



**Customer**

Galvin La Chapelle

**Industry**

Catering and hotel industry

**Foundation**

opened in 2009

**Location**

London, UK

**Chef Patron**

Jeff Galvin,  
Master of Culinary Arts

**Awards**

UK restaurant of the year 2010  
AA Chefs' Chef of the Year 2011  
9th most influential chefs in the UK

**Website**

[www.galvinrestaurants.com](http://www.galvinrestaurants.com)

## GALVIN LA CHAPELLE CREATES A DIFFERENTIATING OFFER FOR THEIR CUSTOMERS

### OVERVIEW

Opened in 2009, Galvin La Chapelle in Spital Square, London, was the third restaurant to be launched by the brothers Chris and Jeff Galvin. Within less than a year, Galvin La Chapelle was firmly positioned on the culinary map having been awarded Restaurant of the Year by both Tatler and the AA. Twelve months later, it had already achieved its first Michelin star.

Unsurprising for such a premium location, the choice of brands that are promoted within is not a decision that can be taken lightly. A BRITA VIVREAU Table Water Bottling System has been installed with Galvin La Chapelle since the first day of opening.

### BENEFITS



**Freshly-drawn**

Water always available  
fresh from the tap



**Profitably sold**

Space savings and  
greater cost-efficiency



**Specially branded**

Served in stylish  
branded bottles



**Served in the traditional manner**

Great-tasting and  
locally sourced

“BRITA VIVREAU has had a very positive impact. Not only is it fantastic water that is loved by our customers, but it has also helped us to reduce our carbon footprint.”

Antonio D'Agostino | Restaurant Manager

 **BRITA**<sup>®</sup>



## THE RESULTS

Presented to the customer in Galvin branded bottles, it is very much about premium water for a premium venue as Antonio D'Agostino, Restaurant Manager explains:

„BRITA Vivreau has had a very positive impact on Galvin La Chapelle. Not only is it fantastic water that is loved by our customers, but it has also helped us to reduce our carbon footprint and gives a very positive environmental story for our staff to pass on to our customers.“

BRITA Vivreau maintain the Galvin La Chapelle system every 2-3 months, a service that Antonio believes is essential to the relationship: „By having a BRITA Vivreau representative visit the restaurant at regular intervals, we can be confident that the machine is in pristine condition, and that the water within remains of the highest quality.“

## THE SOLUTION

Although entrenched within Galvin La Chapelle since the opening, it is only in the last few months that BRITA Vivreau's new bottle design has been introduced. As Antonio explains, it has gone down very well with his customers: „As soon as we took delivery of the stunning new bottles, we had many customers who wanted to purchase them as souvenirs of their visit. Our belief is that with BRITA water and the new bottle design we have an offering that differentiates us from other restaurants in the vicinity.“

The BRITA VIVREAU is stored within the kitchen at Galvin La Chapelle with the water being dispensed prior to service and stored within fridges in the restaurant so that it is ready to go: „Filling and dispensing the Swing bottles could not be simpler and by doing it in bulk prior to opening, means that we always have filled bottles within the restaurant. The customer is our main feedback and we sell over 300 bottles of branded water every day - that is testament to the quality of water that our customers appreciate day after day.“



It is essential that any brands we choose to work with, share the same high standards and expectations as the team within Galvin La Chapelle. For this reason, we only work with brands that are able to offer high levels of service, training and product quality.

Antonio D'Agostino |  
Restaurant Manager

## FOR MORE INFORMATION

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