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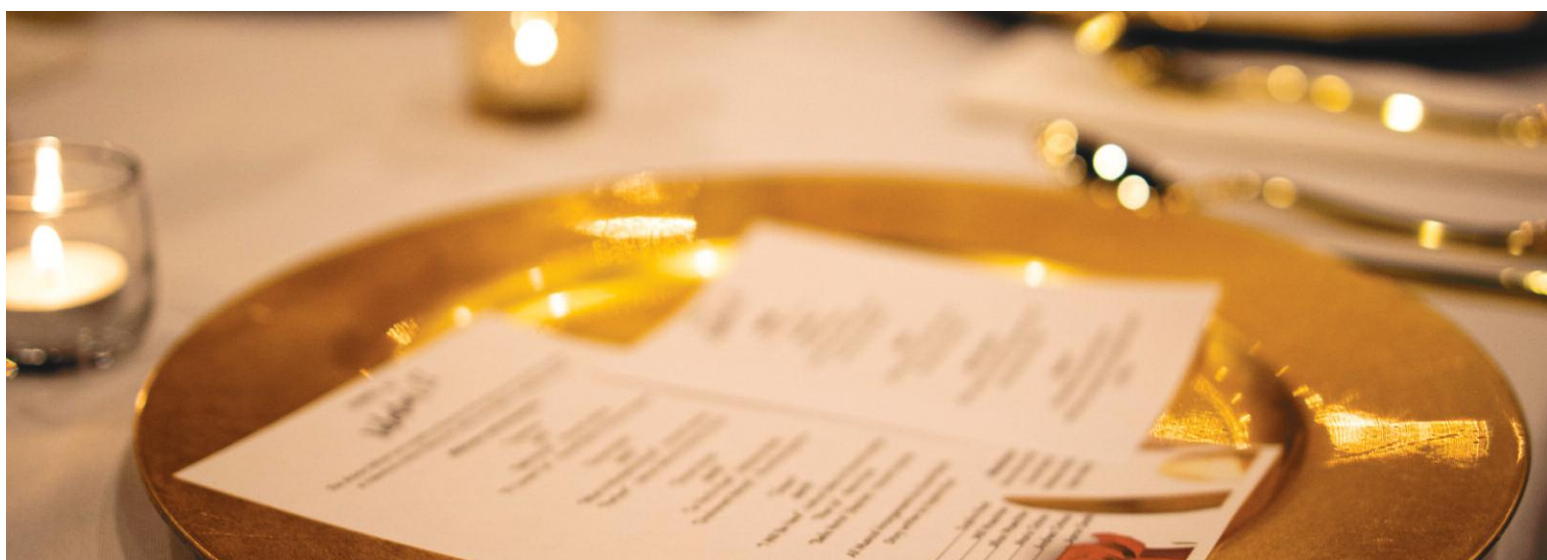
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Calls for Support for Cancellation Hit Hospitality Industry



Prime Minister Boris Johnson is facing mounting calls to support the hospitality, tourism and on trade as the government's tightening of restrictions, dubbed "Plan B" have led to a wave of Christmas party cancellations.

The Prime Minister confirmed on Wednesday, December 8 that England will move to Plan B on Friday, December 10 following the rapid spread of the Omicron variant in the UK. And reports continue to raise concerns of a possible "Plan C" adding even further restrictions.

The Plan B measures include:

- Face masks to become compulsory in most public indoor venues, other than hospitality
- NHS Covid Pass to be mandatory in specific settings, using a negative test or full vaccination via the NHS Covid Pass
- Vaccines and testing remain our best lines of defence
- People asked to work from home if they can

The British Beer & Pub Association have said the new restrictions are a blow to pubs and brewers, just as the busy Christmas season begins, a period which is so vital to their recovery and viability of the sector post-COVID.

(CONTINUED ON PAGE 3...)

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Editor's Viewpoint



EDITOR
Peter Adams

Welcome to the latest issue of CLH News!

I cannot put into words how bitterly disappointed I am and how astounded I am at the government's latest set of restrictions.

We have gone from "The Omicron coronavirus variant is not a disaster" and "hugely overstating the situation", to introducing "Plan B" and a possible "Plan C" in less than five days.

A devastating blow, and the timing could not have been worse. Regular readers to our weekly digital issue (do sign up via our website at www.catererlicensee.com) will know that I have been an outspoken critic of the government's policies and their impact on hospitality, but I did genuinely believe the Prime Minister would not introduce restrictions for the festive period.

I am bitterly disappointed to have been proved wrong. Many businesses that have survived 20 months of lockdowns and restrictions as well as a "lost" Christmas last year, say a strong festive period this year is essential to their survival.

On Saturday 20 November the number of seated diners was up 31% on the level seen two years ago. However, as Omicron stories began to circulate by Saturday 27 November this had fallen to 20%.

The real pity is that we had been reporting how positively the sector was beginning to bounce back, with real optimistic signs for 2022.

I hope this optimism is just delayed. For my "tenpenneth" if these ad hoc restrictions and on-going uncertainty continues, no amount of government support will save the sector.

It needs to get back to doing what it does best. Providing warm friendly hospitality, where people can meet new friends, or have some "me time", celebrate or commiserate - whatever the occasion, hospitality needs to be open warm and welcoming, and it cannot do that with current trading circumstances!

We would also take this opportunity to wish you all the very best, despite what is going on at the moment, and all the very best wishes for 2022. We promise to do our bit and keep you updated, informed and provide some of the industry's best products and services to get you back on your feet!

And we always appreciate hearing from you. If you have any interesting or informative stories you'd like to share, don't hesitate to email them to me at edit@catererlicensee.com

All the very best wishes from CLH News!

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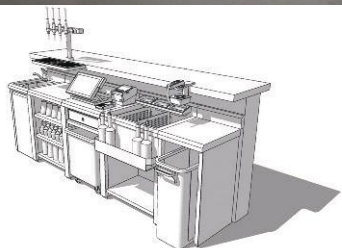
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Optimum by Concept Bars is the new modular, 'off the shelf', stainless steel under bar system that is built to last, available in a short lead-time and cost-effective for even the most limiting client budget. The range is designed to improve staff productivity leading to speedier service, increased customer satisfaction and ultimately increased sales.

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Calls for Support as Christmas Cancellations Hit Hospitality

(CONTINUED FROM FRONT COVER...)

Emma McClarkin, Chief Executive of the BBPA said: "Make no mistake, this is a huge blow for our sector as it further undermines consumer confidence and is devastating for pubs based near offices and in town centres."

"The festive period is crucial to the recovery of our sector, so these restrictions could not have come at a more important trading time. They threaten the viability of pubs who will lose vital revenue over the Christmas period and so the Government will need to look at providing support."

"We are pleased though that covid-passports are not applicable to the vast majority of pubs, as Government has recognised this would have been totally unworkable. We still need clarifications and to see the detail on other aspects – including on facemasks."

"It's important to remember that pubs are a safe environment with less than 2% of COVID outbreaks traced to hospitality venues. We hope that whilst following the new guidelines, customers continue to visit their local pubs this Christmas to spend quality time with friends and family."

The chief executive of a North-based pop group compared the current situation to March 2020, in the weeks before the Prime Minister ordered all pubs, restaurants and non-essential retailers to close.

CANCELLATIONS "THICK AND FAST"

"Cancellations are coming in thick and fast," Chris Soley, chief executive of Camerons Brewery, said.

"This is like early March 2020 when people were told not to go to the pub but we had no support. Urgent government grants, rates, furlough, extended VAT and rates support are needed," said Mr Soley, adding that his sector had been relying on Christmas to try to recover.

Stephen Gow of The Chester Hotel in Aberdeen said: "It's catastrophic for a sector which has already faced so much hardship since March 2020."

"The mixed messages during the week, the announcement by Public Health Scotland yesterdays and today's First Minister statement are effectively a closure of the hospitality sector – once again – at their busiest time of the year without any financial support. Statements like 'it would be sensible to defer Christmas parties' essentially mean 'don't' but do not amount to government regulation meaning, there's no financial support for businesses."

"When I left work last night, one of our Christmas party events was due to have 263 guests. By 10am today that number had dropped to 18. It could drop further. We've had more than 900 cancellations over a 48-hour period. And we expect more."

"These cancellations affect the entire hospitality supply chain and will impact seriously on staff who will no longer have their hours at what is

usually our busiest time of the year. Perversely, we took more bookings this year than we expected. People seemed determined to celebrate Christmas 2021 in the way they were prevented from doing last year. Many businesses have faced challenges since the pandemic start and a Christmas party was their way of thanking their staff for their efforts and fortitude. This is not just about work nights out either. Groups of friends were getting together for private dining events."

EMERGENCY SUPPORT

68 business leaders from the inbound tourism industry, the UK's fifth largest export, have written to Boris Johnson to ask for emergency financial support in light of the Omicron travel restrictions.

Signed by attractions, destinations, hotels, transport providers and tour operators from across the country, the letter emphasised that inbound tourism has been in peril for 22 months and that the latest restrictions have come at considerable cost to businesses that are on the cusp of recovery.

To support tourism businesses that have been significantly impacted by the new restrictions, three asks were presented -

- Provide emergency grant support for businesses in the inbound tourism industry, including accommodation providers, attractions, destinations, destination management companies, transport operators, tour operators and service providers
- Allocate the £1.5bn Business Rates Relief Fund to businesses most impacted by COVID-19
- Allocate the remaining Additional Restrictions Grant (ARG) funding to businesses facing direct challenges as a result of COVID-19

Joss Croft, CEO, UKinbound said "Almost every UK business that works in inbound tourism has been affected by the Omicron travel restrictions. These new constraints have directly restricted businesses' ability to trade and with Government support all but ceased, the industry is in a precarious position."

"We desperately need emergency funding that would allow businesses to weather the direct effects of Omicron. We have therefore asked Government to work with the industry, prior to the next restrictions review date of 21 December, to develop a suitable fund."

FREEZE VAT FOR TWO YEARS

Sacha Lord, the night-time economy adviser for Greater Manchester, has joined mounting calls from the hospitality and tourism industry for the Government to offer support by freezing VAT at the lowered rate of 12.5% for two years.

He described calls for people not to socialise unnecessarily as "catastrophic for the industry".

"We've seen office parties cancelled, flights are cancelling, it's been a huge domino effect."

"December is a time when people can have a good time – they can

take up to 25% of annual turnover in December.

"Sadly, at the eleventh hour, it's been snatched away from them."

He added that if the planned rise in VAT from 12.5% to the original 20% rate from April was postponed it would "save many jobs and many businesses".

TREASURY REJECTS CLH CALL FOR VAT CUT EXTENSION

Sacha Lord's call an extension to the VAT cut which expires on April 1, 2022, returning to 20% follows a call by CLH editor Peter Adams who wrote a detailed plea to the Treasury in October calling for an extension to December 2023.

It was pointed out to the Chancellor that the sector was still reeling from the fallout the pandemic has caused, and that the sector continuing to operate under constant threat of restrictions are lockdowns (which have now come to fruition) denting the public's confidence, and that it made sense to give an extended period to help get the sector back on its feet.

It was also pointed out that 27 EU countries reduced their levels of VAT in hospitality over 10 years ago which has proved very successful wherever it has been introduced, resulting in increased jobs and raising more in taxes.

The Treasury however ruled out any extension citing that there were "no plans to extend the 12.5 reduced rate of VAT."

Adding: "it is appropriate that as restrictions are lifted in demand for goods and services in the sector is increasing, the temporary tax reliefs are first reduced and then removed in order to rebuild and strengthen the finances"

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Phoenix Rising: Key Trends for the Hotel Sector in 2022

By Anthony van Hoffen, partner, and Katie Thomas, associate, at law firm Lewis Silkin

The impact of the pandemic on the hotel and leisure sector was, arguably, felt stronger than in any other single area of the economy. With no ability to pivot their business to 'online', and no prospect that 'working from home' might provide a temporary solution, the sector was faced with an unprecedented fight for survival. The fact that most of the players in the industry have not only survived, but many are now looking at growth and development, is testament to the adaptability, resilience and sheer hard work of those in the sector.

The experience of many hoteliers is that, following the initial lockdown and the lifting of restrictions on 4 July 2020, their market had shifted considerably. International travel had obviously all but dried up and business occupancy was non-existent as in-person meetings were switched to online calls. Consequently, demand started to increase for different types of hotel offerings and the longer-stay market, where quarantine requirements could be met, in accommodation which already had all of the technology and connectivity required to conduct business remotely. The industry is now addressing shifts in lifestyle and working behaviours that have taken place over the course of the pandemic and taking advantage of new opportunities.

Over the summer of 2020, and throughout 2021, the demand for regional hotels in the UK, especially luxury hotels with leisure facilities, has been in high demand for the so-called 'staycation'. And this trend looks to be continuing, as evidenced by Hyatt's stated increased focus on luxury leisure. It's not just luxury hotel brands that are benefitting from 'staycations' either – budget hotel group, Travelodge, added 15 hotels to its portfolio in the third quarter of 2021, to take its total holdings to over 570 hotels. It reported a 9.9% increase in revenue in the same period, driven by the strong domestic leisure market, and is looking to open a further 6 hotels in 2022.

Where, though, has this left the traditional City business hotel? Just as reports of increasing overseas travel seemed to bode well for both the business and luxury/boutique hotel market, came the news of Omicron



variant, and it is very early days to start making predictions of how this will play out. Prior to this, two options seemed to be emerging – either upgrading existing hotels that offer the ability to both be at leisure and do business (again, the Kimpton and VOCO brands that IHG are rolling out are signs of this type of hotel), or look to take advantage of potential relaxation in the planning systems to convert to blended-use buildings with office, residential and hotel space all on the same site. This approach could take advantage of the increasingly available office space in city centres. The Ned in central London is an excellent example – previously B Grade office space, it has now been transformed into a 5-star luxury hotel with a member's club, 10 restaurants, gym and spa!

So, what does the investment forecast look like? According to Savills, UK hotel investment is set for a bumper year in 2022 with transactions forecast to reach £4.5 billion (which is on track to beat the 15-year average of £4.22 billion). This is in part caused by the confidence that international visitors will start to flood back to the UK (and particularly London) as borders re-open and travel restrictions start to ease in the near future (although the discovery of the Omicron variant may see this

part of the recovery delayed).

One last word – no article on development trends would be complete without it! – and that is the focus on ESG. This is both from the contractor/developer perspective but also from the hotel operator/franchisee perspective. Not only must the physical building look to comply with the ever-increasing and pressing move to higher environmental standards and carbon-neutrality, and the location ensure better accessibility by public transport, but the contractor/employer has to meet the social criteria demanded to attract both investors and employees, especially in the post-Brexit dearth of experienced hotel staff. According to Savills, ESG compliant hotels are also likely to see tighter yields due to a rise in demand.

The opportunities to rise phoenix-like from the ashes of the pandemic are certainly there and initial signs are that the hotel sector is moving forward and has the adaptability and foresight to meet the challenge.

Festive Call to Publicans to Connect People and Communities by Using their Pub as the Festive Hub

Publicans are being invited to help raise awareness of a new seasonal campaign, encouraging their customers to help tackle loneliness in their area, by taking someone as a 'Plus One' to the pub in December.

Christmas Plus One is being organised by the Together Coalition, as a way to build kinder, closer, more connected communities by bringing people together and bridging divides. This Christmas they are giving all members of the UK public a 'PlusOne' www.together.org.uk/christmasplusone, inviting them to take their Christmas cheer one step further and involve someone new in their festive plans.

The initiative is being supported by Pub is The Hub, who run 'Join Inn – Last Orders for Loneliness', 'Join Inn – Last Orders for Loneliness - Pub is The Hub', a campaign which supports publicans to help tackle loneliness in their local area, and Heineken UK, who are getting involved in Christmas Plus One through its annual Brewing Good Cheer campaign.

JOIN IN CHRISTMAS PLUS ONE DAY

Publicans are also being encouraged to take part with an event or activity on a national Christmas Plus One Day on Tuesday, 14 December, when people across the country will come together around this national day to help spread some festive joy. Alongside this pub customers, charities, community groups and volunteers are being asked to do small acts of kindness throughout December and take someone along as a 'Plus One' to their pub for a chat, a drink, some food or community event.

RESOURCES TO HELP PUBLICANS GETTING INVOLVED

Publicans can find Christmas Plus One resources, including a guide with information and ideas on getting involved, a poster to highlight the campaign to their customers and social media tools here: Christmas Plus One - Pub is The Hub

Deborah Kemp, ambassador for loneliness for the 'Join Inn - Last Orders for Loneliness' campaign, said: "By encouraging customers to bring a 'Plus One' along to the pub in December publicans can not only make a difference to someone's day, but potentially make their pub accessible to a whole new audience, community group or local volunteers."

SIMPLE ACTIONS CAN MAKE A BIG DIFFERENCE

Kemp adds: "We appreciate Christmas is already a busy and challenging time for publicans, but there are



many simple ways to join in and make a difference with Christmas Plus One. This new initiative is all about connecting people and their communities at a time of celebration and goodwill - a time of year when so many might feel that no one cares."

Research in Together's Talk/Together* report highlights that 73% of people say they would like society to be closer and more connected in the future.

HEINEKEN UK PUBS AND STAFF JOINING IN AND BREWING GOOD CHEER

HEINEKEN UK's pub business Star Pubs & Bars are among those already getting involved in the campaign, including its 140 Just Add Talent managed operator pubs who will be hosting events throughout December.

As with previous years HEINEKEN will also be offering all their 2,300 employees the opportunity to volunteer in Christmas Plus One through their Brewing Good Cheer campaign.

EASY TO GET INVOLVED

Kim FitzGibbon, licensee at Star Pubs & Bars' pub The Drill in Romford, Essex, said: "I am looking forward to bringing some festive joy to customers this year, especially after missing out last Christmas. The Christmas Plus One campaign is a great way to remind people to think about those who would love to have more social interaction with others and may feel socially isolated."

She adds: "We will be highlighting the campaign and hope that customers will act on it and bring someone with them to the pub to enjoy a pint or meal. We can all do our bit and it's not a big ask, so I do hope other pubs get involved too."

'PUBS PLAY VITAL ROLE IN COMBATING SOCIAL ISOLATION'

Lawson Mountstevens, managing director of Star Pubs & Bars, said: "We are delighted to be getting behind the Christmas Plus One campaign as pubs play a vital role in helping combat social isolation in their communities. It is an issue HEINEKEN feels passionately about and is the focus of our Brewing Good Cheer campaign which has been in place since 2017."

He adds: "All of our 140 managed operator Just Add Talent pubs will be offering a free meal or drinks this year, building on the support many of our pubs have provided to communities throughout the pandemic, and continue to do on an ongoing basis."

Hospitality Trade Bodies Unite to Combat Drink Spiking



remain low, any such incidents underline the need to protect the welfare and maintain the safety of customers. It is why we continue to collaborate with the police and other local stakeholders to ensure everyone can enjoy a fun night out."

To prevent incidents happening in the first place, some venues now offer anti-spiking bottle stoppers and protective drink covers, while some local authorities and police forces are providing drug testing kits. The main preventative measure, though, remains well-trained, vigilant and supportive staff that know how to respond to situations they witness or which are reported to them.

At licensed venues, door staff, customer search procedures, CCTV and metal detectors also help prevent drink spiking but if an incident does occur, operators should take three steps:

- Always act on the report – activate your venue's safeguarding procedures and act to identify suspects
- Ensure the health and safety of the affected customer – call the emergency services, ensure they are with trusted friends who will look after them, offer assistance, provide them with a safe space
- Log and record the incident for the emergency services and in order to take further internal action.

Operators are also being encouraged to make their venues unappealing to those seeking to commit crimes by using posters and social media to urge customers to be vigilant; training staff to identify issues before they arise; and by taking practical and physical measures, such as anti-spiking bottle stoppers.

The available resources for operators include posters, training for staff, advice and guidance as well as a film aimed at supporting vulnerable people, provided by a range of sources including the Night Time Industries Association, CPL Learning, Safer Sounds – WAVE Training, National Pubwatch and the Mayor of London.

Four leading trade bodies have joined forces to ensure customer safety amid growing concerns about drink spiking at hospitality venues across the UK.

UKHospitality, the British Beer & Pub Association (BBPA), the British Institute of Innkeeping (BII), and Hospitality Ulster have teamed-up to produce a suite of resources aimed at helping operators combat drink spiking and protect customers.

Recent weeks have seen increasing reports of drink spiking, in which substances are added to people's drinks without their knowledge. Alcohol is the most common substance added, but illegal or legal drugs are often used.

The associations have jointly produced a factsheet that brings together in one place resources to help operators bolster the work they are already doing to ensure their venues remain safe places in which to enjoy a night out.

In a joint statement, UKHospitality, the BBPA, the BII and Hospitality Ulster said:

"Drink spiking is a despicable crime and cannot be tolerated. Everyone has a right to feel safe during a night out, which is why as a sector we work hard to create a welcoming, inclusive and safe environment.

"Although the number of drink spiking reports

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What Does the Future Hold for Licensed Venues in 2022?

By Niall McCann, Keystone Law (www.keystonelaw.com)



At the beginning of 2020, no one could foresee the impact of the COVID-19 pandemic. The hospitality industry was one of the hardest hit with the effects of the restrictions, many venues being completely closed for months on end, with thousands of business closures and eventually staff shortages. All businesses in the sector felt the consequences one way or another and it continued in 2021.

What will 2022 hold for licensed businesses? It could be argued that predictions are no more than educated guesses and this has certainly only been heightened in that current press reports are swinging wildly from declaring the Omicron variation as a disaster, to it not being as bad as initially expected.

That being said, there are some trends that began to develop in 2021 which are likely to be carried into the new year. In this article, Keystone Law Licensing partner Niall McCann predicts which trends are likely to continue into 2022.

PENT-UP DEMAND

We are now coming up to two years of being affected by COVID-19. Birthdays have come and gone, parties missed, and celebrations cancelled. There is therefore considerable pent-up demand, with many police officers reporting a sharp rise in alcohol-induced crime and disorder and public nuisance as a result.

Some councils have already instituted a de facto ban on using temporary event notices to extend licensing hours, and applications for bar and pub-style premises licences are becoming ever more difficult to secure. With foreign holidays remaining uncertain, such demand could continue well into 2022.

ADAPTING TO NORMALITY

This pent-up demand is not only affecting the police; many residents living near licensed premises suddenly realised during the lockdowns that they slept considerably better without the noise and disturbance of deliveries, crashing glasses, smoke wafting through their windows and the chatter of outside patrons. Having got accustomed to a new equilibrium, the reopening of premises has, in many cases, been a shock to the system. As a result, licensing practitioners have already started to see residents reviewing premises licences and asking for draconian restrictions such as cutting hours or banning the use of outside areas altogether. This trend is likely to continue.

