Best Customer Support

Winner

Sonnet 43 Brew House







A new player in competitive environment - supporting our customers to stand-out

We know we have a great product but being a new brewery in a competitive marketplace, we've needed to prove ourselves to our customers as a business. With a professional attitude and by being ultra-responsive to their needs we've created both trust & repeat business.

Judges Comments

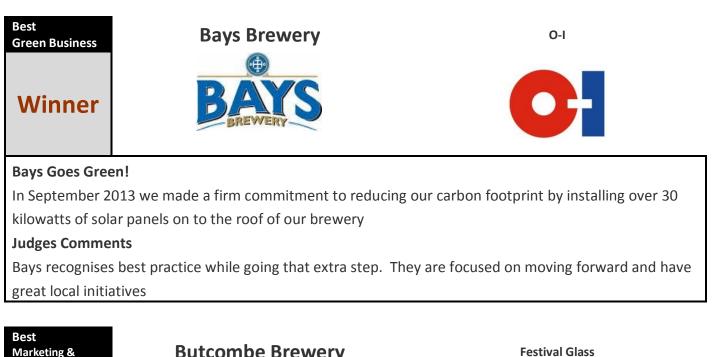
Sonnet 43 Brewhouse impressed the judges by showing clear goals and deliverables. The panel recognised that this is best practice as it should be for all breweries. The communications were personalised with clear descriptions of what they do and provide a variety of benefits to the customer

Best Community Support	Corvedale Brewery	Enterprise Inns	
Winner		ENTERPRISE	
Corvedale Brew	very champions local causes and raises £5500	in 2013	
A Little Brewery With a Big Heart			
Supporting Ludlow Spring Festival from conception through to an 6000 visitor event			
Judges Comme	nts		
With two well-presented external nominations as well as the brewery's own entry it was extremely			
apparent to the	giudges that Norman Pearce and Corvedale b	rewery are an obvious winner. With genuine	
commitment ar	nd pro-active endeavours in the community a	nd local area.	
Best Community Support	Lymestone Brewery	Enterprise Inns	
Highly Commended	LYMESTONE BREWERY	ENTERPRISE	
Links with local	BREWERY schools and students		

Lymestone Brewery has developed a relationship with the local high schools to offer work experience, holiday employment awards and mentorship

Judges Comments

The judges felt that this was a brilliant way of engaging with the youth. While most of the industry remains nervous of involvement, because of the alcohol factor, Lymestone has taken this issue head on. The message is extremely responsible, and also includes information on work ethics and social responsibilities. The Lymestone project demonstrates a genuine commitment over and above.



 Marketing & Communication
 Butcombe Brewery
 Festival Glass

 Winner
 Festival Glass
 Ltd

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 Festival Glass
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 Butcombe Brewery
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 How to increase the profile of Butcombe Brewery with major supermarkets
 Festival Glass
 Ltd
 Ltd

Hundreds of brewers supply the major supermarkets, how could Butcombe stand out from the crowd? We have done the following:

- Web site focused on our off trade www.butcombebottles.com
- A monthly PBA report sent to all buyers www.butcombebottles.com/resources
- Launched a UK Bottle Ale Group on Facebook, Twitter and LinkedIn

