

Elior at Work Awarded Five-Year Catering and Hospitality Contract at Paisley Town Hall

3 hours ago



Elior at Work, regional B&I catering brand of Elior UK, has been appointed as catering and hospitality partner to Paisley Town Hall, securing a five-year contract valued at approximately £4 million to deliver bars, hospitality and event catering services at the landmark venue.

The new partnership will focus on enhancing the guest experience across theatre performances, weddings, conferences and civic events, with a new food and drink offer alongside operational improvements designed to support faster, more efficient service. Elior at Work will build on the existing Lucille's bar offer with a refreshed look and an enhanced food and drink menu.

Central to the contract is a 'local first' sourcing commitment, with menus built around produce sourced within a 30-mile radius of Paisley Town Hall wherever possible. Elior at Work will partner with a network of core local supply partners, championing regional food and drink producers including Scottish craft beer and gin, while supporting local enterprise.

Sustainability is embedded throughout the contract, with a strong focus on responsible procurement, waste reduction and a zero single-use plastics policy. By prioritising local supply chains and sustainable operating practices, the partnership aims to deliver environmental benefits alongside a high-quality, contemporary hospitality experience.

Elior at Work will also utilise Lolly, its strategic partner platform for point-of-sale and customer-facing technology. The system will support pre-ordering of drinks during interval periods, speedier transactions at

pop-up locations and consistent, standardised pricing across all kiosks. Fully integrated with Elior at Work's wider systems, Lolly provides real-time operational insight to support smoother service delivery, improved consistency and a more seamless guest experience.

Originally opened in 1882, Paisley Town Hall is one of Scotland's most significant civic and cultural buildings and a major destination for live performance, events and community activity. In 2025, its continued success was recognised when it was named Scotland's Town Hall of the Year.

Chris Ross, operations director at Elior at Work, said: "Paisley Town Hall is an iconic venue with a hugely important role in the town's culture, and we're proud to be supporting its next chapter. Our focus is on enhancing the guest experience through efficient, high-quality hospitality that celebrates local producers and reflects the significance of the venue, while ensuring operations are set up to deliver seamless service at scale."

Michelle Woods, business development director at OneRen, the local charity in Renfrewshire providing culture and leisure opportunities at Paisley Town Hall, said: "We are delighted to be working in partnership with Elior at Work to elevate the customer experience in our premium venue, Paisley Town Hall. Elior at Work's high-quality offer across our bars, hospitality and event catering services will bring an enhanced consistency to our customer experience and allow a tailored experience for our visitors. Elior at Work complements OneRen's priorities around quality, sustainability and local impact, demonstrated by its 'local first' commitment. At Paisley Town Hall, we have an exciting year of events ahead and look forward to bringing Elior at Work's high-quality, contemporary hospitality experience to our visitors."