SIA DOOR SUPERVISORS

At the moment, there are significant numbers of unfilled SIA door supervisor roles. As many venues require them as a condition of their premises licence, many operators are seeking to vary their premises licences to either reduce the time door supervisors must be employed or to move to a risk-assessed approach. With the start of 2022 around the corner, the jobs shortage in the hospitality sector seems no less likely to ease.

REMOTE HEARINGS

Before March 2020, hearings were all conducted in person. Now, with the use of Zoom and Teams, these platforms are used across the licensing sector every day, and licensing authorities are no different. Online hearings were essential in ensuring that justice continued whilst not endangering lives.

However, some authorities are showing no inclination to revert to physical hearings regardless of the state of the pandemic.

Whilst it is easy to understand why they wish to continue this way — councillors are busy people and they often have another job, juggling numerous concerns at any one time — they are not the same as having physical meetings. There are no pre-hearing negotiations outside of the committee room, no scribbled notes handed from client to advocate, no hint to change tack from subtle changes to body language.

It is hoped in 2022 there will be a better balance of remote and physical hearings.

THE END TO AUTOMATIC OFF-SALES

The Business and Planning Act 2020 allowed, admittedly with some exceptions, premises licence holders to have off-sales when not previously permitted to do so.

As a result, some pubs saw record weeks during the lockdown as thousands sat out drinking in parks and green spaces when most other businesses had to remain closed. This temporary relaxation comes to an end on 30 September 2022. Will it be extended? It is difficult to say but, unless the pandemic continues well into next year, it seems unlikely.

COSTLY OUTSIDE TABLES AND CHAIRS

With the ability to have off-sales, the process of having tables and chairs on council property was also deregulated, with application fees cut enormously. Unless the scheme is extended, operators will have to pay hundreds (and in many cases, thousands of pounds) a year to have outside furniture from October 2022 — an additional financial headache.

THE CONTINUED RISE OF DELIVERIES

A licensed premises with no customers on site can still cause a nuisance. The number of dark kitchens continues to grow, and licensing sub-committees are becoming increasingly aware of the problems they can cause. Noisy mopeds going backwards and forwards, chatty drivers, fumes from exhausts and cigarettes, and a lack of toilet facilities can all disturb local residents. The pushback has already begun with Westminster City Council introducing a 'Delivery Centre Policy'. Other councils will no doubt follow, which will better regulate this new style of operation.

A MARKET SHAKE-UP

Local councils are seeing unprecedented numbers of applications for new premises licences as the industry continues to be rocked by the pandemic. However, this is probably just the start. When commercial evictions are again permitted in March 2022, 'zombie companies' will no longer be able to remain in situ knowing that there is little a landlord can do. The site churn will continue, and we should see more new entrants to the market.

Hopefully 2022 will represent a better year for hospitality than 2021, but there will no doubt be surprises ahead. The sector has weathered the storm and has continued to succeed despite all the factors against it. This in itself will be the trend of 2022.

Niall McCann is a licensing and regulatory specialist at Keystone Law, who advises on applications pursuant to the Licensing Act 2003 and all associated compliance and regulatory matters. He regularly appears before the courts and sub-committees throughout England and Wales as an advocate for his clients, which include pub companies, restaurants, bars, hotels, nightclubs, off-licences and events spaces.

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Hospitality Leaders Prioritise Hiring as Labour Shortages Threaten Speed of Recovery

Accountancy and tax specialists Deloitte have released key findings from Deloitte's European Hotel Industry Survey 2021, based on the responses of senior hospitality figures:

Staffing shortages to stunt recovery

- 76% of hospitality leaders are optimistic about the future of the UK hotel market over the next five years, up five percentage points from last year; However,
- Increasing staff costs (59%) and a shortage of skilled labour (54%) are identified as the biggest risks facing the UK hotel industry over the same period;
- Almost half (49%) of respondents are now prioritising cashflow, and hiring and re-staffing over the next 12 months; and 64% agree that attracting more staff into the sector is key for hospitality businesses to thrive in the next three years;
- Despite the headwinds, nearly half (48%) of respondents anticipate 2019 performance levels to return in 2023.

Andreas Scriven, head of hospitality and leisure at Deloitte:

"After a turbulent 20 months, the hospitality industry is facing fresh challenges in recruitment as the race for talent continues to hit the sector. The hospitality industry is more than twice as likely as others to experience recruitment challenges, so it is unsurprising to see this identified as the biggest threat to the sector's recovery. Like so many industries reliant on skilled workers, hoteliers are looking for more ways to attract and retain talent. Some have even turned to "Golden Hello" financial incentives, demonstrating just how unusual the current climate is.

"Despite labour concerns, overall optimism amongst senior hospitality figures for the future of the industry has improved since last year. In this time, we've seen consumers return with gusto to hospitality following the lifting of restrictions over summer, and this level has remained high."

SUSTAINABILITY A UNIQUE SELLING POINT

Deloitte's research also found that nearly half (49%) of respondents believe that their consumers are willing to pay more for sustainable products and services.

Scriven, said:

"Looking ahead, the hospitality industry will be looking at its post-pandemic offerings. Environmental awareness amongst consumers has significantly heightened over this period, and sustainable goods and services have become a key selling point. Hospitality leaders will not only need to continue providing great experiences, but also more climate-friendly offerings to attract the more 'conscious consumer'. For the consumer, price remains a key factor in decision-making, and so hospitality leaders will have to carefully balance this with their own carbon-reducing ambitions."

LOCATION, LOCATION, LOCATION

- Edinburgh overtakes Oxford and Cambridge as most attractive UK city for hotel investment in 2022;
- Amsterdam remains the most attractive European city for hotel investment in 2022, followed by London, Madrid, Lisbon and Barcelona, respectively, as Paris drops out of the top five.

Scriven, continued:

"With international travel limited for much of the year, UK domestic tourism remained popular amongst holidaymakers. For investors, too, the UK remains attractive for hotel investment, with Edinburgh retaining its top spot given the city's limited supply for hotel development.

"Elsewhere in the UK, we have also seen London's attractiveness to European investors improve by almost 10 per cent year-on-year. A combination of favourable room rates has attracted both business and leisure travellers to the UK capital, creating strong demand fundamentals."

As investors look for new opportunities across Europe, Amsterdam remains the most attractive European city for investment for the sixth consecutive year.

Scriven added: "Likely factors for this include both strong leisure and corporate demand filling the city throughout the week, in addition to its well-connected airport. Development restrictions in the city also mean investment opportunities have a 'gold dust' appeal.

"Elsewhere in Europe, Paris has again fallen down the ranking. Despite being an international gateway city, reduced corporate travel over the pandemic means there has been far less traffic passing through. For the leisure traveller, Paris's high population density has also made socially-distanced tourism a challenge. Investment appetite for the French capital has lessened as a consequence."

Concerns Raised on Hotel Quarantine System for Those with Life-Threatening Allergies

The Anaphylaxis Campaign is calling for urgent action from the government to protect those with severe food allergies. This follows an alarming report in the Guardian of a case of life-threatening anaphylaxis to nuts in a hotel-quarantined individual.

Anaphylaxis Campaign's Clinical Panel Chair, Professor John Warner, has previously highlighted the shortcomings and danger to people with allergies in a letter sent to the British Medical Journal in June 2021. This was after his own experience of the quarantine system, where a family member was repeatedly served unsuitable food despite having clearly

registered their specific dietary requirements.

This latest incident demonstrates the continued failings of quarantine hotel food provision. There is a clear lack of duty of care to safely serve those with food allergies who have no other choice or way to obtain allergy safe food while quarantined.

The Anaphylaxis Campaign has received reports that exemptions from hotel quarantine on medical grounds for severe food allergies have been immediately rejected with no means for appeal.

Severe food allergy is a medical condition. The Anaphylaxis Campaign

asks the government to ensure that, at a minimum, applications for medical exemption on grounds of food allergy are assessed by a suitably qualified clinician. Someone who has knowledge and understanding of allergy and the life-threatening nature of anaphylaxis.

The Anaphylaxis Campaign strongly believes that action must be taken now to allow for appropriate medical exemptions. Otherwise it will only be a matter of time before this lack of understanding and care for those with severe allergies leads to further life-threatening allergic reactions, and at worst a fatality.

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Government Proposes Changes to the Pubs Code

The government's promise to speed up the market rent only (MRO) alternative in the pubs code has been welcomed by trade bodies.

The British Beer & Pub Association has particularly welcomed the Government's decision to streamline the Market Rent Only (MRO) process, which both tenants and pub-owning companies called for.

It has also reiterated the strength of the leased & tenanted model and in particular the partnership between pub-owning companies and tenants.

Through the pandemic, pub-owning companies provided £285 million in reduced or cancelled rent to tenants. In the same period, they also provided additional support such as refunds on spoilt beer, COVID signage and PPE worth on average £27,000 to a pub.

A British Beer & Pub Association spokesperson, said: "We support these proposed changes to the Pubs Code, which recognise the value of the leased and tenanted model and the strong relationship between pub owning companies and their tenants."

"In particular, the streamlining of the Market Rent Only process is welcome for tenants and pub-owning businesses alike and will facilitate negotiation and agreement."

"During the pandemic leased & tenanted pubs received £285 million in reduced or cancelled rent and fur-

ther additional support worth on average £27,000 per pub from pub-owning businesses.

"The partnership between tenant and pub-owning businesses provides balance, security and investment – and has secured community pubs for generations to come. Looking ahead to the launch of the next statutory review in 2022 we will again reiterate this message to ensure the Code continues to support the relationship between tenants and pub-owning companies."

CAMRA Chairman Nik Antona said: "It is good to see that the Government is taking forward some changes to the Pubs Code that will bring tenants in England and Wales into the scope of the Code protections more swiftly and make the Market Rent Only process faster. However, the Government has missed an opportunity in not taking up Parallel Rent Assessments for prospective tied tenants."

"Sadly, the Pubs Code is not working as intended and for as long as this is allowed to continue, licensees will suffer, and consumers will suffer detriment through further price inflation and neglected pub stock. The changes that the Government is taking forward are not far reaching enough to fix this."

"With the second statutory review of the Code commencing next year, we will be pressing the Government to make fundamental reforms that will actually balance the relationship between tenants and their pub companies, as the legislation was intended to do."

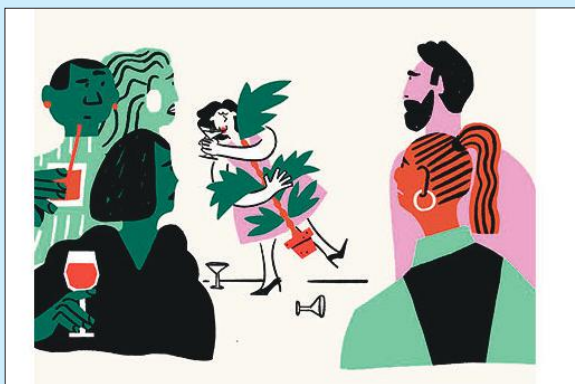
Diageo Launches New Responsible Drinking Campaign "Know When to Stop"

Diageo, maker of Guinness, Johnnie Walker and Baileys has today launched a new responsible drinking global campaign "Know When to Stop", designed to make people stop and think about overindulgence during the festive period.

Through a series of digital animations, the campaign shows what happens when common holiday pleasures like eating sweet treats, binge watching TV and films and over-decorating your home can become one too many. Launched across Diageo's social channels, "Know When to Stop" is part of the company's commitment to reaching one billion people with dedicated responsible drinking messaging by 2030 and to educate people on the risks of the harmful use of alcohol as part of the company's 10-year action plan, Society 2030: Spirit of Progress. To see the series of animations, visit Diageo's social media channels here.

Kate Gibson, Global Director of Diageo in Society said "We know the holidays are an important time of year for people to be getting together and celebrating. This campaign is a fun, festive reminder that there's a happy limit to everything and the holidays are best enjoyed in moderation, be that drinking, eating, or binge-watching." As part of the campaign, Diageo commissioned a survey of adults in the U.K. to gauge people's feelings and attitudes toward holiday indulgences and experiences. Nearly a fifth (17%) report they didn't get to celebrate the winter holidays the way they wanted to in 2020 and plan on making up for it this year:

• Among those who plan to do at least one thing in excess, close to half (48%) admit they will eat more sweets and baked goods this year than in the past, while over a third will be binge-watching TV and movies (38%) and shopping (33%). • More than one-third (35%) of people readily confessed to generally eating and drinking more during



the holidays than any other time of the year. • Close to half (45%) of this group will spend more time with loved ones this winter holiday than they have in the past.

• A quarter (25%) plan to do more to decorate in excess, such as hanging indoor and outdoor decorations and setting up multiple trees. • More than half (52%) of people admit they have a guilty pleasure they'd be embarrassed about, such as their food and drink indulgences or holiday spending habits. • More than 1 in 4 people (26%) with guilty pleasures confess they would be humiliated if people learned about their enjoyable weaknesses of holiday movies or TV shows, and about 1 in 5 people with guilty pleasures admit they'd be embarrassed for anyone to know how they feel about holiday-themed clothing or pyjamas, like ugly Christmas sweaters (21%) and decorating (19%).

The digital animations were created by an award-winning illustrator, Cari Vander Yacht, said "I wanted to visually capture the sort of manic nature of

'too much of a good thing' which was central to the overall idea of moderation. I like tales of human folly, so I tried to capture that in a festive, over the top way." The global campaign has been designed to signpost adults to DRINKiQ - a global resource to help people make responsible choices about drinking, or not drinking. DRINKiQ is available in 16 languages and 35 country sites and is a dedicated responsible drinking website that provides training, information and practical advice on alcohol and its impact on the body, along with a range of resources to encourage moderate consumption.

Speaking on the online resource, Kate Gibson added, "DRINKiQ is a great place for people to go to find out more about alcohol, the impact it can have on their bodies, and the importance of drinking in moderation."



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Exodus of 25-40-Year-Olds Puts Emphasis on Younger Workers

The changing shape of the hospitality workforce has been revealed in new research from workforce management app, **Deputy** (www.deputy.com).

The Rebuilding Hospitality: The Changing Shape of the UK Workforce report reveals that nearly a quarter of a million workers aged 25-40 (Millennials) are estimated to have left the industry between December 2019 and October 2021. This has accelerated a trend of replacing these workers with under 25s (Gen Z) and the need for training and development to address lost knowledge and management capability.

Conducted by independent economist Shashi Karunanethy, the research analysed 1,528,542 shifts from Deputy's rostering system worked by more than 14,000 UK hospitality workers in the past 22 months. Examining bars and pubs, accommodation, cafes and coffee shops, fast food and takeaway businesses, and sit down restaurants – it reveals a significant shift in industry staffing.

The proportion of Millennials working in the sector has declined from 49% to 42%, equating to a loss of around 210,000 workers. At the same time, the proportion of workers from Gen Z has risen by 5%, which equates to around 150,000 workers.

On the transition, Shashi Karunanethy, said: "Half a year since Covid restrictions began to ease, hospitality employment levels are still well below pre-pandemic levels. They've lost a huge proportion of their workforce and are currently more reliant on young staff than ever before."

"Looking at the Millennial age group, it's understandable that some of those with young families and with

more bills to pay may have moved into roles that flourished during lockdowns, such as supermarket work and delivery driving. We also lost a huge number of Millennial workers who originated from outside of the UK, due to the timing of Covid and Brexit. Many of them worked in the restaurant, hotel and pub sectors in the UK and they simply haven't returned since the Covid restrictions eased."

According to the report, the exodus of those aged 25 to 40 and growth in those 24 and under could be seen across:

- **Fast food and Takeaway** (Gen Z grew from 26% to 38% of the workforce, Millennials declined from 51% to 43%)
- **Bars and Pubs** (Gen Z grew from 31% to 35%, Millennials declined from 51% to 48%)
- **Accommodation** (Gen Z grew from 26% to 29%, Millennials declined from 45% to 41%)
- **Cafes and Coffee shops** (Gen Z grew from 31% to 33%, Millennials declined from 55% to 50%)

David Kelly, General Manager EMEA at Deputy added: "In the long term, the surge in young people joining the industry is really good news for the future. However, right now, it's a particularly testing time for business owners and managers who are already grappling with supply-chain disruption, utility cost inflation, VAT rises to come in April, caps on business relief rates, and staff shortages. Many business owners are having to vary their opening hours in line with staff availability. Managing that process is a huge challenge, even with a staff of industry veterans, let alone new starters. Up-skilling the next generation of staff will be vital to long-term success."

Retailers Urged to Accept Cash Payments that Match New £100 Contactless Limit in Cash Fight Back

A "cash fight back" has stepped up a level with retailers being urged to accept cash payments to at least the same level as the new £100 contactless limit. The call comes from consumer champions, the UK Cash Supply Alliance (CSA), a not-for-profit cash industry organisation which is also encouraging frustrated customers to press their case with "refusenik retailers" and ensure payment parity for legal tender.

The pandemic has accelerated many retailers refusal to accept cash – one in three at its height – 'due to health concerns' and despite Bank of England research concluding that the risk of catching COVID-19 from banknotes is low. While the Bank's research also found that the biggest Covid transmission risks in stores are actually from proximity to other infected people, touching a 'high touch' object such as the handles on shopping baskets or shopping trolleys, and products on open shelves.

Says Nigel Constable, Chair of the CSA, which launched last month:



"We are frustrated by ongoing reports of refusenik retailers not accepting cash simply due to 'hygiene issues' when the Bank of England's own research concluded this was simply not true and that there was actually a greater risk from other 'high touch' objects."

"Too many are refusing this legal tender based on bogus health reasons, rather than accepting they're offering poor customer service to the 40 million adults in the UK3 who still regularly use cash."

"We're advising consumers who want to use cash to make their concerns known to retail head offices or management, or simply move their custom to cash-supporting stores. We have some examples from our members where cash fight backs seem to have had an effect. For instance, after an intervention by a director of the CSA with Caffè Nero and the Scottish government, the coffee shop chain has now apparently reversed their previous decision to go "cashless" and now accepts cash again across the UK. The CSA welcomes this move and urges all retailers to accept cash."

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Changes to allergen labelling laws

Historically, foods that are 'pre-packed for direct sale' (PPDS) - for example, sandwiches that are packaged in the shop from which they will be sold, have been subject to fewer requirements for allergen labelling than fully pre-packed food. However, following the sad death of teenager Natasha Ednan-Laperouse in 2016, that has now changed.

In October 2021, new regulations informally known as 'Natasha's law' came into force, which puts PPDS allergen labelling requirements on the same level as pre-packed food.

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Millennials Keep UK Pubs Alive During COVID-19 Pandemic, as Over 1 in 5 Buy Premium Drinks

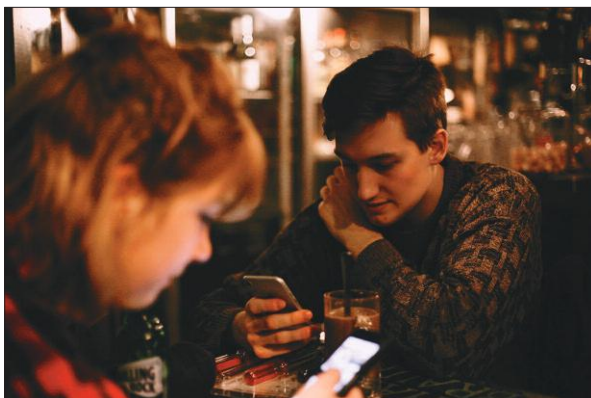
Millennials are "keeping pubs alive" with premium drinks purchases according to data from worldwide insights group GlobalData, with over 1 in 5 of those aged between 25 and 40 driving premium drink purchases.

The data follows the recent announcement from Wetherspoons that cocktail sales have soared compared to traditional ales;

Ryan Whittaker, Consumer Analyst at GlobalData, a leading data and analytics company, offers his view:

"As millennials are the main drivers of pub sales, pubs will be looking to 'premiumize' in order to meet their tastes for more premium products such as cocktails. This will likely come at the expense of staples more associated with the baby boomer demographic such as traditional ales.

"According to GlobalData's latest consumer survey*, one in five (21%) UK



millennials reported that they buy high-end or premium versions of spirits and beer. In comparison, only 6% of baby boomers reported the same. UK baby boomers were spending much less frequently on these products in Q3 2021 compared to millennials.

"Older consumer groups that are at greater risk from COVID-19 are understandably reticent about returning to high street pubs. Further, younger demographics' presence in the post-work drinks scene is only set to increase.

"At the same time, consumer confidence is going to be hit by inflation, especially in terms of gas prices. For many consumers, this will reduce the pot for discretionary spending. Until these issues are less prominent, millennials are going to be the ones keeping pubs alive. Operators need to target this group to better ride out future uncertainty."

Natasha's Law: Remembering This Christmas

The festive season is upon us, which means a busy time of the year for the food industry and hospitality businesses. With customers preparing for Christmas and prepacked food more likely to be bought by customers, it can be easy to overlook the importance of allergen labelling in foods.

Food allergies, the prevailing yet less understood enemy, had been until now largely dismissed or overlooked. That is, until the tragic event brought this back to the fore when we learned the circumstances that surrounded the cause of Natasha's death as she suffered an anaphylactic reaction to an undeclared ingredient in a pre-packed meal. The food industry had to recognise the need for change in the allergen information labelling process to battle against the growing epidemic of allergies. Recent studies have estimated that there are now 1 in 4 people living with allergies in the UK. With the unprecedented rise in food allergies, it is crucial for businesses in the food industry to comply with the new and stronger laws in efforts to avoid the reoccurrence of allergy fatalities and adapt to the positive change.

In September 2019, Natasha's legacy was laid in Parliament with The UK Food Information Amendment, also referred to as Natasha's Law, that came into effect in October 2021. The law applies to businesses in England, Scotland, Wales and Northern Ireland, and is introduced to impose stricter requirements for food businesses to provide a full ingredients list and clear

allergen labelling on food that is Prepacked for Direct Sale (PPDS) on the premises.

PPDS food can include the food customers pick by themselves from a display, as well as food kept behind a counter or food sold at mobile or temporary outlets. Food labelling is mandatory for PPDS food and can be a complex and confusing area for businesses, yet it is vital that they fully understand their obligations in not only safeguarding their customers, but protecting their business too. That's why the Chartered Trading Standards Institute (CTSI) on behalf of the Department for Business, Energy and Industrial Strategy (BEIS) have developed Business Companion.

The new requirements must be adhered to in order to maintain trust and confidence for businesses in the food industry and this free and easy-to-use regulatory compliance tool aims to help businesses in educating them and assisting their understanding of trading standard law and how it applies to them.

