

Creake Abbey

Deli keeps its cool with confidence

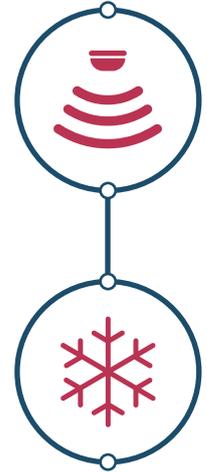
When Creake Abbey was originally built in 1206, it began life as a simple chapel. Although it was quickly enlarged to become both a hospital and an Abbey by 1225, a series of misfortunes, starting with a fire in 1484, has left it ruined for many centuries.

Today, Creake Abbey is now home to a bustling Café and Food Hall, shops and an award winning farmers' market that takes place on the first Saturday of each month.

Located in the North Norfolk countryside, the Abbey Café & Food Hall play a vital service to the local community as there supermarket access is limited. Open seven days a week, customers can enjoy breakfast, coffee, lunch and afternoon tea, as well as shop for local produce including: meat, cheese, charcuterie, fresh fruit and vegetables, staples, wines and beers.



In 2016, the main tenant for the Abbey Café & Food Hall closed down and the business was taken over by site owner, Diana BrocklebankScott. Mindful of its importance to the local community, Diana wanted to keep the business open and quickly embraced her new responsibilities of running an independent food service enterprise. To help her ensure compliance with food hygiene standards for the sale of homemade, pre-prepared frozen meals, and to protect her from wastage through breakdowns, she reached out to Shepherd.



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Shepherd arranged for a temperature probe to be installed into her triple unit freezer cabinet, used to store the meals. This continuously monitors the cabinet and sends readings back to the Shepherd's base station via mobile signal. After the initial set-up, the Shepherd engine quickly learnt how the freezer typically operated so that it could detect any anomalies. Monthly reports are also provided to Diana so that she can use the data to identify operational trends to help pre-empt any breakdowns, as well as provide Environmental Health with accurate data regarding temperature compliance.

Today, the Abbey Café & Food Hall is building into a thriving business, hosting regular events to bring the community together and promote other local independent businesses too.

Shepherd's real-time, 24/7 monitoring and alerts work for any type of business, larger and small; helping them to pre-empt and prevent damage, breakdowns and emergencies. That's why we are very pleased to be helping to support the Creake Abbey Café & Food Hall in this way and we wish it every continued success.

Stephen Chadwick, CEO, Shepherd

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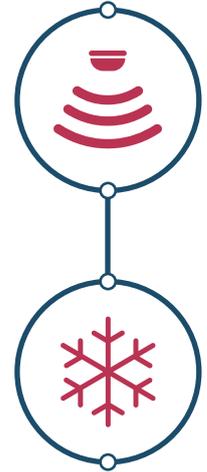
“When I took over the business, I was new to food service and retail, so I had a lot to learn very quickly. As we are on a very tight budget, I have a second-hand freezer. I can't afford for it to break down as it holds a considerable amount of stock, which would be a huge loss if anything were to go wrong.

Having the Shepherd systems means I can be more confident that I can detect early signs of issues that could potentially cause a breakdown and if anything should go wrong, I'll be alerted straightaway, so I can save as much stock as possible. This gives me great peace of mind.”

Diana Brocklebank Scott, Owner, Abbey Café & Food Hall

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