OFFERS APPLY TO DELIVERIES FROM SEPTEMBER 1ST - SEPTEMBER 29TH 2023, UNI ESS OTHERWISE STATED

# ONTRADER SEPTEMBER 2023 AMAZING OFFERS, SUPPORT & INSPIRATION





## MORE PINTS FOR YOU. MORE PINTS FOR WWF.

Drive sustainable sales with Carlsberg Danish Pilsner.

PROBABLY THE BEST 🍟 BEER IN THE WORLD

Brewed in UK, the Danish Way. Enjoy responsibly.

be **drinkaware**.co.uk



SEE PAGE **#12** 



SEPTEMBER 2023

in this issue...

INTRODUCTION 02

**OUR RANGE 3** 

**OUR SERVICES 23** 

**OUR DEALS 33** 

DEALS SUMMARY 52



CARL MIDDLETON,

## WELCOME to our September edition

August was a busy month here at Carlsberg Marston's, and things show no signs of slowing down as we look ahead to September's calendar.

In this issue, for example, you can get ready for the Rugby World Cup, which kicks off on September 8th. Ahead of the 2023 event we're rallying behind the home nations with the return of our popular guest ale, Dirty Tackle. Read more about it on page 22 and make sure you've got it on the bar ready for that first try.

Fast-forward to September 21st and it's the return of Cask Ale Week, a dedicated annual tribute to Britain's cherished national drink. As the leading cask ale brewer in the UK we're here to make sure you have everything you need to get involved. Turn to our Tap Into Cask Ale feature on page 6 for our top tips on keeping cask ale, plus an exclusive deal on some of our national cask brands.

Over on page 20, meanwhile, we've lined up another unmissable – this time on a range of our popular packaged beers. Insights show younger consumers tend to buy more packaged items and spend more during their outlet visits, so this deal is designed to cater to them perfectly.

Last but not least, you can dive into the world of innovation with our industry-leading dispense systems – DraughtMaster and CQDS. Discover the huge range of benefits these systems can bring to your business on page 30, and head to page 24 to explore our user-friendly online ordering platform and Cock Pitt App, designed to help you manage your orders on your terms.

All that's left to say is enjoy the issue, and have a fantastic month filled with memorable moments and happy, thirsty customers. We'll raise a glass to that!

To speak to a telesales representative and place an order please call our dedicated sales and service support team on:

0800 587 0773

We'd love to hear from you.



CARLSBERG MARSTON'S









Welcome to our unrivalled portfolio of lagers, ales & craft beer brands. Discover a captivating portfolio of brands including lagers such as Carlsberg Danish Pilsner, Brooklyn Pilsner, Birrificio Angelo Poretti & Kronenbourg 1664. A collection of premium cask & packaged ales, including Hobgoblin & Wainwright. Indulge in licensed brands from our esteemed partners including San Miguel, Shipyard, Estrella, Erdinger & Kirin; as well as an exceptional range of Alcohol-Free beers, crafted to retain the taste & experience without compromise.







Our lager range spans categories for you and your customers. Ranging from Standard to Premium and even growing our World collection, you can be certain we can offer you an outstanding range of beers.



#### CORE



## CARLSBERG

DANISH PILSNER 3.4%

#### **PREMIUM**



#### PREMIUM WORLD





PREMIUM WORLD DISCOVERY WORLD



#### **CORE PLUS** CORE







### **PREMIUM**











Craft offers a world of possibilities to explore new styles and flavours and our range does not disappoint in providing a solution from entry level to speciality, catering for all drinkers looking to trade up and try something new.

#### **ENTRY**





SHIPYAKU AMERICAN PALE ALE 4.5%



## **PREMIUM**



#### **SPECIALITY**



## ALCOHOL FREE BEER As more consumers look to moderate their alcohol intake, CMBC's range of low and no alcohol beers is growing to suit all drinkers and occasions.

**ERDINGER** 

**ALKOHOLFREI 0.5%** 

#### **CORE**



#### **CARLSBERG 00** (0.0%)

Refreshing with a crisp hoppy bite and just 63 calories per bottle Carlsberg 0.0 is everything you'd expect from a well-balanced Pilsner, Skål!

### WORLD



**SAN MIGUEL** 0,0%

The non-alcoholic drink All of the aroma, from Erding is not only a flavour, freshness real energizer but also low and quality of a in calories with just 125 beer without the calories per 500ml bottle, and made exclusively from natural ingredients.

#### WARSTEINER **FRESH 0.0%**

A pale golden non-alcoholic pilsner beer with a refreshing crisp, fullbodied Warsteiner taste - a perfect fit for any occasion!

#### **CRAFT**



**BROOKLYN SPECIAL** EFFECTS 0.4%

Special Effects is a hoppy 0.4% lager with an unexpected piney aroma and pleasantly bitter finish.

#### **ALE**



**SHIPYARD LOW TIDE 0.5%** 

A juicy, tropical pale ale, with a fullness that belies its low alcohol.