A full explanation on the labelling information required on packaging to ensure businesses remain compliant and their customers safe can be found in 'Labelling of prepacked foods: general'

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Our website shows retail prices but it does have a trade application page.

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aders and more



Seven Things You Must Do To Promote Your Restaurant

AJ Sharp, Founder of Food and Drink PR Agency Sharp Relations (www.sharprelations.com), shares her top seven things you must do to promote your restaurant locally.



1. KNOW YOUR CUSTOMERS.

It's hard to be specific about customers but these details will improve your activities immeasurably. Note down the sort of customers you're getting at different times of the day and on different days of the week. For example, you might get a younger crowd in the evening, but more tourists at the weekend. Find out where they're from as it could be a key market for you.

2. ENCOURAGE WORD OF MOUTH (WOM).

As people are leaving your restaurant ask your front of house to say; "If you enjoyed your visit, please tell your friends". Maybe 1 in 10 actually will tell a friend, and of those recommendations c.50% actually will try the recommended restaurant. That's 5 new customers, for every 100 through the door. Even better, give out a wallet-sized promo card offering an incentive.

3. SPECIAL EVENTS.

Interesting experiences are the perfect way to encourage footfall and bookings. You can create anything from wine tastings, meet the producer, menu offers, live music, magicians, comedy, karaoke and open mic nights. Do think carefully about your customers, who is it you are trying to attract? Karaoke is going to draw a very different crowd to Moules Mariniere and Muscadet Mondays! (Feel free to use that last one!)

4. WHAT'S THE STRATEGY?

This is key, I would have put it at number one, but often considering who you want to promote to helps with the why are you promoting to them at all. Your strategy is your plan for reaching the goal. So, this is where you to decide what the perfect world looks like to you in 12-months or 36-months. Is it a packed restaurant every night of the year? Is it increasing spend per head so you can shut on Mondays and have a break? Is it to open a second or third outlet? Is it a Michelin Star or AA rosette? Is it lots of press coverage? Is it finding a head chef and FOH so you can take a step back from the day-to-day? Whatever it is, set the goal and work out the strategy, what needs to happen? Don't get hung up on the detail, just write what you are aiming for. Take the emotions out of the goal setting and break it down into steps, suddenly it seems easy.

5. PICTURES.

You cannot promote a restaurant without quality images. My top tip, find a local photographer and hire them for half a day 4 times a year – or every time you make significant menu changes. We have often opted for wedding photographers, although not the obvious choice, they're great at shooting people, places and details like food and place settings and capturing the venue's atmosphere. Images don't necessarily have to

be taken professionally, but they do have to look professional, so use a good quality camera, shoot everything in high res, use extra lights for every shot and edit them individually in Photoshop afterwards.

6. SOCIAL MEDIA.

Think carefully about the platform and why you're using it. Here's a very broad-brush overview of the top two platforms for each generation. Baby Boomers and above, the ones that are using social media, are on Facebook. They watch, they don't tend to contribute much content. Gen X are tricky, they are on Facebook and have access to many social platforms, but they aren't really contributing much content, they are highly sceptical of social media. Millennials are all over all of it, but their favoured platform is Instagram, Insta reels and increasingly Tik Tok. Gen Z are on Tik Tok, watching reels and Instagram. The Alpha Generation is very keen on You Tube, as well as Tik Tok.

7. IN THE PRESS.

There's no doubt that good press coverage will encourage people through the door. It generates WOM which is incredibly influential. The easiest way to achieve this is to ask a local freelance PR, specialising in consumer food or travel, to help you to promote your special events and invite local publications to review dinners. Can you do this yourself? Absolutely! Striking up a relationship with the regional press around your establishment is a great idea. However, it is time consuming, and you might get caught in a loop of being asked to pay to place your restaurant between the pages. A PR professional will help you to find your news and tell the stories people really want to read about locally, not to mention getting you listed in the what's on and events pages each week, without paying for advertising.

World's Biggest Pub Quiz to Return in March 2022 in Support of Shelter

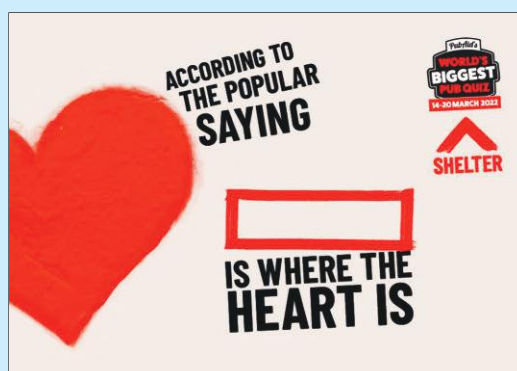
The World's Biggest Pub Quiz will be returning to pubs in March next year, with a new charity partner in Shelter and a new way to host and play using online quiz platform Kwizzbit. After a year out due to lockdown, organisers PubAid are hoping for a record number of pubs and customers taking part and a record sum raised for charity.

Pubs will be encouraged to run the Quiz between 14th and 20th March, though there is flexibility to host it at any time during the month. The Quiz is free for pubs to run. For further information and to save the date: <https://worldsbiggestquiz.pubaid.com/>

PubAid founder Des O'Flanagan said: "We're delighted to be back after Covid forced us to cancel the Quiz earlier this year. Shelter's work with people facing homelessness has never been more important, so we're confident there will be widespread support for the charity among pubgoers."

"We took the opportunity during our time out to explore ways of refreshing the quiz and we're pleased to be working with Kwizzbit, which allows licensees to host a traditional, fun pub quiz on their smartphone, with technology making it easier to run and offering features that make it more engaging for customers and drive greater footfall into the pub."

Homeless charity Shelter was chosen as the quiz's new partner following the Covid lockdown. Currently,



91 families become homeless every day in England. Money raised in the Quiz will help Shelter give information, advice and support to those facing homelessness.

Pubs will be encouraged to host the quiz in aid of Shelter, but have the freedom to support another charity. A number of pubs choose to divide funds raised from their quiz between the charity partner and a cause closer to home.

All pubs signing up to host the World's Biggest Pub Quiz will receive a free fundraising pack including posters and social media assets, to help them host a quiz that brings customers into their pub for a fun-filled evening that raises money for a worthy cause.

The World's Biggest Pub Quiz was launched in 2016, and has raised a total of £750,000 for hundreds of charities.

Max Newton, Head of Community Fundraising at Shelter, said: "Everyone at Shelter is absolutely thrilled to be partnering with the World's Biggest Pub Quiz. We're looking forward to communities across the country coming together in their local pub to have fun and quiz. The money they raise will help us be there for anyone facing homelessness."

Find out more at www.worldsbiggestquiz.pubaid.com

Commercial Microwave Ovens – Ideal For The Environment



In most of the large brewery and restaurant groups, the commercial microwave oven has become a useful tool helping to regenerate previously cooked food plus a great help in cooking

vegetables quickly keeping them full of their goodness – let alone the help with preparing sauces and melting chocolate.

Not only does a microwave oven use less power than conventional cooking methods, it saves a great deal of time! Chef know that as long as the correct power level and timing is used then the product being cooked is completely up to the required standard for health and safety.

In most kitchens however, the interior (cavity) of the microwave can suffer from splashes and spills which means that food particles can be left on the ceiling plate, base plate, sides, back, base and lens light cover which, unfortunately, if not cleaned off can become stuck hard and every time the microwave is used the old food can start to deteriorate the cavity causing burning and damage which intern can cause break downs of parts not included in the manufacturer's warranty.

On all good high powered microwave ovens there is a ceiling plate (sometimes known as a roof liner), is protecting a stirrer system and electric motors and if burning occurs on the ceiling plate then grease

and food partials will penetrate the afore mentioned parts causing break downs – break downs mean delays in food preparation and lack of service until an engineer can attend to rectify the faults. Unfortunately the engineer will see that the neither the parts or labor are covered by the warranty and therefore would be chargeable which is often well over a hundred pounds (and in some cases in the two hundred pound region!)

This unfortunately this is also happens when the base plate or seals get damaged and the operator is in the same situation – this is where the invention by Regale Microwave Ovens in Hampshire comes in! The directors of the company saw the problems and spent over two years researching and developing the now sought after Microsave® Cavity Liner. The Microsave protects the entire of the microwave's oven cavity – the ceiling plate – the base plate and lens light cover! All the operator has to do is take the Microsave Liner out, wash quickly in the pot wash, dry and replace and that is the microwave oven interior clean, hygienic and protecting the parts in the matter of two or three minutes – saving hundreds of pounds in repairs yet costing less than one engineer service call!

After several years of success in the UK market mainly with the major groups such as Whitbread and Stonegate, to name but two, plus of course, smaller groups and individual restaurants and pubs, great interest is being made for similar groups in the USA and already orders for several thousands are in the pipe line to be fulfilled.

Regale are proud that in the UK the Craft Guild of Chefs have tested and approved the Microsave Liner and that Panasonic have also endorsed it as an official spare part to be used in their brand of

microwave ovens.

Since then, Amana and Menumaster have also endorsed the Microsave Liner CPS2A for use in their range of heavy duty microwave ovens which adds to the list of manufacturers who appreciate it is a great help to the end user keeping their products clean and hygienic. The Microsave can also help to extend the life of the microwave oven which is great news for the environment!

The range of Microsave® Cavity Liners include the CPS1A which is suitable for use in the current (and past range) of the Sharp R22AT, R23AM and R24AT models.

The CPS2A (the most versatile Microsave Liner) was originally designed for the Panasonic NE1800w range (both past and present) NE1843, NE1853 and now is suitable for the new Merrychef 1800w, the Marren 1800w, the Valera 1800w which is all based on a copy of the Panasonic range.

The CPS3A was designed in particular for the Panasonic NE1878 only which is their latest model sporting not only the new 'inverter' system which is less expensive to run, but weighs less than 20 kilos.

Following on, the CPS 4A is for the Samsung Heavy duty range and finally the CPS6A which is exclusive to Regale's WINIA brand.

For full information of the entire range of microwave ovens and Microsave® Cavity Liners, please contact Regale on **01329 285518** or email microwaves@regale.co.uk or see page 10.

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Heineken - Celebrating Sustainable Operators In The On Trade



Following COP26, we need to consider sustainability practices within the UK on-trade. We reflect on why there is a need for change and speak to leading operators to understand what can be done to both protect the planet and keep customers happy.

With 79% of consumers changing their purchase preference based on sustainability[1], UK hospitality needs to consider how they can adopt more environmentally friendly practices across their operations. Sustainable solutions are often perceived to be more expensive or less convenient, but this doesn't have to be the case. Here, we hear from four operators on how they're making their businesses more sustainable.

Steven Kirby, Area Operations Manager, ETM Group

"Here at the ETM Group we're very conscious of our footprint on the planet and have an internal committee that reviews every area of our operations. The pandemic enforced lockdown gave us more time to really challenge ourselves as a business, to review what we can do to operate more sustainably.

HEINEKEN SmartDispense has also fundamentally changed the way we do business. The efficiency of the system and service saves us both time and stress. In particular, the time drain of line cleaning and wasted chemicals has all been removed. Reducing the line clean to once a month, managed by a qualified service technician has given our staff more time to focus on other areas of the business such as marketing and improving customer service, while simultaneously reducing wastewater and excess cleaning products."

Marten Lewis FRSA · Head of Corporate Responsibility at Bluestone National Park Resorts Ltd

"We recently conducted a piece of customer research, that asked how much importance individuals placed on environmental factors when booking a stay. The results demonstrated over 60% expressed this was important to them when booking a trip."

"Sustainability has always been a focus across every part of our business and my role was created to oversee



the implication of various initiatives across our resort. A few examples of the processes we have introduced include, itemising menu items individually, so guests only receive what they've specifically ordered and don't end up leaving ingredients. We also weigh every piece of food waste daily and log this information to keep track of wastage. Both simple processes not only reduce our waste but also reduces costs, knowing we're offering accurate portion sizes and exact ingredients ordered by the customer. The latest initiative we have introduced across our resorts is refillable water bottles and water fountain stations, fully removing the need for PET single use plastic water bottles."

"Another part of my role is to regularly provide training for staff to refresh on the recycling processes. Through our monthly SmartDispense service visit, it's one less thing to worry about as we have the peace of mind that we're serving great quality beer through clean lines, thanks to the monthly technician line clean. Since installing SmartDispense two years ago we now save on average 45 pints and three hours of time per bar, per week, so we're reducing waste and maximising efficiency."



Sall Colak, General Manager of The Gun Pub, London

"Sustainability is very important for our customers, by having a pint that uses our SmartDispense system they're doing their bit for the environment. Our SmartDispense system from HEINEKEN provides us with good quality beer and cider every time. The benefits of being a SmartDispense pub is we use less water and CO2 so our customers can enjoy their pint knowing they're doing so more sustainably. We're so glad HEINEKEN is talking about SmartDispense, not only can our customers taste that they're having a great pint, but they're also helping the environment."

Barrie Newton, Owner of Tavern in The Town, Rugeley

"HEINEKEN SmartDispense has noticeably increased the efficiency of our business, with line cleaning reduced to every 10-12 weeks we're saving man-power and we even have more time to focus on other areas of our business.

The quality of our beer has also never been better than with HEINEKEN's SmartDispense system. Our customers are enjoying a better tasting beer that's also better for the environment. No ifs or buts, HEINEKEN SmartDispense means every pint is the perfect pint."

A pub powered by HEINEKEN's SmartDispenseTM technology saves 83% of water compared to a pub using a standard dispense system, all while ensuring their customer gets a perfectly poured pint served at sub-5°C every single time. SmartDispense pubs have collectively saved an incredible 107m pints of water and 394 tonnes of CO2 in the past seven years. That's the equivalent of almost 340,000 bathtubs full of water, just by enjoying a sustainable pint from a SmartDispense pub.

Discover how other operators are doing their bit for the planet and how you can become a more sustainable pub whilst serving great quality pints:

<https://smartdispense.heineken.co.uk/green-pint>



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“For Curious People There Is No Better Industry Than Hospitality”

Filip Boyen, CEO Forbes Travel Guide, joins Duncan O'Rourke, CEO Accor Northern Europe, on the Heart of Hospitality Podcast



With a career spanning more than three decades, Filip Boyen, CEO Forbes Travel Guide, is widely regarded as one of the leading figures in hospitality. In the latest episode of the industry podcast, Heart of Hospitality, he joins Duncan O'Rourke, podcast host and CEO Accor Northern Europe, to discuss the global staffing crisis, the importance of training, support and mentoring, and the emotional power of great hospitality.

“At Forbes Travel Guide we verify luxury and to us that means we support, we champion, and we celebrate all those with a passion for extraordinary service,” said Filip Boyen.

Filip began his hospitality career as a commis chef and stayed in the food and beverage side of the business for 10 years, working in Michelin-starred restaurants in Belgium, France and England, including working under French master chef Joël Robuchon for a time.

In 1993 Filip, then GM of the Presnya Hotel in Moscow, hired Duncan O'Rourke as his F&B Manager and, together with the executive chef Duncan appointed, they transformed the restaurant into one of the best

loved and most talked about restaurants in Moscow.

“This is a good example of what we now advocate with Forbes. You created, with your team, something that was amazing,” said Filip. “It became a restaurant that was known for its food and the fine wines and spirits you sold, but most of all, for the human connection. People knew you and our chef would take personal care of them. And that hasn't changed. At the end of the day, we are still in the people business. It's all about people. We are here to make the life of our customers just that little bit better every time they visit us.”

He added: “The reason why you and I joined hospitality, Duncan, is because we put people first.”

The two industry leaders address one of the biggest issues affecting the sector: the global staffing crisis. They discuss salaries; sign up bonuses; the commitments many hospitality businesses made to support their talents

during Covid and the extensive work Forbes Travel Guide undertook to maintain training for talents across the globe during the pandemic.

Offering advice to those at the start of their careers, Filip said: “If you put people first and you're determined, I would say there is no industry more rewarding, fulfilling and enjoyable than our hospitality industry.” He added: “Be as open minded as you possibly can, because you're going to learn from everybody. I can tell you that most of the people I've worked with, I've learned from, and that, I think, is typical to our industry, because everybody has a different skill set and everybody has very valuable lessons to learn and share.”

The pair talk about Filip's career which took him around the world from Europe to Johannesburg, the Comoros, Russia, Bora Bora, Peru and finally back to London with Orient Express, Small Luxury Hotels of the World and most recently, Forbes Travel Guide.

A global leader in luxury, Filip has become the authority on great service. He said: “75% of our standards measure the emotional aspects of service. We have nine qualifications, or classifications that we evaluate. The hardest ones are graciousness, thoughtfulness and sense of personalized service.”

He adds: “How you make your guests feel in your hotel is exactly the difference between a good and a great hotel. We always say at Forbes if we make our guests think or work harder, luxury disappears.”

Filip shares stories of the moments that matter, the small touches and people's attention to detail that makes the hospitality sector so special. “It's all about people.”

Hosted by Duncan O'Rourke, CEO Accor Northern Europe, the new industry podcast is part of the Heart of Hospitality campaign, built to share the stories of the people behind the moments we love in travel and hospitality. Interviewees in the first podcast series include global leaders of hospitality as well hospitality workers from across Europe.

To listen to the full episode, visit <https://heart-of-hospitality.com/podcast/> or find the podcast on Spotify and other leading Podcast platforms.

Hospitality matters because it has heart. For more information and more stories from hospitality, visit <https://heart-of-hospitality.com/>

Snacking Sorted with Tayto



“Conserving cash and maximising sales have never been more important to the on-trade! Bar Snacks offer a brilliant opportunity to increase sales through the ‘double whammy’ of generating incremental sales AND boosting dwell time. We know that less than 20% of people regularly buy a snack with a drink and the main reason for not doing

so is ‘I just didn't think about it’. Prompting a purchase by displaying snacks prominently and getting staff to offer them, can make all the difference.” explains Matt Smith, Marketing Director for Tayto Group owners of the UK's top pork snacks brands – Mr. Porky and Midland Snacks – as well as the award-winning hospitality-exclusive REAL Hand Cooked Crisps.

By not offering a range of premium snacks, pubs could be leaving money on the table as Smith explains, “Our research shows that most people either have no idea what they pay for pub snacks, or expect to pay over £1 a pack, so venues can easily make over 50p profit per pack. All it takes is for staff to ask “Do you want some snacks with your drinks?”

Snacks also have the potential to increase sales of drinks. Pork scratchings are a great example. The perfect partner to cider, wine, and especially premium beers and lagers, their unique taste balances the sharpness and carbonation of some drinks, while the saltiness enhances the flavour and helps get your thirst on.

Scratchings really are the ULTIMATE PUB SNACK! In a recent poll, they topped the list when 2,000 pubgoers were asked to name their favourite pub snack.³ This comes as no surprise as 83% of pork snacks are consumed with a drink⁴. The combination of a pint and scratching has been passed down generations and is fundamental to the Great British pub experience. There really is no matching a scratching!

Premium crisps are another essential bar snack given 82% of pub goers eat them¹ and consumers are willing to pay up to 30% more for premium over standard products². Having products that aren't regularly on promotion in supermarkets, such as REAL Hand Cooked Crisps, also enables venues to justify their premium pricing.

With concerns rising again about the impact of Covid on the hospitality sector, snacks can help publicans navigate these challenging times as Smith explains, “Given uncertainties over Festive footfall, it's reassuring that snacks' long shelf life and ease of storage mean that venues can stock up without worrying about wastage down the line.”

MERCHANDISING TIPS

Pub consumers look for brands they can trust and it's important to stock proven sellers! Not all scratchings are the same and Tayto has a range of award-winning

pork snacks to suit every pub:

- Midland Snacks Traditional Scratchings is our best-selling pubcard - Great Taste award-winning hand cooked scratchings using a recipe that has stood the test of time.
- Mr. Porky Hand Cooked Scratchings – from the most recognised name in scratchings, this Great Taste award-winning scratching is set to become the new benchmark for a premium scratching.
- Mr. Porky Crispy Strips – a lighter bite, akin to crispy bacon rind, for those who want all the taste of a scratching but a less hard texture, and another Great Taste award-winner.

Given that snack sales increase by up to 80% when they are more visible⁵, Tayto provides pub-focused solutions such as eye-catching pubcards for pork scratchings to be hung behind the bar and a range of FREE POS for REAL crisps - available at www.realcrisps.com/POS



CLOSE THE DEAL

Snacks offer a simple route to incremental sales - if customers are prompted to buy them with their drinks. Thankfully there are a few simple tips for venues to achieve this:

- **Stock a range of proven, premium snacks that have been developed for the licensed sector**
 - o Award-winning pork scratching pubcards from Midland Snacks and Mr. Porky
 - o Premium REAL Hand Cooked Crisps - which are exclusive to the hospitality sector
- **Get your team to prompt purchase**
 - o “Would you like some crisps or pork scratchings with your drinks?” is all it takes!
- **Put your snacks where customers can see them**
 - o Pubcards behind the bar
 - o A full range of crisps on the bar
 - o Bar runners and coasters are great eye-catching prompts

SOURCES:

1. Norstat, March 2019
2. CGA Strategy Research 2016/2017
3. Perspectus Global Poll, March 2021
4. Norstat | Jan 20
5. HIM! Foodservice Research 2016

THE NEW FACE OF REAL

We're thrilled to announce a recipe refresh for our British-made hospitality exclusive brand REAL Hand Cooked Crisps. The whole range is now gluten free, with no added MSG and all flavours are suitable for vegetarians with six also suitable for vegans. PLUS, we're proud to have won yet more Great Taste awards including our Jalapeno and Sweet Chilli flavours, as well as the classic, Sea Salt.

We've also launched a new flavour, Smokin' BBQ. As BBQs have grown in popularity during the last 18 months the timing is perfect for this new smoky flavour.

To launch our Smokin' BBQ, we're running our first ever on-pack promotion. The campaign gives consumers the chance to become the face 'with bags of character' of this exciting new flavour. The campaign kicked-off at the University of West London in October and those who tried our new BBQ flavour rated it over 8/10 commenting...

“Loads of BBQ flavour and salt. Nice and crisp!”

“The BBQ flavour is excellent and it gives a real smoky flavour. Fabulous aftertaste!”

“Really nice, smoky BBQ flavour and great texture! Really good crunch to them. Good, strong flavour too!”

The campaign is being supported through on-trade social, POS and digital activity.

Real Smokin' BBQ is available now. POS for the whole range is available to order FREE from our website www.realcrisps.com/POS



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BBQs have grown in popularity during the last 18 months - perfect timing for this new, much more smoky, flavour.

