



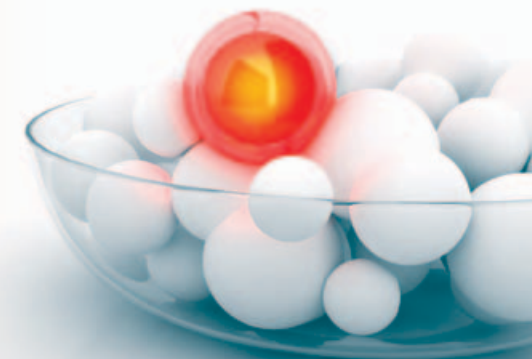
## FAST FACTS

Customer:	Salvo's Restaurant
Turnover:	£2 million
Sector:	Restaurants
Solutions:	Corporate current account, deposit account, commercial property loan

## Genuine understanding helps local restaurant build on its success

"We first looked at Santander because we wanted to find a bank that would genuinely understand our business, and our Relationship Director has really lived up to expectations. He worked hard to understand the history and the complexity of the business, and gave us a highly competitive proposal very quickly. Since then, we've been delighted with the support from him and the team, and I look forward to developing our relationship."

John Dammone, Managing Director, Salvo's Restaurant



### Customer background

Salvo's is a long-established, award-winning Italian restaurant in Leeds. Founded in 1976, it features regularly in the Good Food Guide and was recently voted the UK's best neighbourhood Italian restaurant on Gordon Ramsay's 'The F Word'. It is run by the founder's two sons, and has a loyal local clientele as well as a strong reputation nationwide. In late 2009, with the business flourishing, Managing Director John Dammone spotted an opportunity to expand into neighbouring premises. To acquire the property, he needed a commercial loan and, just as importantly, a banking partner he could trust to understand his business.

### Solution delivered

Following a personal recommendation, Dammone first approached Santander Corporate Banking in January 2010. A local Santander Relationship Director met him on-site at Salvo's within a few days, and two weeks later offered him a competitive loan facility. Impressed by the exceptionally rapid turnaround and by the Relationship Director's genuine understanding of the business, Salvo's decided to bring Santander on board as a new banking partner. Over the following months, Dammone and the Relationship Director worked closely together on the acquisition. The restaurant is now creating an extension with seating for 22 more diners, and a spectacular new bar area.

### Benefits

**Compatible business models:** Salvo's is founded on personal customer service and strong relationships – qualities it shares with its banking partner

**Rapid turnaround:** A loan was agreed within a few weeks of the initial meeting, so Salvo's was able to progress its expansion rapidly

**Local understanding:** Salvo's has a banking partner that truly understands its business history and its importance as a local institution and employer

**Competitive rates:** With competitive pricing that truly reflects the strength of Salvo's business model, the business can use its working capital to expand further

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