## **KEG ALE**

#### **GOLD**



**GOLD 4.1%** Premium keg bee A refreshing alternative to standard keg ale, with fruity, sweet, citrus flavours.

#### **IPA**



HOBGOBLIN **IPA 5.0%** ollision of Old and New explosion of tropical



zesty aroma from the

5 New World hops.

**AMBER** 



#### **RUBY**



#### **HOBGOBLIN RUBY 4.5%**

Full bodied, ruby beer chocolate malt flavour balanced with a rounded bitterness & a fruity,

### **PLUS** an extensive range of regional favourites

For the full list speak to your CDM or customer service representative

MEWANS 70/-

3.7%

MFEWANS 80/-

4.2%

#### **GOLD**

















**AMBER** 

#### **RUBY**



3.2%



## **STOUT**

4.3%

## **CIDER**

#### CORE



## SOMERSBY

#### **FLAVOURED**

Speak to your CDM or customer service representative about the range currently available to you.

**OUR RANGE** 



Hobgoblin Gold is a light and refreshing golden beer. A combination of four hop varieties infused with malted barley and a touch of wheat give this easy drinking golden beer tropical aromas of citrus and passion fruit. Winner of the UK's Best Golden Beer at the 2022 World Beer Awards.

**HO**BG0

ABV: 4.2% Style Golden Beer Golden See:

Fragrant, citrus & wild forest gooseberries Smell: Mouth-watering malt & refreshing citrus hop kick Taste:

Sweet:

Bitter:

Fish & chips or a simple scotch egg, Food

pairing: the perfect picnic pint

Hobgoblin IPA is a refreshingly hoppy beer. Pale golden with orange glints, prepare for an intense tropical explosion of zesty oranges, grapefruit, honey and juicy bitterness. Winner of the World's Best IPA in 2018 and the UK's Best IPA in 2020, 2021 and 2022 at the World Beer Awards.

ABV: 4.5% IPA Style

Pale golden with orange glints See: Tropical, citrus, fresh, orange Smell:

Juicy, zesty, complex fruit note, grapefruit Taste:

**Sweet:** 

All the spices from round the world or simply enjoy on its own

At the heart of the Great British Pub experience lies our firm belief that cask ale is the ultimate USP and a vital component of the On Trade offer. Brewing cask ale is ingrained in our very essence, and our collection boasts an unparalleled mix of renowned National and Regional varieties, catering for all ages and palates. Through invaluable insight, we understand that a significant proportion of ale consumers seek nationally recognised ales, and we proudly answer that consumer demand by featuring some of the UK's most prominent brands.



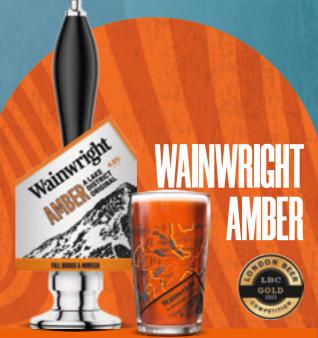
Inspired by the famous Lakeland fell-walker Alfred Wainwright, our master brewers go the extra mile too. They search near and far for quality English malt and hops and tirelessly craft unique combinations worthy of the Wainwright name, like this delightfully refreshing Golden Beer. Lightly hopped with subtle sweetness, a delicate citrus aroma and a gloriously golden colour. Enjoy.

ABV: 4.1% Style Golden Beer Golden See: Fruit, citrus Smell:

Taste: Refreshing, fruity, sweet, citric

Sweet: 000 Bitter:

Smoked salmon with lemon wedges, pairing: soft cheese, lightly spiced dishes



With a subtle bitterness and delicately enticing hop balance, Wainwright Amber is satisfyingly moreish. Clean, creamy and lightly fruity; a pint at the pinnacle of perfection. Brewed with 100% English malt.

ABV: Amber Ale

Lightly fruity, hints of spice Malty, gentle bitterness, moreish

Bitter:

fish & chips, pie with mash & gravy



3.8%

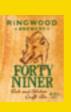








4.2%



4.9%







3.7%





3.8%





4.5%

4.8%

# TOP 10 TIPS FOR KEEPING CASK ALE

Order the correct quantity of cask to allow you to sell each one within 3 days

As the beer is sold, air is drawn into the cask and if the cask is on sale for more than 3 days this will cause the flavour of the beer to deteriorate.

Cask conditioned beer must be stored at a temperature of 11°C-13°C

If the beer is too warm it will over condition. If too cold, it will lack condition and may develop a haze. Cold temperatures reduce consumers sensitivity to flavour. Cask beers are designed by the brewers to be well balanced and flavourful between 11°C-13°C. Outside this temperature the beer might be perceived as unbalanced or even too thin.

#3. STILLAGING Casks should be firmly stillaged on delivery. Standard cask beers should be left to condition & settle for 48–72 hours before serving

Standard cask beer contains yeast in suspension which takes 48–72 hours to settle to the bottom of the cask.

has finished, replace the soft peg with a hard, non-porous peg

Venting and pegging will ensure that the correct amount of carbon dioxide develops in the beer and will maintain this level while the beer is on sale.

Tap the beer 12-24 hours before it is required to go on sale

There is less chance of disturbing the beer and allowing you to do a CATT test - Clarity, Aroma, Taste & Temperature.

Use the brewery tasting notes to help you identify key flavour characteristics

If the beer isn't ready to sell, pulling through to the bar without checking will waste beer and could lead to a bad customer experience.

Always replace the hard peg with a soft porous peg when dispensing beer from the cask and swap back at the end of each session

Removing the peg prevents a vacuum developing in the cask that could disturb the sediment. Pegging between sessions maintains the condition of the beer. If this is done the ale can be kept for longer. This is known as Secondary Fermentation.