REAL Support On-Pack Promo

- Instagram campaign to find the next REAL on-pack character
- Supported through POS, on-trade social and digital activity
- Reach: circa 2M people

Order your **FREE REAL POS** at realcrisps.com/POS or use this QR code:



Poster



Coaster

Dry January Doesn't Mean Empty January

“Change is not a threat, it's an opportunity. Survival is not the goal, transformative success is.”

Often described as the bane of the on trade, “Dry January” is on the horizon!

Dry January, which started as a bit of a PR stunt by the charity Alcohol Concern six years ago, has now become something of a national blood-sport. When it first started in 2013 5000 people took part. January this year an estimated 4.2 million took part, an increase of 23,000%!

So, it will come as no surprise to any licensee that January is often a tough month!

But it needn't be! In fact, it could be seen as an opportunity. Those who temporarily take a break from drinking alcohol are here to stay. Campaigns like Dry January and Sober October, are only part of the shift towards people drinking less as they become more health-conscious. According to studies 1 in 5 adults do not drink alcohol at all, and pre-pandemic 72% of people were taking 3 days and 62% avoiding work nights.

This shift presents challenges for pubs and bars who do not evolve, not only for January and October, but also in the long-term. What's good for livers isn't necessarily good for business, and the decline in trade can hit businesses hard.

Over the past five years, the level of abstinence has grown to over 5.5 million adults in the UK said Jerry Shedden category and trade marketing director of Heineken UK he says; “one of the findings reported within Heineken's the green paper is the live better trend, which incorporates low and no alcohol alternatives. Predicted (pre-pandemic) to add £58 million to the channel this year, more and more people are trying to lead healthier and more sustainable lifestyles, whether by watching what they eat, or moderating their alcohol intake. It's clear the market is in demand, with 50% of people now moderating the alcoholic intake and 15% claiming they would visit pubs more often if they were better non-alcoholic drinks available”

NOT ALL “DOOM AND GLOOM”

That's true! Although these figures are slightly out of date, according to Kantar Worldpanel, 86% of the adult population had never participated



in Dry January (and this is consistent across the last 3 years). Moreover, 64% of people who hadn't yet participated said they never would.

Furthermore, a study published in the journal Adaptive Human Behaviour and Psychology a couple of years back, found that people who drank regularly at their local pub were happier, more satisfied with their lives, and had more friends.

“The study showed that frequenting a local pub can directly affect people's social network size and how engaged they are with their local community, which in turn can affect how satisfied they feel in life,” said Professor Robin Dunbar of the University of Oxford's Experimental Psychology department, which conducted the study.

Don't forget-nine out of 10 people who set out on Dry January have already fallen off the wagon half way through the month

MAKE DRY JANUARY A “TRY JANUARY”

“Try January”? Yes, Try January, an initiative to spark positivity at the start of the year and encourage people to come out, try new food and

drink in pubs, bars and restaurants rather than stay indoors or stick to ‘The usual.’ An initiative to beat those January blues!

It all began in 2014, following a meeting with cocktail chain Be At One, who had launched a marketing initiative called “Try January” to encourage people to order its new cocktails through the bar's app, after which an idea developed to encourage people to try new things in pubs across the entire trade, helping boost pubs during the quiet spell, and also helping lift people's mood at the start of the year by getting experimental with food and drink.

With people look to a healthier lifestyle, operators need to embrace this growing trend to make sure that when guests do venture out, they can offer them a variety of options to ensure they visit you rather than the pub down the road.

This can include:

- Maximising your alcohol free offering by getting creative, maybe include alcohol free tastings or a festival
- incentivising customers a free offer to drink
- promoting food pairings with non-alcoholic drinks
- focus on health. Tap into the mindset by promoting your January venue as a health friendly pub or bar.
- Host a special January party, with the country facing festive restrictions January might be a better month to put some cheer back
- entertainment whether it is a pub quiz, pool table or boardgames add a new angle to the day or evening. Again, with the country facing restrictions, and the government encouraging people to stay at home this festive season give them a reason to come out!

Of course, there are no rules that suggest you have to drink alcohol when you go to the pub and while it's understandable that people who are not drinking might choose to avoid anywhere that serves alcohol, there's nothing stopping operators enticing non-drinkers in with a good selection of alcohol-free beer and other non-alcoholic drinks – not just in January but all year round.

Menabrea Announces Launch Of First Alcohol Free

Italy's oldest brewery, Menabrea, has announced the launch of its first ever alcohol-free beer, Menabrea Zero Zero.

Initially available exclusively through the on-trade, the premium alcohol-free lager beer has a finely balanced taste and excellent, compact foam. Dealcoholised rather than brewed to be 0%, the latest addition is made using the same unique brewing process and 170-years of family expertise that makes Menabrea so remarkable.

Research undertaken by IVSR signalled that the low and no alcohol boom is showing no signs of slowing, with a predicted sales increase of 31% in volume by 2024.

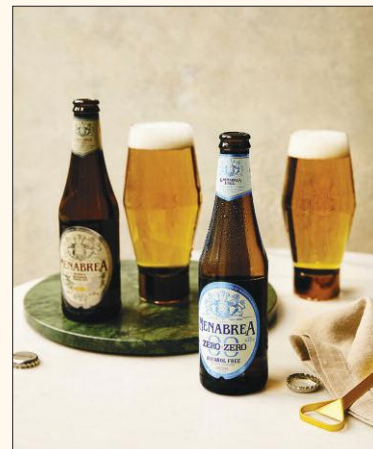
A first for Menabrea, the team has worked hard on the development on Zero Zero to ensure it meets the high-quality credentials customers have come to know and love,

delicate yet full-bodied.

Angus Lawrie, Head of Premium brands at C&C Group said: “We are delighted to now be able to offer an alcohol-free alternative, for those who want to enjoy the great taste of Italy's most stylish serve, but with 0% ABV. Menabrea has been the superior beer of choice in bars across the world for many decades and the arrival of Zero Zero sets a new benchmark of quality in the non-alcoholic beer category.”

The 330ml bottles are available now from distributors in the UK, including Delitalia, Bibendum, Matthew Clark, and Tennent Caledonian Breweries.

Find out more www.menabrea.co.uk.



How Pubs Can Cater To The Post-Covid Pub-Goer In 2022

By Jean-David Thumelaire, On-Trade Sales Director at Budweiser Brewing Group (www.budweiserbrewinggroup.co.uk)



With Brits pouring back into pubs post-pandemic, we could be forgiven for thinking that things might just be starting to return to normal in the On-Trade. Yet we mustn't overlook the fact that Covid-19, and the periods we spent in lockdown, have had a huge impact on consumer drinking habits - many of which we expect to turn into long-term behavioural changes. Here's my top tips to help publicans adapt their strategies to keep pace in 2022.

PRIORITISE PREMIUM LINES

Premiumisation is a long-standing and well-established trend which has only accelerated during the pandemic as pub-goers seek out known and trusted brands. For the first time ever, the premium and super-premium category is the biggest in absolute volume, making up 40% of total beer consumption in the On-Trade compared to core lager (31%) and ale and stout (27%).

Pubs must consider altering their line-up to cater for the growing number of consumers who wish to trade up. It's clear that the traditional offering of two core lagers, four premium beers, three ales, one stout and two cider options needs updating. For 2022, we're recommending pubs and bars dial up their premium draft options, offering one core lager, six premium lagers, two ales, one stout and two cider options.

FOOD FOR THOUGHT

Food is now the biggest occasion for beer consumption, with three out of five beers consumed with food across both the On and Off-Trade. And it will become increasingly important for pubs post-Covid, as consumers look to enjoy the premium dining experiences in pubs that they missed during lockdowns.

Smart promotion of beer and food pairings in pubs will also help drive revenue. Our most popular beer, Stella Artois, is now enjoyed by consumers more often with food than as a standalone drink and experiences a 44% uplift in sales when paired with bites across the full trade.

SPORTING EVENTS

The Euros last summer was huge for the On-Trade, with estimations that pubs across England would sell 13 million pints on the day of the final alone. TV sporting occasions in general are massive sales drivers. Sports fans spend 90 minutes longer in the pub than the average customer, boosting the rate of sale by 10%. The FIFA 2022 World Cup next year is therefore another huge opportunity for pubs.

Stocking tournament sponsor brands is a smart way for pubs to drive revenue - 55% of beer drinkers have said they would choose a brand if they knew it was the official beer sponsor of England. As the official sponsor of the England team, the Budweiser Family experienced a 29% ROS uplift across the full trade during the Euros last summer. And we have big plans to help our customer pubs make the most of our sponsorship during the FIFA World Cup in 2022, watch this space!

MODERATION IS FOR LIFE, NOT JUST DRY JANUARY

January, while traditionally a slower time for pubs, is a great opportunity to bring new consumers through the door by offering an exciting range of no-and-low alcohol drinks.

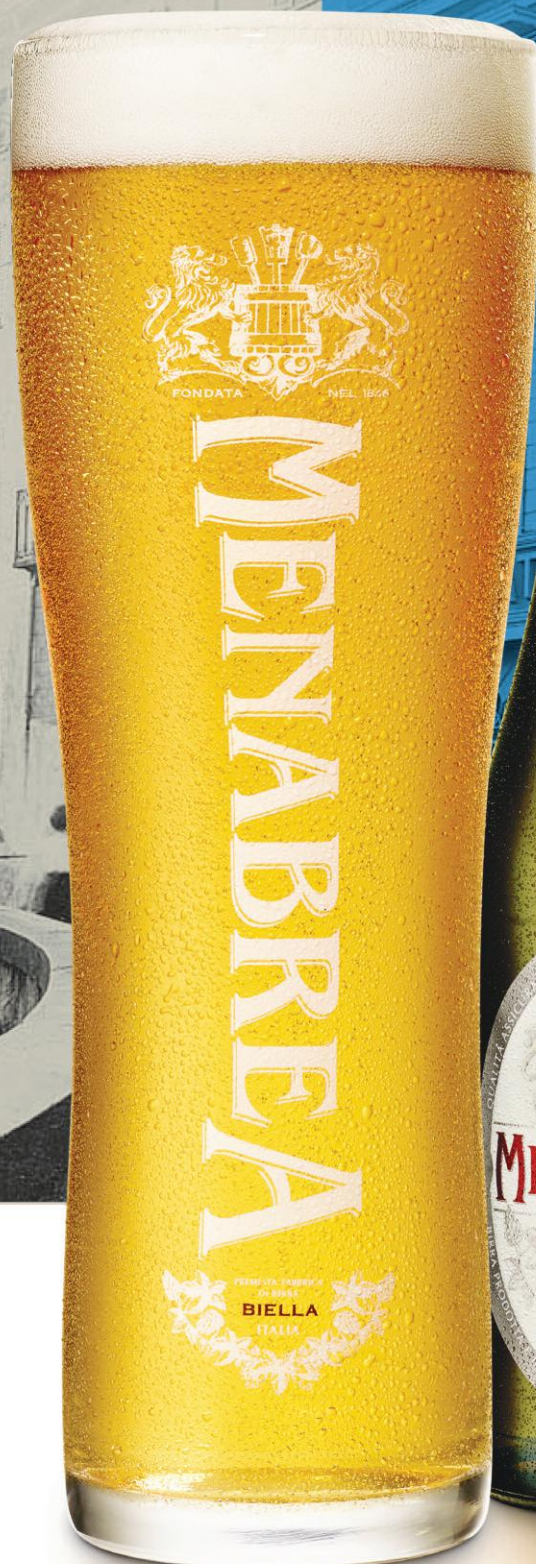
Yet the opportunity around no and low alcohol products extends beyond January. Moderation has become a lifestyle choice for many, and this plays out in the drink they're choosing. One in 10 beer drinkers now regularly opts for an alcohol-free alternative. This has contributed to the no-and-low category growing to a worth of £101.6m, increasing by 58% since 2019. While a relatively small driver of revenue for pubs, stocking and promoting a strong no-and-low offering all year round can punch above its weight in terms of driving customer loyalty.

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NEW



EXCEPTIONALLY CRAFTED
ITALIAN
BIRRA

Zero Zero is a golden yellow, alcohol free lager beer produced using a bottom-fermenting yeast. It has a finely balanced taste and excellent, compact foam. Delicate, yet full bodied given its zero level of alcohol.

Available from



TENNENT'S
ESTD 1556



Matthew Clark

Staff Perspectives: How Industry Operators Can Boost Retention



Staff shortages, long working hours and management stress are all accepted facets to working in the hospitality industry. The COVID-19 pandemic has admittedly led to increased pressures around recruitment and retention, but no one can wholeheartedly say this is a new problem.

The challenges surrounding staffing, and the shortage of good candidates, is endemic in hospitality the world over. So how can the industry mitigate this problem?

As a first step, hospitality, tourism and events management operators should seek to understand, train and advocate for their workforce. Businesses must also include the viewpoint of their staff in all management decisions. As it stands, the lack of awareness of the needs of those with their feet on the ground within these industries is illuminating, and this extends to their training and management.

Hospitality is a vibrant and fast-paced industry to be part of, and many would argue it is the best place to work. However, when management 'manage' teams within narrow profit margins, and training and career progression are vague and de-prioritised, it is understandable why staff are reluctant to apply

for work, or remain in employment long-term.

Understanding staff perspectives can go a long way towards solving resourcing issues in the industry. Importantly, there is a gap in existing training and education for their roles, and staff are often not equipped to deal with the challenging encounters present in hospitality. There is a sector-wide organisational cultural assumption that staff should learn how to deal with problematic encounters with customers and colleagues

'on the job' and this presumption leads to higher turnover. Instead, management should prepare staff for potential issues in service encounters, equip them with confidence and the ability to deal with issues, and advocate on their behalf in every situation.

Focussing on customer opinion and management need will never solve a problem when the industry is founded upon the staff creating and delivering the service. The hospitality sector is the UK's third-largest private sector employer, and accounts for 10 per cent of employment, but too often the needs of its staff are relegated.

Improved workforce training across the industry, and at all levels, can help embed effective recruitment and retention strategies within businesses. For instance, if management knows there is a different front and back of house culture, then it's important it relays this to its team and explains how it should be utilised professionally.

Or on the restaurant or bar floor, if there is a possibility that a customer could respond disrespectfully to the front of house team, then it is vital staff are prepared for how to respond professionally, and understand how management will support them. If a business serves alcohol, and there is a potential for drunk customers to become aggressive, then giving teams the skills they need to manage those situations will help to diffuse difficult encounters – a particularly important issue in the run up to the festive season.

This rule should also extend to company culture and policy. For example, if a business has a uniform which could be seen as 'gendered,' then its management team must clarify to potential recruits how they can alter this to suit each individual.

Delivering improved training, and keeping the day-to-day experience of staff at the heart of a business, will naturally lead to increased competence in the labour force, and drive retention. Competent and successful staff will also boost the service experience for customers – a valuable bonus given the current fragility of the UK hospitality industry.

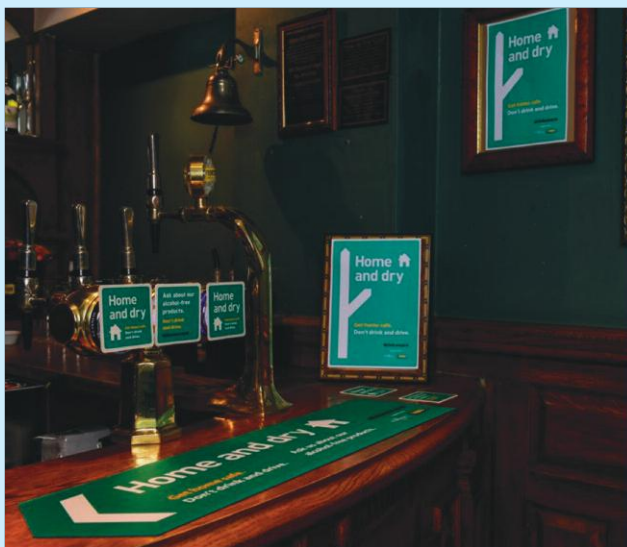
Dr Miriam Firth is a senior lecturer in environment, education and development at the University of Manchester.

Free Point of Sale Materials for Drinkaware Drink-Drive Home and Dry Campaign

Drinkaware is inviting on-trade owners and managers to claim free point of sale materials for its drink-driving campaign, Home and Dry. While the sector continues to juggle many different priorities, Drinkaware will arrange delivery of packs to individual venues with no charge for materials or postage to provide as much support as possible.

Adam Jones, Drinkaware's director of business development and partnerships explained "We launched Home and Dry in association with the British Beer & Pub Association and the Government's Think! campaign in March 2020. It was designed to support hospitality venues in providing a safe and enjoyable environment for all customers, by encouraging designated drivers to go alcohol free and get home safely. Hospitality was closed shortly afterwards but with Christmas fast-approaching, we felt it was time to resume the campaign and support on-trade operators by providing the materials free of charge and direct to their venue, for use over the festive period and throughout 2022."

Drinkaware is taking responsibility for all distribution, simplifying the process and costs for head offices and site operators, and making it straightforward for everyone to take part in the campaign. Home and Dry materials are available to anyone running a licenced on-trade venue, subject to stock availability.



According to the latest Government figures available for road accidents, an estimated 7,800 people were killed or injured in 2019 when at least one driver was over the drink-drive limit. That's more than 21 people a day. The Home and Dry campaign aims to make a difference by reinforcing Drinkaware's advice – that it is safest to go completely alcohol-free if you are driving.

"Home and Dry will help operators make a difference by raising awareness of the dangers of drink-driving and helping to protect locals and the community" added Adam Jones. "The Drinkaware Home and Dry campaign packs are designed to provide support for hospitality by encouraging customers to enjoy their time in pubs and bars but to choose an alcohol-free alternative if they are driving. The packs available include a t-shirt, bar runners, mirror vinyls, beer mats and poster and digital images are also available for use on social media and in e-communications with staff and customers."

Accessing the materials while stocks last is being made as simple as possible and anyone who wants to apply or find out more information is asked to contact homeanddry@drinkaware.co.uk, including the number of packs required, the venue address they need to be sent to and a contact number. There is no limit on the number of packs that can be claimed but stock is limited and will be handled on a first come, first-served basis, so early registration is advised.

Tune In This Christmas and Play Music from Just 80p Per Day

Whether it's serving up a concoction of festive drinks, decorating the bar with your favourite Christmas trimmings or finalising your specialised menus, creating a seasonal atmosphere could enhance the experience and ensure businesses get the most out of the festive period.

With this in mind, playing seasonal Christmas music could help to lift the mood and give businesses that perfect festive feel.

It could help to create a welcoming environment, make customers feel more upbeat and could help to create an atmosphere which is both enjoyable and memorable.

You could even use a mixture of music that includes some non-Christmas tracks and a variety of genres and styles that could help to give your business a modern,

fresh and unique feel and help to make it stand out.

Playing a range of music that your staff enjoy, particularly during set up and clean down times, could help to make them feel more valued and involved. It could help to ease them into their day, create a more collaborative environment and could help to boost team morale by creating a more positive and collaborative space.

So, whether it's the carols, the classics or something more contemporary, tune into Christmas and discover your mojo this festive period!

<https://pplprs.co.uk/tune-into-christmas/>

0800 0868 798



Tune in this Christmas and play music from just **80p per day*** with TheMusicLicence

Whether you're setting the festive mood or creating a joyful atmosphere, music has the power to bring us together so we can celebrate this year with a cheer!

If you are going to introduce music in 2022, or if you are already using music in your business, you'll usually need a music licence. By purchasing TheMusicLicence you are supporting the future of music by helping to ensure its creators are fairly rewarded for their work. TheMusicLicence covers virtually all commercially released music available – millions of songs & recordings, including the most popular & well-loved music, not just from the UK, but globally.

A restaurant with up to 30 seats that is 400sqm or less could play music via the radio for £295.

0800 0868 798

pplprs.co.uk/tune-into-christmas



TheMusicLicence



Greenest Drinking Cities in the UK Revealed

With growing calls to go greener due to the current climate crisis, Brits are being encouraged to make their lifestyle as green as possible where they can. With nearly nine in ten Brits (88%) saying they are environmentally conscious, this call to action is simple to act upon, even when dining out this holiday season. Most of us (81%) consider the environmental impact when we make purchases and lifestyle choices. Including the selection of our favourite tippie.

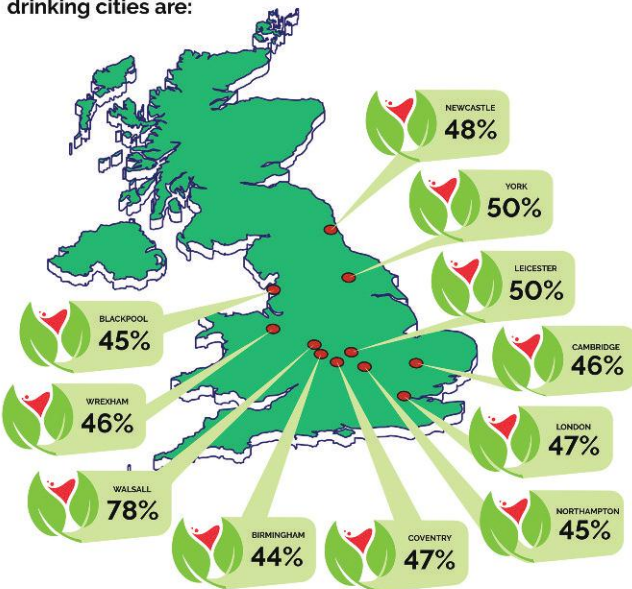
Even though a high percentage of the public say they are environmentally conscious, a new survey commissioned by wine preservation experts Bermar, found that only 37% of the nation are conscious of making sustainable drink choices.

However, some cities and regions are well ahead of the UK average, with Walsall, being home to the most eco-conscious drinkers in the UK, where 78% of those surveyed said they select beverages they believe are better for the environment.

The top ten most eco-conscious drinking cities are:

- 1. Walsall 78%
- 2. Leicester 50% and York 50%
- 3. Newcastle 48%
- 4. Coventry 47%
- 5. London 47%
- 6. Wrexham 46%

Top 10 most eco-conscious drinking cities are:



- 7. Cambridge 46%
- 8. Blackpool 45%
- 9. Northampton 45%
- 10. Birmingham 44%

This is also great news for venues as the survey demonstrates Brits also prefer to spend in venues that are conscious of their carbon footprint. More than four in ten (41%) of the UK public said they would be positively influenced if a drinks menu outlined how a venue is reducing their environmental impact. Over a third (38%) said they would choose a bar that was more environmentally conscious and three in ten (31%) would be inclined to spend more at a “greener” venue.

