

Hobart Service recovers to pre-pandemic revenue levels and is set for strong growth next year

3 years ago



Hobart Service UK has recovered to pre-pandemic revenue levels and operational capability following the disruption from Covid-19 over the past 2 years.

The business restructured its Sales and Operations functions during the COVID period resulting in a 30% surge in revenue vs 2021.

Implementing and executing the global ITW “Win the Recovery” strategy to deliver differentiated service to customers achieved this. ITW has recently released Q2 results, which shows the Fortune 200 Company rebounding strongly. Full report of the results can be read [here](#)

The Peterborough based commercial catering service provider, now has a fresh approach to the business due to learning during the pandemic, with a number of strategic plans in place for increased growth for Q3 and Q4 of 2022.

Hobart Service UK is the primary maintainer for ITW brands Hobart and Bonnet but also has a sizeable maintenance portfolio of other catering equipment brands spread across the UK and Ireland.

The strategic plans include expanding the team of Service Technicians due to customer demand, increasing Technician presence nationwide to maintain service levels and, more importantly, the market-leading 94% First Time Fix level.

Route optimisation technology has also been introduced to enhance the ability of the dedicated planning

team to deliver further operational and environmental efficiencies, building upon the current service and supply chain partners, and focusing on the growth of public sector contracts.

Keith Mackie, Hobart Service MD commented: “During the past two years, Hobart Service has worked extremely hard to maintain and often exceed Service Levels for our clients. Despite extremely challenging circumstances, we have continually demonstrated our commitment to maintaining national coverage to all customers requiring our services”

“Whilst it’s been tough, our consistent ability to meet customer requirements, in a far more fluid way, has put us in a strong position now but also for the future – the business returning to pre-pandemic levels has proven this”

“Our committed team is revitalised, eager for growth and more resilient than ever. We are constantly reviewing performance to look for new ways to enhance our customers experience”