#8. TILTING

If the cask is stillaged horizontally, gently tilt it forward when it is between ½ and 2/3 full by gently lowering the front or raising the back, whichever is easiest. This will be done automatically if you are using a self tilting stillage

Tilting allows you to sell the maximum volume of beer from the cask. If using the vertical extraction method of dispense there will be no need to tilt the cask.

Clean all beer lines and equipment every 7 days using the methods recommend by your cask supplier

The cleanliness of the dispense equipment is one of the most important factors in keeping top quality cask beer. Dirty lines can cause cloudy beer, fobbing, equipment malfunction and ultimately a bad customer experience.

# #10. START SELLING PERFECT CASK ALE NOW



**Call the customer services** team on 0800 587 0773 to hear about the great deals we have available on our cask ales.

8 OUR RANGE ORDER.CARLSBERGMARSTONS.CO.UK



21 SEP - 1 OCT 2023

Cask Ale Week is an annual celebration of Britain's national drink – Cask Beer! Supported industry wide by major trade organisations, brewers and pub companies, its primary aim is to encourage consumers to discover (and fall in love) with cask ale.



Scan the QR code to find out more about Cask Ale Week and how you can get involved.







Consumers are willing to spend more on a pint of Wainwright Amber vs a Doom Bar<sup>‡</sup> CGA BrandTrack Q1/Q2 2023 Sample Size Wainwright Amber 141-171, Sharp's Doom Bar 163-353

10 OUR RANGE

ORDER.CARLSBERGMARSTONS.CO.UK

## MORE PINTS FOR YOU. MORE PINTS FOR WWF.

Drive sustainable sales with Carlsberg Danish Pilsner.

Together with WWF, we aim to help selected farmers replenish up to 175 million pints of fresh water to help UK nature thrive.\*





PROBABLY THE BEST 🚏 BEER IN THE WORLD

## STOCK CARLSBERG DANISH PILSNER TODAY

- Growing value & volume market share ahead of all standard lager brands.\*
- \* #1 brand awareness, consideration & preference of any standard lager brand.\*\*
- \* Commands the highest price per pint in the category in free trade.\*
- \* Attracts more affluent drinkers who spend more when they visit.\*\*\*
- ★ Multi-million £ advertising campaign including limited edition Carlsberg x WWF POS kits.<sup>†</sup>



2 OUR RANGE ORDER.CARLSBERGMARSTONS.CO.UK

# SHARE GOOD TIMES WITH CREAT PILSNER



Enjoy responsibly. bedrinkaware.co.uk

## ADDING BROOKLYN PILSNER TO THE BAR DELIVERS A 12% CATEGORY ROS INCREASE\*



Install
Brooklyn Pilsner
and receive a
complimentary
POS install kit
that includes
our brand new
glassware!\*\*

PLUS
receive a free
case of AFB
from the range<sup>†</sup>
See page 21 for
more details

\*CGA Managed EPOS Data Latest 12 weeks to (24/12/22) vs YA – Sample: 59

† Free case of AFB includes: San Miguel 0.0 24x330ml, Carlsberg 00 24x330ml, Shipyard Low Tide 8x500ml, Brooklyn Special Effects 24x330ml your BDM will recommend the best matched brand for your outlet.

<sup>&</sup>quot;Speak to your CMBC representative to agree install and build your perfect POS package. New brand stockists only. One deal per install per outlet. POS items subject to availability at point of order.



# THE FASTEST GROWING - ITALIAN LAGER\*-

Install Birrificio
Angelo Poretti and receive a

## COMPLIMENTARY POS PACKAGE

Speak to your CMBC representative to agree install and build your perfect package. New brand stockists only. One deal per install per outlet. POS items subject to availability at point of order.

PLUS receive a free case of AFB from the range<sup>†</sup>

See page 21 for more details

#### be drinkaware.co.uk

Born in Italy, brewed in UK

\*Source: Total Trade On & Off, Volume & Value MAT vs Peroni, Birra Moretti & Menabrea. CGA OPMS to 10/09/22 & Nielsen Data to 08/10/22.
†Free case of AFB includes: San Miguel 0.0 24x330ml, Carlsberg 00 24x330ml, Shipyard Low Tide 8x500ml, Brooklyn Special Effects 24x330ml your BDM will recommend the best matched brand for your outlet.





Stock the 2nd largest Premium Lager brand IN THE ON TRADE"

Premium price point with the potential to ADD AN INCREMENTAL £300 PER WEEK to your sales\*\*\*

**CONTACT YOUR** CMBC REPRESENTATIVE

**ADD 1664** 

TO YOUR BAR TODAY AND RECEIVE A POS SUPPORT PACKAGE

AVAILABLE ON CODS

**PLUS** receive a free case of AFB from the range $^{\dagger}$ 

See page 21 for more details

\*CGA OPMS QTR data to P04 2023 On Trade Value and Volume
\*\*CGA OPM data QTR to P13 2022 (31/12/2022)

Potential to increase your sales by 71 pints of total lager per week - CGA Volume Pool Data to February 2023

‡ Speak to your CMBC representative to agree install and build your perfect POS package. New brand stockists only. One deal per install per outlet. POS items subject to availability at point of order



## **ERDINGER ALKOHOLFREI RATED #1!\***

**ERDINGER Alkoholfrei is the AFB Speciality Market leader,** offering full bodied refreshment from 100% natural ingredients with Isotonic properties.

