



Kitchen Retailer of the Year

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The team from Kitchens International picks up the Kitchen Retailer of the Year award. Host Steph McGovern (left) and Neff group marketing manager Jo Eyers (right).

WINNER Kitchens International Broxburn



The best businesses must always be prepared to move with the times. Kitchens International's focus since the last awards has been to develop significant plans for Brexit. It has already seen lead times from some suppliers increase and its contingency strategy has included strengthening relationships with British suppliers and changing products on display to ones where they know availability can be guaranteed.
kitchensinternational.co.uk

What the judges said: "Rarely do you see a business that not only talks about progress but delivers across all areas. During the last year, which by coincidence is also its 25th year in trading, Kitchens International

has continued to develop staffing training and procedures, distribution and logistics operations and customer service initiatives. At the same time they have invested in their studios and put plans in place to prepare themselves for potential Brexit-related supply issues by developing new UK based suppliers. We were particularly impressed with investment in staff and how trainees are developed, supported and motivated. Kitchens International has embraced digital marketing and has been developing their strategy with some success. It is a highly successful business, which is future proofing by investing in its staff, showrooms and customers. A great business worthy of this great accolade."

FINALISTS



Kitchens by JS Geddes Kilmarnock

The 2018 winner is back in the mix again and no wonder, the company has spent the last 12 months investing in back office systems and continuing its hugely impressive staff development plan. Most significantly, the company's strategic shift towards a premium target market has seen turnover maintained while the number of actual installations has gone down as planned.
jsgeddes.com



The Myers Touch Winchester

Keith and Helena Myers have created a business that manages to combine the customer service that comes with a personal touch with a meticulous corporate-style strategy and plan. The business stands out from the crowd in that it is completely focused on one key question: "How can this kitchen living environment impact the lives of those that are living in it?" and every decision stems from that philosophy. It must be working, as in 2018 it almost doubled the size of its team.
themyerstouch.co.uk



Ramsey's Nottingham

Ramsey's is marking its 47th year in business in the East Midlands and, with kitchens starting at around £10,000, it is a major player in its local target market. It has undergone a £150K revamp that has seen it embrace new ideas and trends to make it one of the first in Nottinghamshire to offer smart technology on a significant scale, and this year will see stage two completed which will renovate the upstairs into a stylish tile and lighting showroom.
ramseyonline.co.uk