Tom Berresford, Managing Director at Bermar, says: “I would advise consumers seeking a greener service to take a look at menus. Do they highlight venues’ policies, or draw your attention to information regarding what they are doing to deliver a more sustainable service?”

Don’t be afraid to ask a venue how they look after their wine. For example, what do they do to prevent wastage?

With a carbon footprint of around 1.2kg per bottle, it is evident we really need to consider and analyse not just the product, but the way it is served and cared for. If a sustainable service is requested by the masses, and the public vote with their feet, venues will need to think carefully about how to deliver this.”

Host a Pub Quiz and Raise Cash for St Barnabas Hospice

Pub-goers will need to sharpen their general knowledge and train their brains as St Barnabas Hospice is offering locals the chance to host their own pub quizzes in order to raise cash for the charity.

Pubs can sign up free of charge to host a pub quiz in support of the Hospice. In return, the Hospice will send you a pre-written quiz, posters, collection pot and branded beer mats in a variety of designs to display on the night.

All pubs or quizmasters need to do is choose the date and start promoting it to customers.

Paisley Paddison, Fundraising Officer at St Barnabas Hospice, said: “Here at the Hospice, we support more than 10,500 patients and their families each year with end-of-life care. Our annual fundraising target to keep those care services running is over £6 million. The Pub Quiz is designed to bring the community together with a fun night at their local.

“All we ask is that those taking part in the quiz consider donating the cost of a pint, a bottle of wine or even a round of drinks to support St Barnabas Hospice in the future.

“Just £14.58 would allow our nurses to care for a patient in their own home for an hour.”

One of the first pubs to sign up for a quiz was Lincoln’s Queen in the West, where Donna Fellows is the landlady and also works as a Clinical Administrator at the city’s St Barnabas Hospice’s Inpatient Unit.



The Queen in the West has an extra special connection to the Hospice as Donna’s mum Glenis, who was also a landlady in the West End of Lincoln, was cared for in the Inpatient Unit in 2019 and 2020 before she sadly died.

Donna said, “Mum was diagnosed with bowel cancer, which had a devastating effect on the family. The disease was cruel, and the mum we knew and loved completely changed in the last eighteen months of her life. Seeing her suffer was awful, especially when we knew she was in constant pain.

“In her years working behind the bar at her pub and when she visited my pub, Mum adored pub quizzes. She would always help teams out with answers and particularly enjoyed the 60s music round.

“It felt only right that Mum’s story was used for the launch of a campaign based in a pub. We will be holding ours at the Queen in the West early next year, and I hope lots of our friends and regulars come out to join us.

“Mum would be so pleased to see that we are doing this in her honour, and to thank the wonderful people at St Barnabas who cared for her in her hour of need.”

To help pubs run the quizzes, the Hospice’s Fundraising team can assist with planning. Once pubs sign up, they will receive a pub quiz pack to start promoting. Details of participating pubs will then have their quizzes added to the St Barnabas website for promotion.

To find out more, just email fundraising@stbarnabashospice.co.uk or call 01522 540 30

Budweiser Brewing Group UK&I and JD Wetherspoon Announce 20 Year Deal

Budweiser Brewing Group and pub chain JD Wetherspoon have announce a 20-year partnership, whereby Budweiser Brewing Group will become the largest beer supplier across the JD Wetherspoon estate.

After a 41-year association with international brewer Heineken and its predecessors (for example, Scottish and Newcastle Brewers), Wetherspoon will be making some changes to its beer and cider line-up from 15 December 2021. The deal will see Budweiser Brewing Group’s much-loved portfolio, including Budweiser, Stella Artois, Corona, Leffe Blonde and Bud Light, as well as Bathtub Gin, Bud Light Seltzer and Mike’s Hard Seltzer, feature prominently on draught and in packaged format across every Wetherspoon pub.

Additionally, draught ciders Strongbow and Strongbow Dark Fruits will be replaced by Stowford Press Apple and Stowford Press Mixed Berries, made by Westons Cider. John Smiths bitter is being replaced by Worthington’s bitter, supplied by brewer Molson Coors. Wetherspoon has also recently agreed long-term deals with current suppliers BrewDog, Carlsberg Marston’s Brewing Company and Molson Coors.

Demand for the Budweiser Brewing Group’s premium portfolio increased during the pandemic, reflecting acceleration of consumer trends; last year saw premium lager and world beer contribute the most absolute growth to the overall beer category. With the reopening of hospitality, the brewer’s Portfolio continues to be the beers of choice in the nation’s pubs and bars. Stella Artois is the number one most powerful alcohol brand in the UK, already being the most popular draught beer at JD Wetherspoon and Corona is seeing tremendous growth as the UK’s most popular world beer.

This deal and investment demonstrates Budweiser Brewing Group’s ongoing commitment to supporting the hospitality sector in the long-term, driving growth and employment opportunities following what has been a very challenging 18 months for the industry. The brewer has made significant investments at its breweries across the UK over the past year and has expanded its infrastructure to not only support this partnership, but to cater for the growing demand in the On-Trade sector.

The brewer’s market share has already increased significantly in 2021, and given demand for its products



being higher than 2019, Budweiser Brewing Group has increased its keg and trucking capacity in order to sustain the volume for this new JD Wetherspoon deal, as well as its total On-Trade business. These measures have put the brewer in a strong position to meet demand during the busy Christmas period.

Budweiser Brewing Group recognises that pubs are the lifeblood of communities in the UK. During the height of the pandemic, the brewer launched the ‘Save Pub Life’ initiative to encourage communities to safeguard their local pubs with the campaign funneling £1.5million directly to hospitality venues when they needed it most. This activity was further supported by the ‘Stella Tips’ initiative to mark the reopening of pubs and restaurants in 2021 as Budweiser Brewing Group added £1 to staff tips for every pint of Stella Artois sold.

Budweiser Brewing Group and JD Wetherspoon have enjoyed a relationship in the UK for more than 40 years, and this deal will strengthen the partnership for the long-term.

Paula Lindenberg, President, Budweiser Brewing Group said: “We are so excited to strengthen our partnership with JD Wetherspoon! Demand for our premium portfolio of Beers continues to grow, and this provides us with a fantastic opportunity to invest at scale in the UK’s vibrant hospitality sector and meet the strong demand nationwide for our beers. At Budweiser Brewing Group, we have the perfect recipe for success across Wetherspoon pubs - we have a strong, leading portfolio that caters to evolving consumer trends, especially as people opt for more premium options post-Covid, and we have a fully integrated and experienced team that will provide high-quality, expert service to every venue.”

Tim Martin, Chairman, JD Wetherspoon, commented: “Budweiser Brewing Group UK&I will now become our biggest supplier, with new beers Budweiser, Corona and Leffe Blonde, in addition to their existing products, Stella Artois and Bud Light - as well as a range of bottled beers. We are also pleased to have agreed long-term supply deals with BrewDog, Westons Cider, Carlsberg and Molson Coors. Wetherspoon will continue to sell a wide range of traditional ales and craft beers from regional and micro brewers at competitive prices. We’re very pleased to have such a brilliant group of brewers supporting our efforts.”

2022 Consumers Demand a Fresh Approach, says Bidfresh

Hospitality businesses will need to adapt to significant changes in consumer behaviour when planning 2022 menus, says fresh produce specialist Bidfresh. New research shows that expectations of dishes which deliver on concerns such as provenance, innovation, sustainability and health have been strengthened by the pandemic.

For example, more than half of consumers are now actively counting calories or sugar content when they eat out, and a similar number make decisions on where to eat out based whether the venue supports British producers.

Industry specialists CGA were commissioned to carry out a survey* which builds on the recent launch of the A Fresh Approach campaign. This is being rolled out across the three core Bidfresh businesses to encourage operators to use the very best fresh, seasonal and responsibly sourced produce on post-lockdown menus.

The three businesses – fish and seafood specialist Direct Seafoods; catering butcher Campbell Brothers, and fruit and vegetable supplier Oliver Kay Produce – between them supply thousands of hospitality and catering businesses nationwide.

Jane Aukim, marketing manager of Bidfresh, said: “People had more time to think about food during lockdown. Many of them took up cooking from scratch and took more care over the quality and source of the ingredients.



“As hospitality reopens, it's clear that more consumers are paying the same attention to food when they eat out. When planning their menus for 2022, operators will have to demonstrate that consumers' concerns are being factored in, and the A Fresh Approach programme has been developed to support that.

“For example Direct Seafoods, recently named the Marine Stewardship Council's Fresh Fish Food Service Supplier of the Year 2021, offers a diverse range of products that meet consumer expectations of sustainable fish and seafood.”

Key findings of the new survey include:

- 53% of consumers are actively counting calories or checking sugar content;
- 60% prefer venues that offer new and interesting cuisines and dishes;
- 53% are likely to try a new cuisine when they see it on a menu;
- 20% would choose a specific eating out venue over another if it had a focus on sustainability;
- 44% make eating-out decisions based on ethical considerations;
- 56% make decisions on where to eat out based on the venue's policy of sourcing British products.

Aukim adds: “There's no contradiction between consumers' interest in trying new styles of cuisine and their support for British producers. The challenge for chefs and operators is to access recipes that enable them use fresh British produce to make anything from a spicy curry to tapas-style croquettes.

“Through A Fresh Approach, we're giving hospitality businesses access to resources such as recipes and advice on seasonality and sustainability, that frees them up to focus on creating great dishes and hitting the highest standards of customer service.”

Operators and chefs can access the A Fresh Approach programme at www.bidfresh.co.uk/fresh-approach.html

Riso Gallo Young Risotto Chef of the Year 2022 Now Open for Entries

Italian Grain Experts Riso Gallo have launched the fifth Young Risotto Chef of the Year competition, aimed at budding chefs aged 17 -23 years who are either in education or starting out in their professional careers, with entry open until the 31st December 2021.

The regional finalists will have their dishes evaluated by professional chefs at the top of their game and then perhaps to compete at the Grand Final in London, where the winner will be named the Riso Gallo UK & Ireland Young Risotto Chef of the Year

The winner will receive an all expenses paid three day work experience with renowned judging chef Fabio Pisani and his team at the 2 Michelin starred Il Luogo di Aimo e Nadia in Milan, Italy.

The runner up will win a stage at a prestigious restaurant in the UK.



Entrants are asked to produce and photograph their dish, and regional heats will take place across the UK and Ireland.

Regional heats will take place in; South at North Herts College, Midlands at Loughborough College, North at Middlesbrough College, Scotland at West Lothian College, Northern Ireland and Ireland at SERC College and Wales and the South West at Exeter College.

The final judging panel will include; Consultant Chef Paul Gayler MBE; Danilo Cortellini, Executive Chef at The Italian Embassy; Adriano Cavagnini, Executive Chef at the Bvlgari Hotel; Fabio Pisani from Il Luogo di Aimo e Nadia in Milan; Davide Degiovanni, and Francesco Dibenedetto, Head Chef at Bibendum in London.

For entries and Terms & Conditions visit www.youngrisottochef.com

Supporting Your Colleagues



With hospitality gearing up for the traditionally busiest time of the year, Drinkaware is stressing how important it is for staff to be aware of the pressures that colleagues are under and be mindful of how to look after each other.

As part of that duty of care, **Adam Jones, Drinkaware's business development and partnerships director**, offers some practical advice on spotting whether drinking may be getting out of control for someone you know.

Over the last couple of years, we have all become more acutely aware of those around us and the community that we live and work in. As people dealt with the pandemic in their own ways we were urged to #bekind and help each other as much as possible. For hospitality, the positive team spirit and mutual support that is so

prevalent was tested as colleagues were distanced from each other during a series of closures and restrictions. And now the sector faces other challenges – staff shortages, supply chain disruptions, and customers with different levels of anxiety and behaviours towards employees.

In the Drinkaware Monitor 2021 people reported that the pandemic, and particularly times of increased

restrictions/lockdowns, caused periods of high stress, anxiety, isolation, and boredom, and that some turned to alcohol as a coping mechanism. Additionally, 12% of those who were made redundant (or were in the process of being made redundant) during the pandemic said they drank to forget about problems compared to 5% of those still in employment. With pubs, bars, restaurants and hotels closed for long periods many staff would have fallen into the redundancy bracket if they were not able to be furloughed so may have been at higher risk of turning to alcohol to help them cope.

If someone you care about is drinking too much, whether it is out of habit, anxiety or adjusting to new working patterns, you may be well placed to recognise changes in their behaviour and help. The more we drink, the greater our tolerance for alcohol can become and this for some could lead to dependence over time, so it is important to recognise potential warning signs and seek support sooner rather than later.

Signs that you should look out for include:

- Seeming tired, unwell or irritable
- Feeling anxious or depressed, or talking about having trouble sleeping
- Seeming secretive or dishonest about how much alcohol they're drinking
- Being unable to say no to alcohol or stop at one or two drinks
- Appearing drunk more often, or needing to drink more in order to get the same effect
- A lack of interest in regular activities, instead favouring occasions to drink

With the festive season approaching and everyone under pressure to deliver high levels of customer service, look out for each other and if you spot any of the signs and think that one of your colleagues or someone you care about is drinking too much, remember that help is available.

Drinkaware provides online tools and advice at drinkaware.co.uk and our free online service Drinkchat is available with trained advisors on hand to provide confidential advice and support or call Drinkline on 0300 123 1110 (weekly 9am - 8pm, weekends 11am - 4pm). If you have any concerns please do get in touch and let's continue to look after each other this winter.

The Queen's Head in Dorking Wins Fuller's Pub of the Year Award



The Queen's Head in Dorking run by Manu Bhatt, has been named the winner of this year's Griffin Trophy – the annual Pub of the Year competition from Fuller, Smith and Turner. The Griffin Trophy is open to all Fuller's 210 Managed Pubs and Hotels and 174 Tenanted Inns and, as well as the title, the winning licensee receives a £5,000 holiday voucher, a staff party to celebrate with their team, and the coveted Griffin Trophy itself.

The Queen's Head is part of Fuller's Tenanted Inns estate – and is run by Manu as his own business. He has injected his

personality throughout, and it is an eclectic mix of fabulous British pub and influences from Manu's varied career working in hospitality across the globe.

Following an extensive selection process, the eight finalists of The Griffin Trophy were all visited by Chairman Michael Turner, Chief Executive Simon Emeny, and Marketing Director Jane Jones to choose the

category and overall winners. The Queen's Head was named winner of the Best Town/Local category as well as taking the overall title.

Michael Turner said: “Manu Bhatt is a highly entrepreneurial and creative operator and his experience from his travels really comes through at The Queen's Head. It's been a tough time to be running a hospitality business during the last 20 months – but Manu has not only ridden out this turbulent period – he's exited the pandemic in a fantastically strong position.

“Outdoor dining has grown in popularity – and Manu has invested £70,000 in covering his garden, which is on quite an incline, with a giant tepee – almost trebling the number of covers he can serve from his tiny kitchen. It is this sort of ingenuity that makes Manu an outstanding winner of The Griffin Trophy.”

Manu Bhatt said: “I'm absolutely delighted. I've only been at The Queen's Head since February 2020 and I think the best is yet to come. I've got so many ideas yet to put into place – and winning this award has inspired me to continue to innovate and build this great pub even further. I know that there are very few people who have won The Griffin Trophy more than once – but I intend to try and do exactly that.

“There's something for everyone at The Queen's Head – from the amazing menu and exciting events catering for big nights out, to tranquil corners and the wonderful garden for those that just want a quiet pint. You just can't beat a fantastic pub and to be recognised for being exactly that is truly wonderful. Thank you Fuller's.”

Products and Services

Haviland Presents Portofino

Haviland presents Portofino, a dinner set that masterfully combines Italian taste and French know-how. For this edition, the porcelain Manufacture offers a new take on mosaic, drawing inspiration from the colours of Portofino, a stunning village known for its golden reflections and shades of blue. Since the Middle Ages, mosaics have been used to adorn the most beautiful houses, and have over time become a staple of Italian heritage.

The Haviland Manufacture unveils a collection rich with Mediterranean influences and a prestigious decor made of more than 20 different mosaics.

Each square is embossed and illuminated by beautiful reflections that reveal the finest details of exceptional craftsmanship.

With this collection, Haviland highlights the richness of Mediterranean know-how and bears witness to a profound heritage of international influences.

Through a succession of ever more refined decora-



tions, the serving plate sets the tone for the whole dinner set, creating flawless harmony between the various mosaic motifs.

Portofino also features two versions of the gastronomy plate to choose from or combine according to one's desires, and a dessert plate that highlights the whole set. The collection features distinguishing characteristics, including elegant and finely assembled decors.

Every piece showcases a perfect harmony of mosaics, transforming each item into remarkable and unique jewels.

Modernity, authenticity and a skilful blend of craftsmanship are the essence of this Limoges porcelain dinner set.

With Portofino and its elegantly embossed decor - a hallmark of the Manufacture for nearly 180 years - the Haviland Manufacture takes you on a marvellous journey to the heart of the Mediterranean.

www.haviland.fr

New! Easy-Fold Cardboard Hampers

Cost-effective, space-saving, great quality, and unique to Candi Gifts! A fabulous alternative to traditional wicker, our clever hamper boxes were designed to hold as much as their counterparts but with the benefit of size consistency, maximising storage space, and minimising shipping costs.

Each cardboard hamper is shipped flat and individually wrapped. To secure into shape, remove the backing from the sticky corners and press the walls together - simple! They all have magnetic buttons hidden under the front flap to ensure they remain neatly closed, and an attractive brown faux leather handle finished with firm-



ly attached gold rivets making a handsome, top-quality hamper box.

This design has a printed wicker effect and is available in four sizes. Coloured accessory kits are also available. Each kit is tailored to include the correct volume of shredded paper, closely fitting cellophane bag, gift bow and tag. Colours available are red, gold, green, pink, blue and cream. Prices start from £4.22 + vat per hamper box, or £5.59 + vat with accessories.

www.candigifts.co.uk
01502 501681
salesdesk@candigifts.co.uk

Shanty Spirit

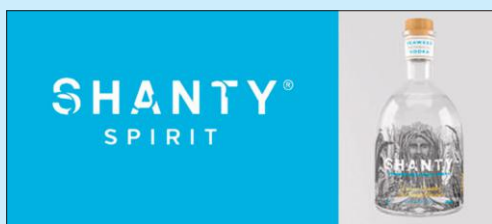
This evocative small batch Organic Botanical Vodka offers you an experience like no other.

An expertly crafted intricate blend of five hand-fermented organic British seaweeds create stunning undercurrents of Umami flavour. This subtle depth of flavour is further enhanced by ripples of Wasabi, Galangal, Yuzu, Bergamot and Sea Buckthorn dancing on the surface.

Each Botanical is separately vacuum distilled to extract and retain the freshness that nature intended. Finally we add a pinch of Dorset sea salt to remineralise the purest of water with which the spirit is cut.

Let your taste buds take the plunge and transport yourself directly to the water's edge. As well as being enjoyed as a "Sipping Vodka" or a "Shanty on the Rocks",

Shanty Seaweed Botanical Vodka breathes new life and adds delicious dimensions to some old classics. It also pairs beautifully with seafood.



SHANTY MARY

50ml Shanty Seaweed Botanical Vodka,
125ml tomato juice, 5ml lemon juice, pinch
of sea salt, pinch of white pepper, 4 drops
of Green Tabasco, 2 dashes Worcester
Sauce, Seaweed powder.

Pour all ingredients into tall glass with ice,
mix. Garnish with celery and lemon wedge.

contact@shantyspirit.com
(+44) 7979-237-649
Facebook- @shantyspirits
Insta- @shantyspirit
www.shantyspirit.com
See the advert on page 11.

Keeping Food Hot? We Have All The Answers

First of all, you will want one of our world beating Kanga boxes and a Carbon Heater. You can then keep food hot indefinitely and fully comply with HACCP regulations.

Sounds too good to be true? Well we only supply premium German manufactured products from stock at incredibly low prices. The insulated box manufactured from top quality expanded polypropylene is a dense closed cell insulation material but incredibly light to handle when empty for example the GN insulated box with a 117 mm internal depth only weighs just over a kilo and yet holds a massive 21 lts capacity. Now combine the Kanga box with a Carbon Heater and the magic begins, hot food all the time!

Our range of Carbon heaters offers two voltage



options 12 volts for car operation using the cigarette lighter socket or 230 volt mains voltage for internal or external mains use. The big advantage of the Carbon Heaters they are absolutely fool proof just insert them in the bottom of the box turn on and forget, there are no consumer controls the temperature is pre-set at the factory at 75 deg C. The Carbon Heater is very light at only 700 grammes and does not take up much room only being 10mm thick. Dishes can be placed on the Carbon Heater straight out of the oven up to 120deg C. Finally quick and easy to clean just wipe over with a damp cloth.

Contact Catering Equipment Limited on Tel: 0121 773 2228 or visit www.clickonstore.net or www.kangaboxuk.com or see the advert on page 2.

Fry More For Less with OilChef

The foodservice and hospitality industry have suffered greatly since the shutdowns started in 2019. Since then, there have been gradual re-openings of hotels, bars, restaurants, and takeaways.

However, the cost of food has risen greatly. One food group - cooking oil - has more than doubled in price and is set to rise even further. Some of the reasons are weather related which has reduced crop yield and other reasons are economic. Supply chains have been hit with rising costs of fuel, distribution, and labour. In addition to this, farmers are being offered a higher price for their crop seeds to make biofuel instead of edible oil and this impacts supply.

How can the food service and hospitality industry protect against these rising costs? One way is to make the cooking oil last longer. In fact, the award-winning accessory for deep fryers, is doing just that. The OilChef device

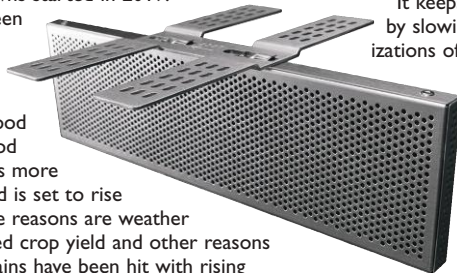
is a catalytic convertor for deep fryers!

It keeps the cooking oil in a fresher condition, by slowing down oxidation, stopping polymerizations of the oil molecules and by retarding the buildup of free fatty acids, peroxides, total polar materials and most importantly of all the carcinogenic acrylamides in frying oil.

The OilChef device is not a filter, it is not a chemical, it adds nothing to the oil, it takes nothing out of the oil, it is an inorganic device that helps you keep your oil alive for longer.