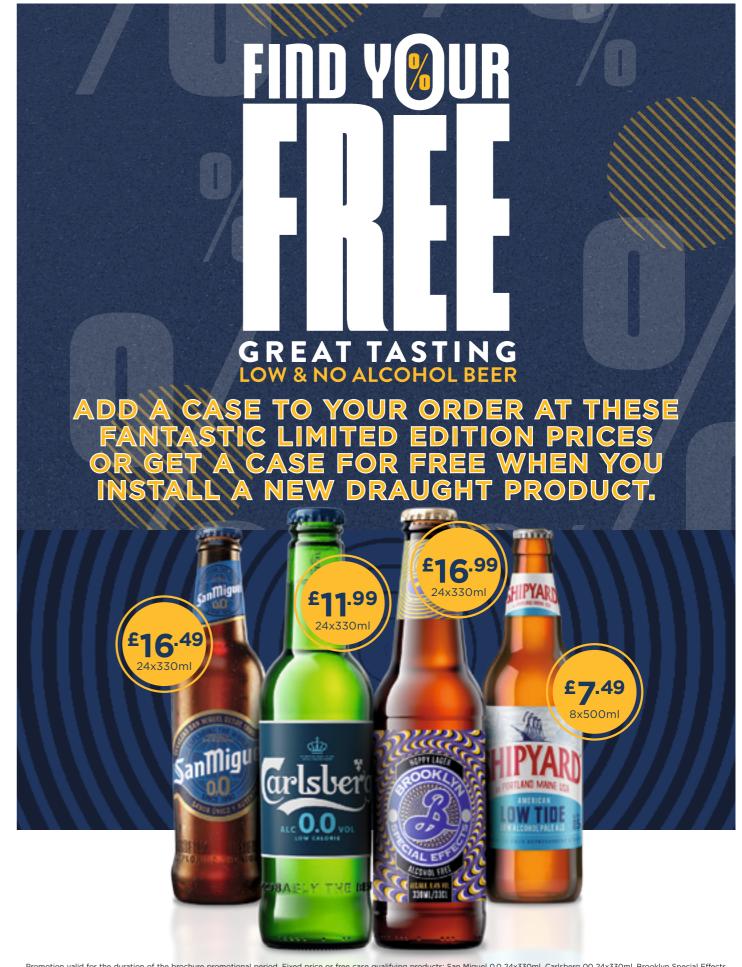
> Out of 60 No & Low Beers The Telegraph, voted

**ERDINGER Alkoholfrei as #1 Best Buy for the** second year running\*



18 OUR RANGE





Promotion valid for the duration of the brochure promotional period. Fixed price or free case qualifying products: San Miguel 0,0 24x330ml, Carlsberg 00 24x330ml, Brooklyn Special Effects 24x330ml and Shipyard Low Tide 8x500ml. Free case offer only available on new draught keg installs of Brooklyn Pilsner, Birrificio Angelo Poretti, Carlsberg Danish Pilsner, San Miguel Especial, San Miguel 0,0, Hobgoblin, Wainwright Shipyard and Somersby Cider. One deal per install, per outlet. Whilst stocks last. Speak to you CDM for advice on what brand is best suited for your outlet.

**Enjoy responsibly.** be drinkaware.co.uk

20 OUR RANGE ORDER.CARLSBERGMARSTONS.CO.UK





## CARLSBERG MARSTON'S ONLINE ORDERING

# CMBC AT YOUR FINGERTIPS

With our online ordering site and new Cockpit app, CMBC brings you industry leading digital services that allow you to manage your ordering and service your account when and how it matters to you, including direct connection to our digital customer service team with Live Chat\*.

Always available, CMBC Online Ordering is the quick and easy way to order the brands your customers love. With a host of great features, we can save you time and money as you can order whenever and from wherever you want.

- Live Chat customer service\*
- Up-to-date stock availability
- Back-in-stock notifications
- Favourite lists
- Repeat previous orders
- Personalised product recommendations and alternatives
- Online exclusive promotions
- Empties collection requests

- Draw down allocated free stock
- Select from your allocated delivery days and order up to 12 weeks in advance
- Manage and order for multiple outlets\*\*
- Hide pricing\*\*
- Send order confirmation to multiple email addresses\*\*

\*Available Monday-Friday, 8am – 6pm

\*\*To hide prices, receive additional order confirmation emails or add more outlets to your account, let our support team know via Live Chat.

#### Activate your account in a couple of minutes...

- 1. Visit order.carlsbergmarstons.co.uk or scan the QR code
- 2. Enter your outlet 7 digit Sold-To account number and post code
- **3.** Enter the email address you will use to log in
- **4.** Check your inbox to validate your email and set your password
- **5.** Log in and place your order

