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# UNOX MIDDLE EAST EXPANDS WITH NEW 4,699-SQUARE-FOOT OFFICE IN DUBAI, ENHANCING INNOVATION AND CUSTOMER ENGAGEMENT

by HCNME Digital Editor — September 12, 2024 in Expansion, News, Suppliers

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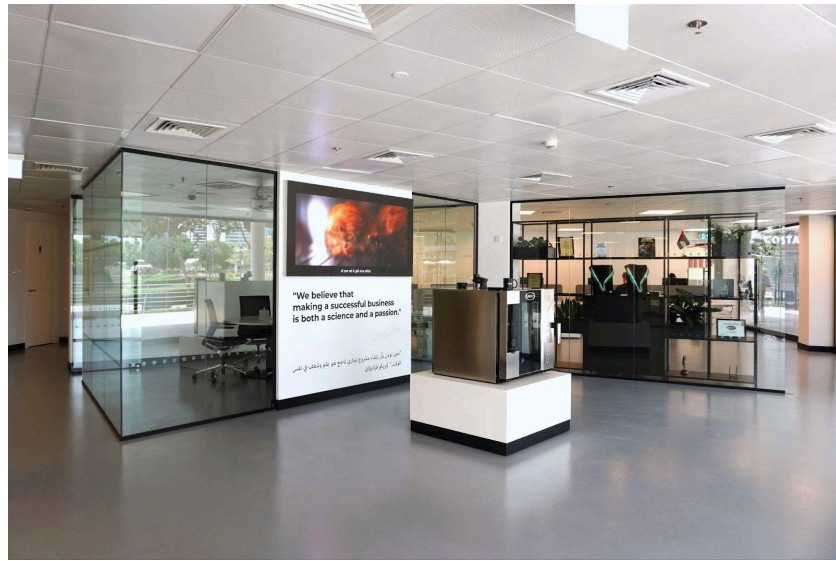
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UNOX Middle East, a global leader in professional ovens, is excited to unveil its new 4,699-square-foot office in Dubai. This state-of-the-art experience centre is set to enhance UNOX Middle East’s commitment to service, innovation, and customer support, redefining client engagement in the region.

The new facility, featuring 14 different ovens, is designed to highlight the full range of UNOX’s innovative products. Central to the office is a fully equipped demo kitchen that fosters direct engagement with both potential and existing customers. This interactive space allows clients to experience UNOX ovens firsthand and test them with their products. Additionally, the demo kitchen serves as a vital hub for ongoing product testing and innovation, delivering critical insights to UNOX’s R&D team in Italy.

The new office also introduces the UNOX MENA Service Academy, an advanced training centre for aspiring authorised UNOX MENA Service Centres. The academy offers a comprehensive program combining online modules with practical classes led by Sazar Akram, the UNOX Regional Service Manager. With three levels of certification—Silver, Gold, and Platinum – the academy equips participants with the expertise needed to install and service a range of UNOX products, from countertop ovens to the advanced Combi X and speed ovens.



Supporting these functions is a well-stocked warehouse within the office, ensuring immediate availability of UNOX Middle East spare parts, detergents, and accessories, thereby enhancing service efficiency and minimising customer downtime. The facility also features a modern conference room for meetings, conference calls, and collaborative sessions, alongside a comfortable employee room designed to foster a productive working environment.

This expansion represents a significant milestone for UNOX Middle East, allowing the company to recruit additional staff in sales, customer service, and technical service. The increased space will facilitate closer connections with dealers and customers, enabling a range of activities, including training sessions, product showcases, and customer menu development. Through this new office, UNOX Middle East aims to deliver the highest level of service that defines its global reputation.



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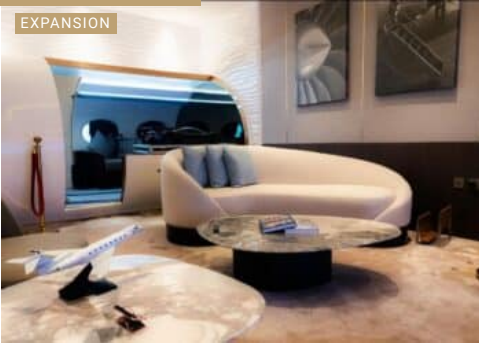
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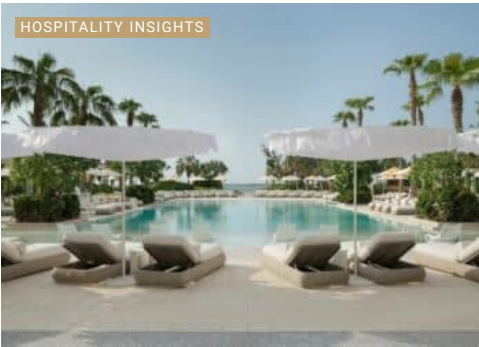


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- gulfhost** (logo)
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