



Rules of the Game



BE KNOWN FOR GREAT SERVICE

It is very important for us to give the best service possible, and we appreciate that word of mouth is one of the best adverts, that's why we aim to please in every way.

GET TO KNOW THE CUSTOMERS, TALK TO THEM AS GUESTS

We hope to create a friendly, welcoming cafe, engaging guests in conversation and making friendships.

CREATE GREAT TASTING AND LOVELY LOOKING FOOD

It is important that our food is not only great tasting but looks good as well, fulfilling our ongoing pledge to customers.



EYE FOR DETAIL IS A VERY IMPORTANT INGREDIENT

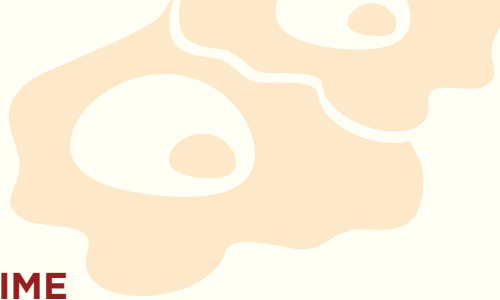
We aim to do things properly to achieve high standards, not cutting corners.

WE STRIVE TO BE THE BEST AT WHAT WE ARE DOING ALL THE TIME

We want to be part of something great - creating an iconic cafe. We recognise that return customers, awards and great reviews are very important to the success of the business and consistency in all that we do is critical to this. It is a cliché but we are only as good as our last meal.

GET INVOLVED WITH THE COMMUNITY

We play an active role in the community. We employ local people, we buy local food and services, we support local events and charities, we value all our customers but it's always special to see friendly local faces eating in the cafe.



TAKE TIME TO LISTEN TO ONE ANOTHER

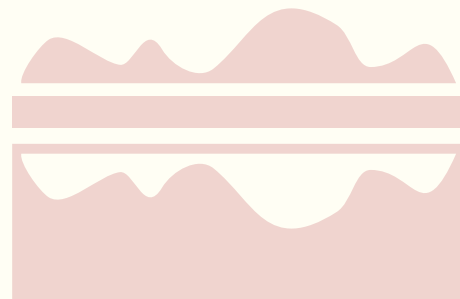
Everyone in our team is very important as are our customers we listen to everyone's thoughts and ideas, we like to get customers feedback.

LOOK FOR WAYS TO DRIVE SALES, PROMOTE BUSINESS AND UP-SELL

We always inform customers of side orders, any promotions and deals they can get for value of money. We know our menu very well and can help you individually to choose your perfect meal.

WORK IN A CLEAN AND TIDY ENVIRONMENT

Good hygiene is vital for the confidence of customers and staff alike we therefore work hard to make this a priority.



WE TREAT OTHERS HOW WE WOULD WANT TO BE TREATED OURSELVES

With trust and respect. Anything we have to say about a colleague we are prepared to say it to them directly. We never ridicule and are always seeking to encourage each other to succeed and be happy.

HAVE FUN

Enjoying our time at work inspires other team members and creates a fun and happy atmosphere for us and our customers.

ASK FOR HELP

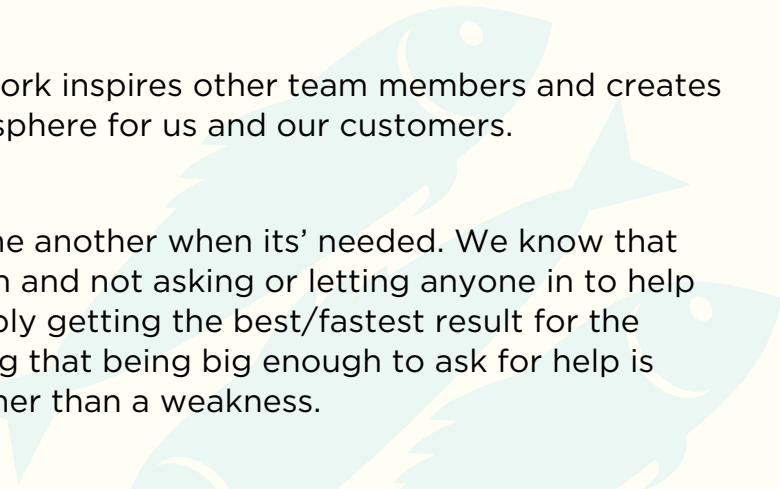
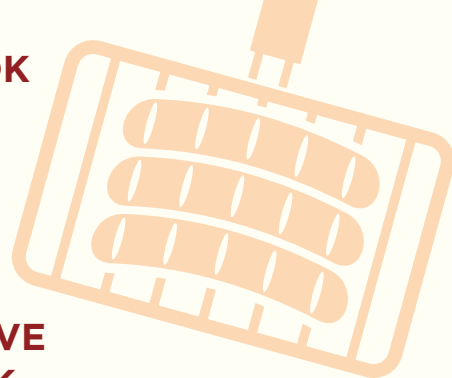
We are here to help one another when it's needed. We know that struggling on your own and not asking or letting anyone in to help isn't cool. It isn't possibly getting the best/fastest result for the customers. Recognising that being big enough to ask for help is actually a strength rather than a weakness.