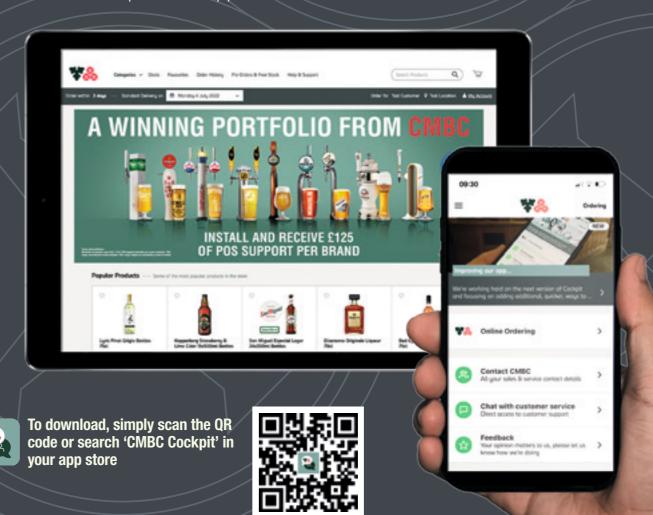


# COCKPIT Online ordering & much more

Our app, Cockpit, is designed to bring everything into one place and give you quick and convenient access to the services we offer. We have exciting plans to make Cockpit the go to place for all your CMBC needs and will be enhancing the app this year to provide even easier access to service and support and help you keep updated with important service notifications. It's just the start.

Right now, you can access online ordering, contact our service and support teams directly, find all the contact details you need and receive brand and product updates as well as category insights right to your phone.

We also want to hear from you. Use Cockpit to give us feedback on how we're doing and how we can improve the app in future.



24 OUR SERVICES ORDER.CARLSBERGMARSTONS.CO.UK



## CROWN CELLARS®

CARLSBERG MARSTON'S BREWING COMPANY



We know the perfect wine offer goes beyond a wine list. Your team has to be able to bring it to life.

We share that responsibility, and that's where true partnerships are built.

Knowing how to engage your guests is everything. For us, that knowledge comes from 30 years of experience and trade insight, an obsessed expert team and a long-standing relationship with Jonathan Pedley (MW), one of the very best in the game.

Our broad, award winning portfolio of exclusive labels and carefully chosen favourites means we can tailor a range for your business and show you how to grow your margins. But to truly support your business, we listen, understand, build a plan – then deliver it together. As a part of that plan we work hand-in hand with your team to build the knowledge and skills required to engage your guests with absolute confidence, inspiring them to trade up and put more money in the till, or spend more on each visit.

We're immensely proud of our customers and want your business to grow, so we'll make sure you are supported with a balanced wine offer built with passion, expertise and trust.

- A specialised, WSET trained team, qualified to train WSET courses
- Our Master of Wine, Jonathan Pedley
- 30+ years of experience with wine
- Regular additions to the range
- Website & social media@CrownCellarsUK
- Wine listing support
- POS support
- Bespoke training

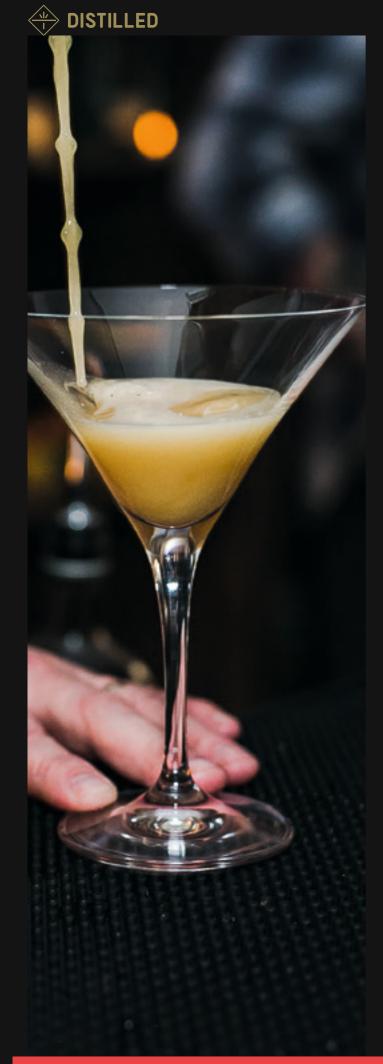
- Tasting events
- Market data to help anticipate trends
- An array of award-winning wines, including exclusive labels



Our purpose is to bring your wines to life







## \l/ DISTILLED

WORLD SPIRITS FROM
CARLSBERG MARTSON'S BREWING COMPANY

We are Distilled, and we're kind of into spirits. Sipping them, mixing them, reading about them, writing about them, talking about them and, well, you get the picture. Spirits are a funny category in the drinks industry; there's no other kind of drink that is so fiercely owned by bartenders. Not wine, not beer, not soft drinks. The fantastic thing is that this ownership is not individual - it's communal... bartenders love to support one another in their learning, share cocktail recipes and taste new or rare spirits together.

Distilled has grown from that culture of bartenders sharing and supporting each other. We are about more than this vaguely flashy ad in a magazine. We are about helping you create your offer, showing you new things, or maybe just being there to support you as you fine tune something that's already doing the trick.

We're constantly working on tools to make this happen...

## **TASTING EVENTS**

Meet suppliers, get inspired & discover support



## THE THINKING DRINKERS



With years of industry experience, knowledge and links with everyone who's anyone in the bar industry, the Thinking Drinkers keep us informed, keep things relevant & keep the tab open

### DISTILLEDUK.COM

Articles, videos, interviews, serve guides & our range



## SOCIAL MEDIA @distilleduk



## LISTING HELP, COCKTAIL SPECS & MENUS

Costed, balanced, creative & commercial, bespoke training support





**ESPRESSO MARTINI** 





#### **BRANDS AVAILABLE** ON DRAUGHTMASTER:





## WHAT CAN DRAUGHTMASTER DO FOR YOU?



#### UNRIVALLED QUALITY

The beer in our kegs stays fresher 6 times longer (30 days) than steel kegs (5 days) once opened.



