. “Further it was important that the machine had an integrated fridge solution so that it could do without needing to be permanently attended by staff. Another key aspect was that the look of the machine had to fit well with our modern, professional Business Centre decor. The Franke Evolution met all of those criteria.” ■



NUNAWADING TOYOTA – AUSTRALIA

COFFEE AND BUSINESS

When Tim Barrett from Nunawading Toyota realized they needed a new coffee machine for their busy suburban dealership, they came to Corporate Coffee Solutions, one of Franke Coffee Systems' partners in Australia situated in Richmond (Melbourne), Victoria.

As one of the largest dealerships in Melbourne, they needed a fully automatic coffee machine able to dispense over 300 cups a day. Tim Barrett was considering Franke coffee machines due to past experience. Following a tailored machine consultancy during which several product portfolio options were discussed and reviewed, he opted for the high end Franke Sinfonia able to cover the volume expectations.

Nunawading Toyota's equipment decision was additively supported through the Sinfonia's capability of incorporating a 10 liter milk fridge giving the opportunity to offer two milk types within the same counter space. With this option, the catering of skimmed and full cream milk delicacies becomes possible at the mere touch of a button, whilst being able to pour two drinks contemporarily. The simplicity of Franke Coffee machines' operations was very well perceived by Toyota's staff.

Rob Little, New Car Manager, Nunawading Toyota, about coffee and business:

How does coffee offering complement your business?

"We have about 60 people at Nunawading Toyota in Victoria working within our sales, marketing, administration, customer & service support departments. During the course of a normal working day, we'll interact with upwards of 300 customers, new and second hand car sales, car servicing and general enquiries. We pride ourselves on customer service, with complementary coffee being part of this service."

In what ways does coffee support Toyota's message to their customers?

"Toyota prides itself on the quality of their range of cars, the coffee we offer to our customers, is an extension of our quality guarantee. We pride ourselves on our customers having the complete experience when they interact with our staff, right down to the coffee, our customers should leave feeling our service has gone above & beyond their expectations."

What are the influencers for your equipment decision?

"Reliability, quality, support and usability are very important key factors when deciding on any type of equipment, particularly coffee equipment. We've previously used Franke coffee machines, with the experience meeting our expectations, so why change a winning combination." ■



Tim Barrett, General Manager Nunawading Toyota (right) and Jeff Vassel, General Sales Manager Corporate Coffee Solutions



TOPIC OF THE DAY: SUSTAINABILITY

ENERGY EFFICIENCY IN COFFEE MACHINES

It's what everyone is talking about. Practically every day, one reads and hears something about sustainability in the various areas of business and private life. The concept of sustainability means using a system in such a way that it regenerates naturally and remains intact with its essential characteristics. The term "sustainability" is generally understood to be compiled of three components.

- Ecological sustainability is concerned with the preservation of nature and the environment for later generations. The main focuses of this aspect are the conservation of species diversity, environmental protection, the preservation of cultural and landscape areas, in addition to a protective handling of the natural surroundings.
- Economic sustainability means structuring economic activities in such a way that they provide an enduring and stable base for commerce and prosperity. Of particular importance is the protection of economic resources against exploitation.

- Social sustainability is understood to refer to the development of society. This encompasses an equilibrium of social forces with the goal of achieving an enduring, livable society capable of facing future challenges.

These three points are inseparable and directly linked with one another in the business world. The economy must exercise great care in the handling of available resources, whether talking about nature itself, employees, raw materials or capital. This includes topics such as education, energy efficiency and employee motivation. Furthermore, statutory regulations exist in many areas to enforce sustainable business practices.



On July 6th 2005, the European Parliament and the European Council passed Directive 2005/32/EU – also referred to as the “EuP Directive” (Energy-using Products, EuP) or as the “Ecology Design Directive”. It is aimed at establishing a framework for the environmentally-conscious structuring of energy-driven products. In the revision of the Directive 2009/125/EU (Energy related Products ErP), which went into effect in November 2009, the focus was expanded to include energy-relevant products. The goal is the reduction of the environmental impact of energy-driven products, which account for the major share of energy consumption in the community.

Energy efficiency

When it comes to energy losses, taken into consideration the conditions of use, the comparably small number of industrial coffee machines, only account for a reduced relevance in relation to the vast machine portfolio offered on the domestic market. Nonetheless the suppliers of the professional catering industry are still conscious of their responsibilities. Franke Coffee Systems is actively working on new technologies for the reduction of energy requirements. Independent of current statutory regulations, Franke has been improving the energy efficiency and environmental balance of their coffee machines for years. The requirements with respect to reduction of environmental impact as outlined by the EuP Directives which are to go into effect starting 2014 have already been met by the Franke Pura’s Green+Gentle Concept.

