



**Andy Mannhart**

**Company Profile | 2018**

**be professionally  
equipped**

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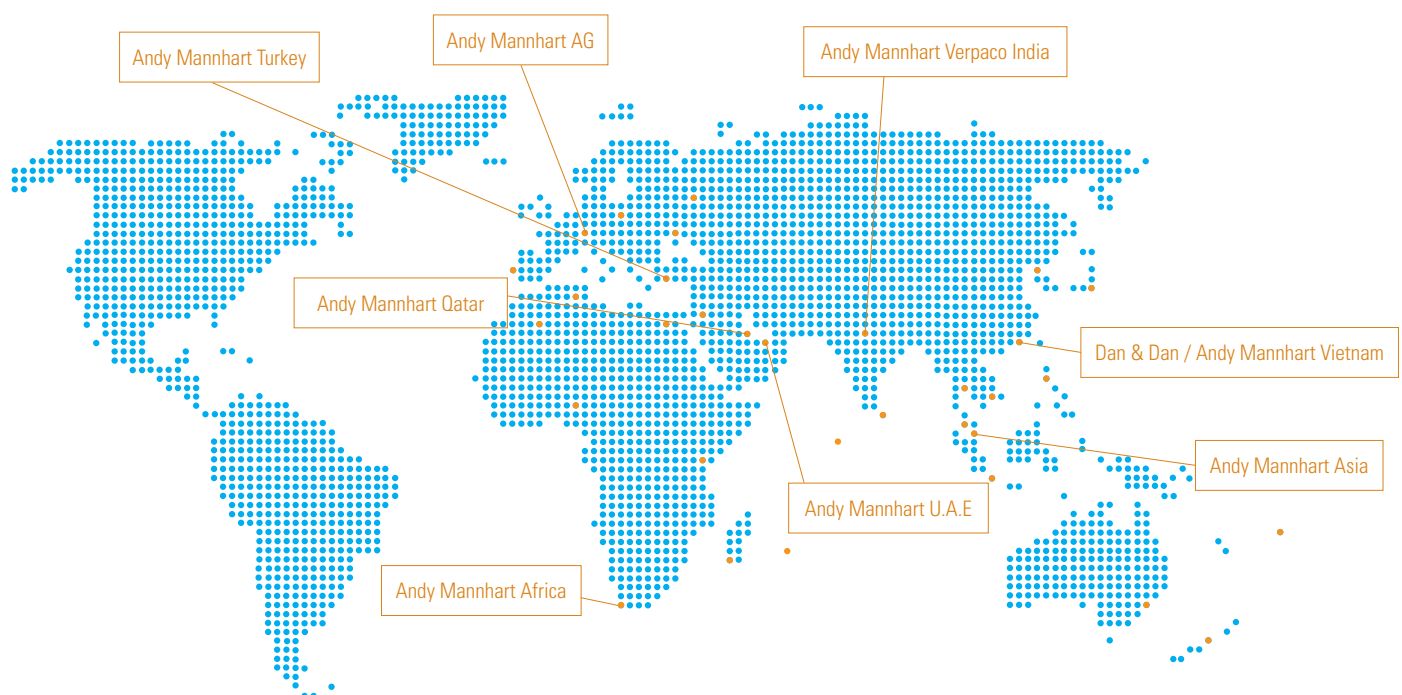
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## 1. Purpose

This company profile is compiled for the purpose of presenting to our current and prospective customers a comprehensive brief of the Andy Mannhart AG range of products and services, as well as its organisation structure, and the operational system in practice. This profile also explains the reasons for the unique success enjoyed by the company in the international arena - with its operations stretched over various continents of the world, yet unified in the common corporate objectives and through their actions.

## 2. The Andy Mannhart AG network

Head-quartered in Switzerland, but spread across the globe through direct and indirect distribution channels, Andy Mannhart AG has established itself as a leading international "one-stop-centre" for the sourcing and supply of kitchen equipment and utensils as well as table top ranges to the professional trade. Since its incorporation in 1985, the company has sold products and services to over 80 countries, with a customer base of more than 2'000 hotels and restaurants over the last 33 years.



