

Lexington Launches the UK's First Fully Robotic Barista at BT Snowhill

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[Lexington](#), supported by [Elior Vending](#), has launched the UK's first fully robotic barista coffee counter at BT's Snowhill office in Birmingham, marking a major step forward in automated, high-quality coffee service.

This groundbreaking deployment marks a significant milestone in the evolution of automated coffee service technology, bringing greater consistency and quality to speciality drinks. The robotic barista surpasses traditional vending machines by incorporating a robotic arm that prepares and serves speciality coffee using a barista coffee machine with the skill and precision of a professional, human barista. Situated next to the traditional coffee counter, it reduces queues during peak periods, and its 24/7 functionality provides barista coffee out of hours.

Developed with input from a professional barista, the system reproduces bespoke recipes and techniques to ensure every drink meets premium coffee standards. It can produce up to 450 cups per day, delivers beverages in an average of 98 seconds and operates within a compact 5m² footprint.

The robot offers a comprehensive menu of hot and iced classics – from espressos to iced lattes – supported by cloud-based software for secure data management, remote menu updates, and real-time performance insights. Maintenance is simple, requiring only one hour per day and no specialist skills, enabling teams to manage multiple units with ease.

Sean Ritson, Divisional Director of Lexington Catering, part of Elior UK, said: "We are incredibly pleased to be working with GW Projects, to bring the UK's first fully robotic barista coffee counter to life at BT Snowhill. The system represents the future of autonomous service, guaranteeing consistent, high-quality

coffee and a fantastic experience for everyone on site.

“The adoption of this robotic technology also provides valuable support to our colleagues during busy periods, enabling them to focus on delivering a more personalised service to customers and undertaking higher-value activities for our client.”

Sarah Morrison, Catering, Events & Hospitality Manager from BT, said: “We’re very excited to be the first office in the UK to experience a robotic barista. It’s creating a real buzz amongst colleagues, and the feedback has been fantastic. People are not only impressed by the technology, but they also love the quality and consistency of the drinks it serves.”

Following the successful launch at Snowhill, Lexington intends to introduce robotic barista technology to additional BT sites across the UK, supporting BT’s drive for innovation and enhanced employee experience.