

## *Inside this Newsletter*

### **1 NEW FOR '99**

More new products have been added to our range - and a few new ideas we hope you approve of.

### **2 Millenium Bug**

Are you Y2K Ready? Do you care? Robert spent two days on a government funded training course - and found that anyone could have problems - even if your business doesn't use a PC.

### **3 Up & Down.**

Keep an eye on the latest movers in the Pennine Top Ten.

### **4 Cappuccino King?**

As this continental favourite continues to spread over the UK - is it a fad or truly a revolution in the way the British drink and choose their coffee.

Plain white cylindrical cups are now available, easily stackable they are priced as follows:-

Espresso Cups & Saucers packed in cases of 12 - £29.40 + VAT  
Cappuccino Cups & Saucers packed in cases of 12 - £36.60 + VAT  
Milano Breakfast Cups & Saucers packed in cases of 12 - £47.88 + VAT

The latest imports from America are novel drinks in ring pull cans packed in cases of 12x295ml cans for just £9.00 + Vat per case:-

Dark Roast Iced Cappuccino  
Iced Mocha Latte  
French Vanilla Iced Latte  
Hazelnut Iced Latte  
Amaretto Iced Latte  
Iced Coffee

Ghirardelli Liquid Chocolate for Mochas is now available:-

Double Dutch chocolate flavoured syrup - 64floz - £12 + VAT.  
Classic white syrup - 64floz - £13 + VAT

Chrome bottle pourers for the DaVinci syrups are available for just £2.50 + VAT each.

**Remember our weekly order runs:  
Tuesday local, Wednesday Sheffield  
& Leeds, Thursday York and  
Harrogate.**

## *Party like it's 1999?*

**C**omputer literate or complete technophobe, you can't have missed hearing stories about the Millenium Bug and potential problems associated with it. Many of you may feel as I did that it is simply an IT problem for large corporations - however after a 2 day intensive training course on this subject it would seem this is much more of a business management issue - and with shock figures such as in a best case scenario 45% of small business's will fail - I certainly think this is worth donating time to, even if it is my own spare time (what spare

## *New developments for a new year...*

**W**e constantly try to improve the level of service provided to our customers, and as part of our commitment to innovation the full range of pour and serve coffees has received a further re-vamp. Over the next few weeks anyone who uses our 50x3 pint filter coffee will notice something extra hiding in their box of coffee. Each case of filter coffee will contain 500 paper coasters (the approximate number of cups per case), this is a free service and any feedback would be gratefully received. Anyone who would like to purchase the coasters seperately can do for £4.50 + VAT per 500.

**D**ispenser napkins which are the same size and style as the Lavazza napkins are now available, packed in wraps of 600 for £1.50 + VAT.

time?) There are a number of potential problems, even if you don't use a PC in your business for accounts or any other use. For a start, any electrical item that might have a chip to control function could fail - because to reduce prices Generic chips are produced - this means for example that the Chip in your TV remote control could be the same chip as the one controlling temperature in a freezer, the washing cycle in a washing machine, a particular function in a microwave and regulating time and date on a digital midi-hi-fi. So, from a standard chip with 20 pins and a number of different functions, your freezer may use pins 2 and 6 while your remote may use pins 4, 7 and 8. The point of this rather long winded explanation is that the above example generic chip does have a time date function, but in the majority of items you wouldn't expect it to, however it is unlikely to be compliant and the WHOLE chip would fail - not just the time date function of it. So your cash registers, freezers and fridges holding some of your stock could potentially fail - would you be able to carry on without them? Try asking your local water and electricity supplier if they can guarantee no disruptions to supply during the changeover from December 31st 1999 to January 1st 2000 - and the disruption could last 1 hour, 1 week, 1 month? It could be hard making tea and coffee without water, how many customers would you get if you couldn't serve drinks? How long could you last with no money going into the till....Even presuming the services manage a trouble free supply, what about the suppliers of all the products you use - could you manage with 75% of your products? Or worse 45% of all the products you sell? Scaremongering or reality taking a few extra minutes to see how your suppliers are dealing with the problem can't hurt - We'll keep bringing this issue up because it could affect all of us and we as always value our customers.....

## Herbals and Fruits.....

**A** number of new products have been added to the Twinings range of infusions, available in packs of 20 sachets Herbals are £0.89 and Fruits are £0.99:- Herbals - Camomile, Camomile and Spiced Apple, Camomile and Spearmint, Lemon and Ginger, Rosehip - Orange and Rhubarb, Wild Blackberry and Nettle, Ginger - Orange and Honey, Elderflower - Strawberry and Rose, Blackcurrant - Ginseng and Vanilla. Fruits - Lemon, Blackcurrant, Orange - Mango and Cinnamon, Pink Grapefruit - Mandarin and Lime, Raspberry - Strawberry and Loganberry.

## Mayonnaise Mayhem!

**F**or a limited period only we are promoting DL Mayonnaise in 10 Litre buckets for just £14 per bucket! Get ordering now to avoid disappointment.

## HELP!!!!!!

**P**ennine Tea and Coffee needs your help to improve our service. We try our best to provide a fast effective service but we need your feedback to keep improving - Tell us if you are unhappy about anything, if you feel let down or if you even think we might be doing something right! In addition tell us about any other products you think it would be useful for us to sell.



## Top 10 countdown of our best selling ancillary products

**W**e continue this popular feature to keep you up to date with the movers and shakers of the tea and coffee world.

- 10) Decaff 1 cup filters (12x10) £18.50 -
- 09) Hildon Water (12x750ml) £7.20 ~
- 08) DL Mayonnaise (10ltr) £14 -
- 07) Speculoo Biscuits (200) £6.25 ^
- 06) Double Dutch Choc Syrup (64floz) £12 ~
- 05) DaVinci Syrups (75cl) £5.95 - 04)
- White Sugar Cubes (1x5kg) £8.45 ~ 03)
- 8oz Cappuccino Cups (1000) £44.95 ^
- 02) GW Biscuits (twin packx100)£11.28 -
- 01) Milac Maid-Milk Pots (120)£4.40~

^ = UP, v = DOWN, - =NO CHANGE

~ = NEW ENTRY

## And finally.....

**W**e both hope everything is going well with you all, and look forward to all our continued success in 1999.

Thank you for your valued custom and good luck with your future trade.

*Kenneth* and *Robert*

Next issue will be out at the end of May 1999.

