

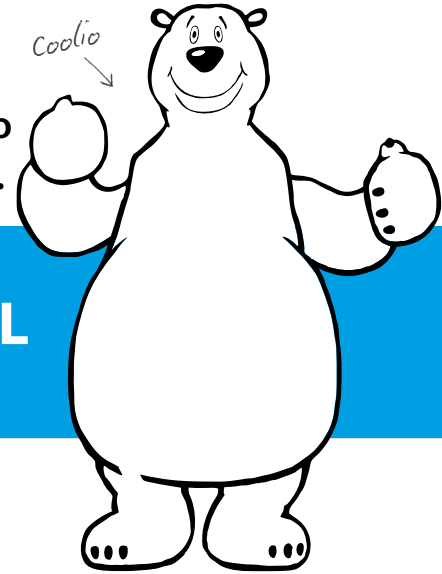


THE QUARANTINE CHILL

❄️ TEAM REFRIGERATION NEWSLETTER | Q2 | 2020

Refrigeration when you need it, where you need it.

Hello and welcome to the lockdown edition of the Quarterly Chill from Team Refrigeration. Wow what a challenging year this has been so far, we never thought we would have need to change the title for only the second edition of our newsletter.



STAY ALERT

STAY SAFE

STAY COOL

DOING OUR BIT

With all that has been going on recently we have been busy supplying our freezer trailers to the NHS, Hospitals and Care homes. With great forward planning they have been stocking up on frozen meals as these are easy to cook so they can keep their patients fed even if their catering staff are affected by the virus. Our drivers have stayed safe by keeping to strict social distancing when delivering and setting up the units. We are proud to support these essential services and are thankful for all their hard work in these times more than ever!



CASE STUDY

Hertfordshire Independent Living Services
Clifford Reade, Business Improvement Manager



Hertfordshire Independent Living Service (HILS) is a charitable organisation based across 5 sites in Hertfordshire and London. They deliver hot meals, breakfast and tea packs once a day to their most vulnerable and elderly residents 7 days a week, 52 weeks a year.

HILS incorporates a range of caring services to help people stay happy, healthy and independent in their own homes. These services include Home from Hospital packs, Active Ageing which helps clients get active in their own homes and a Nutrition and Wellbeing service. This consists of dietitians and nutritionists supporting clients and their families with nutrition concerns. HILS support around 15,000 beneficiaries every year through their range of services. Cliff called us on a Friday in March concerned that he didn't have enough space at his premises for frozen stock with all that was going on. Cliff and his team are all about supporting the most elderly and vulnerable clients in Hertfordshire. They were worried they would not be able to meet the client needs. By Sunday we had delivered a freezer trailer to each site to increase their capacity for storing frozen meals and extra stock. This has enabled them to meet an uptake of requests for hot food deliveries, they are now delivering around 1,900 hot meals every day (up from an average of 1,400 pre-COVID19). It has also given extra flexibility to cover a further major increase in request. They now have the capacity to fulfil them by keeping a larger number of meals on site. It has also saved on manpower as they are ordering less frequently and thus have less frequent deliveries to deal with.





This leaves the teams free to deal with other more important issues. Since having the freezer trailers there has been a huge uptake from the elderly as they either cannot cook or now cannot get out to get shopping and supplies. We are working together to help and to support them while their families are finding it difficult to supply their loved ones.

Cliff said:

"Having used you last summer in an emergency breakdown situation and the good service, reliability and responsiveness, made you our natural first port of call. We were really happy with the overall support which made using you again the obvious things to do."

He also commented:

"We are now in a good, confident position to be able to support extra requests and have a higher number of meals outgoing. Now we have more flexibility and can keep more variety of meals on site. The unexpected has now become the norm and we are fully set up with our internal freezers and your external freezer trailers. This has become an important part of the fabric of what we are trying to achieve in supporting all of our clients and vulnerable people."

Finally Cliff said:

"I've always been really impressed with the responsiveness, customer service and the 24/7 nature of the business. Initially when we needed emergency trailers you were able to get them out to us in a couple of hours. Likewise when we decided we needed the extra capacity for our all of our sites once the COVID-19 outbreak hit, you were able to get them all delivered in a matter of a day or so."

We continue to offer emergency refrigeration and long-term hire options to allow you to cater for the needs of your patients and clients, no matter the challenges that you are presented with. If you would like to discuss any aspect of how we can help you cater for the needs of your long term residents and patients then we are only a phone call away.

QUARTERLY FAQs



How long will the freezer trailer take to get down to temperature?

This is a question we get asked a lot or "how long is it until I can use the trailer once it has been delivered?" The answer is that it depends on many factors such as the ambient temperature, however most of our units are equipped so that they can get down to temperature within 2 hours of set up.



How is a refrigerated trailer powered?

Our refrigerated trailers are powered by a 16amp 240volt single phase cable which is 10 meters long. It will be supplied with an adaptor to a 13amp plug so it can be plugged into a standard 3 pin socket. It is possible to connect 2 of the 10 meter cables together, but having more than two lengths of cable can cause running issues with the unit due to the power it draws.