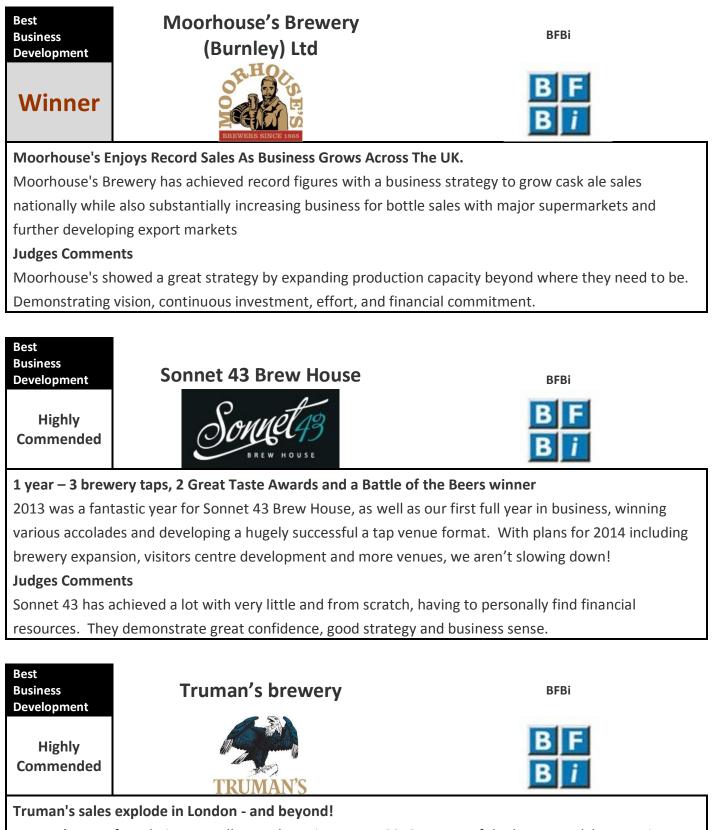
Judges Comments

Butcombe's entry was extremely well received. It's an holistic approach to how they manage a category. They also showed that they had made a large investment in information and resource with limited resource.



In 2013 Castle Rock Brewery greatly enhanced the appeal and reach of our Nottingham Celebration Ales, which is usually a local focus. We did this by engaging and creating stories with internationally recognised names including Graeme Swann, Kate Beckinsale, Ian Paice & Stewart Adams. Our promotional efforts were fully documented in the media, contributing to the vastly increased success of the range. We are not stopping here! We've already launched our first beer for 2014, Su Pollard **Judges Comments**

This entry recognised the importance of connecting with the local community, the way in which this was achieved put the Brewery right at the Heart of the Community, championing those in and around Nottingham who have made a difference! Castle Rock's entry demonstrated a strong investment in its local customer base, showcasing local celebrities as well as the consumer – ie. fact that whoever it was invented Ibrufen – used by so many consumers after one too many the night before...



Truman's went from being a small gypsy brew in January 2013, to one of the largest cask brewers in London by December 2013.

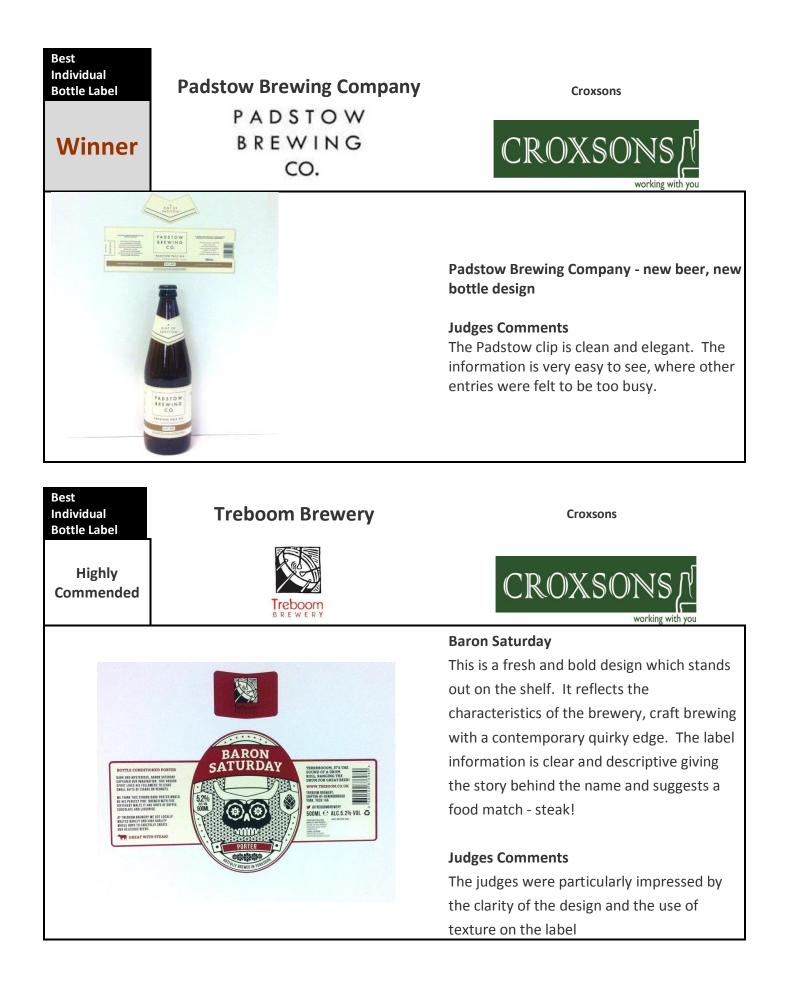
Judges Comments

Truman's is a good story well told. Judges were impressed with what they have achieved in the London market