An essential point is the optimum insulation of the components which are of importance for energy efficiency, e. g. the boiler system. Energy losses can be greatly reduced through the use of short pathways inside the machinery, innovative materials and insulated tubing.

An ingenious and efficient heating management and the optimised design of the control system have also made a contribution to energy efficiency. »



GREEN+GENTLE CONCEPT



Green+Gentle Concept: Thanks to intelligent energy control, the Franke Pura helps save on electricity and costs.

In collaboration with a variety of associations, such as the HKI (in Germany) and the ENAK (in Switzerland), Franke is working on testing standardisation procedures for ensuring uniform standards for coffee machines in the catering industry. Labels such as stand-by, energy-saving mode, off status and operational readiness often find themselves interpreted differently linguistically than from their usage. The characteristics and effects are therefore not always entirely comparable. A device in stand-by mode is not ready for operation; it can however be reactivated by means of a button or a timer function. This requires a corresponding heating-up phase, which is dependent on the particular model. With the new Franke Pura, for instance, it only takes 5 minutes. In energy-saving mode, the coffee machine is kept at a lower power-consumption level from which it can be made available for operation at short notice. Energy-saving mode can be programmed on the latest models of Franke coffee machines in accordance to customer preference. After a preset length of time without a drink being prepared, the machine automatically switches into energy-saving mode.



It is a challenge to not only adhere to customer preferences but also to statutory requirements with energy-saving efforts. An example of this is the enhanced hygiene factor, which no one is willing to do without, but which inevitably involves higher energy consumption. A further consideration is the demand for rapid product delivery. Waiting times which occur while heating up the water temperature when switching from stand-by to operating mode are not acceptable for the user.

The results and knowledge gained from the collaboration with working groups, associations and – of course – customers are regularly incorporated into both the new and the ongoing development of Franke coffee machines. For the entire Franke Group, it is important that both thoughts and actions take place in the context of long-term environmental considerations – across all business sectors. ■

EXPERIENCE AND DISCOVER!

THE NEW WORLD OF COFFEE ENJOYMENT

In addition to the new Pura coffee machine, Franke will be presenting a new world of coffee enjoyment at the coming trade fairs in the second half of 2010. Never before has there been such a wide variety of creations made of coffee, milk, hot and cold milk foam and flavours available to give you what you cherish at the press of a button!

Discover the power of simplicity

You can experience the latest generation of coffee machines at the most important industry trade fairs in the second half of 2010. The attractive Franke Pura rounds off the Franke product range. It is positioned in the sector of small-to-medium demand. The Pura is, for example, the right choice for catering operations requiring a maximum output of 150 cups per day or offices with a similar demand.

Tasty beverage creations with Pura pronto & Pura fresco

The Pura comes in two versions so you can make the right choice in accordance with your requirements. Pura pronto is the optimum solution for those who, because of handling considerations, prefer to have a coffee machine without fresh milk, but who nonetheless do not wish to pass on coffee/milk beverages. Or would you rather have fresh milk after all? Then the Pura fresco is the right partner for you. No matter which version you choose, 32 individually programmable, tasty beverage creations made of coffee, milk and cocoa powder are sure to please your guests! With the innovative Twist+Taste Technology, powder products are prepared at the most sophisticated level. In combination with proven grinding and brewing technologies, these ensure an additional enjoyable coffee experience. The Pura fits perfectly in businesses which want to offer their guests more than just classic mixed coffee and coffee/milk beverages.

The cup warmers for both versions, Pura pronto and Pura fresco – in addition to the Chill & Cup with the Pura fresco – will be presented for the first time.



The Pura pronto with cup warmer. This add-on heats three shelves and provides space for up to 180 cups and matches the Pura design.



The fresh milk version Pura fresco with Chill & Cup.

The perfect Latte Macchiato from the Pura – with either powdered or fresh milk!



ENHANCE YOUR CAPABILITIES



Spectra Foam Master – Enhance your capabilities

With its high-tech components and the highest of hygiene standards, the Spectra Foam Master guarantees a first-class foam result – both warm and cold! In terms of quality, there is no longer any difference to manually frothed milk. And it gets even better: The foam consistency can even be adjusted individually for the different products, which means that you can generate different qualities of foam in a single beverage.

