



Michelle Heath

Owner, Xpresso Delight

Seeking an opportunity which would provide flexible working hours - primarily within the school day - Michelle Heath decided a franchise venture would allow her the freedom to determine her own working time-table giving her before and after-school time with sons Cory and Gage.

Some two months ago she and partner Murray Ackroyd purchased an Xpresso Delight coffee franchise. "It was," she says, "an opportunity that came along at the right time. We liked the concept, thought of a number of possible ways that the machines could be used and took the plunge."

For the past six years, Michelle has been part of Fonterra's regional laboratory based at Clandeboye. During this time she developed a number of skills relevant to running a business, an influencing factor in her decision to go into business for herself, but, she says, "Identifying and meeting customer needs has been a priority in my previous roles."

Active in various community groups in Timaru for a number of years, Michelle is able to continue working for them in her role with Xpresso, albeit in a slightly different capacity but still assisting with fundraising. She explained although the automatic espresso machines are primarily installed into work places for staff use, machines are available for fundraising. "Any school PTA, community group, sports club and so on, can use our entire set up - shop tent, generator, tables, espresso machine and consumables -to sell coffee," she says.

"There is no initial outlay so the group is making a profit right from the very first cup sold. Organisations can raise around \$2 for every cup sold. Because the machines are fully automatic, it's very easy to show people how to use them for these occasions and we can be booked for sports tournaments, community events, conferences and fairs.



I feel it's a very legitimate adjunct to most fundraising events within the community."

Utilising the Xpresso system, Fresh Arabica beans and fresh milk are used to create a cafe-quality coffee; ideal for work places, it is also used in bistros, dairies and cafes to on-sell to customers. "It takes minimum time to train staff to be able to create a consistent coffee everytime," Michelle explained, adding that in these tougher economic times "Management may not be able to give staff pay rises this year but a good coffee can do wonders for morale!"



15 Jackson St, Timaru
 Ph: 03 684 8864 M: 027 239 2403