



PENNINGTON ROBSON
T:020 7378 0671 E:admin@penningtonrobson.co.uk

John Lewis has been voted the nation's favourite shop^{*1} and are respected for their strong ethos of quality products and customer service, which is reflected in all areas of their business. Pennington Robson's 20 years working relationship with John Lewis demonstrates that we have upheld this level of excellence whilst designing and developing their customer catering offers.

Our approach is to work closely with the John Lewis Catering Team and other consultants, as part of the design process. We design the restaurants and cafés to be elegant and stylish as well as durable and hardworking. Equally the process is far from static, as each new Espresso Bar or Place to Eat is constantly improving and evolving from the previous generation.

By understanding from the outset the Partnership's commercial goals and dedication to customer service, Pennington Robson have designed and developed a full range of catering offers from small stand-alone mall cafés, to large customer restaurants.

Our involvement with John Lewis has flourished through the years because of our mutual honesty of purpose, high level of dedication and passion for excellence.

^{*1} Verdict-market analysts, Jan 06

JOHN LEWIS