WE HAVE PRIDE IN HOW WE LOOK

Making an effort to get ready for work gets us into a professional state of mind and usually makes us as individuals feel better when we know that we look as good as we can.

WE CHOOSE TO ADOPT A POSITIVE OUTLOOK AND ENERGY AT WORK

We always aim to arrive at work in a positive frame of mind. This helps make our environment happy and productive, and an enjoyable place to visit. We actively work at maintaining a positive attitude and outlook. We always look for the 'upside' in a situation. Our language and topics of conversation will always be suitable for the happy, encouraging environment we are striving to create.



INVOLVE EVERYONE AND EXPECT ENGAGEMENT BACK

Communicate to involve everyone and most importantly help each team member to reach their full potential.

WORK HARD AND BE SUPPORTIVE

The cafe gets extremely busy so we work very hard to make sure everything is running smoothly. We know that you can get more done as a team so being supportive and encouraging is essential.

Take our beautiful area into account and seek to protect it. We are lucky to live and work in one of the most stunning places in the world.

Vision 2011

We are all working with great pride and determination to give you, our customers a splendid taste of our unique Scottish hospitality. In doing this, we are creating an iconic cafe serving real local food with a sustained vigour both now and in future years working hand in hand with the community.

Get on Board! Be part of it!





We are lucky enough to live in this beautiful part of the world, bountiful with the highest quality raw ingredients. We have tried, wherever possible, to source some of these products for the enjoyment of your taste buds! Where products are not available locally we have come up with the best alternative from elsewhere.

We have thought about everything we sell and look to provide healthy, high quality, great value for money food which we can prepare and serve to large numbers of you within a reasonable time frame (we aim for 15 mins max).

Our haddock and coley come from sustainable stocks in the Barents Sea and are supplied to us by Fastnet from Fort William.

Our potatoes (approx three tonnes per week in the summer) come from an excellent potato merchant at Glasgow fruit and veg market, we however always looking for good local suppliers of vegetables and salads, ***if you know anyone please tell us!***

All our fried food is cooked in rapeseed oil which is a monounsaturated fatty acid, rich in Omega 3s. This type of fat is relatively stable to oxidation and rancidity and in nutritional terms is considered one of the better types of fats to eat.

Our butchery products come from Alistair Gourley in Crieff. Alistair runs his familys' company that was established in 1946. He buys only Perthshire, Beef and lamb and free range poultry and pork. He is very hands on and personally makes and delivers all the food for our cafe every week.

The beef for all of our burgers comes from George McFadzean of Woodhead of Mailer, Perth. The beef travels about a total of 80 food miles from the farm to the slaughter house and then the cafe.

We use undyed **Scottish Cheddar** for the cheeseburgers.

We take our sourcing very seriously. We randomly send food samples away for independent scientific testing so that we can verify in so far as is possible that what we are being told we are selling to you is actually what you are getting.

Our ice-cream comes from Equi's in Lanarkshire. Equi's, which was established in 1922, uses no milk powder at all in their ice-cream production - they use only Scottish fresh milk and double cream.

Equi's are multiple Gold medal award winners for ice cream & sorbets, in particular:

UK Ice Cream Champion of Champions 2006 & 2008.

The ultimate achievement for any ice cream manufacturer.

Gold Award Winners Royal Highland Show 2009 & 2010.

taste it for yourself.



Choose from
our selection of
**FABULOUS
FLAVOURS**

Compliment your meal with a luxury cup of coffee

available from a genuine Italian Espresso machine, or as filter coffee. Matthew Algie (who have been in the coffee roasting business in Glasgow since 1964) supply us with our organic, fairtrade coffee beans and drinking chocolate. This means that the coffee, tea and chocolate have been harvested on farms that have strict standards in place to ensure no artificial fertilizers are used and that the workers have a fair and dignified way of life.

Feast on our new selection of home baking

which is all made here on the premises by a real person every day from scratch -none of our bakers use mixes!!