#### SAVES SPACE

The system has a small footprint. Lightweight kegs are easy to store, move and change whilst they compress during use.







#### SAVES TIME & MONEY

Save time and money as lines only need to be cleaned every four weeks. With no CO2 needed either it's additional cost saving.



#### **VOLUME GROWTH**

Outlets who have installed DraughtMaster into their bar have seen an overall growth of volume by +35%\*.







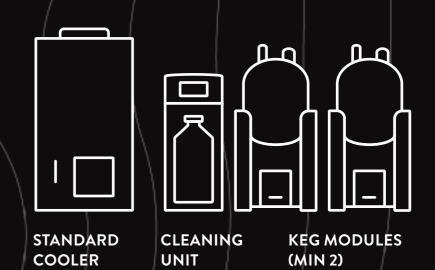




APPLE

## WHAT DO YOU NEED?

DraughtMaster uses standard founts/t-bars and coolers and can be set up under bar or in a cellar.



\*Source: CMBC DraughtMaster Total Sales Data 2023 vs 2022 to 05.10.22 & InnServe Installations to 05.08.22.

A THIRST FOR INNOVATION. **A TASTE** FOR PROFIT.

DraughtMaster is an innovative system that uses 20LTR kegs and compressed air to deliver exceptional quality beer, every time.



For more information on how DraughtMaster can transform your business get in touch with your Business Development Manager or visit www.draughtmaster.com

**Enjoy responsibly.** be drinkaware.co.uk

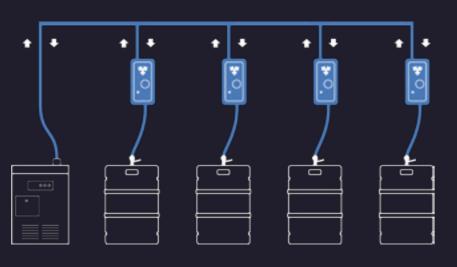




30 OUR SERVICES ORDER.CARLSBERGMARSTONS.CO.UK



A fully enclosed environment from 'keg to glass', helping to ensure every pint is perfect every time





Consistent dispense temperature

Provide a perfect pint every time





Saves you time and money

Reduce line cleaning wastage



Since installing Carlsberg's new dispense system the hotel has seen a dramatic cost saving in terms of waste. We are benefiting from a huge commercial sum to our bottom line by cleaning less frequently. Wastage has dropped to almost zero improving the yield significantly.

The time the managers have saved on line cleaning has been a real help, this has allowed them to focus on other aspects of their role, up selling, training of staff members and more importantly working on service to our customers. The best part is the quality of the beer/ ale and cider which has improved dramatically and delivers our guests the perfect pint every time encouraging repeat purchase.

Since installing in the main hotel and seeing the benefits we rolled out CQDS into all venues within the Estate.



Mark Roberts – Food & Beverage Manager Carden Park, Chester

To discuss this revolutionary system in detail and to find out how your business would benefit from a new system installation, please contact us to arrange an appointment with one of our dedicated Regional Dispense Specialists.





Invenio

WORLD WINES EXCLUSIVELY FROM CROWN CELLARS, COMPETITIVELY PRICED IN A CONVENIENT 187ml FORMAT





# Responsible

seriously; our Together Towards Zero & Beyond everything we are doing.

While the team here at Crown Cellars consists of programme aims for zero carbon emissions at a relatively small group of people that are very our breweries, 100% recyclable, reusable and passionate about wine, we are also proud to be renewable packaging and for 100% of our a part of a much bigger business; Carlsberg electricity to come from renewable sources at Group. Any business on a global scale has a our breweries by 2030, with plenty more targets responsibility to the future of the planet, a on top of that - a quick search of 'Together responsibility that Carlsberg Group takes very Towards Zero & Beyond' will show you

> We also value working with other companies that aim to achieve similar goals - several of our partner winemakers are certified organic, sustainable and/or a few.

Organic certification in wine means, in the most basic sense, that the grapes have been farmed organically. The definition can vary country to country, but it generally excludes the use of pesticides, chemical fertilizers, fungicides and herbicides. It also limits the use of added sulfites (a preservative that forms naturally in winemaking) as well as flavouring agents, GMO yeasts and colouring agents like the grape juice concentrate 'Mega Purple', which adds deep colour and a touch of sweetness when used.

Organic wines actually tend to require less water as the soils contain more organic matter, holding the water better, as well as not tainting local ecosystems with chemicals, and EU Organic certifications use guidelines to ensure the ethical treatment of vineyard workers.

Certified organic is always a plus, but we also work with winemakers that are practicing organic, meaning that while they follow organic practices they are not yet certified. Organic practices need to be in place for at least three years before certification is granted.

Cycles Gladiator Pinot Noir

**PRACTICING ORGANIC** 



# Biodynamic

and that this connection gives off a resonance institutions - most notable Demeter that can be balanced alongside a specific International. Winemakers can be astronomical calendar.

