

Case Study

The Kingham Plough

Background

In addition to an **award-winning** dining room, this delightful pub also has six comfortable bedrooms to help visitors make the most of their **Cotswolds experience**.

The Kingham Plough's success is down to a charming location, great local food, and exceptional service, which has seen it **recommended** in the Michelin and AA guides amongst many others.



“I can't recommend MCFP any more than I already do... everything they do for us is absolutely first-rate ”

Sylwia Worger – Operations Manager, The Kingham Plough

MCFP
www.mcfp.co.uk



the
**Kingham
Plough**

Case Study

The Kingham Plough

“ They know our business
intimately and provide such
a high quality service ”

Sylwia Worger – Operations Manager, The Kingham Plough



Challenges

- 🏆 **Work around the diverse needs** of a busy pub offering both dining and accommodation
- 🏆 **Close liaison** with management to ensure the highest standards of customer safety
- 🏆 **Anticipate any potential issues** before they occur to ensure business remains uninterrupted

MCFP say:

We have been working with The Kingham Plough since 2004, providing them with fire extinguishers, fire alarm services, and Fire Risk Assessments.

The Kingham Plough say:

“Having MCFP working with us, means there is one less thing for me to worry about”

Being in the **hospitality business**, we are acutely aware of the importance of customer service. **MCFP** excel in this respect - they are on top of everything, and if I need them they are always at the end of the phone.

Their **customer service is amazing!** There are some firms who can be standardized & cold in their dealings, but we have a genuinely warm relationship with **MCFP** which gives me **complete confidence** that I can ask them anything... within reason!

“They know our business intimately and provide such a high quality service”

When we had a kitchen and bedroom refit, **MCFP** reinstalled all our fire protection afterwards with **no disruption** - they really know what they are doing.

Following that, our regular Fire Risk Assessment went so smoothly, and we were delighted to receive a ‘Broadly Approved’ recommendation, which is the **highest level possible**.

“MCFP remind me whenever anything needs doing - I never have to prompt them”

As Operations Manager, I always have a million and one things to do, so it’s lovely to know that anything to do with fire protection is one less thing for me to worry about.

If there are any emergencies, they are always round straight away. I couldn’t ask for anything more.

Bicester Office:

Unit B6, Telford Road, Bicester, OX26 4LD
T: 01869 252600 - E: info@mcfp.co.uk

Bristol Office:

Westway Farm, Bishop Sutton, BS39 5XP, Bristol
T: 01275 333336 - E: info@mcfp.co.uk

www.mcfp.co.uk