...with Flavour Station

The Franke Spectra Foam Master with Flavour Station is the key to an unlimited speciality coffee assortment. With hot and cold milk foam, coffee and chocolate specialities and syrup, innumerable trendy coffee creations can be produced at the press of a button. Cold-warm mixed beverages, refined with chocolate or syrups, even “on the rocks” if desired, become sweet temptations and a completely new taste experience for every palate.

Despite the wide array of products, the Spectra remains true to its most important requirement – it continues to brew the perfect Espresso!

The Spectra Foam Master is also a visual treat. The black high-gloss coffee machine stands out anywhere and will draw the attention of your guests. Visit us at one of the trade fairs and allow yourself to be convinced by the unique quality of Spectra Foam Master products!



Iced Latte Macchiato Choco

**EXPERIENCE AND DISCOVER:
THE FRANKE PURA AND THE NEW FRANKE
FOAM MASTER MILK+FOAM SYSTEM**

- Hogatec in Düsseldorf, Germany 12. - 15.09.2010
- ZAGG in Luzern, Switzerland 12. - 16.09.2010
- Südback in Stuttgart, Germany 16. - 19.10.2010
- Alles für den Gast in Salzburg, Austria 06. - 10.11.2010
- Gastronomie in Lausanne, Switzerland 07. - 10.11.2010



Evolution Plus Foam Master with Flavour Station

Evolution Plus Foam Master

You can also discover the Evolution Plus Foam Master at the trade fairs. It froths milk to make hot foam of the same quality as the Spectra Foam Master. Large quantities of milk, e. g. a Latte Macchiato in a 4 dl glass, milk or milk foam in pots, can be drawn in record time! ■

THE LINDE GROUP

The Linde Group is a world leader among industrial gases and energy companies and is represented by nearly 48,000 employees in more than 100 countries. In the fiscal year of 2009 it achieved a turnover of 11.2 billion EUR. Linde develops technologies and products which combine customer benefit with a contribution to sustainable development.

The company headquarters of Linde AG is located in the centre of Munich. Behind the brick facade lies a world of offices in modern ambiance equipped with the highest quality in technology. Aesthetic design and art objects are in stylish harmony with one another. A pleasant working atmosphere is a component of the corporate culture. And part of this is also good catering management. "The supply of food and beverages provided for our employees and guests has been thought through precisely", explains Facility Manager Andreas Gerhardt. So Linde has set up several coffee points in the four-storey headquarters building. Two coffee stations are available on each floor. The machine located directly in the Enoteca – the small in-house restaurant – is popular after

a lunch break. The conference area is equipped with the quantity brewer Spectra X, because there is often a greater demand for filter coffee in thermos flasks here. The fact that this step has paid off is reflected by the great demand: The 220 employees, management and executive staff drink an average of 350 hot beverages per day. A total of one Spectra X, nine Spectra S and one Flair – each equipped with corresponding accessories such as milk systems and cup warmers, not to mention accounting systems – ensure coffee catering for everyone in the building. Coffee, Latte Macchiato and additional coffee specialities, tea, hot chocolate or simply milk foam can be purchased at a price between 0.45 and 0.55 Euros. All of the coffee machines are connected



The Linde Group, company headquarters in Munich: Aesthetic design, stylish art objects and highest-quality technology harmonised in a modern ambiance.



Lunch break in the Enoteca, the in-house restaurant at Linde AG. Fresh menu and fresh coffee offering.

to a centralized cash-free accounting system. In this way, employees can pay for the selected beverages using their company ID's, which are based on a Legic card. The central accounting system records all beverages and food consumptions, charges the amounts against the daily food allowances at the end of the month and deducts any outstanding totals directly from the employee's salary.

Important decision-making criteria

In addition to many important criteria, Andreas Gerhardt put special emphasis on two points during his search for the right coffee machine manufacturer: rapid, on-site service and high standards of hygiene. It was the automatic and HACCP-compliant rinsing and cleaning programme which ultimately convinced him in favour of machines from Franke.



Short distances to the coffee points on each floor: Naturally with opportunities for quick chats.

It periodically rinses all areas which come into contact with milk, even the cooling chamber. "The tubes for the milk still had to be taken out with our old machine – that was very time intensive, and now it is something we no longer have to worry about", he said explaining the background story. "Besides, it is important that the milk supplies are kept refrigerated. Illness caused by bacteria formation in the milk would be devastating. The health of our employees is of utmost importance to us. We have never had sour milk or any hygiene problems with Franke." The manufacturer also earned extra points for the automatic dispensing height adjustment. The dispenser automatically positions itself at cup height when the beverage is selected – this minimises the need for cleaning the area around the dispenser. Another decisive point in favour of the Spectra from Franke was the integrated hot chocolate dispenser. The chocolate powder is first mixed with water in the dispenser and then infused with hot milk. "This hot chocolate tastes very different from that of conventional hot water mixtures and is particularly popular in the winter", he adds.