Andy Mannhart AG has 7 Joint Ventures / regional offices in Dubai (UAE), Doha (Qatar), Cape Town (African Continent), Delhi (India), Saigon (Vietnam), Antalya (Turkey) and Singapore plus a network of directly-appointed resident representatives in 28 countries, covering the major regions of Asia, Middle-East, Africa and Europe. All our resident representatives are experienced in the kitchen and F&B requirements of hotels, restaurants, convention centres and any other food-production and food-service operations.

### Andy Mannhart AG

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### 3. Our mission

We aim to carry on with our tradition of “Creating Satisfied Customers” as we have done in the past 33 years - to continuously enhance our services with the supply of high quality products at improved unit costs, via the dynamics of our user-friendly IT aids and an efficient operation system.

### 4. The beginning and now - key management personnel

Andy Mannhart AG was founded in 1985 by Mr. Andy Mannhart, a chef by profession, who has such immense love of the culinary art and everything surrounding it. This life-long devotion prompted him to start a company, gathering under one-roof all the equipment and tools ever required by professional chefs to create this art of food. For many years, Mr. Mannhart travelled all corners of the world personally to understand the needs of his customers in the hotel and restaurant industries, so as to continually improve and expand the range of products and services.

Today, there are about 15,000 kitchen products within the reach of Andy Mannhart ‘s direct sourcing network with more than 600 factories worldwide.

In 2002, Mr. Mannhart decided to retreat from the active business scene. He sold Andy Mannhart AG to its present owner, Mr. Daniel Sutter, qualified with an MBA, brought with him a whole wealth of corporate and manufacturing experience; in both the management and operational areas of the hotel and catering equipment and supplies industry. His past career track record has seen him as Head of the Food Service Division worldwide for Spring, and later as CEO of Spring Switzerland for more than 10 years. Mr. Sutter was instrumental in bringing about the creation of the “Roll-top” technology on Spring chafing dishes. Daniel Sutter currently holds the position of President of the Board and CEO at Andy Mannhart AG, while Mr. Andy Mannhart is still a Member of the Board.

Vision for Andy Mannhart AG:

- 1 Expand our market leader position in Asia, Middle East and Africa as an OS&E general contractor and solution provider both for kitchen utensils as well as buffet and front cooking concepts.
- 2 To sell quality products and services with an effective global sourcing and logistics systems to achieve optimum customer satisfaction.
- 3 To provide added value to its customers with responsive web-based tools for their pre-purchase planning and budgeting.

## 5. Organisation and operating system

At the Küssnacht head office all operation processes follow a brand new browser based ERP System, which was internally designed and over the last 4 years successfully implemented.

All sourcing and logistic activities are centralized hence for global uniformity and control of quality, as well as for the cost-effectiveness of its operations.

All Joint Ventures and Resident Representatives of Andy Mannhart in their own right, are highly experienced in various areas of the management and operation of the hotel and F&B industries. In this system, Andy Mannhart AG aims to establish in each country / region a local representation with the hands-on understanding of the local culture and governing rules and regulations for the hotel and food-service industry, so that our customers always feel "at home" in buying the Andy Mannhart products and services.

