

NEWSLETTER

JANUARY 2015

COMBICO PLANS TO EXPAND ITS' SERVICES FOR COMMERCIAL CATERING ENGINEERS

Since becoming part of the First Choice Group in March last year, Combico UK is now enhancing its' training packages and dedicated facilities to offer a wider range of top quality technical courses for commercial catering engineers.

Combico (UK) Ltd is the dedicated engineer training arm of First Choice Catering Spares Ltd, the largest supplier of Rational spare parts in the UK, and is an approved Rational Training Partner offering comprehensive training packages for the range of SelfCooking Centres and Combination Ovens manufactured by Rational AG.

Throughout 2015 the company plans to expand the services available to incorporate a wider range of equipment training and additional support for customers.

The Combico website is currently under reconstruction and when re-launched later this month, will provide customers and users faster and easier access to vital technical information. The Combico UK PTP Plus (Parts Technical Platform) offers the UK service industry the opportunity for easy access to technical, troubleshooting and spare part identification information for the world's most popular cooking appliances manufactured by Rational. Access is also available for registered clients to wiring diagrams, parts explosions and other technical documentation and is supported with on-site technical advice from Technical Training Manager

Martin Dagnall.

The new website has been designed to be fully responsive meaning it will resize and reposition its layout in order to work on any device, whether PC, tablet or a mobile device. A tutorial video library will also be incorporated into the new site, alongside an interactive map of trained service

companies, filtered by region and location. These new features are a result of a continued focus on improvement and support for customers and training course bookings, payments and individual profile management functions are now performed by each individual user in their own online account.



PART OF THE FIRST CHOICE GROUP



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UNIT 2 SWAFFIELD PARK
HYSSOP CLOSE
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RATIONAL Training Course Dates 2015

Combico UK is the dedicated training arm of First Choice and the specialist division will continue to expand the range of courses and technical support services available throughout 2015. Plus with the new technology now coming out of warranty and the latest 5 Senses update, there is no better time to get training.

All Combico UK Rational appliance training courses are certified by the manufacturer and the trainee must complete a test paper and achieve a pre-determined level of understanding before receiving a manufacturers' certification of competence. Once fully trained and certified, the technician will enjoy the full benefit of the Combico UK technical support and will be provided with a password and log in to the Combico UK web based Parts Technical Platform. Whilst office based technical assistance when on site will ensure your client receives the best available service response.

The specialist training centre and fully functional professional kitchen provide an opportunity for catering industry service technicians to gain knowledge of these sophisticated appliances in a relaxed and comfortable atmosphere.

Training and updates from the latest Rational 5 Senses technology is also included in this course.

The Rational SelfCooking Centre Whiteefficiency training courses are in demand and therefore have been made available every calendar month. In many cases we have tried to accommodate the demands and schedules of the attendees and therefore we offer 2 sets of dates each month. Once fully trained and certified, the technician who has completed the course and purchases spare parts will enjoy the full benefit of the Combico support system, which will include technical assistance from our Technical Training Manager Martin Dagnall. They will also be provided with a password to log in to the Combico UK web based Parts Technical Platform. The following dates are available throughout

2015 for the 3-day SCC WE Course (including 5 Senses):

January 6th - 8th 20th - 22nd	February 3rd - 5th 17th - 18th	March 3rd - 5th 24th - 26th
April 14th - 16th 28th - 30th	May 12th - 14th 19th - 21st	June 2nd - 4th 16th - 18th
July 7th - 9th 21st - 23rd	August 4th - 6th 18th - 20th	September 8th - 10th 22nd - 24th
October 6th - 8th 20th - 22nd	November 3rd - 5th 17th - 19th	December 8th - 10th

In addition to our programme of SCC WE Training Courses, for 2015 we will be delivering a 1-day Rational Installation Training course.

January 27th	February NA	March 17th
April 21st	May 26th	June 23rd
July 14th	August 25th	September 29th
October 27th	November 24th	December 15th

In the coming year the company plans to expand the services on offer, incorporating a wider range of equipment training, as well as the launch of a new faster and fully responsive website



Investment in technology enhances the training service provided by Combico.

Recent investments in the Combico training facility has lead the centre being fitted with a market leading interactive touchscreen for education.

The new 84 inch Clevertouch Plus is the next generation of touchscreen technology with integrated Android OS. 4K graphics and anti-glare glass makes the Clevertouch the perfect piece of equipment for the Combico training environment.

Catering engineers who now attend the courses on offer at the facility will benefit from top of the range technology, meaning videos, presentations and exploded view drawings are all displayed in high definition quality on the 84 inch screen.

The built in PC software and 'multi-touch' functions ensure that trainees can actively engage with the training materials and take away useful digital information via the USB port. It also ensures that Technical Training Manager Martin Dagnall can provide effective and engaging courses for those who attend. Combine this latest



technology with live equipment, in a fully functioning kitchen, and engineers can expect the very best in technical training from Combico UK.

CLEVERTOUCH

Combico provides top quality engineer training with the guidance of industry expert Martin Dagnall, who has more than 25 years of knowledge to share.

Martin Dagnall joined the First Choice Group in the summer of 2014 with more than 25 years of progressive experience in the commercial catering equipment industry. Initially starting out as a trainee electro-mechanical engineer and progressing to management level and trainer. More recently Martin controlled all aspects of a service company within the industry, as the Managing Director. Before bringing his wealth of knowledge to Combico at the beginning of July last year, as the group's official

Technical Training Manager.

Martin now heads up all areas of Combico, as part of the First Choice engineer training division, and continues to expand the services and courses provided. 2015 is set to be an exciting year for this sector of the business as engineers from across the UK and even the world have already attended training at the dedicated facilities in Cannock.



What do the engineers have to say?

Colin, Will and Marcus all attended our 3-day RATIONAL SCC WE Technical Course at the specialist Combico training facility in Cannock, and this is what they had to say about their experience.

“A fantastic course! I have learnt so much information. It was amazing to find out how much could be done with the equipment and how easy it was to do it. A terrific product, backed up with first class training and service.”

Colin Power - Caterfix Ltd



“A great course filled with lots of useful information. The way the course was structured made it enjoyable and it wasn't death by PowerPoint. I would recommend the course to other engineers who are considering to attend.”

Will Pilling - Linda Lewis Kitchens Ltd

“I found the course very informative, it has definitely given me a good insight into the units covered and now I'll feel at ease and more comfortable working on the machines.”

Marcus Liebenhals - NCE London



Combico UK will also be introducing future training modules for product installation and technical updates. We are looking at providing the update training every 18 months for those engineers who have previously completed a course with Combico UK and who require additional training, in order to stay abreast with mechanical and digital advances from a range of appliances. We are also working closely with Rational to establish an

inclusive package that covers all elements of authorised installation. As the range of available courses continues to grow, Combico UK will endeavour to provide unparalleled technical support and on demand assistance to anyone who has previously undertaken training at our dedicated midlands based facility.

Further information relating to course fees, dates and availability can be

obtained via the Combico UK website, our Training Coordinator Simon Groucutt on **01543 460355**, or Martin Dagnall Technical Training Manager on **01543 460370**.