Extra points for design

The Facility Manager selected the touch screen operating panel because it offers the largest choice of selections and blends in well with the design concept of this progressive company. This means that the blue Linde logo in the digital display, framed by a blue LED, is visible to greet every visitor. And, as one final touch, the basic colour of the machines, silver, goes well with the company colours used in the interior decoration: black-white-grey. The most important thing, though, is that the employees at Linde AG are able to enjoy the convenience of coffee specialities at the workplace – as often as they like. Not to mention how many good ideas and important decisions have come about during a quick coffee chat! ■

EVERYTHING UNDER CONTROL

VARIOUS OPTIONS FOR INVOICING BEVERAGE PURCHASES

Depending on the operation in which a coffee machine is utilised, various systems are suitable for invoicing beverage purchases. Here we offer you an overview of the most common accounting systems on the market.



To ensure that no drink is forgotten: among other things, Franke also offers solutions for interfacing with waiter control systems systems.

Coin-validator units & coin changers – Ideal for utilisation in the self-service sector

The classics among the accounting systems are available in attachment housings or add-on units. The difference between the systems is that the coin changers will give change but the coin-validator units will not. The token-acceptor unit functions the same as the coin-validator unit. It is used, for example, when (free) tokens are distributed to guests, employees, etc. or where a danger of theft exists.

Chip-card system, U-Keys, Legic, etc. – utilised in the vending sector

Various accounting systems are relied upon in the vending sector. One variant is the chip-card or value-card system, often also in connection with a coin-validator unit. The present credit balance and the minimum amount required are shown directly on a display. Also possible are solutions for purchasing beverages using debit or credit cards. Also popular and commonly encountered are other cashless systems which permit payment by means of a credit balance on a U-Key, Legic or similar device. All of these systems are also available

as either an attachment housing or an add-on unit and are particularly suitable where catering is provided for employees. E. g. in office areas, break rooms or in cafeterias.

Waiter and cash control systems – support in the service assisted sector

It is also common to have a link between coffee machines and commercially available waiter- or POS systems. Service staff is supported and everything adds up for the store manager, because no beverage orders are forgotten. Investments pay off!

At Franke, the customer decides

The customer decides with which system he wants to work. The accounting systems in the product range from Franke – available as attachment housing or as an add-on unit – are prepared for the seamless integration of all commercially available systems with the coffee station. In addition to coin changers, Franke also offers coin- and token-validator systems and provides solutions for all other billing systems currently on the market. ■

COFFEE AT WORK



CAFFE CULTURE 2010

LONDON OLYMPIA – 23RD – 25TH JUNE 2010

Franke Coffee Systems UK took the opportunity to launch the new Pura range, the Spectra Foam Master and the Evolution Plus Foam Master at Caffè Culture 2010 in London.

This year's show was billed as being a huge success due to the "World Barista Championships" being held at the same time within the exhibition. This certainly helped increasing the visitor numbers compared with last year's show and it also meant that the exhibition was extended by one day. Full focus was placed on the new Franke Pura and the response from existing and potential new customers was very positive. James Nicholson, Managing Director Franke Coffee Systems UK Limited, is sure that this fact will lead to good orders being generated over the coming months. ■



HOT TEMPERATURES AND COFFEE

SUMMERTIME COFFEE CREATIONS REFRESH VIP GUESTS AT THE BEACH WORLD TOUR IN GSTAAD, SWITZERLAND



The Centre Court in Gstaad
in the middle of the Bernese Alps

With temperatures around 30 degrees Celsius, the world's top beach volleyball players once again made a stopover in Gstaad this year as part of the SWATCH FIVB World Tour 2010. The site, in the middle of the Bernese Alps, offers a unique backdrop for both international athletes and tournament visitors. Coffee lovers were also able to enjoy a good cup of coffee in these hot temperatures. Nine Franke coffee machines treated the guests with catering on demand. The VIP guests were particularly pleased by the new coffee creations with refreshing cold milk foam and a choice of flavours from the Spectra Foam Master. Particularly convincing was the Iced Mojito Latte Macchiato, which was a perfect fit with the beach atmosphere. Many prominent guests had an enthusiastic closer look at the new coffee machine and confirmed the opinion of the catering staff: "One can tell by looking at the Spectra Foam Master that it is capable of quite a few other things besides making a perfect Espresso!". – And that at the press of a button! ■



When it really gets hot: Iced Mojito
Latte Macchiato

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