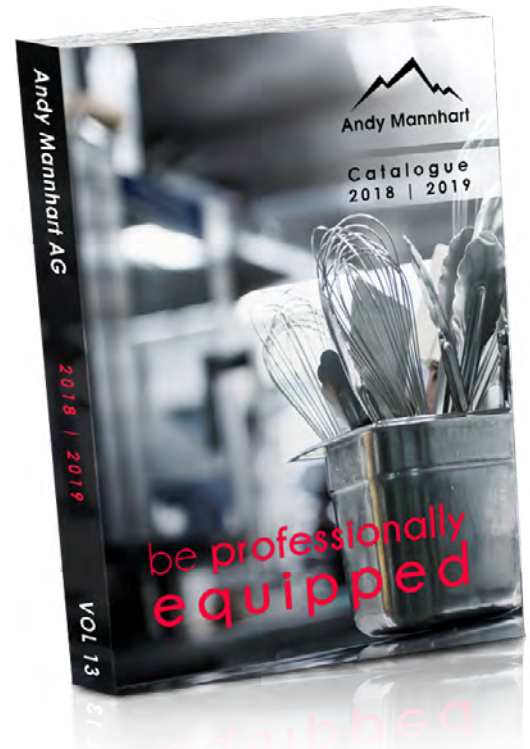
Diverse as it is in region and culture, yet the company's group activities are maintained on a very regular, dynamic and communicative management system between the Andy Mannhart AG head office and all its Joint Ventures and Resident Representatives world-wide.

## 6. Our products and services

### Products

Currently, Andy Mannhart AG hosts a product range of over 15,000 kitchen equipment and utensil items from more than 600 manufacturing sources to cater to professional kitchen requirements. Some of these products are :