A simple 3 second self-installation which is virtually maintenance free, and only needs replacing every 3 years. OilChef is a dream come true for professional kitchens that operate deep fryers. OilChef is in thousands of deep fryers around the World and comes with a full 3-year warranty and saves you up to 50% on oil purchases every month. Check them out at www.OilChef.com

Contact their CEO direct: sean.farry@oilchef.com



DMS Graphics Ltd

DMS Graphics Ltd, based in Maidstone Kent is a well established Graphic and Display company providing a wide range of services to many sectors including Exhibition, Hospitality, Retail and Construction.

DMS was initially formed in 2006 as the graphics production arm for Datateam Business Media, providing signage and exhibition graphics to Datateam and selected customers. Due to the success of this venture DMS Graphics was tasked with developing the external customer Database and increasing commercial sales.

This led to the creation of DMS Graphics Ltd in late 2020. During the Pandemic DMS concentrated on the development of the customer database which meant that they were ready to resume service once the restrictions were lifted.

Since restrictions have been lifted DMS Graphics Ltd have been

working with many companies providing exhibition and event stands all over the UK.

Recently DMS designed produce and installed the Exhibition Stand for the launch of the new Diamonbrite Ceramic Polish at Automotive live which was held at the Birmingham NEC on the 11th of November.

This stand was a modular aluminium frame with rollable graphics attached using magnetic tape which allows maximum impact at a lower cost than a totally bespoke approach.

Contact DMS Graphics Ltd or check out the website www.dmsgraphics.co.uk for all our services.

Our product range includes.

- Pavement Signs
- Café Banners
- Banners
- Retail Display
- Exhibition and event signage
- Vehicle graphics and branding
- Pop Up Displays and roller banners

We look forward to hearing from you, to discuss your requirements.



New Moretti Forni S50E Promises Small But Mighty Performance

A big bake from a small space is promised with the new high-speed Moretti Forni S50E professional electric oven for pizza, bakery, and pastry, available from Pizza Equipment Ltd.

Perfect for pubs, bistros, and cafés, as well as pastry shops and bakeries looking to expand their business, the S50E may be one of the most compact ovens on the market but its small size belies its big performance.

Packing all the power and advantages of the larger models in the S series into a unit measuring just 890mm(w) x 1210mm(d) x 360mm(h), the small but hardworking oven reaches a maximum temperature of 450°C and promises energy savings in excess of 35% thanks to patented Eco-Standby™ and Half-Load™ functions, plus the special Adaptive-Power® technology



that regulates energy output according to the workload to produce a perfect bake without waste.

Super-efficient insulation and versatile programming options add to the oven's solid eco credentials, while the auto cleaning function that uses only heat and no chemicals also saves time and resources.

All S series ovens come with a wide range of accessories and can be customised with specific baking chambers for pizza, bread, and pastry to suit the outlet.

For further information on the Moretti Forni S50E, or other lines in the Pizza Equipment portfolio, please visit www.pizzaequipment.ltd.uk, contact Daniel Phillips on 0208 424 9483, email daniel@pizzaequipment.ltd.uk or see page 6.

Pump Technology Ltd. Pumping Systems for Commercial Kitchens



For everything from a replacement pump to a kitchen refurbishment, specialist wastewater pumping provider Pump Technology Ltd. can assist.

Pumping from Sinks to Combi Ovens, even hot wastewater to 90 deg. C, can be achieved.

The DrainMajor range offers a choice of pump and tank sizes providing a wastewater pumping solution for all commercial kitchen drainage requirements.

NEW

The DrainMinor C (Combi Oven Pump) incorporating a specialist submersible pump with robust mechanical shaft seal, rigid float arm external to the pump body, low level inlet and full width inspection lid is perfect for reliable Combi Oven cleaning cycle operation.

See the advert on page 11.

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SARUNDS



FOOD SERVICE

House of Sarunds is an independently owned and managed business offering one of the largest collection of competitively priced premium British and Continental chocolate and confectionery currently available from a single UK source.

We are uniquely positioned to be totally objective in our sourcing and product selection. We are not tied to any supplier meaning we ensure only the very best products make it into our range, we select solely on quality and value.

Supplying a wide range of industry favourites from a full Callebaut range including couverture, Pidy canape cases and tart shells, Dessert Decoration items, and a wide range of Vegan and Sugar Free options coupled with over 25 years' experience in chocolate and confectionery and industry know how to draw on, we are confident that we can help anyone maximise the profit potential of using confectionery to increase their brand and customer satisfaction levels.

For more information on our full food service range please contact foodservice@sarunds.co.uk



Chefs' Buyer's Guide

Bake It Real For Christmas. Littlepod Is Sending Seasons Greetings To You All!

LittlePod

Are you squeezed for time? Why not try our quality Vanilla Bean Paste in a tube.

It has been specially created to provide top-quality vanilla in an easy and versatile form, with no wastage and less flavour bake-off. Each tube has a two-year shelf life and contains the equivalent of 20 pods, seeds and all.

Put it in coffee, porridge, smoothies and ice cream, rub it into meats



like duck and pork, use it in your cakes and bakes, or as a marinade for fish! Sweet and savoury alike, LittlePod products are gluten free, suitable for vegans and kosher certified.

LittlePod's responsibly-sourced product range includes our innovative, easy-to-use natural vanilla paste and organic vanilla pods, as well as our extracts of vanilla, coffee and chocolate. These ingredients not only support each other in the rainforest, but are also perfect flavour partners in the kitchen.

The perfect gift for any secret Santa!

Visit www.littlepod.co.uk

German Sausage Sales Surge For Xmas

The Sausage Man has seen a huge spike in demand for German food and Drink in Q4 2021 – from both Retail and Commercial customers.

After a relatively quiet festive season in 2020, with Covid uncertainty leading to the cancellation of Christmas Markets all across the UK, hospitality businesses are bouncing back in 2021 and they're bringing the Bratwurst with them!

Bratwurst and Currywurst stalls are what give your local Christmas Market that mouth-watering scent of sausage and caramelising onions. As important to building the yuletide atmosphere in your town as Christmas lights and carolling concerts, traditional German sausage is central at every winter festival and event.

German Sausage is so easy to store, heat and serve in absolute safety. Traders love to work with Sausage Man products because they're almost all gluten free, exclud-



ing Vegan Seitan options, and often free of allergens completely. They're great for creating a quick inclusive menu that truly appeals to all. It doesn't hurt that German sausage practically sells itself this time of year too!

There's nothing better to warm you up on a brisk winter's eve than a tasty Bratwurst in a bun.

With more focus on keeping safe and a drive to enjoy more outdoor winter events than ever before, German sausage could be the culinary solution you've been searching for this festive season.

Find out more and set up your Commercial account now with The Sausage Man. New and existing customers get 5% off their next order over £200 on wholesale.sausageman.co.uk with code CATER5 until 28 February 2022. Want to find out more about selling Engel German Craft Beer or Mozer's Spirits? Call +44 (0)1322 867 060 or email sales@sausageman.co.uk

Introducing Katana Saya, a New Knife Range by Grunwerg



inside a Sheath, or Saya.

Our individual knives come in a deluxe gift box, complete with their own Saya or 'Sheath' to protect the blade. There's a stylish wooden Saya for the eastern knives and sleek leather Sheath for the western knives.

VG-10 steel is one of the most premium steels in Japanese culinary products. This high-quality stainless steel is hard and unbreakable and can reach a Rockwell hardness rating of up to 63HRC. The exquisite craftsmanship in these knives can be seen in the elegant, layered pattern on the blades.

The handles are available in Pakkawood and Olive Wood. The deep black finish of the Pakkawood handles strike a balance between opulence and hard-wearing durability. Lightweight and soft in the hand, the Olive Wood handles offer a more natural look, elegantly balanced against the pattern of the steel.

This collection is a long-awaited range and is a perfect gift for any passionate cooks out there.

SHOP NOW: <https://grunwerg.co.uk/katanasaya>

Introducing Katana Saya, a brand-new premium knife range by Grunwerg. Available in Pakkawood and Olive Wood, the scope of the Katana Saya range is to blend culinary traditions from both Europe and Japan.

The 'Katana' was the prized sword of the Japanese Samurai with its extra sharp blade fashioned from folded Damascus Steel. It was traditionally always protected

Primrose Herd Expands with New Processing Facility

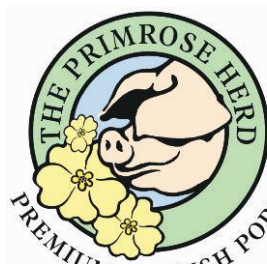
Primrose Herd, a family business which has been supplying the Cornish pork to retail customers and the hospitality trade for the past 20 years, has expanded to a new site in Newham on the outskirts of Truro.

The large new processing facility will allow Primrose Herd to keep up with demand as online sales soar, with many of Cornwall's renowned South-West chefs, hotels, pubs and restaurants offering Primrose Herd award winning pork on their menus.

The expansion has been overseen by Sally Lugg, an award-winning farmer and business leader, who has grown the family operation from just two pigs in 1999 to the nationally recognized producer of quality pork it is today.

Sally commented: "There's a lot of uncertainty and change in farming and food production right now, but our supply chain is short and luckily we've got loyal, skilled staff, so we've avoided the worst of the recent upheaval."

She continued: "Despite the challenges of the pan-



dem, demand continues to grow so it feels like the right time to expand into a new facility."

Ms Lugg said they chose Newham due to its location close to customers in Truro and easy access to the road network, and the large facility has everything Primrose Herd needs to help it expand

The butchery in Newham will be the hub of the operation allowing Ms Lugg and her team, which includes Head

Butcher Jake Gregory, to continue to meet the demand from their discerning hospitality customers and ethical food lovers.

She added: "We're increasingly being sought-out by consumers who eat less meat and opt for non-intensive, outdoor-reared pork, knowing that it will be of the highest quality and provenance. Consumers are more aware of where their meat comes from, and what the ethical and environmental implications of that are."

If you are interested in purchasing Primrose Herd products or have any questions regarding the wholesale side of our business please do get in touch at primroseherd@tiscali.co.uk

Authentic German Sausages

THE SAUSAGE MAN

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more info at wholesale.sausageman.co.uk

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THE QUEEN'S AWARDS FOR ENTERPRISE SUSTAINABLE DEVELOPMENT 2018

Chefs' Buyer's Guide

GLOBAL Knives & Michel Roux Jr Exclusive Offer for Chefs & Hospitality

Over the last year, we at Global Knives have been actively supporting the hospitality industry, whether it be through donations to Hospitality Action, support and equipment for professional chefs, or training for catering students. We've also been working with our long-term friend and renowned chef Michel Roux Jr, to come up with new ways to support chefs and students during such a difficult time.



priced at just £100.

The G-ROUX/6 6-Piece Knife Set includes the G-55 General Purpose Cook's Knife with 18cm blade, the G-73 Carving Knife with 22cm fluted blade, the GS-5 Vegetable Knife with 14cm blade, the GS-38 Paring Knife with 9cm blade, the G-74 Ceramic Sharpening 'Steel' and the GS-20/B Fish Bone Tweezers. This set is available for £200.

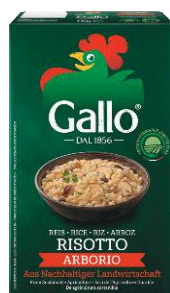
The G-ROUX/9 9-Piece Knife Set includes the G-2 Cook's Knife, G-65 Ham/Salmon Slicer, G-20 Filleting Knife, GS-3 Cook's Knife, GS-5 Vegetable Chopper, GS-38 Paring Knife, GS-21 Palette Knife, G-74 Ceramic Sharpening 'Steel' and GS-29 Fish Bone Tweezers. You can buy it now for only £300!

To take advantage of this exclusive offer, visit <https://globalknives.uk/supporting-chefs>

Are you a chef, studying to become a chef, or work in hospitality? We're providing you with an exclusive one-off discount on knife sets for a LIMITED TIME ONLY.

The G-ROUX/3 3-Piece Knife Set includes the G-58 General Purpose Cook's Knife with a 15cm blade, the GS-3 Small Cooks Knife with a 13cm blade and the GS-46 Peeling/Paring Knife with an 8cm blade, and is

Riso Gallo Commit To Sustainable Program



Riso Gallo is the first international brand in the sector to have undertaken the production of rice from sustainable agriculture, making their premium best-selling risotto rices - Gallo Traditional Risotto, Arborio, Carnaroli - fully Sustainable.

The Gallo Risotto Traditional, Arborio, Carnaroli, and the Carnaroli Rustico are now in packs using FSC certified cardboard outer to protect the grains.

All Riso Gallo plastic vacuum packaging is now suitable for recycling, following the launch of a new eco-sustainable, low environmental impact plastic. Riso Gallo are the first company to adopt this sustainable packaging. The excellence of the products and the high quality standards of the Riso Gallo chain are also guaranteed by the BRC and IFS certifications, and by the intense activity of the company's Research and Development centre. The focus is on the development and experimentation in the field

of new Italian rice qualities, not genetically modified and aimed at minimising the impact of cultivation on the environment and its resources.

G Guaranteed - 100% Sustainable

100% of our sustainable rice has been produced at FSA Silver level or higher.

A Authentic - 100% Premium Quality

Riso Gallo guarantees the origin of the rice.

L Local - 100% Italian

All our sustainable rice has been cultivated in 2019 exclusively in 14 selected farms.

L Loyal

Lowering environmental impact. Using plastic packaging that is suitable for recycling and FSC certified paper packaging for sustainable forest management. Reducing waste and CO2 emissions and using energy from renewable certified sources.

O Original - No.1 in Italy

To see the full foodservice range from Riso Gallo visit www.risogallo.co.uk

www.primroseherd.co.uk

At Primrose Herd we know how important quality is to you and your customers. We supply the finest pork individually prepared to a wide range of customers throughout Cornwall and beyond. These include pubs, hotels, restaurants, farm shops delis, cafés, and box schemes.

Customers can buy in confidence knowing they are dealing with a family business that is dedicated to them.

So whether its belly pork, dry cured bacon or even a bespoke sausage you want for your menu our dedicated and experienced team are here to help.

If you are interested in purchasing Primrose Herd products or have any questions regarding the wholesale side of our business please do get in touch at primroseherd@tiscali.co.uk

Please mention the Caterer, Licensee & Hotelier News when replying to advertising

GOOD FOR THE PLANET. GREAT FOR THE PALATE.

Certified sustainable farming

Fully recyclable FSC Certified carton

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Vacuum pack plastic packaging suitable to be recycled!

risogallo.co.uk/foodsolutions

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in association with Michel Roux Jr present...

*A unique and exclusive offer
in support of Chefs and
the Hospitality Industry*

3-Piece Knife Set G-ROUX/3	6-Piece Knife Set G-ROUX/6	9-Piece Knife Set G-ROUX/9
£100!	£200!	£300!
WAS £250 SAVE £150	WAS £400 SAVE £200	WAS £600 SAVE £300
VOUCHER CODE: G-ROUX/3-60	VOUCHER CODE: G-ROUX/6-50	VOUCHER CODE: G-ROUX/9-50
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The Source Trade Show Preview

The Source Trade Show is Back in February



The Source trade show, at Westpoint, Exeter on Wednesday 9th & Thursday 10th February, is a great opportunity for you to restock, discover new products, and make the most of an influx of tourists to the

South West. It will be one of the first trade shows for food and drink in 2022, and no other event serves up such a rewarding and valuable mix of comparative tastings, innovative ideas, networking opportunities and inspirational experiences. The show will have Covid-19 measures in place to ensure a safe environment for both buyers and exhibitors. It's the perfect opportunity to get back up to speed and kickstart your business for the year.

After a very difficult couple of years, this is your opportunity to reconnect in person, network with existing and potential customers, and be inspired by the latest in food, drink, and services. Finally you can get out from behind the computer, and taste and test products in person, as well as meeting the producers that made them. You'll meet artisan producers that you won't find anywhere



else, including more Taste of the West exhibitors than at any other trade show. Not to mention brand new to market companies and exclusive show offers!

Attracting buyers from retail, hospitality and catering, the Source trade show brings out the best the South West region has to offer, from artisan food & drink to essential goods and services. If you have a serious interest in speciality foods, quality drinks, profitable catering and inspired hospitality, you cannot afford to miss it. Compare and contrast offerings and negotiate the best deals!

For more information about the show, to book a stand, or register to attend, please call **01934 733433**, follow **@sourcefooddrink** on Twitter, Facebook and Instagram, or visit **www.thesourcetradeshow.co.uk**



Free Your Spirit with Mermaid Gin

Mermaid Gin is hand-crafted on the Isle of Wight using ten ethically sourced botanicals. A small batch spirit, it delivers a smooth yet complex blend of fresh organic lemon zest and peppery gains of paradise, with a hint of sea air from locally foraged, fragrant rock samphire – for a refreshing and invigorating serve.

Working with column stills for a smoother spirit, the process is tightly controlled capturing only the hearts of each batch – the sweet spot of any distillation. This avoids the harsher elements found in the heads and tails to create a pure gin that is perfectly balanced.

We preserve the environment of mermaids by supporting marine conservation projects and working with Hampshire and Isle of Wight Wildlife Trust to restore seagrass meadows around the Solent. Our bottle is also completely plastic-free and made of 100% natural materials, with the seal around the cork being made from corn and potato starch.

See the advert on the facing page for details or visit **www.isleofwightdistillery.com** Alternatively call **01983 613653** or visit **Stand B16**



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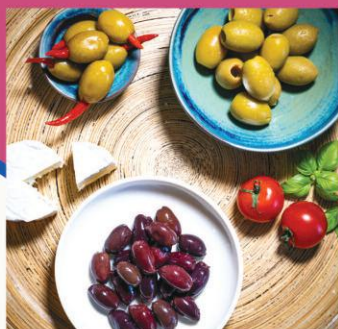
See us at The Source Tradeshow 2022

www.catererlicensee.com



The trade shows that have the South West covered.

Presenting you with the latest food and drink products, services and ideas for your business.



WHY NOT REGISTER NOW!

To get your hands on your free trade entry badge:

Register online or call **01934 733456**. Stands are selling fast - to enquire call **01934 733433**.



9 - 10 February 2022 **Exeter**
thesourcetradeshow.co.uk



2 - 3 March 2022 **Wadebridge**
expowestcornwall.co.uk



16 June 2022 **Bristol**
bristol.thesourcetradeshow.co.uk



These trade only shows are organised by Hale Events Limited. Telephone 01934 733433.
www.hale-events.com

The Source Trade Show Preview



18 24

HS FRENCH FLINT

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HS French Flint - The Glass Container Specialists

HS French Flint Ltd are very pleased to be exhibiting at the Source Trade Show again this year and are looking forward to seeing Old Friends as well as New Contacts on STAND H16.

Having moved into a new and larger showroom overlooking the River Thames near Tower Bridge we have continued to expand our



range and have even more wonderful glass jars and bottles to show you this year. Please have a look at our website www.frenchflint.com or give us a call on 020 7237 1750.

HS French Flint Limited, The Gallery, Springalls Wharf, 25a Bermondsey Wall West, London SE16

South West Labels

South West Labels are a supplier of labelling guns, thermal label printers & labels. We're here for retail, industrial and manufacturing businesses. We're independent, which means impartial recommendations combined with over 30 years experience in supplying these products.

The labelling gun market can be complicated. Many products are



known by different names depending on their use. Labelling guns, price guns, pricing guns, label guns, coding guns and batch guns. Our range of products can meet all needs: Simple low use models, durable machines for industry. A wide variety of specialist features including auto-incrementing guns for batch codes.

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Visit us on stand H4 to view our products.

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Barton Reed & Co is the leading supplier of quality furniture to hotels, restaurants, public houses and leisure facilities in the South West. We can supply beautiful leather sofas, stylish high bar stools, comfy tub seats, elegant restaurant tables and chairs, and relaxing beds.

From laid back, seaside charm to cutting-edge design our extensive product range will suit your style and give your business the look that you want to achieve. We have a huge choice of colours, fabrics and finishes and all our furniture comes with a two-year warranty.

Barton Reed & Co is a family-run business and we have been involved in the furniture industry since 1945. Over the years we have forged strong relationships

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Barton Reed & Co
FURNITURE

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Barton Reed & Co FURNITURE



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SEE US ON STAND H33

Cleaning, Hygiene & Infection Control

Why Tailoring Your Products Will Revolutionise Your Cleaning Routine



The pandemic has shone a harsh spotlight on venue hygiene and cleanliness. It can be tempting to cut corners when it comes to your cleaning routine, but ensuring you have the right products for the right job can save you time and money in the long run.

Hance McGhie
from
Chemisphere UK

tells us about the science behind the products that will leave every aspect of your venue sparkling...

THE RIGHT PRODUCTS FOR... CLEANING SURFACES...

A good surface spray should be food grade but food safe, and the ingredients should eat into biofilm removing any areas of residue that harbour pathogens. We have developed our independently-tested surface sanitiser to be extremely effective against bacteria, yeast and 99.999% of microbes, and - to ensure it's easy to use - there is no need to rinse and it continues working for up to 14 hours when dry.

CLEANING NOZZLES, CONNECTORS AND SPARKLERS

All nozzles, sparklers and connectors should be soaked overnight using sanitising tablets that are effective against bacteria, mould, spores and fungi. Using a tap and keg sanitising spray is also a good idea, as this can be used as and when to target bacteria and fungi, and remove any build up of yeast.

CLEANING BEER LINES

Beer lines need to be cleaned by alkaline solutions which contain Potassium Hydroxide - a chemical used

in the food industry because it's an excellent detergent with strong antimicrobial properties. Your beer line cleaning products should be effective at emulsification and saponification of fats, protein peptization, and efficient at removing soils, greases and oils. Beer lines can get clogged up with yeast, so it's crucial that your line cleaners stand up to the test - time and time again. Our Purple Pipeline Original is well known within the industry and is one of our top selling products, as it changes colour if your lines are dirty and doesn't contain any caustic soda.

CLEANING GLASSWARE

The best detergents for glassware include potassium hydrochloride but no caustic soda. Alkaline cleaning agents such as potassium hydrochloride are incredibly effective at emulsification and saponification of fats, protein peptization, and are efficient at removing soils, greases and oils.

CUTLERY AND CROCKERY

Crockery and cutlery should always be put through a hot commercial grade dishwasher to ensure it's hygienically clean and ready to be used again straight away. Using a highly concentrated bactericidal dishwashing and sterilising powder should totally eliminate egg, protein, starch deposits and tannin stains, meaning that your customers can be confident of spotless cutlery and crockery.

Call us now on **0800 0188 062** or visit
www.chemisphereuk.com



Chemisphere UK has been manufacturing premium cleaning and sanitising products for the hospitality industry for over 30 years

Our extensive range combines trusted products with powerful new-generation cleaners made from environmentally friendly ingredients.

With unrivalled technical expertise and exceptional customer service, get in touch today to find out how we can help your business.



