

# SIMPLIFY YOUR BUSINESS – LET HAYHOE WEBB TAKE THE STRAIN

Copshaw Kitchen is a countryside tea room in the Borders serving tasty home-cooked food and baking from morning through till evening. Two years into their new business, owners Robin and Linda Thomson were creaking from the stress of doing everything themselves, and were even thinking of jacking it in. Hayhoe Webb took on the books, saving them hours a week in the office, and have given them the confidence to redesign their shop front to encourage increased sales.

## AN HOUR A WEEK

Chef Robin and ex-teacher Linda took over the eatery four years ago, and, like many hospitality businesses, were trying to do as much as they could themselves, including the books. One full-time and five part-time staff helped to serve the tearoom's 35 covers. Linda was new to hospitality, and although she enjoyed the front of house role, the accounts were a different story.

*'I was spending a day a week in the office doing the books, filing, VAT, accounts. I muddled on, but I hadn't a clue what I was doing! After two years, we thought: 'This isn't working. We were going to sell.'*

Their bank manager suggested Hayhoe Webb because of their specialist hospitality background. A quick visit later, and Paul set Linda up with a simple system to streamline the record keeping and let her get back to what she's good at. From spending eight hours a week, she now spends one.

*'It's been fantastic. I just put everything in an envelope once a week and sent it to Paul and Betty, who does the computer side. It's great. Took a lot of stress off me.'*



‘We would have plodded on, but we now know: “You can do it. This business can make money.” I’ve been a lot happier since Paul came on board.’

**LINDA AND ROBIN THOMSON, COPSHAW KITCHEN**



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The tearoom’s financial records are put into Xero accounting software, and Linda doesn’t need to do a thing. If the business grows and she wants to be more hands-on, Xero makes it easy. Paul also handles VAT and tax filing straight from Xero, so everything’s in one handy place.

## GROWING BUSINESS CONFIDENCE

Hayhoe Webb’s hospitality background has also helped the Thomsons to improve their operation and get a clearer baseline for future growth.

*‘Paul got us to add another button to the till so that wet sales could be separated. We didn’t have that before. It lets you see your margin and what products are selling. Maybe you’re not selling a lot of beer, for example, or it’s seasonal. Knowing that helps us to make better business decisions.’*

This clear overview and Paul’s experience have given them the confidence to make bigger changes. *‘Paul’s background in the trade means he has some great ideas,’* says Linda. *‘For example, the layout and the gift shop weren’t really working. Having the gift shop counter at the front meant nobody greeted you when you came in. So, we decided to get*

*rid of the gift shop, move the till, put in tables and create another 10-12 covers, as well as a coffee machine and bar seating.’*

## HELP AT HAND

Above all, Linda is happy to have someone on hand with calm and straightforward advice. *‘Paul’s been in business himself, so he’s really practical. I can call any day, at any time, and after five doesn’t bother him – that’s just the type of person he is.’* On advice from Hayhoe Webb, Linda and Robin have now got a tighter

control on staffing costs, giving them a clear benchmark for further improvements. Changing the configuration of the floor layout should make a tangible difference once the tourist season starts

Now that Linda’s no longer slogging over the bookkeeping, she’s looking forward to the new season with a spring in her step and a clear picture of the business and its prospects. *‘We would have plodded on, but we now know: “You can do it. This business can make money.” I’ve been a lot happier since Paul came on board.’*





## GROW AND PROSPER with The Hayhoe Webb Partnership

With our wealth of experience and professional expertise in the licensed trade, hospitality and tourism industry, your business is safe in our hands.



**Paul Hayhoe**  
Senior Fellow Member, AAT

Paul has worked as a pub manager for a major brewery in London, as a relief manager, and owned and run a family hotel in Scotland for 14 years. He qualified as an accountant with the AAT in 2005.



**Alan Webb**  
BSc, FCA

Alan is a Chartered Accountant, consultant and partner at Hayhoe Webb Partnership, with particular responsibility for tax planning and practice management.



To find out how Hayhoe Webb can help your hospitality business or arrange a free consultation, ring Paul on **01620 826060**.

**enquiries@thehayhoewebbpartnership.co.uk**  
**www.thehayhoewebbpartnership.co.uk**

The HayHoeWebb Partnership, Brewery Park Business Centre,  
John Muir House Campus, Haddington EH41 3HA



*"We recognise the value of having a good accountant who is just as hard-working as us. Paul is very much part of the success of the team. Without him, we wouldn't be in this position."*

**Chris and Ailsa Reid**  
President, Edinburgh and South-East Licenced Trade Association  
HENRICK'S BAR & BISTRO,  
EDINBURGH.



*"The hospitality business is about people, and Hayhoe Webb are on a scale where you have contact – it's not that big office thing. Paul likes to be on top of things and we're in regular phone contact. He knows the good and bad, as he's worked in the trade. Without him, we wouldn't have had the confidence to grow our business."*

**Malcolm and Jenny Redman**  
BUSH NOOK GUEST HOUSE,  
HADRIAN'S WALL



*"We were introduced to The Hayhoe Webb Partnership when we were thinking of starting our own business. We didn't realise how much needed to be done before we even started trading, but The Hayhoe Webb Partnership did it all for us, so by the time we opened the pub for the first time, everything we needed was done for us. They were fantastic!"*

**Tam and Margaret Thomas**  
GLENMAVIS TAVERN, BATHGATE



*"I'd definitely recommend Paul. He's always there on the end of a phone, and I had ten times more contact with him in three months than in two years with the previous accountants. He always asked how I was feeling, and it seemed like he cared. I feel much better about the business now"*

**Stephen Shand**  
MA in Hotel and Catering  
Management, Dundee University  
THE COVENANTER HOTEL, FIFE