

## CASE STUDY

### New technology ensures natural frozen yoghurt is a Summer hit at Mango's Café & Bar

Founded in 2006 in a prime position on Exeter's trendy Quayside, Mango's Café & Bar has been one of the city's go to destinations for a delicious lunch, coffee and cake or even a drink with friends for over a decade. Owned and managed by Fay Bland for the past two years, Mango's Café & Bar has undergone a series of developments in recent times.

*"Mango's Café & Bar offers a relaxed, trendy environment where our customers are able to enjoy a good cup of coffee, a delicious slice of cake, an alfresco meal or even a drink with friends overlooking Exeter's historic quayside."* explains Fay. *"We're open seven days a week, with late opening on Thursday, Friday and Saturday. We offer a range of hot and cold beverages, cocktails, beers, wines and champagnes to accompany our food menu, which itself is built around fresh, seasonal ingredients, with dishes made in house or sourced from carefully selected local suppliers."*



As a premier destination for those living locally and a hub for tourism from around the country, the city of Exeter is renowned for its shopping and leisure facilities as much as its culture and history. With an almost endless choice of restaurants, cafés and bars, Fay knew that Mango's Café & Bar needed to offer something different.

*"One of the unique things about Mango's is that it is located in a historic quayside cellar, originally built in the 1820's. This adds a distinctive experience to our guests,*



*but also means we have limitations when it comes to size and availability of space."*

Fay continues. *"When looking to design our menu, we need to take available space into consideration. I have been looking to serve frozen yoghurt for a while, especially as it can be a healthier alternative to soft serve ice cream, which is offered by many businesses across the city. The challenge was finding a quality machine that was small enough to fit into the café."*

Unbeknown to Fay, Carpigiani, the world's leading ice cream and gelato machine manufacturer had just launched the brand new 161 soft serve machine – a compact, countertop unit, designed to produce high quality ice cream and frozen yoghurt.



*“We first saw the 161 on an industry newsletter and straight away I was keen to find out more.”* adds Fay. *“I made contact with Carpigiani and was quickly put in touch with my regional business manager who helped guide me through the process of ordering the machine. Once it was installed, we were told that we were one of the first in the UK to have a Carpigiani 161 which made it even more exciting for us.”*

With a footprint of just 300x630mm (w/d) and a standard 13-amp supply, Fay was able to position the unit front of house, in full view of the customers, helping to drive impulse purchases from Mango's varied frozen yoghurt menu.



*“We handpicked an authentic Greek yoghurt mix for its wonderful fresh flavour and consistency and as a result, we continue to receive great feedback from customers.”* reports Fay. *“We offer a range of different options, from plain frozen yoghurt in a tub or a cone, to a choice of toppings and sauces, right up to the ‘Champion.’ A pint glass sized portion containing layers of Nutella, sauce and inclusions - a real highlight for some of our customers!”*

Turning this chilled dessert into a year round favorite, Fay and her team at Mango's Café & Bar plan on creating a delicious pancake and waffle menu complete with frozen yoghurt toppings for the winter months.

*“The Carpigiani 161 has been perfect for our needs. It's able to maintain demand during our busy periods, particularly when the sun comes out, yet it's compact size means it's not in the way when it's not being used.”* Fay comments. *“From a usability point of view, it's outstanding. I received full training from Carpigiani during installation and since then, I have confidently been able to train my team on how to operate, clean and maintain it, something that is vital to me as a business owner.”*

On conclusion, Fay adds *"I'm truly delighted with the Carpigiani 161. We have been looking for a machine that was able to deliver the quality and consistency of frozen yoghurt that our customers expect for a while, but simply could not find anything that would fit into the café. I would have no hesitation in recommending the 161 and Carpigiani as a manufacturer to anyone looking to explore the possibilities and potential that a frozen dessert offering can bring to their business."*



For more information on Mango's Café & Bar, please see [www.cafemangos.co.uk](http://www.cafemangos.co.uk) or call 01392 499991.

To find out more about the Carpigiani 161 or any of the other appliances in the company's extensive portfolio, please call 01432 346018 or visit [www.carpigiani.co.uk](http://www.carpigiani.co.uk).

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