

Case Study

The Tickled Trout, Bearsden

Client: Mitchell's & Butlers
Location: Bearsden, near Glasgow
Value: £50,000
Timescale: 18 Weeks



Challenge

Pacific had to conduct an extensive refurbishment of an out-of-town restaurant for Mitchells Butlers plc, the UK's leading operators of pubs and restaurants, whose extensive stable of brand names include All Bar One, O'Neill's, Browns and Harvester, and whose annual turnover from 1600 outlets runs to nearly £2billion.

Pacific are the only only Scottish contractors retained by the Birmingham-based plc, and they had already proved their credentials to the client company through the completion of the upmarket Meadowpark bar and restaurant in Bridge of Allan, Stirlingshire, which threw up a series of demanding requirements, both in terms of contract details and the actual delivery of a project which involved a historically sensitive and significant building.

Approach

The Tickled Trout, too, is a building of character and tradition, and, as such, was in need of sympathetic treatment, with attention to detail and high quality fit and finishes being high on the agenda. Pacific drew on their vast experience of delivering to deadline and to budget. The two-week project was commenced with a "soft start", meaning smaller, unobtrusive works were scheduled for the first week while the business continued to trade. Week two saw the inn close down as more substantial and disruptive aspects of the upgrade got under way. The handover to the client company was made at the end of July, 2014.

The project involved the replacement of floors, the refurbishment of all main and mood lighting, decoration, partition walling with feature tiling.

Results

The end result is a testament to Pacific's professionalism, flexibility and desire to deliver the highest quality. The Tickled Trout is one of those "must-visit" country hostelrys where customer expectations are paramount – good food, a traditional atmosphere and a warm welcome to name but three. The Tickled Trout – which isoperated under its Vintage Inns brand – continues to ooze rustic charm and tradition, its picturesque surroundings providing the perfect backdrop for a relaxing Sunday afternoon or evening out.