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www.CLHNews.co.uk CLHNews ISSUE 260 DEC '24/JAN '25

Government Warned on Employment Rights Bill...

Changes "Likely To Undermine Growth"



The Government's proposed changes to employment rights are likely to undermine growth, the British Beer & Pub Association (BBPA) has warned, as it calls on decision makers to avoid imposing new rules that could ultimately hurt workers.

The changes suggested in the Employment Rights Bill "seem destined to result in a framework of requirements that are more likely to stifle, rather than promote, growth", the trade association said.

If the changes lead to an even higher cost of doing business, companies will have to make tough decisions, the BBPA outlined in its responses to the first set of consultations.

(CONTINUED ON PAGE 3...)

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Editor's Viewpoint



EDITOR
Peter Adams

GOODBYE 2024- HELLO 2025!

As we publish our final print issue of 2024, it's a fitting moment to reflect on what has been a turbulent and challenging year for the UK hospitality and pub trade.

The past 12 months have seen the sector navigate a gauntlet of significant events and issues, from ongoing staff shortages and rising costs to the lingering impact of the cost-of-living crisis on consumer spending.

Yet, amidst these challenges, we've also witnessed remarkable resilience, innovation, and determination from businesses across the industry.

Looking ahead, 2025 is shaping up to be a pivotal year for the sector, particularly with the government's proposed changes to national insurance and minimum wage set to take effect in the first quarter.

Observers have described these measures as potentially "catastrophic," warning they could exacerbate the financial pressures already facing operators.

Personally, I can't help but recall Harold Wilson's famous observation from the 1960s: "A week is a long time in politics." If that holds true, then the coming months could feel like an eternity for our current prime minister and chancellor, who are likely to face significant scrutiny and mounting pressure.

Should there be no course correction, it's not inconceivable that one—or both—could be forced out in early 2025. (you read it here first)!

As we close out this year, we would like to remind you that while this is our final printed issue for 2024, we continue to publish a weekly digital edition every Friday.

If you're not already subscribed, we strongly encourage you to sign up and stay connected with the latest news and insights shaping our sector.

On behalf of everyone here at CLH NEWS, I'd like to take this opportunity to wish you a joyous festive season and a prosperous New Year. We extend our heartfelt thanks to you, our readers, and to our valued advertisers for your continued support and kind words throughout what has been a challenging year for us as well.

Your encouragement means more than ever, and we remain committed to serving you with the same passion and dedication in the year ahead.

Here's to 2025—a year of new challenges, opportunities, and hopefully, brighter horizons for us all.

I can always be contacted at **edit@catererlicensee.com**

CLH
CATERER LICENSEE HOTELIER NEWS

PUBLISHED BY
RBC Publishing Ltd
3 Carlton Mount
2 Cranborne Road
Bournemouth
Dorset BH2 5BR

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Government Warned on Employment Rights Bill

(CONTINUED FROM FRONT COVER)

In its responses to initial technical consultations, the trade body urged Government to address the concerns of businesses and allow them to remain flexible.

It warned that "its current proposals are likely to lead to a reduction in staff recruitment, slower wage growth and reduced investment".

"UNFORTUNATE CONSEQUENCES"

Andrew Tighe, BBPA's director strategy and policy, said: "Our sector's workers are invaluable and, of course, we want them to remain valued and treated fairly.

"However, we are concerned that the proposals could backfire as they are likely to have inadvertent and unfortunate consequences which could hurt workers.

"We fully back the Government's growth mission and know it values our sector which is why we are warning that, if we are to continue investing and supporting jobs, businesses must be viable.

"We are calling on Government to address businesses' concerns so that we continue to be the backbone of the UK's job market and carry on employing fantastic people."

SPIRALLING COSTS

The BBPA warns the potential impacts will be compounded by the Budget announcements. Employer National Insurance Contributions and spiralling employment costs will be exacerbated by the additional costs and administrative burdens that the Bill could layer on top.

The BBPA pointed out that the Bill does not adequately acknowledge the sector is affected by seasonal demand, and its workforce values flexibility that allows them to prioritise their needs and commitments.

It is therefore vital, the BBPA said, that the Bill rethinks its proposals in conjunction with the sector so it can continue to pour billions into the economy and form the backbone of the UK's job market.

£18BN TAX REVENUES

The brewing and pub industry in the UK makes a major contribution to the local and national economy. The sector generates more than £34billion to the economy, supports over 1 million jobs and generates £18 billion per year in tax revenues.

