Their mission is the experience
THEIR METHOD IS THE EXECUTION  by Katie Ehlers

Sitting down with each of the owners of the Celtic Cavern, you get three distinctive personalities, but all with a very clear and shared vision—to deliver the ultimate customer experience. Allow us to introduce you to Brandon Warren, Chef Bill Nemecek, and Scotty Brown. Each play a specific role to create an all-star team.

Here's what they had to share:

Lead by example. Brandon is who we refer to as the Front of the House. He is the guy making sure everything runs smooth as butter when it comes to anything bar and dining area-related. He is a no-nonsense type of guy, but a very fair manager. His staff knows exactly what is expected of them from their very first day of training. He gives them the tools to succeed, but if they can't meet those expectations, he won't let it slide because a harmonious and positive environment is key.

A first impression is a lasting impression. Scotty is the Heart of the House. He is not the guy you see daily, but he is hard at work handling all the nuts and bolts of the operation. He provides his partners with anything they need to enhance the customer experience. If the Celtic needs it, it gets it. Each year the Celtic shuts its doors for an entire week. Scotty has been asked by other restaurant owners how he can afford to do that. His response—he can't afford NOT to. That week allows Scotty to make any necessary upgrades, repairs, and renovations. This week also gives the staff, who gives it their all on the daily, a week to reboot and refresh. Giving the staff time for themselves and their families creates a happier, more productive team.

Quality control and a creative mind. Chef Bill Nemecek is the partner who leads the Back of the House – the kitchen – where all that delicious magic happens. His vast knowledge of flavors, textures and worldly cuisine excites all of Celtic's guests. That kitchen is busy pumping out food to exceed expectations from open to close. It's not an easy job, but Chef Bill's passion and love for food is why customers keep coming back for more.

Stay in your lane. The most important piece of their partnership. Each partner wears their own hats, and stays in his lane. Being open to feedback from one another is necessary communication in any hopping restaurant. However, any one hat is only so big, and their partnership works because they all respect that...and each other.

REMEMBER...

We're a gastropub specializing in seasonal American fare (not Irish fare, as our name might imply.) We run specials every single week. Sometimes Lobster Sliders, sometimes Meatloaf Grilled Cheese. Our entire menu is offered up until a half-hour before we close.

ATMOSPHERE. We strive to maintain a cozy, relaxed, and clean environment that is open and inviting.

PRODUCTS. We maintain a high standard with our menu items. Whether it's a beer from our carefully curated draft list, a craft cocktail shaken with vigor, or a prime steak grilled to your specification, our attention to detail ensures that you get only the best.

SERVICE. Our teamwork sets us apart! Each of our knowledgeable staff members is able to assist any customer, ensuring that the guest's experience is our utmost priority.

CHEF BILL NEMECEK, BRANDON WARREN AND SCOTTY BROWN

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