



*"Merrychef is the reason  
I can sleep well at night because  
I know that the chocolate soufflé  
is going to be perfect every time."*

**Friedemann Findeis,**  
L'Osteria founder and CEO

## Restaurant success story

### "L'Osteria"

# “L'Osteria”

## Amore and sincerity at the Italian place around the corner



In 1999, Friedemann Findeis founded L'Osteria together with his partner, Klaus Rader, as a chain restaurant with a focus on Italian cuisine and ambiance. L'Osteria has grown tremendously over the last few years, with fifty new openings in 4 countries including Germany, Austria and Switzerland. And now, at the end of the year, the business is entering the English market by opening its 69th restaurant in Bristol.

The L'Osteria recipe for success is pizza, pasta and desserts of the highest quality at reasonable prices and, above all, freshly prepared. The L'Osteria's claim to fame is its giant pizza on two plates, even with different ingredients on the two halves, if desired.

Most of the raw ingredients at L'Osteria come from Italy, while regional partners supply the vegetables. The company's own pasta-making facility is located in Nuremberg and uses up to 100 tonnes of flour a month.

The average guest spends 11 euros on food and drink and 70 percent are regulars who come several times every week.



### **Friedemann Findeis, L'Osteria founder and CEO**

It's eight thirty in the morning. Friedemann Findeis is enjoying a cappuccino – there's a touch of Italy in the air. Amore, passione, famiglia.

He founded L'Osteria 17 years ago, together with his partner, Klaus Rader. They now have a total of 68 restaurants. L'Osteria number 69 opened its doors at the end of the year 2016, in Bristol, southern England.

Although L'Osteria is a chain, every restaurant looks different. If there is anything that needs to be the same, it is the spirit and quality of the products. “We don't take ourselves too seriously. We just try to offer a good product in a great atmosphere. With an open kitchen, it's noisy and fun – just the Italian place around the corner,” says Friedemann Findeis. The heart of the business are the staff. They exude joie de vivre, competence and friendliness.

Since 1999 much has happened, but Friedemann Findeis remains to his recipe for success: “The motto 'Keep it simple' sums up our approach in the kitchen. Everything is fresh, no convenience foods”.

It's 11 o'clock. The first guests are arriving and the restaurant is filling up by the minute with students, businesspeople and families. More than 500 meals will now leave the kitchen, including giant pizzas on two plates, spaghetti pomodoro e basilico and a selection of desserts: chocolate soufflé with mango and passion fruit sorbet, pear crumble with sour cream sorbet.

Friedemann Findeis waxes eloquent: “We used to have trouble getting our chocolate soufflé done just right. Since we've been using the Merrychef, we finally have consistent results. The chocolate is light and fluffy on the outside and creamy inside.”

It was love at first sight. Friedemann Findeis first discovered the Merrychef at the Internorga trade fair in Hamburg. It would not be



*"The Merrychef is delightfully simple to operate. The symbols on the touchscreen are easy for anyone to understand."*

**Abdyl Halili,**  
head chef at L'Osteria,  
Künstlerhaus, Munich

long before he was testing and tweaking new methods for desserts in cooperation with Merrychef. Today, in each of the 66 restaurants, more than 100 desserts are prepared in the Merrychef every day.

"We need partners for our chain locations that offer uniform services in all countries. They need to be able to grow with us." As well as his desserts, Friedemann Findeis also entrusts his bruschettas and lasagnas to the Merrychef. In the future, he would like to go one step further and possibly use it to put the finishing touches to his antipasti.



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