



THE ITALIAN JOB CARLUCCIO'S RESTAURANT CASE STUDY

When someone like Simon Kossoff, MD of Carluccio's says "We wouldn't be where we are now had we not entered into the relationship with this company." you'd be forgiven for being more than a little intrigued to find out who 'this company' was.

So who was he referring to?

PSL. - and this is why...

It was at the point when Carluccio's was set to open six new caffés, about six years ago, when Simon Kossoff, Managing Director at Carluccio's approached PSL for some external help with purchasing, principally because Carluccio's did not have the expertise required in-house. The obvious choice, PSL is a purchasing and operations consultancy with over a thousand years of expertise across every field of the foodservice industry, from front of house to butchery all with highly impressive track records (see www.psl-uk.co.uk/about-us/the-team.php). Representing an impressive client portfolio in foodservice with over £300 million worth of buying power they effectively leverage this to the benefit of their clients including Carluccio's.

Passing over control of food procurement was a tough decision, predominately because of Carluccio's passionate commitment to quality. The aim was to achieve substantial improvement to margin without impacting on the quality of the food. However any initial fears were soon forgotten as the partnership with PSL generated savings of around £800,000 a year for Carluccio's, as well as letting them focus on what they do best, as Simon Kossoff explains.

"Out-sourcing our purchasing to PSL has improved our business in a number of ways. Firstly it has taken a whole lot of work out of our office, so we can focus on the customers and day-to-day running of the business. Secondly, PSL bring a level of expertise that we simply didn't and still don't have in the business, which has enabled us to improve our margins, which was the goal in the outset. PSL exceeded our expectations as we have managed to achieve a much bigger step than originally thought, without compromising on quality."

Simon goes on to say “The additional benefits of working with PSL are around expertise. They provide expert buyers in a variety of areas, as well an understanding in specialities, such as butchery and local sourcing.”

“Local sourcing is an area that Carluccio’s is keen to support and PSL has helped by identifying particular products e.g. local butchery specialties. They know it’s of interest to us and they’re trying to find ways of achieving local sourcing into the restaurants at competitive prices.”

As with any company success and growth brings its own operational challenges and PSL are working with Carluccio’s to review their purchasing as there may be better processes that can be put in place that were not relevant at inception due to scale. “Moving ahead, this is the way forward and I think there are far more savings and improvements to Carluccio’s to come through our long-standing partnership with PSL. “

Simon concludes quite simply “I don’t think we’d be where we are now had we not entered into the relationship with PSL.” - an honest and compelling testimonial for PSL’s services.