Judges Comments

This was a unanimous and instant decision with the judges. The decision was made on the quality, visual element, implementation, commitment and recourse. The whole project was thought through from the customer's perspective as well as their own. It also reflected a high degree of onward investment in resource and time to ensure that the customer was kept informed of, not only Butcombe's beers but the beer category as a whole



Best Range of Bottle Labels

Fourpure Brewing Co



Winner



CROXSONS

Fourpure Brewing Co. - Core Beer Range Our core beers have a consistent design, changing colours with a clear accessible name. We've added data on the bottle such as IBU, EBC, serving temperature, and glassware to educate and engage customers about beer. It mixes authentic travel tag styles along with a passport stamp version of our logo

Judges Comments

Fourpure's labels were considered innovative and interesting with clear information. Judges liked the concept of the luggage tag, although thought that the design still stood out without it. Their entry also demonstrated good reasoning regarding things they have

Best Range of Bottle Labels

Highly Commended





Rooster's brewing Co.







Rooster's Bottled Beers

Available in bottle for the first time, we launched our new range in April 2013. The label designs (including our bottle presentation boxes) carry our branding forward, whilst reinforcing the quality of the beers we brew and standing out on the shelf.

Judges Comments

Rooster's labels are sophisticated and individual. The shape makes them stand out and links them as a family. Roosters portfolio is very considered (but not overly so), taking on board a strategy to develop a strong "family" of brands.

Best Individual Pumpclip Winner	Padstow Brewing Company PADSTOW BREWING CO.	Willis Publicity
	PADSTOW PILOT COMMISSION COMMISSI	Padstow Pilot Judges Comments The pumpclip was considered smart and could carry itself in any setting. It looks like a premium product.
Best Individual Pumpclip Highly	Brighton Bier	Willis Publicity
Commended		WILLIS PUBLICITY Brighton Bier: West Pale Ale
	BRIGHTON BIER WEST PIER PALE ALE ABV 4%	We designed a series of pumpclips using the Brighton Bier logo to launch our new range of beers West Pier Pale Ale is our 4% Pale Ale and the red colour is the red that was used on the sign for the "West Pier" before it was burnt down a few years ago Judges Comments The judges were impressed by the simplicity of the design, clear and simple it presented itself as a premium product that stood out from the other entries

Best Range of Pumpclips Winner	Padstow Brewing Company PADSTOW BREWING CO.	Willis Publicity
PADSTOW	PADSTOW IPA	Padstow Brewing Company - new draught beers, new range of pumpclip designs Judges Comments Padstow's range would stand out at the bar and are suited to the market they are going for. The design is clear, smart and simple.
Best Range of Pumpclips Highly Commended	Prescott Ales LLP PRESCOTT	Willis Publicity
		A Family Affair Judges Comments Prescott Ales demonstrated a "take" on the sporting retro feel they have clearly imparted – something that could easily have missed the mark. Their designs take the consumer back to a time of uncrowded roads, without speed cameras, indeed, the golden age of motor sport.

Best Total Design Concept

Winner

Padstow Brewing Company

PADSTOW

BREWING

CO.

Napthens



Padstow Brewing Company - standing out in a crowded market

Judges Comments

Padstow showed an holistic design concept. Clean, simple and bridges fine dining and craft ale. They have obviously thought through and a achieved a family of designs. The entry was a quality submission with quality materials. They could go into any market.

Best Total Design Concept

Highly Commended





Rooster's Brewing Co.

Napthens



Rooster's Brewing Co. Re-Brand

We opted to re-brand Rooster's range of pump clips in order to introduce a timeless, yet contemporary feel to the artwork, in order to match the ethos of the brewery. We also introduced a new website, van sign-age, glassware and point of sale material at the same time.

Judges Comments

A great family of images that work well together whilst highlighting the difference between the products, the brief included the words timeless and contemporary and the judges felt this had been achieved.





Nominations claimed: Excellent customer service, rapid response times, patience, personality, personal service, prompt responses to phone calls, professional, technical jargon explained simply, fun, take the initiative with new ideas, good inter-departmental communications, friendly, good old fashioned approach of working with the customer and offering advice without taking over, passion, quality, feel like extension of own business, honest, responsive and enthusiastic about the customer's products.

Judges Comments

The judges felt that these entries show a company that is willing to go that extra mile for its customers.