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Case Study – Silver Springs Nursery & Garden Centre



Michelle Feltham, Catering Supervisor, has run the 92 cover Silversprings Coffee Shop for the last 5 years. It is described as having 'the finest coffee in the area' but also serves a wide selection of cakes, main meals, soup, sandwiches and jacket potatoes to a customer base that is as varied as its menu.

Michelle says; *"We are a destination coffee shop and serve customers of all types and ages. They are mostly regulars as we aren't on a main road but we are well known in the area and*

attract non-shoppers as well as garden centre customers. We even have coach parties and day-trippers book in with us for afternoon tea!"

With the summer season their busiest time of year Michelle admits there is no 'normal' day. *"Even when we are busy we aim to serve every customer quickly so we rely on our microwave ovens! Main meals & soups, both of which are pre-prepared and re-heated, are popular menu choices so we cannot afford for either oven to breakdown."*

Kim Stockley has been Partner at Silver Springs since 2005 and was first made aware of the

Microsave™ when she bought a microwave from Regale Microwaves. *"We've been in business for 20 years and our microwave supplier told us about its sister company, Cavity Protection Systems, and the very unique Microsave. The liner is amazing. It extends the life of the microwave, and is very cost-effective. It also helps us to maintain a high standard of hygiene, which we are very proud of. Every item of equipment in the kitchen is stripped and cleaned every day; cleaning the microwave is now much quicker and easier. All you need to do is slide it out, wash in the sink and slide back in again! Without a doubt, when we come to replace either of our microwaves, we will be buying a Microsave to go with it, no question!"*





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Kim goes on to say how the Microsave protects the vents inside the microwave from splashes; *“Once food debris gets in there, you can’t get it out; this affects the performance of the microwave and can even be dangerous. Before we used the Microsave, we had an oven written off because of food splatter in the vents. I’d recommend any commercial microwave user buys a Microsave at the same time, absolutely. The cost of a Microsave is less than the cost of a repair!”*

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