Is there flexibility to extend the hire if I need to keep the unit longer than planned?

Whilst we all plan things as best we can, we understand that nobody can predict the future. For that reason we keep all of our contracts flexible once the minimum hire period is over. So rest assured if you have a unit on hire from us, we won't be calling to say we need it back, you can keep it for as long as you need to.

★ COOLIO'S COMPETITION WIN a Baby Coolio!

Prize for the coolest Google review by 30th June.

How to Enter

Leave a cool Google review, take a screenshot (so he knows to enter your review) and send it to:

coolio@teamrefrigeration.co.uk

Winner announced in our next newsletter.



Q1 Winner – Kings Heavy Haulage

"Always a friendly voice at the end of the phone that can deal with my enquires in a timely and professional manor. Fast, efficient and affordable response to 'chilly' emergencies. A truly COOL company to work with!"



★ COOLIO SAVES THE DAY

At the end of February we were lucky enough to have an extra day and to top it off it was a Saturday. Mid-morning a call came in from the Colonel who needed our assistance in a hurry. He required emergency freezer trailers to two of his stores, one in Bristol and one in South Wales. The team were quickly mobilised and within a few hours both trailers were delivered and running. After a good day of keeping people cool, Coolio was just about to settle in for the night when at 19:30 the phone rang again. ***“What are the chances of getting an emergency freezer trailer to a KFC in Cardiff this evening?”*** asked the Colonel. ***“Not a problem at all!”*** said Coolio, and back to work he went. By 22:00 the third and final freezer trailer of the day was on site and ready to use. Coolio feeling proud that he had made the most of the extra day even treated himself to some “Hot Wings” for the journey home.



“Team Refrigeration are always super helpful and can get trailers at all sorts of times of the day which is great as a business. Ricky and Julian both provide great service and would definitely recommend using them as they’ve never been anything other than super helpful and friendly.”

Martin Watkins **KFC®**



★ MEET THE TEAM

Ricky Williams

Right hand Man to Coolio, Director of Cool

My role is to keep Coolio chilled by making sure all our customers stay cool. Communicating with our customers is the key to our success. Whether you’ve had a breakdown and need something in a hurry or are planning to need some extra cold storage capacity, I’ve got you covered. I make all the phone calls, all the arrangements, get everything sorted but he gets to go to all the gigs! I’m not jealous..... honest!

Team 
Refrigeration



★ FREE COOL STUFF

As we have such positive feedback about our emergency action plan stickers, we are continuing to send these out free of charge. Please drop Coolio an email with your name and address if you would like some sent to you.

coolio@teamrefrigeration.co.uk



Emergency refrigeration breakdown steps



In the event of a fridge/freezer breakdown, follow these steps:

1. Keep doors shut ☒
2. Turn off lights ☒
3. Check power supply (fuses/trips) ☒
4. Call your fridge engineer ☒
5. Transfer stock to another fridge if available ☒

If all else fails, call the helpdesk on:

01934 245060

They will be able to help you and organise emergency refrigeration if you need it.

**Team
Refrigeration**

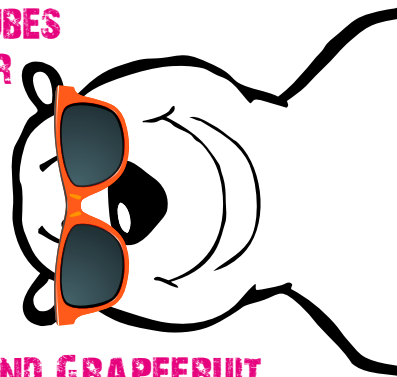
★ COOLIO'S COCKTAIL RECIPE

GRAPEFRUIT AND RASPBERRY GIN SLUSH



INGREDIENTS

FROZEN RASPBERRIES
GRAPEFRUIT FLESH
ICE CUBES
SUGAR
GIN



DIRECTIONS

FREEZE RASPBERRIES AND GRAPEFRUIT OVERNIGHT

FILL BLENDER WITH FROZEN FRUIT ICE

SUGAR AND GIN

WHIZ UNTIL SLUSHY

POUR INTO COCKTAIL GLASSES AND TOP WITH A CRUMBLE OF FROZEN RASPBERRY

★ WIN A BOTTLE OF COOLIO'S CHAMPERS

Would you like to feature in our newsletter as our customer of the quarter? If so drop us an email telling us how Coolio helped you keep cool and win a bottle of Coolio's Champs.



That's all for another quarter, stay safe, take care and hopefully we will all be back to some sort of normality by our next edition. If there is anything we can help with in these unusual times, then please get in touch and we'll be more than happy to help.

☎ **01934 245017**

or email:

ricky@teamrefrigeration.co.uk

**Team
Refrigeration**

*Refrigeration when you need it,
where you need it.*

★★★★★
Trustpilot
Rated 'Excellent' by
our customers