Despite huge economic and social value, taxes and rising business costs mean pubs were making just 12p a pint on average, even prior to the recent Budget announcements.

UNIQUE CIRCUMSTANCES

UKHospitality has also urged the Government to ensure the unique circumstances of the hospitality industry are reflected in any employment rights changes.

The trade body has submitted responses to each consultation, building on the evidence that it provided to the Employment Rights Public Bill Committee when it shared extensive operator feedback and reiterated the need for legislation to reflect the unique circumstances of the sector compared to office jobs.

In its extensive written submissions UKHospitality has highlighted the following:

1. ***Statutory sick pay-*** *That the proposed changes to statutory sick pay – in which statutory sick pay will be payable from the first day of absence rather than the fourth – will have the unintended consequence of incentivising absenteeism. It is also supporting the removal of the Lower Earnings Limit so that all workers are entitled to it, at a proposed rate of 50% of the individual's earnings.*
2. ***Guaranteed hours contracts-*** *UKHospitality does not agree that agency workers who have worked regularly for a business should be given guaranteed hours contracts. This proposal is impractical and unworkable and does not reflect the nature of agency work.*
3. ***Fire and rehire-*** *While the Government's proposal to changes around 'fire and rehire' are broadly welcome, as they stand the plans are too broadly drawn and that should apply to fixed term contracts only, not seasonal ones.*
4. ***Union recognition-*** *There is no support from the hospitality sector for the lowering of thresholds for union recognition. Thresholds need to be maintained to allow for a properly democratic process to take place.*

SIGNIFICANT CHALLENGES

Kate Nicholls, Chief Executive of UKHospitality said: "We are pleased to provide our recommendations to the Government on its first set of consultations on its Employment Rights Bill."

"It's imperative that we continue to work closely with Government on this bill to ensure that the resulting legislation is right for hospitality businesses."

"To date, the Government has listened to UKHospitality and ensured the legislation does enable employees to continue to have the right to flexible working, which ensures that as an industry we can support getting those furthest from the labour market into work."

"As it stands, the Bill will present significant operational challenges and come at a considerable cost to the sector, predominantly through a vastly increased administration burden."

"Moreover, by the time these changes come into effect, the sector's ability to support employment is likely to have already been significantly eroded by £3.4 billion in costs the Budget inflicted on hospitality."

"For hospitality businesses to be in a position deliver on the ambitions within the Employment Rights Bill, it's vital that the Government urgently addresses the upcoming changes to employer National Insurance Contributions."





More Inclusive Workplace Practices To Fill Staff Shortages

By Giles Fuchs, Owner of Burgh Island Hotel (www.burghisland.com)



The hospitality sector is looking for ways to return to pre-pandemic staffing levels: vacancies in the UK are 50% higher than they were before Covid-19, with over 118,000 unfilled roles. This is a significant challenge for the industry that it cannot afford to leave unaddressed.

In this effort, drawing on underutilised demographics as a source of new recruits will be crucial. Elderly and neurodivergent workers have the power to fill many of the sector's shortages and have the skillsets to make a powerful contribution to hotels, bars, restaurants, and caterers.

Drawing on their talents, though, will require a change in company culture and working practices in the hospitality sector, such as more inclusive hiring practices, flexibility on hours, and, more generally, a greater emphasis on employee wellbeing, as we do at Burgh Island.

OLDER WORKERS CAN MAKE A VALUABLE CONTRIBUTION

One major source of new talent for the hospitality sector to draw on will be older workers. To a large extent this is already happening. More than 165,000 workers aged over the age of 50 have entered the hospitality sector over the last three years - according to the Office for National Statistics. Indeed, hospitality is now the number one sector of choice for older workers, who now make up nearly a third of its workers.

It isn't hard to see why. Older workers can bring experience, well-developed interpersonal skills, and personal equanimity to these often-hectic working environments. In addition, larger disposable incomes means that the hospitality sector's customers will be disproportionately older; these clients will often appreciate interacting with a waiter, concierge, or bartender of a similar age. Older workers also set an example for younger colleagues and are thus a valuable asset in training up new staff.

To draw fully on the potential of older workers as a source of recruits, the hospitality sector should adapt its hiring process and workplace practices. There is still a misinformed assumption among business leaders that older workers will be less productive and will only stay in the role for a brief period. Needless to say, this is an outdated view: belied by the greater and greater contribution that seniors are making.