#### Front of House



#### Pots & Pans, GN Containers



#### Small Kitchen Utensils



#### Knives & Boards



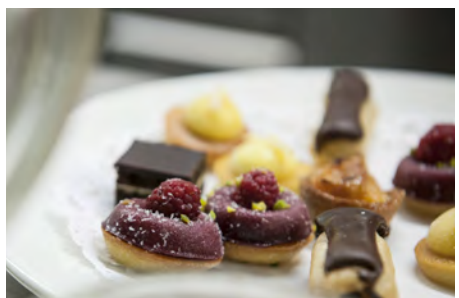
#### Buffet Display & Chafing Dishes



#### Storage & Cleaning



#### Bakery & Pastry



#### Trolleys & Dispensers



#### Kitchen Machines



#### Bar

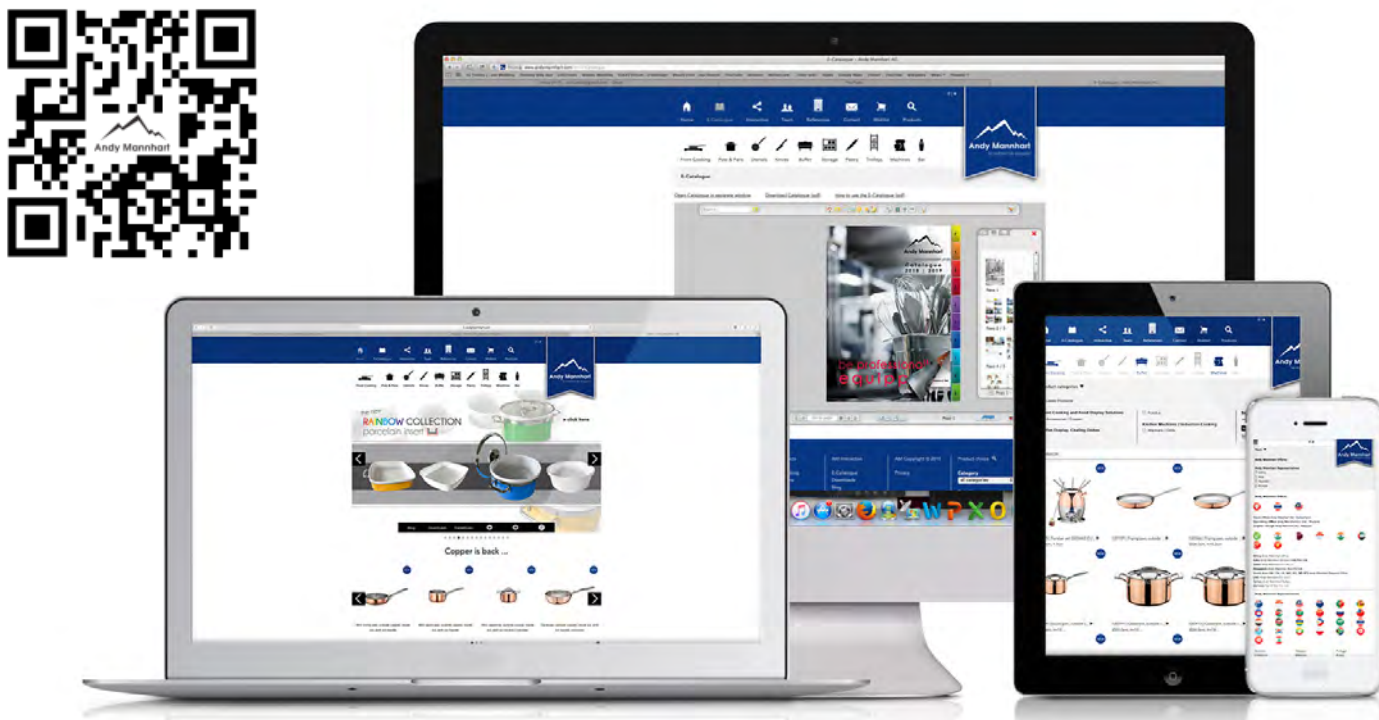


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Various ranges are manufactured under Andy Mannhart AG's guidance and control as per agreed specifications and of course with the own Andy Mannhart's logo (OEM).

Our latest full range of products may be viewed at [www.andymannhart.com](http://www.andymannhart.com), fully illustrated with pictures and product information. Customers may also visit our E-Catalogue available on our homepage, 24 hours a day, 365 days a year.



## Services

Andy Mannhart AG also regularly provides professional services in the areas of :

- Providing turn-key solutions for set-up of new hotels and refurbishment
- Kitchen equipment and utensil requirement listing and specifications
- General F&B and buffet layout concept proposals, equipment requirement listing and specifications
- Live Cooking Concepts
- Project and equipment budget proposals
- Specific custom-made F&B equipment
- Global procurement services
- Logistic planning and provision

In providing these services, we pride ourselves on our expertise in proposing the right range of equipment and utensils so as to optimize functional performance of the equipment at optimum costs.

## 7. Our customers

Andy Mannhart AG has on its list of references, a varied group of customers ranging from hotels, restaurants, convention centres, palaces, training institutions, hospitals and cruise lines.

- Accor Hotels
- Address Hotels
- Bürgenstock Resort
- City of Dreams Manila
- Hilton Worldwide
- Hyatt International
- IHG
- Jumeirah International
- Kempinski
- Kuala Lumpur & Borneo Convention Center
- Marriott International
- Norwegian Cruise Lines
- Shangri La Hotels
- Star Cruises
- Tiger Casino Manila
- Wynn Casino Macau

**More than 33 years of satisfied customers, and the list keeps on growing**

## 8. The Andy Mannhart difference - our culture

The working culture at Andy Mannhart AG is strongly entrenched with the beliefs in providing the best level of services and products to each and every one of our customer, through regular and accurate communications with the head office, suppliers, customers, and our network of resident representatives world-wide.

Our customers are always welcome to communicate with us on any question with regard to the equipment that they need, or to verify any product specification details. Our customer-service approach is open, interactive, and satisfaction-driven. Through out our international network, our resident representatives are unified with the same service objectives.

Every staff member in the Andy Mannhart AG organisation is well-trained in their specific area of operational expertise.



## 9. Andy Mannhart goes Green

Andy Mannhart AG is committed in minimizing the impact of its activities on the environment

The key points of its strategy to achieve this are:



- Minimize waste by evaluating operations and ensuring they are as efficient as possible.
- Minimize toxic emissions through the selection of the right forwarding means the source of its power requirement.
- Actively promote recycling both internally and amongst its customers and suppliers.
- Source and promote product range to minimize the environmental impact of resources, production and sustainability.
- Meet or exceed all the environmental legislation that relates to the Company.
- Control the status of the “green activities” on a regular base and implement new initiatives based on the identified gaps.