The biodynamic vineyard is seen almost as one organism, with each step of the winemaking process feeding and contributing to the next, actually utilising a lot of organic practices (although can allow for more added sulphites than organic wines). The idea is of a self-sustaining system.

Yalumba 'The Cigar' Coonawarra Cabernet Sauvignon AUSTRALIA

PRACTICING BIODYNAMIC. PRACTICING SUSTAINABLE

Biodynamic agriculture is not new, in fact it is leaving the land in as good or better shape than it almost 100 years old. The idea behind biodynamic was found in. Thankfully the distinction of wine is more than simply agricultural practices, but biodynamic wine does not vary by country, as it that all things in the universe are interconnected, can with organic wines as it is granted by private

practicing or certified biodynamic.

YALUMB.



The Crown Cellars exclusive Millstream range, including a Rosé, Chenin Blanc, Sauvignon Blanc, Pinotage and Cinsaut/Ruby Cabernet blend **SOUTH AFRICA** 

> PRACTICING BIODYNAMIC, PRACTICING SUSTAINABLE



The Crown Cellars exclusive Drop Dead Gorgeous range, including a Chenin Blanc and a Malbec SOUTH AFRICA

**PRACTICING SUSTAINABLE** 



The Crown Cellars exclusive Grapeful Dead range, including a Chardonnay and Shiraz AUSTRALIA

**PRACTICING SUSTAINABLE** 



The Crown Cellars exclusive Gulara range, including a Chardonnay and Shiraz AUSTRALIA

**PRACTICING SUSTAINABLE** 

37

The Crown Cellars exclusive Cloud Island Sauvignon Blanc NEW ZEALAND

**PRACTICING SUSTAINABLE** 

# Sustainable

Sustainable wines are produced in vineyards of energy and social impacts. This can make that practice water and energy conservation, for a much more complicated category to preserve ecosystems and the local wildlife. It's a understand, as there are different sustainability broader term than 'organic' or 'biodynamic', and programmes around the world, with slightly

often covers not just the winemaking process different approaches. These programmes will itself, but the impact of the usually be state regulated, however, meaning entire supply chain, use that there are strict legal definitions to the certification process.

> The Crown Cellars exclusive Ponte range, including a single serve wines, still and Prosecco wines

> > PRACTICING SUSTAINABLE

The Crown Cellars exclusive Aimery range, including single serve wines, a Chardonnay, Sauvignon Blanc and Cremant ARGENTINA

PRACTICING SUSTAINABLE



38 DEALS ORDER.CARLSBERGMARSTONS.CO.UK



## WINE MENU CREATION

Having a good drinks list in your venue is a critical tool to help maximise sales. Not only will a good list help showcase your range to your customers, but more importantly, if used correctly it will help with upselling, incremental purchases and promoting your most profitable listings.







#### rondon



MEXICO CITY

SURFING A HIGH-VOLUME WAVE SURFING A HIGH-VOLUME WAVE SURFING A HIGH-VOLUME WAVE SURFING A HIGH-VOLUME WAVE

#### Quality cocktails served quickly is an essential equation in modern bar times

Geographical divide aside, London's Callooh Callay and Licorería Limantour in Mexico City have an incredible amount in common. A shared commitment to a quality bar programme and customer care, well-trained staff to deliver, not to mention that both have consistently been named in the Top 50 Bars in the world.

Both have operated for many years in an exceptionally tough and competitive industry, so are far from a flash in the pan.

And both shaped a generation of bartenders and encouraged a wider consumer appreciation for cocktail culture in their respective neighbourhoods.

But, most relevant for this feature is the fact that both devoted themselves to complex cocktails in a fun environment without sacrificing their craft – they have combined exceptional spirit curation with thought-provoking menus, but never at the expense of firing out rapid drinks to demanding and thirsty customers. A devotion to detail has always enabled them to deliver drinks at pace, and, as a result, both have also been rewarded with the prestigious Best International High Volume Bar award at Tales of the Cocktails.

Historically, 'high volume' was the preserve of nightclubs or town-centre pubs with a late licence. Invariably, the key to success was the ability to churn out lukewarm bottle beer, shoddy shots, over-diluted white wine spritzers or liberally iced spirit mixers with limp garnishes. Discerning drinks weren't crucial, because the customer wasn't at the bar for an exceptional experience, they simply wanted to extend their night, and most were willing to substitute a queue for quality. How else do you think substandard 'agave' spirits were allowed to thrive?

But as customers' tastes and drinking habits have changed, with our own 'drink less, drink better' motto adopted globally, there has been an increased demand for quality cocktails in every venue. A new generation of drinkers rarely look to guzzle ghastly drinks into the early hours; they want to enjoy quality steadily, so whatever venue you purport to be, you need to be on point with excellence.

But crucially, with every bar about to swamped with demanding customers, it's imperative you blend this superiority with speed.

One of our favourite examples of the perfection of this bar culture has been Employees Only in New York, where the service was not only efficient under incredibly busy circumstances, but in itself became part of the show. The way bartenders weave around each other, know their place, select the spirits, work the wells, deliver drinks, is almost balletic. Customers don't ever suffer frustration, because even a brief wait is enhanced by the performance.

"Historically, 'high volume' was the preserve of nightclubs or town-centre pubs with a late licence" In the coming years, the training and skills to match speed with quality are going to become incredibly important. Demand for experiences has never been higher, but the bar must set itself apart from the home, so a reputation for serving quick and quality cocktails will see numbers multiply. But running a high volume cocktail bar is a serious commitment, and as important as the staff and the skill you present, is the prep you do before you serve a single customer.

