

Who are Mocha?

Mocha furniture is an independent commercial furniture dealership that creates workplaces that transform your working environment – and drive your business forward.

Have you ever walked into a workplace and been excited and inspired by the environment? That doesn't happen by accident. That experience is the result of a skilled interior design team and an accomplished furniture dealership.

When we are designing a business space, we are not simply shopping for a chair or a desk. We are defining a culture, a brand. We are building an experience. An experience for the client, employee and visitor.

Forward-thinking businesses of all sizes are now familiar with working from home for their employees but the trend for several years has been office designs that allow "homing from work" - workspaces that encourage a more casual approach to office hours and a more varied experience when in the office. The focus is no longer just to provide desk space from 9 to 5, companies want to create comfortable, supportive, collaborative spaces that elevate their brand and inspire employees and attract new talent.

Whilst people tend to understand what an interior design team does we are often asked what is a furniture dealership? A furniture dealership has access to a huge range of furniture products from the world's leading manufacturers and the knowledge to know exactly which of those produces the perfect products to make the vision of the client and design team a reality. They are also experts in delivering this vision in line with your budget and timeline and have the project management skills and experience to ensure it is delivered and installed correctly.

A dealership will allow you to have access to furniture products that are not sold directly to end-users. Most commercial furniture manufacturers are experts in manufacturing and creating innovative products, however, they are not experts in selling their products directly to consumers and use their dealer partners to bring their products to market. A dealership will manage your project from beginning to end. From supplying ideas to get you get inspired to make changes in your workplace, whether this is a complete cultural shift or a refresh of a space that has seen better days. They will also help with the details: deciding on layouts, choosing finishes, finalising orders, coordinating with multiple manufacturers, managing delivery times, and installation. They will then stay with you as a trusted partner to help you make moves, add furniture, change your floorplans or apply warranties.

At Mocha we listen and ask questions to understand exactly what you and your company are all about and what you want to achieve, long before showing you any office furniture. Only once we have a clear understanding of your goal do we put together a proposal and a clear, comprehensive estimate aligned with your instructions, requirements and budget.

As a completely privately owned, financially stable company, Mocha are able to maintain complete independence. Some dealerships are aligned with a manufacturer who insist an agreed percentage of their sales come from that manufacturer each year. This isn't the way to give best value so we maintain our independence and work with a huge range of manufacturers, having great relationships with all but beholden to none. This allows us to recommend only the best product in every case for every area for every client based only on the best match to the brief within the budget the client has.

With 22 years experience of projects from 2 person start-ups to 3000 workstation global headquarters with clients including Google, BskyB, Barclays, PwC, KPMG, News International and Societe Generale our knowledge shines through and we are the safest pair of hands in the industry.

Prior to forming Mocha in 2011 Mark Owen the MD worked for a variety of both dealerships and manufacturers and this gave him a complete overview of how the industry worked from both sides and what was done well but certainly what could be done better. When Mocha began he vowed to put this into practice and Mocha does indeed take a unique approach. We ensure a single point of contact takes a project through from first enquiry to signed off completion. This way there is no knowledge gap as sales hands over to order processor who hands over to project manager who hands over to account manager. Still the way a standard dealership works and a methodology that causes problems on every single project. We also ensure that the most experienced staff take control of projects rather than them sitting in the office or having long lunches with contacts whilst junior staff do the front end work. What's the point of 20 years project experience sitting in the office all day?

This approach has led to unchecked growth throughout our ten years in business, 85% of our work coming from referral and recommendation of existing clients and not a single client lost since we started due to poor performance. We are committed to 100% customer satisfaction – it's the best possible way to promote and ensure the success of the business and we have a promise that only on 100% snag free completion do we invoice our clients. In an industry with a poor reputation for leaving clients chasing the last 2% of a project to be finished this is a promise we're happy to make and that is very well received by clients that have been in that unfortunate position in the past.

We insist on honesty and transparency and being ethical to deal with. We have high environmental standards, we support a number of charities and ensure we always pay our suppliers within our agreed payment terms without fail. We make an effort to subcontract to smaller businesses whenever the opportunity allows and when it does we pay these companies on day of receipt of invoice – even if we have 30 days to pay. By being as decent and ethical as we can we have excellent relationships with our suppliers and manufacturers and this has a knock on effect as to how responsive and reliable we can be for our own clients.

Mocha is a professional furniture dealership who will add significant value to your plans. By asking the right questions and by our extensive experience of the market in which we operate we will find the right solution for your unique needs and deliver your vision for your company and your brand within your budget.

Mocha doesn't just sell furniture, we become a trusted partner to each client to take their business forward based on knowledge, integrity and 100% reliability. Are you looking to improve your current space or furnish a new space? We'd love to help.