

Compass scoops awards at The Cateys 2024

2 years ago



Compass Group UK & Ireland scooped two awards at The Cateys which were held on Tuesday 2 July at the JW Marriott Grosvenor House London. The awards celebrate the finest operators and businesses in hospitality and recognise and celebrate the excellence within the industry.

Compass winners were:

- Matt Thomas, CEO for Restaurant Associates UK – Foodservice Caterer of the Year.
- Gather & Gather, part of CH&CO – Best Use of Technology

The Caterer said about Matt Thomas's award: "Restaurant Associates has created a culture where its customers and clients inform every decision. This ensures the business consistently delivers outstanding food, service and customer relations in a crowded market – an attitude Matt lives and breathes. In what was an exceptionally strong category, judges praised Matt's passion and determination to strive for a high level of excellence, which sees Restaurant Associates continue to improve and develop."

The team at Gather & Gather won the award for Best Use of Technology for the implementation of Snapserve where customer experience and operational agility are paramount. By harnessing the power of AI-driven automation, Gather & Gather has found an effective solution, increasing transaction speed by 84%, whilst effectively streamlining service operations and enhancing the customer experience.

Matt said: "I am delighted that the team has been recognised for all of their hard work and expertise. Their commitment to delivering on our clients' promises has been recognised with a 100 percent retention rate over the last 18 months. While there are many reasons we should feel proud, it is the brilliant food that we produce, the service that we provide through our dedicated teams, the culture that we look to foster, and

the support that we receive from our loyal customers that is the truest of testimonies, that makes a great business.”

Matt Symonds, MD, Gather & Gather commented on the award win: “The implementation of Snapserve has surpassed all expectations, reshaping the way our customers engage with our services. The seamless integration of this technology has not only decreased transaction times but has also empowered our team to place an even greater emphasis on enriching the overall customer journey. This award is true testament to the dedicated project team and something we are super proud of.”

Commenting on the wins, Robin Mills, Managing Director of Compass Group UK & Ireland said: “The Cateys are prestigious awards for our teams to have won and to be recognised for our great work. The awards are testament to the incredible dedication and talent we have in our organisation, to ensure we’re delivering the very best for our people, clients and the customers that we serve every single day. A huge well done to all involved.”