

Mega **MealZO** Magazine



November *Issue*

▶▶▶▶ Inside: Exclusive offers!



▣ Olympus Wholesales

► **Olympus Mediterranean Food**
Wholesale delivers authentic Greek and Mediterranean products to restaurants caterers, and retailers across the UK.

☎ **0776 0798 2584**

📍 **66 Strathmore Road, Glasgow, G22 7DY**

🌐 olympus-mediterranean.mybigcommerce.com

THE COST-OF-LIVING EFFECT:

What Takeaways Need to Know

Across the UK, the cost-of-living crisis continues to shape how customers spend in **2025**. But while rising costs have many takeaways feeling the pinch, this shift has also sparked new opportunities. Here are some **key points** to help adapt to the effects the entire food service industry is feeling.

CUSTOMERS STILL WANT TAKEAWAYS

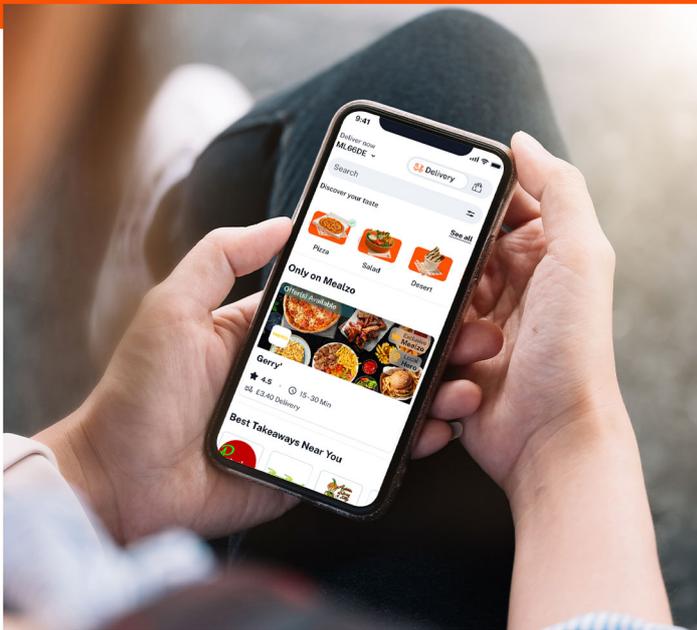
Recent data shows that **45%** of UK consumers have reduced their takeaway spending since **2023**. But that doesn't mean demand has disappeared. In fact, many customers are now prioritising **local brands** over big national chains. For takeaways, that means if your food, service, and experience stand out, they'll keep coming back.





VALUE NOW MEANS MORE THAN PRICE

Value is no longer about being the **cheapest**. Customers are looking for a fair deal, like combo meals, family bundles, or loyalty discounts. Little touches like a **free dip, drink, or side** can go a long way, especially now, when loyalty is harder to earn but easier to lose.



SAVVY SPENDING

Today's customers are comparing prices across apps more than ever. That's where having your own **online ordering system** makes a real difference.

Platforms like **Mealzo** mean you can keep prices competitive and still keep more of your earnings.

Radar Taxis

- ▶ Looking to book a Taxi to Airport, a visit to the Hospital, Cramlingtonor Rake Lane, or just a quick trip to the shops? We can help you get there.

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🌐 RadarTaxis.co.uk



Radataxis

A Time to Adapt,

NOT JUST SURVIVE

The **cost-of-living effect is real**, and it's proving just how resilient local takeaways can be. The ones that adapt are not just surviving the squeeze but building stronger relationships and better businesses for the future.



LAMEGO'S

Signature Success in Lanarkshire

Offering a fusion of peri peri chicken, smash burgers, and their own special Naga Beef Donner, Lamegos has become a flavour sensation gripping western Scotland from their two branches in Wishaw and Blantyre. We caught up with owner Adam to get into what has driven their success.



Mealzo Sales

- ▶ **Special Offer: Twice the SMS, no extra cost!**
Purchase any SMS package and we'll give you double the credits. Quote 'MAGAZINE' to claim ♥

☎ 0330 113 1847

🌐 MealzoForBusiness.co.uk



WHAT SETS LAMEGOS APART?