As a first point of order, the most obvious specific suggestion is to ensure you've got enough stock. Sounds simple, but many operators still manage to run out of products on a busy night, so before you even get to your staff and the menu, make sure the cellar is pre-loaded.

And as a more general rule, remember that it's all in the details. Every decision you make is about chiselling a few seconds or minutes off each serve and keeping the customers flowing. After that, there are some very obvious – and yet too often overlooked – considerations.

SURFING A HIGH-VOLUME WAVE

## 11 TIPS FOR SERVING HIGH VOLUME AND HIGH QUALITY

**ICE** 

You can still serve a drink without it, but people won't come back once they've tasted a warm Cuba Libre, so don't run out, and make the ice cold.

Ice is arguably as essential as the drink itself, and having a system that ensures you always have ice, and ice that is cold and dry, is critical. Ice is ice though, surely? Sadly not, because wet ice and dry ice will have a different impact. As ice melts it moves its cold energy into the liquid, but if you start a shake or serve a drink with very wet ice, ice that has been melting for ages before you even get to it, it'll dilute the drink a lot quicker. So, you're after the coldest, or driest, ice at the start of the process. This will take longer to chill, but also dilute less and last longer in a glass. Obviously, the science and tests you apply to your ice programme will depend on other factors, like space and time. We once discussed Sean Muldoon's ice programme at the Merchant in Belfast, and at the time he was vibrating ice in chest freezers in the hotel to achieve super clarity. Sean is a perfectionist, which is why he has had so much success in Belfast, and now in New York with the equally passionate Jack McGarry at Dead Rabbit. Naturally, not all of you can follow their lead, but just starting to take ice seriously

#### **SPEED RAIL**

The key is in its name. These are the liquid ingredients that will provide a lot of focus on a busy night, so make sure you have a bit of quality here. Yes, the bar needs to think about the margins, but a careful selection can ensure your house pours are affordable but excellent options. Line them up in order of most ordered, and learn that order - again, it's about shaving off time. And obviously line up more than one bottle of them ahead of a shift.

### WORKSPACE

We once heard a bartender describe how they designed a bar setup so that a server could produce as many as 30 cocktails without taking a cluster whoopsie. If the Beefeater is always two steps in either direction. Sounds a bit like a factory booth, but there's a real art and pride in being able to meet this challenge. It's about bar design, but also having your bitters, garnish, tools, and breakdown stations all close by. Use the space under your bar, and again, focus on

#### MENUS & RECIPES

Design it with the speed drinks in mind, and make it obvious and appealing so that the customer has confidence in the drinks on the page. The name, spirit base, story behind it, the flavours, the glassware. Make it concise. but sell it to them here and they'll be more inclined to order when they get to you. Have a programme that enables staff to learn, suggest and nail quality cocktails with fewer ingredients. We've seen bars that can speed-pour incredible cocktails with many more than three ingredients, but you have to apply a logic to the staff you have and the demands of customers.

### **EVERYTHING** HAS IT'S PLACE

Drill the staff on where things go; if the bar is a mess, so is the service, and clutter can lead to in the Beefeater spot on the shelf everyone knows where to head when they need it, and if you have a long back bar, duplicate the bottles at either end. Don't make a bartender walk many metres in the middle of a serve if 30% of the bar's orders require the same gin.



# OLUME WALA OLUME WALA

#### **BATCHING**

Not a new phenomenon by any stretch, but perhaps more useful now than ever before. Combing the appropriate ratios of all spirituous ingredients (and sometimes sugars) to make a whole bottle of pre-measured, is an easy time-saver. The process of making the drink still requires the visible steps of measuring and pouring fresh ingredients, dashing bitters, shaking or stirring, and straining, but it'll still reduce the necessary.

#### **MULTI TASK**

Become the Ronnie O'Sullivan of the bar and stay one, two or even three shots ahead at all times. The best bartenders understand their role as a host; the night is not about you, it's about everyone else, and they all need looking after. Deal with the customer being served, make their drink with care, but engage the next customer and start thinking about how you deal with them and their drink

#### CATCH THE EYE

Make every cocktail pretty. Each drink you pass across the bar is an advert for the queuing customer

#### **KEEP IT FRESH**

Select the best produce for garnishes, make sure fresh juices are exactly that, and throw oxidised ingredients away.

### **WORK HOURS**

Come in early, and if you hire staff, pay them to come in early. Some bartenders will come in two hours before opening, to check stocks, prep garnishes and polish glasses. This is the time to ensure everything is ready when the customers start piling in.

#### **BARBACK**

If you have the budget, hire a barback. Typically responsible for cleaning and refilling glassware, changing kegs, cleaning the bar top and restocking everything in the bar from spirits to syrups. The temptation might be to cut back on staff to manage the economics. but the barback is worth their weight in actual gold. They soon earn the salary and then some if they are on hand to keep all of the above moving and flowing.

DISTILLED (1)























## GIN MENU CREATION

Having a good gin menu in your venue is a critical tool to help maximise sales. Not only will a good gin menu showcase your range to your customer, but more importantly if used correctly it will help with upselling, incremental purchases and promote your most profitable listings.

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50 DEALS 51

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