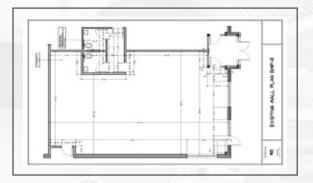


# Our process

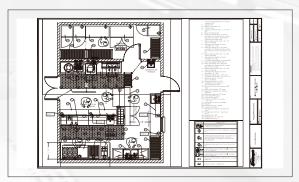
### 1. Existing wall plan



We begin by acquiring the interior dimensions of your space. We can work with plans provided by the client or we can also have our team take the measurements at the site.

We use this dimensions to draw up the existing wall plan. Once this information is checked and verified we begin to work on the new floor plan layout.

#### 2. Floor Plan Design



We work with you, based on your needs, to design a layout that specifically meets your concept, menu and space. We properly match equipment that will support your menu items. Essential pieces of equipment ranging from refrigerated storage, food prep, ware washing, cooking equipment and extraction are designed first. Our goal is always to provide an adequate flow of production that is efficient and quarantees a safe work environment.

After that we work on the front of the house design; which typically includes bar equipment, deli cases, coffee and snack equipment, serving counters, buffet systems or salad bars. The right selection of equipment ensures an efficient use of space as well beautiful aesthetics. Once all the food service equipment is in place we work on the different seating arrangements and specify furniture options which we build into the design. We work depending on the experience you want to create, from dramatic modern spaces to cozy rustic styles. The preliminary floor plan design is emailed to you for review in a PDF format. We will then meet with you to discuss the layout, flow, equipment, furniture and answer all your specific questions. We will discuss any changes and continue to make further revisions until a final floor plan is completed. We will not rest until you are 100% satisfied with your design.

#### 3. Construction Documents



Having completed all the design work we will proceed to provide all the plans your contractor, plumber and electrician need to accurately bid and proceed with the construction work. The plans will provide the contractor with the dimensions required to build all the new areas correctly. Your kitchen will require floor drains, water lines, gas lines and electrical outlets.

Our plans will provide your contractor all the information about all the utilities that need to be in place. Each piece of equipment is clearly shown in both plan view and elevations with the dimension for the required utility. The electrician will know exactly where to put the outlets, the required amp loads and even the plug configurations. These documents will also show the plumber where to locate the water lines and which ones need to be filtered. We will provide detailed hood and duct design for the exhaust system with elevations, including design of the support structure for the fan which can be mounted on the roof or an exterior wall.

#### 4 Renders and Elevations



We will further help you visualize your new floor plan with elevations for each wall of the kitchen, bar, back service counters, front counters and furniture. The elevations will allow you to see helpful details of built-in equipment such as sinks and ice bins as well as shelving, faucets and filters in a way that is not possible in a floor plan view. The elevations will include recommendations for wall backings in case wall shelves require additional support.

# Our process

#### 5. Specifications and Quotation



We will provide a book with all the equipment and furniture specifications. The specifications sheets will include dimensions, information on construction materials, finishes and options that are available from the manufacturer. In the case of foodservice equipment the specification sheets will indicate that the equipment is NSF certified as well as other relevant certifications. We will provide a competitive quotation that will include an itemized list of all products which can be identified by manufacturer and model number.

The item numbers on the floor plan will all correspond to the same number on the specification sheets and the quotation. This detailed information is incredibly valuable in the development of an accurate budget for your project. We will provide our quotation in any and/or all of the following terms:

- a) Local Quotation: Including all expenses and delivered at the site.
- b) CIF Any Port Nicaragua: Includes all international freight and handling costs. Excludes
- all Nicaraguan duties and local freight and handling costs.
- c) FOB Miami: Includes only all US inland freights.

#### 6. Hotel Supplies



We stock a wide range of products at our cash and carry store of smallwares and equipment to support your operations. For hotels we provide from housekeeping carts to amenities including all pillows, linens, towels and bathrobes.

#### 7. Smallwares



We will work with you to identify all of the smallwares required for your operation. Beginning with back of the house from cleaning areas and dishwashing to and food preparations to silverware, glassware and linens.

#### 8. Delivery and Installation



Once all the equipment is in the country, our team will deliver it to your site. We will provide startup and commissioning of all equipment in accordance with the warranty requirements of each manufacturer. Our Service Department is comprise of 30 full time technicians plus an administrative support staff of 20.

## Our process

#### 9. Training and Culinary Assistance



We provide training for your staff in the use and care of your products. We will spend as much as two weeks working with your staff in order to guarantee that they are confident in the use of all the equipment, understand how to clean it and perform minor maintenance work as well as understand the terms of the warranties. We have full time Executive Chef who will provide culinary assistance.

We follow up after sales to continue to understand your operation and make sure you always have a properly trained staff and your equipment is in optimal conditions. We strive to create long term partnerships so you will receive regular visits from our technical personnel, our sales associate and our executive chef to make sure all is ok.

# 10. Warranty Fulfillment Maintenance contract and Parts



Our Service Department is trained at the different factories we represent and is fully certified by all the brands we sell to fulfill the warranties of all your equipment. Our service department is available 24/7 to answer service calls for corrective and preventative maintenance work.

We offer periodic maintenance contracts and stock a wide variety of parts from all the manufacturers we represent.

#### 11. Key Account Management



Once the customers are in the door and your project is up and running you will be assigned a Sales Associate who will follow up on any needs you may have. As we have a cash and carry store in Managua we can leverage our large stock to support your activities. We can work with you and maintain a stock of special products you may need to replace regularly. All your parts, maintenance and warranty requirements can also be channeled through your Sales Associate.

## BRANDS



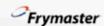












































robot coupe



































HEPP



































## Clients





































