We don't just offer fresh food, we offer the best quality fast food. At Lamegos, we believe you deserve to try some new tastes in your life. It's also important to us to always try to keep the pricing as fair as possible for the customer. That's why we like being part of Mealzo, as they share similar values to us.

WHY DID YOU DECIDE TO PARTNER WITH MEALZO?

We've been partnered with Mealzo since August 2023. They helped us grow bigger as they really do want to help small local businesses and push them to grow bigger and better. That's important, as it's hard enough economically with the cost of living which is also why Mealzo being **0% commission** is such a great help.



HOW DOES MEALZO COMPARE TO OTHER COMPANIES?

With Mealzo, compared to other companies is we get that 1-to-1 connection and support, whether at the office or over the phone, they'll listen to you. They also offer platinum marketing, which no other platform does, that does every thing marketing wise for us for a competitive price. Ultimately, they are always there to solve your problems.



WHAT DOES COMMUNITY MEAN TO YOU?

Lamegos has had such a great response from our community. We actually decided to open up in Wishaw and Blantyre 'cause we grew up in the area, and with Mealzo's help we've brought flavours from the cities to make a difference in the community.

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MR

mark robinson
GB · 2 reviews

17 Sept 2



A great experience with Mealzo

I had a great experience with Mealzo, and will use them again - all thanks to Brian. He handled my complaint with professionalism and a friendly manner, and matters were dealt with efficiently. Thank you, Brian.

Dr Mark Robinson.



Adam Deen
GB · 4 reviews

10 Aug 2025



Jason was very helpful and sorted out a...

Jason was very helpful and sorted out a very stressful experience that I had from a retailer. He ensured the necessary attention was given to my enquiry and did it all on a Sunday too! Very pleased with the service ☆☆☆☆☆



Matthew Lintott
GB · 4 reviews

24 Jul 2025



Thanks so much to Peter for quickly and...

Thanks so much to Peter for quickly and effectively finding out about an order that was going to take about 2 hours for delivery and to then action a refund. My first time trying to order with Mealzo but unfortunately takeout I was trying to order was just too popular.

Thanks Peter helpful customer service



Christine MCR
GB · 1 review

17 Jul 2025



Bruce from Mealzo Customer Service

Contacted customer service to get an order cancelled as the restaurant called me to have it cancelled. Bruce helped me to cancel the order smoothly and processed the refund! Thank you!

17 July 2025 Unprompted review

BE

Ben
GB · 1 review

9 Jul 2025



Bruce the saviour

Had to contact the online chat as I foolishly ordered to a takeaway in the other end of the UK with a similar name to one near by hometown. Bruce was so helpful (after the takeaway themselves wasn't too fond of me trying to cancel) and got it cancelled for me immediately meaning I wasn't £31 out of pocket. Such a friendly guy as well. 10/10 from a customers point of view



Jay Vasey
GB · 2 reviews

2 Jul 2025



Customer service response

Contacted the company via the web chat and discussed the issues with Brian. He said it would take a day to two to contact the vendor and get all the details. Confirmed refund in an email today. Good, quick service

Mealzo

CUSTOMER CARE TEAM

SAVING YOU TIME AND HASSLE

In the modern food service industry, managing customer care when expectations don't match is a necessary struggle of running a business. Whether a refund didn't process, a customer wants to leave a positive review, or there was miscommunication, Mealzo's dedicated five-star customer care team is behind you!

WHAT IS MCC?

The team deals with any issue or inquiry coming from orders whether by live chat, over the phone, or over email. With over 30,000 cases solved, they have lots of experience in with queries and saving our partners



HOW DOES THIS HELP MY BUSINESS?

With our team of experts fielding calls, chats and emails, you don't have to sweat the small stuff. Customer unhappy with an order? We handle the case or queries and assist them to the best of our ability. Customer wants a refund? We check their legitimacy and validity so unlike other platforms, we don't take away money automatically.



MEALZO'S PROMISE

At Mealzo, we know that great service goes beyond the order. It's about standing beside our partners when challenges arise and keeping their customers satisfied every step of the way, because when your business thrives, our whole community grows stronger together.

WHAT NOW?

If you'd like to support our Customer Care team, leave a review for Mealzo on our Google Business Profile or Trustpilot. As the MCC team knows best, every review matters!



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