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Cleaning, Hygiene and Infection Control

Taking Care of Safety During Challenging Times

Kate Thompson, Director Wales, The Chartered Institute of Environmental Health (CIEH) shares some tips for busy, preoccupied independent hospitality operators.



Hospitality operators are facing challenging times with cancelled bookings, staff shortages, supply chain problems and other pressing issues. While these challenges will understandably be the ones they will want to tackle, there's one operational aspect that must be top-of-mind at all times – health and safety, including food safety.

Every business has a legal obligation to protect their employees and customers from harm, but when health and safety is upheld to the highest standards, it can also help reassure both your staff and customers that you value them.

When staff feel they are valued they are more likely to stay – and recommend others join – which can help solve any recruitment and retention problems, while customers who feel secure and looked after will be more likely to return to your establishment.

Sounds simple, but if you're busy fighting fires elsewhere, how do you make health and safety a priority? And where do you focus your attention to ensure you are getting everything right?

ASSESS AND MANAGE THE RISKS

The minimum you must do is:

- identify what could cause injury or illness in your business (hazards)

- decide how likely it is that someone could be harmed and how seriously (the risk)

- take action to eliminate the hazard, or if this isn't possible, control the risk

There is lots of information available, including templates, to help you carry out a health and safety risk assessment and record it on the Health and Safety Executive's website <https://www.hse.gov.uk/simple-health-safety/risk/>

Don't forget about food safety. Wherever food is served, it is important to demonstrate the highest standards of food preparation, handling, storage and service. This is not only to ensure the safety of those who will be consuming the food, but also to comply with the law and to be assured of a food hygiene rating you can be proud of. Falling foul of the rules not only has the potential to put the public at risk but the success and reputation of your business. It is therefore essential that you, and the people that you work with, are equipped with the right skills and knowledge. You must put in place food safety management procedures based on the principles of Hazard Analysis and Critical Control Point (HACCP).

HACCP is a system that helps you identify potential food hazards and introduce procedures to make sure those hazards are removed or reduced to an acceptable level. The Food Standards Agency has resources to help you on their website <https://www.food.gov.uk/business-guidance/managing-food-safety>

CONSULT THE EXPERTS

Businesses who are unsure or need support should consult an environmental health professional, who can advise on best practice as well as legal compliance. Understanding the law and how it affects your business, as well as ensuring that staff are trained correctly will enable you and your staff to adhere to relevant regulations designed to uphold food and workplace safety.

TRAINING, TRAINING, TRAINING

Training staff in health and safety and food safety, including allergen requirements, will improve awareness and ensure compliance. Providing training at induction means staff will have the knowledge before they hit

the floor and serve customers. Refresher training should also be considered for staff who have been with your business for a while, especially when new legislation is introduced, such as Natasha's Law.

Choose courses wisely. The flexibility offered by online training, like that offered by CIEH, works particularly well when time is short or you need to work around shifts, for example.

GO THE EXTRA MILE

COVID-19 restrictions have been lifted, but the virus is still in circulation and many consumers are still nervous about its potential spread. Reassuring staff and customers that you take these concerns seriously will have many benefits and show you are going the extra mile to keep everyone safe.

As the weather gets colder customers will naturally want to dine indoors. In enclosed spaces, infectious coronavirus particles can build up over time, remaining suspended in the air and increasing the risk of transmission, especially if there is no ventilation or fresh air helping to refresh the air being breathed.

With this in mind, you need to assess the risk of poor ventilation to help you identify spaces with poor ventilation and take action to improve it. Opening a window, even for just a short time, so fresh air can disperse and blow COVID-19 particles away helps to reduce the risk. Make sure you aren't overcrowding spaces and if you can't get enough natural fresh air, consider introducing a mechanical system.

With coronavirus still spreading, remember that the risk of infection is reduced when social distancing is maintained. Where staff cannot keep their distance, for example in small kitchens and staff rooms, transmission risk can be managed by wearing face coverings.

Other things to think about include cleaning more often, especially surfaces that people touch a lot. Staff and customers should be asked to use hand sanitiser and wash their hands frequently.

Guidance changes continually so keep up with the latest rules so you can filter this down to staff and customers. Government and the Health and Safety Executive websites are good sources of up-to-date information.

Dreaming of Covid-Free Celebrations? Here's How to Make it a Reality...

Minoo Patel, Head of Technology at BonaCaeli, explains how hotels, pubs, bars and restaurants can protect staff and customers and prevent another lockdown

Christmas and the New Year are special times of the year in the hospitality industry. But, as revellers flock to hotels, pubs, bars and restaurants, how will you protect staff and give guests a worry-free experience?

DON'T LET THE GRINCH DAMAGE YOUR PROFITS AND RUIN CELEBRATIONS.

We're all hoping that Christmas and New Year won't be derailed by a last-minute lockdown. But many in hospitality are also worried that a surge in Covid-19 cases could lead to staff shortages in an already stretched industry. We know that masks, extra ventilation, and social distancing measures can help – but there's another solution that could be a game changer.



Covid-19 is primarily transmitted through air-borne mists of exhaled particles, which can remain in the air for up to three hours. By simply installing a custom designed air purifier, you can actively remove virus-carrying particles from the air and dramatically reduce transmission rates.

MAKE YOUR AIR AS CLEAN AS YOUR PLATES

BonaCaeli's AirVSAFE 2000 air purifier will remove 90% of airborne pathogens in your venue after just six minutes of running time. Run it continuously for seven hours or more, and it will remove 99.999% of pathogens – better than any other air purifier on the market.

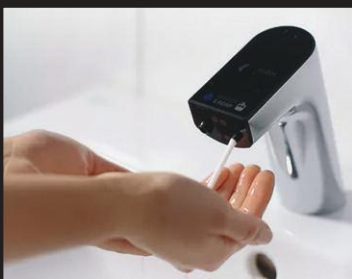
Give your staff and your customers the gift of a safer festive season with a BonaCaeli AirVSAFE 2000 air purifier. To learn more visit <https://www.bonacaeli.com/hospitality>

Encouraging Better Handwashing with Intellimix from Ideal Standard

Ideal Standard, one of the world's leading providers of bathroom and washroom products, has launched Intellimix, a smart, cost-effective solution to support better hygiene in spaces as the commercial world reopens.

Designed to dispense both soap and water with every use, Intellimix is completely touch-free, guaranteeing improved hygiene standards in public washrooms. Ideal for offices, leisure facilities and other high-traffic environments, such as shopping centres, hotels and restaurants, and airports, the fitting significantly lowers running costs while being sustainable and reducing waste.

Despite delivering an optimum volume of soap with every wash for improved hygiene, Intellimix actually reduces the overall amount of soap and water typically used in washrooms with traditional fittings, minimising waste and generating cost savings of up to 80 per cent on soap and 85 per cent on water. Maintenance and cleaning is also hassle-free, with less frequent and faster soap replacement compared to traditional dispensers, and reduced cleaning required with all soap directed into the bowl.



Bluetooth enabled, Intellimix also offers parameter settings which can be easily controlled by facilities managers via a smartphone. From the palm of their hands, they can conveniently change a variety of settings on all taps in a building, including how much soap is dispensed, how long water should flow and how often anti-stagnation flushing should occur. Intellimix also sends notifications when soap is running low to avoid unnecessary physical checks.

The fitting is available in Chrome and Black Onyx versions, while panel mounted models will launch later in 2021. What's more, the screen can also be set to display a company logo or any advertising image during idle times.

As well as the fitting, Ideal Standard has also developed Intellimix Mild Antibacterial Foam Soap, a unique formula to ensure flawless performance and optimal hygiene. Irritant-free and with a rich, thick texture, it is gentle on skin and offers a luxurious experience every time.

For more information, visit: www.intellimix.co or see the advert on page 19.

Hand Hygiene, Anywhere... Anytime!

With the Hallco RHAMHWS+ Mobile Hand Wash Station



With hygiene remaining high priority for operators, the Hallco Mobile Hand Wash station is perfect for any operation needing to introduce additional hand washing facilities. Utilising an easy to use manual foot pump – with no electrical or water connections required – this unit can simply be wheeled into position, filled and used immediately. Easy to maintain, the 20 litre freshwater container provides around 115 hand washes per fill, with a separate container for waste water. A handy paper towel dispenser, soap holder and integrated waste bin are all included as standard. Also available is a reduced height version for junior or assisted use.

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Eat, drink, and don't worry

with a Covid-safe venue
for staff and guests



As revellers pack out bars, restaurants, and hotels this season, you need to protect staff and guests from airborne viruses more than ever. But extra ventilation can only go so far – and there's a limit to how much extra space you can provide. But now there's another way.

Install a **BonaCaeli AirVSAFE 2000 air purifier** and remove 90% of airborne pathogens (including Covid-19) in just six minutes. When run continuously for seven hours or more, it removes 99.999% of pathogens – better than any other air purifier on the market.

Get air that's as clean as your plates and ...

- Protect valued staff and customers from airborne viruses
- End staff shortages by reducing employee illness and absence
- Reduce the need for social distancing
- Keep your venue fully booked by reassuring anxious clients
- Stand out from the competition with a pro-active approach to safety

Give yourself, your staff, and your guests the gift of a worry-free experience with a BonaCaeli AirVSAFE 2000 air purifier.

To learn more visit
bonacaeli.com/hospitality



Hospitality Technology

Merging People and Technology

By KAM Media (www.kam-media.co.uk)

The cracks caused by staff shortages are really beginning to show according to new consumer and hospitality staff research we carried out with **pointOne** (www.pointone-epos.co.uk). The research reveals customer experience, particularly in QSR, is being damaged by the current crisis.

In the survey of 500 QSR customers and 100 frontline staff, nearly 2-in-3 customers had noticed venues being short-staffed over the last 3 months. 1-in-5 said they'd waited longer to be seated and served than normal.

DOWNLOAD THE FREE WHITEPAPER AT – Merging People+Tech: A New Customer Experience in QSR at www.kam-media.co.uk/merging_people_and_tech

STAFF ARE BEGINNING TO FEEL THE STRAIN

Staff too are beginning to feel the strain, with 59% of team members admitting that customer experience is suffering in their venue due to lack of staff. The research suggests that the knock-on effect of shortages is also leading to an overload of work on existing staff and subsequent stress and dissatisfaction, with an alarming 64% of those interviewed saying that working in hospitality is less enjoyable now than it was pre-pandemic.



Given current staff shortages, tight budgets, and supply chain issues, the pressure is really on for operators to ensure that their staff have the time and space in which to 'look after' the fundamental customer demands and consistently deliver the experience their customers expect. Staff obviously only have a finite amount of time so it's critical they are focused on the areas which will deliver the greatest return. Quality and relevant training, great leadership, and company culture, as well as emerging technology, are all critical enablers here.

EMERGING TECHNOLOGY CAN EASE THE STAFFING PAIN

Far from feeling threatened by it, 64% of hospitality staff say that their venues embracing time-saving technologies would improve their job satisfaction. 94% of them are confident that technology can help them do their job.

Staff recognise that technology, everything from detailed digital menus to time-saving self-serve kiosk ordering, can help free up their time to focus on delivering the highly sought-after soft skills of customer service and interaction.

"As we emerge out of this pandemic with the latest pressures of staff shortages, it may not feel like the 'light at the end of the tunnel' moment we were looking for, but this could be a timely fork in the road for many operators. It offers a fantastic opportunity to completely re-evaluate their operation and implement automation tools that can free up employees' time for the part of the job they really love, which is giving the customer a great experience." **Steve Rolfe, founder at pointOne**



Customers believe tech will...

1. Speed up service
2. Help the staff
3. Make it easier to pay
4. Manage queues

DEMAND FOR 'HUMAN TOUCH' STILL CRITICAL

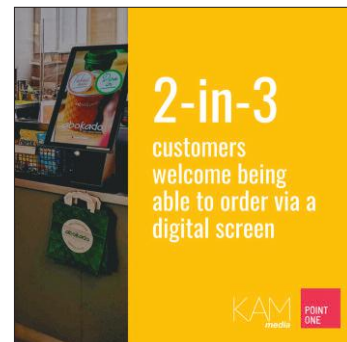
The demand for the 'human touch' and connection is still absolutely at the heart of a memorable customer experience and in fact, has grown in importance post-pandemic, even in a QSR environment; more than 40% of customers say staff friendliness and also knowledge is even more important to them now compared with 20 months ago.

Customers who want the most interaction from staff are women (compared with men), customers with children and Gen Z

Customers are desperate for service with a smile with 1-in-3 wanting staff to pro-actively engage with them, even in a QSR environment. However, more than 1-in-10 just want to be left alone while in a venue, with minimal contact with venue employees. Customers who want the most interaction from staff are women (compared with men), customers with children and perhaps surprisingly Generation Z; only 7% said they prefer to be left alone while in-venue compared with 17% of over 55-year-olds.

EMBRACING TECHNOLOGY CRITICAL IN DELIVERY CUSTOMER AND STAFF EXPERIENCE

Technology now plays an absolutely key role in delivering an outstanding customer experience. The research showed that simplifying and speeding up the order and pay part of their journey is one way in which tech is already delivering on its promise with more than 1-in-3 customers welcoming digital menus and digital order and pay screens.



Outstanding customer experience demands a human touch. It requires empathy, flexibility and passion. These skills can be harder to train and take a greater level of emotional and intellectual knowledge to deliver effectively. Operators need to create an environment in which these skills can flourish. The danger of having too many processes and menial tasks for staff to deal with is that they can negatively impact the capacity for them to connect with customers.

"Technology is here to stay. I've been in this industry all my life and the best part about it is the people. However, we are challenged on the people front and need to embrace change and quickly. How you embrace and integrate technology into your overall strategy will decide how your business will grow over the next digital era." Editor of Tech on Toast, Chris Fletcher

The independent research commissioned by pointOne has been published in a white paper, *People + Tech: A New Era of Customer Experience in QSR*, available to download at

www.kam-media.co.uk/merging_people_and_tech/



European Hotel Consultancy Everquest Launches in the UK to Help Hoteliers Through Critical Recovery Period



Hoteliers must shift their focus from 'survive' to 'thrive' if they want their businesses to succeed as travel and tourism pick up pace once more during 2022. That is the view of European hotel consultancy

Everquest, which is announcing its launch in the UK. Everquest has appointed hospitality business development professional Neil Middleton to lead its UK growth.

Founded in Hungary by experienced hotel GM and marketing agency head Miklós Belán, Everquest takes a guest-first approach to handle the three most decisive factors in the accommodation selection process – guest reviews, pricing and online appearance. The circumstances of the past two years have caused many hotels to retract resources and operate without a full complement of staff, so outsourcing these core capabilities to Everquest's team of experts ensures that hotels remain competitive, visible and appealing.



Many hotels have survived the pandemic by regularly pivoting to fulfil short-term needs, but according to CEO Belán, now is the time for UK hoteliers to double down on attracting future guests. "The opening up of international tourism means travellers once again have a world of choice when it comes to booking a hotel," he comments. "As the guest's mindset shifts, so must the hotel's strategy. It is no longer enough to keep the fire burning – it is time to fuel the flames; and Everquest has chosen now to expand to the UK because we can provide the manpower and expertise to deliver the right results for UK hoteliers."

Partnering with hotel owners and managers, Everquest provides services in three key areas:

Reputation Management – Hotels can miss out on potential business if not reacting to the experi-

ences of past customers, so Everquest ensures all guest reviews are responded to, providing reports and analysis to the hotel that will improve its future performance. Crucially, as hotels welcome back international guests, the Everquest team is capable of responding in 10 languages

Revenue Management - Everquest implements dynamic pricing based on market trends, competitor analysis and the hotelier's own insights to maximise a hotel's revenue. As this service is tailor-made and managed by people rather than software, solutions can be found to accommodate hotels whatever their situation; including introducing dynamic pricing for the first time or optimising current strategies

Online Marketing - A hotel's online presence is essential for enticing potential guests and driving valuable direct bookings. Everquest's expertise includes managing a hotel's social media platforms, running PPC advertising campaigns and providing professional web design to elevate the visibility and attractiveness of the property's owned channels

Everquest's research shows that enhanced online marketing and strategic pricing have the ability to deliver revenue increases of 15-20% for hotels and that bookings can be improved by up to 24% through greater responsiveness to guest reviews.

With a successful track record of growing business for independent hotels in mainland Europe, Everquest has recently appointed Neil Middleton to bring on new partners in the UK. Middleton has 18 years' experience in tourism and hospitality, having worked in senior sales roles for brands including Booking.com, OYO, Expedia and Orbitz.

"Hospitality is a 'people' industry so people are at the core of the Everquest philosophy," says Neil Middleton, Director of Sales at Everquest. "Our offerings consider what matter most to guests and our approach centres on the needs of the individual hotelier. Our team prides itself on going beyond data and dashboards to tailor a service appropriate for the hotel type and guest base the owner aspires to; and with labour shortages an ongoing issue in the hospitality industry, we give hoteliers the support they need to help their business thrive."

To find out more about Everquest's services see www.Everquest.net, watch this short video, or contact Neil Middleton on Neil.Middleton@Everquest.net or 07587 114030.

New Products from SAM4S

SAM4S, a leading manufacturer of store automation products, is happy to introduce you the brand new products in 2022.

We are going to launch New CPU based on main-board 7th generation Elkhart Lake J6412 for PC POS lineups. It is 2.5 times higher in benchmark score comparing to 4th generation Baytrail J1900 CPU. We will apply new mainboard to our current main POS products, TITAN-S series and Forza series. We also plan to introduce new style stand on TITAN-S model to offer various options for customers.

With the growing demands on self-ordering KIOSK products, we are offering diverse choices to customer for different working environment.

To start with, we have SK series KIOSK in 15" & 21.5" PCAP Touch screen with J1900/Elkhart J6412/Core i3 & i5 CPU supported. It is equipped with 3" printer, 2D barcode scanner & WIFI available. We have also slimmer type of SK series which fit better for compact and confined environment.

Secondly, we are newly introducing Compact KIOSK using our POS system. You can have various options in screen size of 15", 15.6" and 18.5" with low-end CPU Celeron N2807, N3160, J1900 and Elkhart J6412 to high-end CPU Core series. It is All-in-one KIOSK with 3" printer integrated in compact size and small foot



Stand allowing space flexibility. In addition, it has price competitiveness than general type of self-ordering KIOSK.

Lastly, we are preparing completely new design of 21.5" KIOSK with user-friendly shape which is to be launched in 2nd half of 2022.

Due to global pandemic, the demand for contactless product such as Kiosk for self-ordering & self-check-out has increased rapidly. SAM4S KIOSK would be the perfect solution for your choice.

See the advert on the facing page for details.

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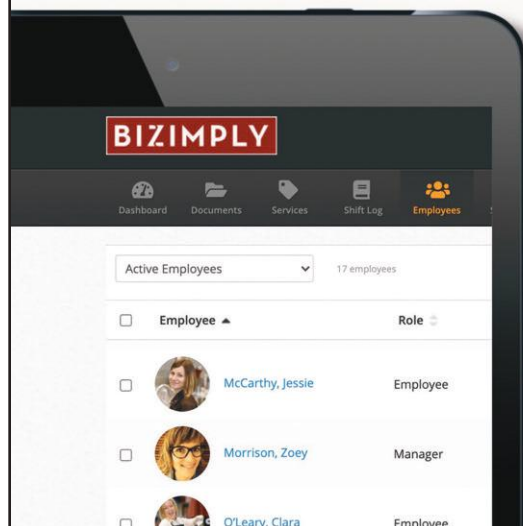
Hospitality Technology

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Empowering Your Ambition with Xledger



How often do you find yourself needing to update your POS, ticketing or booking systems to keep up with what customers want?

Adapting to the pandemic-enforced restrictions put in place for venues and hospitality settings only added to the on-demand nature of distributed ordering and payment capabilities.

Connecting these ever-adapting external systems with your back-end finance software shouldn't be a factor holding you back.

It can be achieved seamlessly with Xledger's advanced cloud-based finance software that allows for effortless custom integrations with external systems. It helps over 10,000 organisations in 60 countries streamline, digitise and automate their finances.

With Xledger, you're always in control, whether that's comparing actuals against budget, forecasting year-end

or drilling-down to source transactions for a 360° overview at the press of a button. With no requirement for new IT infrastructure, you can grow your business without interruption.

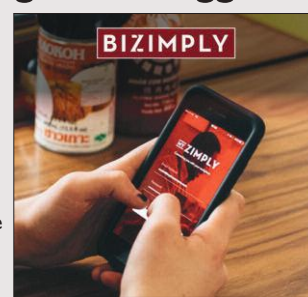
As a cloud software with an open API, Xledger can integrate with any other system to empower your organisation with one version of the truth. It automates financial tasks by up to 75% allowing you to spend less time processing transactions and more time analysing the result of them. From automated workflows to recurring billing, Xledger allows you to improve efficiency and streamline operations. Automated, configurable reports and real-time dashboards allow you to slice and dice data from every angle.

Ultimately, the 100% cloud solution helps you to reduce costs, run a leaner, more efficient finance function and understand key financials in real-time. This gives you the opportunity to add real value to your organisation and frees up your time so you can focus on tasks that grow the business.

If you would like to find out more about Xledger or to book a demo you can contact them by emailing mail@xledger.co.uk or call 0117 457 3293.

New Labour Scheduling Tool To Juggle Student's Working Hours

Across the country, many towns or cities depend on a level of student labour across a number of sectors, particularly hospitality. As operators gear up to welcome new and returning student employees in September, workforce management specialists Bizimply are launching new features designed to help businesses make the most of these valuable team members.



hospitality customers rely to some extent on students and it's a relationship that brings benefits to employer and employees. Managing a team where some members are unavailable for certain shifts and not able to work for months at a time, was clearly making staff rota creation more time-consuming than it needed to be.

Most operators recruit students for their flexibility, enabling them to fill the gaps in their staff rotas. Juggling students' availability around their lectures can be a challenge for whoever has to create the staff rota. This is why Bizimply's 'Unavailability' and 'Deactivate/Reactivate' features are being welcomed by their customers.

The Unavailability feature allows managers – or the team members themselves, via their employee portal – to mark students as unavailable for work around their weekly lectures, eg every Monday and Thursday mornings. A second Deactivate/Reactivate feature makes it easier for operators to manage students' longer-term unavailability, eg returning home for the holidays.

Bizimply CEO Conor Shaw said: "So many of our

Visit Bizimply at www.bizimply.com



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Hospitality Technology

How The Hospitality Sector Can Make Customers Feel Safe



After a series of lockdown-enforced closures, hospitality has been one of the most affected sectors throughout the pandemic. In fact, according to the Office for National Statistics [ONS], almost a fifth of venues in the industry had doubts about their survival.

With many hospitality businesses reconsidering their viability, prioritising customer service and providing a safe environment that instils confidence in guests can, quite literally, pay off for venues, helping secure bookings and continued return custom during the busiest time of the year.

Here, **Richard Cox, managing director of Langley Compass Group**

(www.langleycompassgroup.co.uk), highlights key measures the hospitality sector can implement to make customers feel safe when visiting over Christmas.

GIVE YOUR STAFF THE TOOLS TO EXCEL

Equipping your staff with mobile EPoS hardware can reduce the need for customers to queue and wait in close proximity to other people. Similarly, being able to offer table service throughout the premises via any member of staff means efficiency and speed can be prioritised with less unnecessary time spent near other staff and guests.

Modern handheld EPoS solutions can include ordering software, payment systems and receipt printing which also limit contact with more than one member of staff. Ensuring service is efficient as well as safe also reduces the time spent on the premises and the risk of COVID transmission within the building.

MAKE THE MOST OF YOUR TECHNOLOGY

During lockdown, many hospitality spaces implemented new hardware and software to support their operations post-COVID, and increased demand with limited capacity requires a high quality and well utilised infrastructure for businesses to thrive.

Introducing tech such as CCTV, feature-rich EPoS and reservation software can create an environment that demonstrates professionalism and a commitment to customer service. Using these technologies refines and streamlines the customer experience allowing your staff to focus on safety and putting the customer first.

QR CODE COMMS

The COVID-19 pandemic has also seen many hospitality venues implement mobile apps and QR code systems, both of which often require email addresses to deliver a proof of payment.

Using this newly acquired contact information allows pubs, cafés, bars, and restaurants to directly contact their customers with promotions and updates.

Choosing to use direct email marketing as a communication method also provides the opportunity to send out safety updates with information on how the venue is making changes, managing staff, and implementing safety measures.

As well as demonstrating due diligence when it comes to safety guidelines, it makes customers feel comfortable when visiting if they are assured the correct measures have been implemented.

DIVERSIFY YOUR ORDERING OPTIONS

Giving customers more reason to feel safe and relaxed is key to continued return custom which, moving into the New Year, is more important than ever for stability in the hospitality industry.

Offering a variety of ordering options is an ideal way to satisfy all customers and their different levels of comfort when it comes to COVID-19. For those who are happier interacting with staff, table service with handheld EPoS systems may be an ideal solution, whereas others may feel more comfortable ordering via a QR code or website on their own device.

Diversifying the ordering methods available to your customers gives them the freedom to choose what they are most comfortable with.

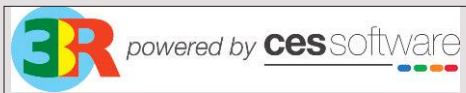
CONCLUSION

Customer and staff safety are of paramount importance as the return to normality is marred by the Omicron variant and a rise in cases over Christmas.

As well as the physical safety of those in the hospitality industry, making customers feel welcome and well looked after upon their return is key to building relationships, securing loyal customers, and creating a safe and enjoyable environment.

Using a range of hardware systems and software solutions to support your business helps ensure guidelines are adhered to, and service can resume with high levels of customer service and satisfaction.

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to buy budget as the continual bumps and scrapes outdoor goods

receive combined with the harsh British climate really needs something tough enough for the job.

We also supply Markilux awning which are some of the best made in the industry and Uhlmann parasols another top rated German brand.

Bespoke goods are also a speciality with custom made menu holders, waiter stations and planters all to your requirement. If we can help you do drop a line to

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First of all, you will want one of our world beating Kanga boxes and a Carbon Heater. You can then keep food hot indefinitely and fully comply with HACCP regulations.

Sounds too good to be true? Well we only supply premium German manufactured products from stock at incredibly low prices. The insulated box manufactured from top quality expanded polypropylene is a dense closed cell insulation material but incredibly light to handle when empty for example the GN insulated box with a 117 mm internal depth only weighs just over a kilo and yet holds a massive 21 lts capacity. Now combine the Kanga box with a Carbon Heater and the magic begins, hot food all the time!

Our range of Carbon heaters offers two voltage



options 12 volts for car operation using the cigarette lighter socket or 230 volt mains voltage for internal or external mains use. The big advantage of the Carbon Heaters they are absolutely fool proof just insert them in the bottom of the box turn on and forget, there are no consumer controls the temperature is pre-set at the factory at 75 deg C. The Carbon Heater is very light at only 700 grammes and does not take up much room only being 10mm thick. Dishes can be placed on the Carbon Heater straight out of the oven up to 120deg C. Finally quick and easy to clean just wipe over with a damp cloth.

Contact Catering Equipment Limited on Tel: 0121 773 2228 or visit www.clickonstore.net or www.kangaboxuk.com or see the advert on page 2.



Suppliers to the outdoor hospitality trade



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Design and Refit

Carbon Savings with Advenco FUSION Hybrid Hot Water Systems

Commercial hot water specialist, Advenco, introduces the FUSION FPH-S range of low carbon, all-electric, packaged hybrid hot water systems. Designed to meet the daily needs of restaurants, cafés, public houses and other small to medium sized business, FUSION harnesses Advenco's FPI32 air source heat pump (ASHP), a high-pressure ATSH calorifier with electric immersion, controls, and metering. Packaged together this provides a reliable, high-temperature, sustainable and cost-effective system for new build and refurbishment projects.

"For organisations with small to medium basin and sink led hot water demands and a desire to embrace a more sustainable business model, the FUSION FPH-S range provides a single, easy to accommodate, highly effective response," says Bill Sinclair, technical director, Advenco. "By choosing one of these packaged hybrid



water systems you gain optimum efficiencies, lower your carbon emissions and can be assured building regulations are being met for your commercial project."

FUSION is available in 16 pre-specified variants with 6 or 10 kW preheat and 9 or 12 kW electric top-up which support continuous capacity hot water demands from 257-377 litres/hour. The physical design, dedicated controls, and integrated metering ensure the ASHP pre-heat, and immersion work seamlessly to deliver the highest operational efficiencies. This enables FUSION's heat pump to supply 50°C for system pre-heat and offset much of the electric immersion top-up in the calorifier to deliver up to 53% carbon emission savings when compared to an identical direct electric only system. When compared to an equivalent gas-only system carbon savings of 50% can be demonstrated.

www.advenco.co

Saniflo Macerator Pump Gives New Lease of Life to British Treasure



The Saniflo Sanicubic macerator pump is breathing a new lease of life into a highly-acclaimed piece of

the dock beneath the ship to take the waste from two WC cubicles used by visitors and staff. It discharges waste up and along the dock walls through 35mm pipes to connect to the sewers above at street level.

Located underneath the floorboards in the bow of the ship, it is perfectly positioned to take waste from two new WCS cubicles and basins as well as a new kitchen area in the galley. A dishwasher, sink and icemaker are all plumbed into the Sanicubic thanks to its multiple outlets.

Visit www.saniflo.co.uk or see the advert on page 13 for further information.



British heritage – a replica of the famous ship, the Golden Hinde, known for circumventing the globe during the 16th century under the command of British explorer Sir Francis Drake. Sitting in dry dock, the replica ship, which has also sailed the seas worldwide, is now a stunning floating museum and events' venue near London Bridge.

The owner of the Golden Hinde, Roddy Coleman, who has ensured the ship remains faithful to the original, first installed a Sanicubic a couple of years ago in

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Design and Refit

Space Saving Solutions Without Compromising On Performance

By Tim Charlton, managing director of Euro Catering Equipment, UK distributor for Giorik.



What are the latest and greatest features chefs should look out for when it comes to this equipment?

Space is one of the biggest limitations in any pub kitchen, as operators try to strike the right balance between maximising space for paying customers whilst providing enough room back of house to serve them. Whether it's a historic building or a new-build, ask any pub chef and they'll tell you they'd like more space in the kitchen.

Of course, space constraints don't just pose logistical challenges for staff, they also impact what equipment can be installed. That's why slimline ovens are proving increasingly popular and manufacturers are working incredibly hard to deliver the same performance from a smaller footprint.

Giorik offers a number of slimline models across its Kore and Movair combi oven ranges, including a choice of ten countertop Kore ovens (6 or

10 x 1/1gn) which are just 520mm wide and can be stacked two high to get the most capacity from the smallest footprint.

Unique to Giorik, a gas slimline model is also available in both 6 and 10 x 1/1gn format, as well as models with an internal boiler.

Or for complete flexibility, the Movair MTE523W from Giorik is a 13amp countertop 5 x 2/3gn model - universally popular in pub kitchens because it can be plugged in anywhere. And still just 637mm wide.

The most important thing with any slimline model is that they don't compromise on performance or functionality. All of Giorik's slimline combi ovens are fitted with touchscreen programmable controls, an automatic wash system, multi-level shelf timers and a core probe - for maximum performance from a minimum footprint in smaller kitchen spaces.

Visit www.euro-catering.co.uk/shop/brands/giorik or www.giorik.com/en/home.html

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Choose the Classically Chic Curves of Bentwood Chairs



The technique of bending wood using steam to create the elegant curves of bentwood chairs was invented in 1850s Vienna by cabinet maker Michael Thonet and has been synonymous with timeless European café style ever since.

This style of chair's enduring success in hospitality settings owes as much to its practicality and durability as it does its good looks. As the wood is bent

rather than joined, there are fewer joints that will need future maintenance. Trent Furniture supply small and tall Bentwood Stools, an elegant Loopback Side Chair

and a Fanback Armchair and side chair available in small and tall options.

All these chairs are available in a choice of light oak, dark oak and walnut with the option to upholster the seat, although the chairs' curved lines are designed for comfort even without padding. Whichever finish you choose, this chair is equally at home in a pub, bar, restaurant or café setting.

Trent Furniture's Bentwood Table is the perfect partner for bentwood chairs, however, this attractive yet unassuming style of chair works with many table styles. For more information on Trent's fantastic range of bentwood chairs, please visit www.trentfurniture.co.uk or call 0116 2864 911.



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Bar Station Design Has Never Been So Flexible: flexTations



flexTations also helps bartenders work on an ergonomically designed station, as well as having a wide range of functional modules that are designed for bartenders' use.

Who's behind flexTations?

Innovator of flexTations is a manufacturer and contractor called F&D Proje. Based on 25 years of business experience in Turkey and having accomplished numerous projects in Europe, Asia and Africa, F&D Proje launched its branch in the UK in 2019.

Despite being pretty new in the UK local market, F&D Proje has rapidly gained solid references mostly in London bar scene. World-wide recognized venues such as Nightjar, Bar Swift, Gibson and Amaro have their kitchen and bar systems set up by F&D Proje.

Further info is available on Instagram accounts: [@flextations](https://www.instagram.com/flextations) and [@fdproje](https://www.instagram.com/fdproje)

Everybody in kitchen and bar design would agree that there is no perfect design that works for every user in every occasion.

Especially, when it comes to bar design. Every inch needs to be precisely taken care of. But, bar operation is always dynamic. In some hours, the bar station would need to be suitable for prep hours, while in the following hours it may need to have space for a number of bartenders preparing cocktails for the guests and the floor.

F&D Proje has come up with an innovative system that allows end users redesign their bar layout any moment they need to.

The system is basically composed of different functional modules sitting on top of a giant well. All these modules are interchangeable to redesign according to the end users' needs.



Design and Refit

After Successfully Launching The ILF Chairs New Comprehensive Website, ILF Have Now Added A Stock Product Range

ILF's new online website offers both indoor and outdoor seating and table solutions.

Divided into Contemporary seating, Barstools, Lounge Seating, Period Seating, Outdoor seating and tables plus Indoor Dining & Coffee height tables, offering a great selection of products to view at your leisure. They have also now added a range of stock chairs and barstools.

Most indoor seating and indoor wooden table bases and tops can be finished to any customer specification. Outdoor items offer a variety of colours within the same product style.



Also included is a link to priced chairs and table bases plus a selection of priced made to order seating in a selection of Faux Leather upholstery colours and wood frame colours. These products can also be supplied to customer specification, just ask for details.

Enquiries can be sent to them directly from the website and they will reply within 24 hours. They hope you will enjoy the experience of viewing their easy to navigate website and they look forward to helping clients get the best products for their hospitality site.

www.ilfchairs.com

Perfect Refrigeration Performance, Outstanding Energy Efficiency

German engineered appliances from Liebherr provide exceptional refrigeration and freezing performance for your business.

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Liebherr's under-worktop



appliances for the food industry offer generous storage space while taking up little room. They can easily be integrated below a worktop as a space-saving option and provide a highly appealing presentation platform for drinks etc. The interior lighting, with its own on/off function, further enhances the display of your products for optimal effect.

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HIGH PERFORMANCE WITH A SMALLER FOOTPRINT

Slimline solutions for smaller spaces. Giorik's range of high-performance combi ovens for compact kitchens includes slimline models from just 520mm wide and a 13-amp 'plug and play' combi oven - for complete flexibility in any kitchen space.



Choose from ten countertop Kore ovens

- All just 520mm wide
- 6 or 10 x 1/1gn
- Gas or electric
- Can be stacked two high



Movair MTE523W
countertop combi

13amp for complete flexibility

5 x 2/3gn model

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Property and Professional

H&L: Claims for VAT Overpayments Could Soar as 'No-Shows' Increase

By Andrew Norman is a VAT director at accountancy firm, Menzies LLP (www.menzies.co.uk)



Pub and restaurant businesses have faced a perfect storm of challenges during the pandemic. At a time when factors such as staff shortages, rising costs and rising wage bills are impacting profitability across the sector, customer 'no-shows' can have a significant impact on the financial performance of a pub or restaurant business.

As a result, many have introduced booking fees and cancellation charges for customers, with the aim of discouraging such behaviour and protecting their business model. This has led to many introducing booking fees and/or cancellation charges, in order to cover their costs in case of customers not turning up.

However, confusion around the VAT treatment of such transactions could mean many businesses are not accounting for VAT correctly. This could lead to an increase in errors on VAT returns and the need for corrections and possible claims for VAT overpayments in the run up to Christmas. So, what do businesses in the hospitality and leisure (H&L) sector need to know?

It's important to be aware that from a VAT perspective, booking fees and cancellation charges are treated very differently. Confusion in this area could see companies not accounting for VAT correctly, impacts on cashflow or even HMRC investigations in the months ahead, leading to possible penalties, interest and additional costs.

To properly understand the differences in the VAT treatment of these two types of transactions, business owners need to understand how VAT legislation has evolved. Value-added tax is usually charged whenever there is a transaction of goods or services. However, it does not apply if the payment is deemed to be a compensation payment. A cancellation charge would fall into this category, but a booking fee would not. This is because a deposit, if it is non-returnable, is viewed as an advance payment for supply.

When introducing booking fees or cancellation charges, it's vital that businesses make it clear to customers from the outset what kind of transaction they are making. They should also ensure they have enough evidence

to support a claim for VAT, which should be based on their contractual terms. For example, if a business makes a cancellation charge and it is set out in their agreement with customers, it is classed as being outside the scope of VAT.

Another pitfall for business owners to avoid is simply renaming a deposit as a cancellation fee at a later date, in order to optimise their VAT position. For example, if the business has taken a booking deposit and the customer fails to show up, there may be a temptation to treat this as a cancellation charge instead. However, in its Hotels and Holiday Accommodation VAT Notice, HMRC emphasises that this is not permitted and could result in an investigation of past VAT claims.

HMRC's guidance also implies that where credit card details are taken, and then used to charge a fee if the customer doesn't show up, this can't be automatically classed as compensation and VAT would therefore be due. On the other hand, if there is a contract in place, which clearly states that a cancellation fee would be payable in these circumstances, then VAT would not be due.

It's worth bearing in mind that over the last 18 months, temporary changes to VAT rates and the introduction of support measures have made the process of accounting for VAT significantly more complex for many pub and restaurant businesses. For example, for the period from 15th July 2020 to 30th September 2021, VAT on the sale of food and non-alcoholic drinks consumed on a business' premises was reduced from 20 per cent to 5 per cent. Since then, the VAT has increased to 12.5 per cent but will rise to 20 per cent from 31st March 2022. Businesses also need to take care that they apply the correct VAT rate, depending on the time a booking deposit is made.

For pub and restaurant businesses that have charged compensation or no-show fees and accounted for VAT, but actually met the conditions of a compensation payment, it's not too late. Depending on the amounts due, these can either be corrected on the next VAT return or a disclosure should be made to HMRC as soon as possible.

While many pub and restaurant businesses are beginning to get back on their feet financially, errors in how they account for VAT could have a significant impact on their bottom line. By making it clear to customers whether they're introducing cancellation fees or booking charges, pub and restaurant businesses can optimise their VAT position during the festive season and reduce the likelihood of unwanted HMRC investigations.

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The Five HR Hurdles For The Hospitality Industry To Prepare For In 2022

By Charlotte Ashton, senior solicitor and head of immigration at ESP Law (www.esphr.co.uk)



The hospitality sector, while trying to recover from the pandemic, has been hit with a significant shortage of workers. Brexit, combined with the displacement of many people during the COVID crisis, means employers are struggling to fill tens of thousands of vacancies.

In addition to these issues, the industry acknowledges the need to ensure it is an attractive proposition for future employees by promoting potential career paths. Therefore, when facing these challenges, HR professionals must be creative to ensure that any recruitment difficulties are mitigated, and hospitality can start to thrive following a period of extreme difficulty.

Here are five concerns currently facing sector organisations, and the legal guidance and employee relations (ER) advice on how to tackle them...

1. THE BREXIT EFFECT

Much has been made of the impact of Brexit with many industry positions – normally held by EU workers – now being left open due to workers leaving the UK, and the need for new EU workers coming to the UK to hold a visa.

When hiring from outside the UK, an employer requires a sponsor licence and the role will need to be considered skilled enough for the individual to obtain a visa.

The 'skilled worker' visa is intended to be a simpler process than its predecessor, the Tier 2 visa, however it still poses a challenge for the hospitality sector. The main issues centre on many roles not being considered skilled enough and those which are, may fall short on the required minimum salary.

Positions which may be sponsored include head chefs, speciality chefs, and sous chefs as well as hotel managers. Employers considering this option will need to take specialist advice to ensure the jobs they are trying to fill, will allow them to sponsor workers from outside the UK.

2. PROMOTING HOSPITALITY AS A CAREER

In order to attract new recruits into this sector, the potential career paths available should be highlighted.

HR teams can work with hospitality managers to ensure that policies and procedures around recruitment, training, retention, and promotion are clear and understandable so anyone joining a business can see there is a long-term future.

One appealing proposition for potential new recruits is the opportunity for individuals to complete apprenticeships – this also has a positive effect on employee retention. Government incentives are available for businesses who take on new apprentices too, which makes this an attractive option.

3. WHY ORGANISATIONS MIGHT WANT TO FOCUS ON PROVIDING RE-TRAINING OPPORTUNITIES

Many hospitality businesses have had to evolve their offer to keep going throughout the pandemic, which naturally results in a change in how staff work. This could mean that fewer front-of-house staff members are required, with more roles available for workers with particular skills – especially in kitchens.

HR teams can work with their managers to look at upskilling opportunities for staff to help boost motivation and morale. Development programmes can be planned too, with a view to long-term talent retention who make up a multi-skilled workforce.

4. THE IMPORTANCE OF PRIORITISING WELLBEING

The pandemic has highlighted the need to focus on staff welfare with many individuals suffering mental health issues due to the distress and confusion of the pandemic. HR managers should review existing policies and focus on Employee Assistance Programmes and other benefits to ensure workers are fully supported.

Additionally, engaging them in the implementation of wellbeing initiatives can prove to be meaningful and have a positive effect.

5. REVIEWING PAY AND BENEFITS

In a competitive recruitment market, employers will need to consider if the package they offer applicants is still attractive. Benchmarking should be carried out to ensure pay on offer is appropriate in the current climate. HR managers should also think creatively around non-pay benefits and consider what they can offer which truly appeals to the people they want to recruit.

There are clearly challenges ahead, but also opportunities for HR professionals to help shape long-lasting and rewarding career paths within the hospitality sector. Now is the time to position their business as an 'employer of choice' as organisations look to grow and thrive beyond the pandemic.

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As 2021 draws to an end, it's natural we all start to look toward to the festive period and the New Year. I think it is fair to say that our collective hopes for 2022 are for a vastly different year to the previous two – ones that none of us are likely to forget anytime soon.

In 2020 76,000,000 (76 million) less pints were sold in pubs because of the pandemic, with an estimated 2,500 pubs closing in the same year.

2021 got off to an unusual start with a prolonged lockdown, and once that was over, we naturally tried to make up for it with sporting events like the Euros particularly helping pick business up. It has been a year of hits unfortunately as this was rather swiftly followed up by VAT issues among other things - all in all a 24-month period not to remember with any fondness.

The upcoming festive period also has certain issues attached, with people still not sure about stocks and the possibility of a winter lockdown also being whispered about.... not to mention the recent fuel shortage or the increases in energy prices across the country.

2021 isn't all bad news though! Hotels are open and bookings are looking good. Optimism about foreign travel is high with the news that the traffic light system is being pulled – and the money that should come with this offers the potential for a bumper period.

Collectively, we're still facing strong headwinds but as businesses, it isn't always clean sailing, and we're all used to handling the stresses that come with being the owner of one. Luckily, you don't need to face difficult times alone.

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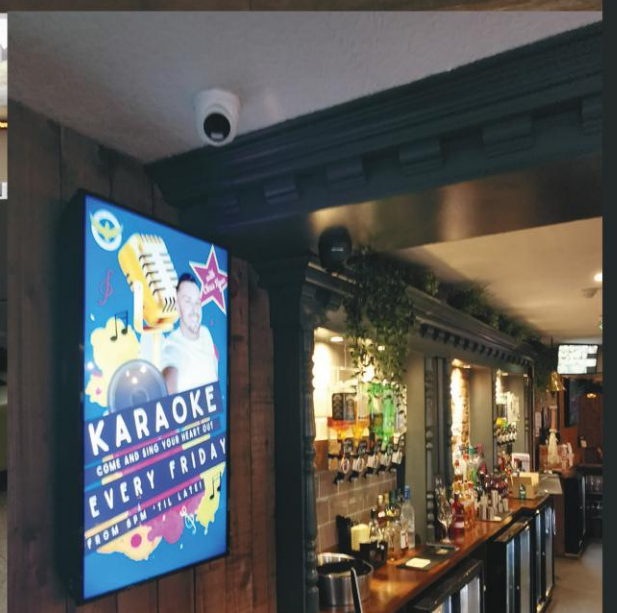
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