The sector can take a number of steps to change this. For one, it can offer a more age-inclusive working environment, such as shifts that start and end earlier in the day. The sector could also put in place Amazon-style 'returnships' to encourage more over-50s to return to work. For our part, Burgh Island has made a concerted effort to create an age-diverse workplace, where we can combine youthful exuberance with learned experience on our staff.

CREATIVITY IN THOUGHT IS ESSENTIAL IN HOSPITALITY

It takes all kinds of people to run a successful hospitality business: from those serving in customer-facing roles to fast-paced manual work. In working to meet its staffing shortages, then, the hospitality sector should also look to draw on those with neurological diversity that makes them suitable for more specialised tasks.

Hiring employees with a wide range of temperaments, skillsets, and working practices will bring several practical benefits to hospitality businesses. Take Burgh Island's Head of Concierge, Simon James, who has often talked about how his own neurodivergence makes him especially empathetic to the needs of clients.

More generally, the highly specialised roles within hospitality lend themselves to people who are neurodivergent. For instance, the planning and logistical side of hospitality require a keen attention to detail, which matches the skills of people with conditions such as autism; as do roles with a very precise routine. The fast pace of environments like kitchens or bars are also a good fit for those with ADHD.

Again, the sector will have to adapt its practices to attract these workers. Making sensory adjustments for neurodivergent employees – such as the provision of noise-cancelling headphones or situating them in a place without flashing lights – would do much to create a more inclusive workplace. Similarly, a 'buddy system' with neurotypical employees would help these employees get needed guidance and support. Flexible hours would also make a workplace more appealing for those with different temperaments and working styles.

RETENTION THROUGH SUPPORT

Retaining employees, however, takes some further thought. Few jobs are so intensive, requiring this level of teamwork, communication and ability to be across so many moving parts. Therefore, it is critical for employers to be informed about the wellbeing of staff.

As such, hospitality leaders should always be mindful of operational factors that can affect the well-being of their employees, including shifts, training, finances, and, in Burgh's case, operating on a private island where staff arrival and departure times are determined by the tides.

Ensuring staff wellbeing will elevate their quality of work and job satisfaction – and this is essential to our approach at Burgh Island, with our employees having access to bespoke mental health and career support, as well as brand new £1m staff accommodation.

Nothing about the current staffing shortages in UK hospitality is inevitable. There will always be a demand for jobs in the hospitality sector, which combines creativity with teamwork and customer service. With a few workplace and hiring adjustments, the industry will find that it now has access to eager employees with differing sets of skills and experience. Providing them with the right support, putting inclusivity at the core of their approach, will allow hospitality leaders to harness these reserves of untapped talent.

New Harassment Laws: A Game-Changer for the Night-Time Economy

The introduction of the amended Worker Protection Act (Amendment to the Equality Act 2010) or sexual harassment regulations mark a critical step towards improving protections for employees across the UK's night-time economy, says the Night Time Industry Association(NTIA). The new rules, designed to tackle workplace harassment, are expected to impact sectors such as hospitality, entertainment, and leisure, given the nuanced challenges faced by the workforce and their interaction with the public within these environments.

While these legal changes are welcome, the NTIA recognises that real change will only come if the industry fully embraces the cultural shift necessary to complement the legislation.

Although the regulations introduce stronger protections, the NTIA acknowledges that the attitudes, behaviours, and working culture in many night-time industries still lag behind legal progress. Laws alone are not enough; it is essential that there is full buy-in across businesses to ensure these regulations translate into meaningful change for workers. Employers must go beyond compliance and foster a culture that truly values safety and respect for all employees.

The NTIA, which represents businesses within the night-time economy, supports the new regulations as an important framework for safeguarding workers. However, the association also emphasises the need for proactive measures to address deep-rooted issues around workplace culture. Without a genuine shift in attitudes and behaviour, these new regulations risk being seen as just another policy on paper, rather than a catalyst for lasting change.

Silvana Kill, COO of the NTIA, said:

"While we applaud the new legal protections against sexual harassment, the reality is that the culture in many workplaces still has some catching up to do. Our sector thrives on the energy and diversity of its workforce, and their safety must be paramount. Real progress will depend on full commitment to fostering positive change across every level of the industry, from owners to managers and front-line staff."

The regulations introduce significant obligations, including mandatory staff training, clearer reporting mechanisms, and more robust disciplinary actions. For night-time economy businesses, where public interaction and alcohol consumption are frequent, the need to monitor and address harassment risks is particularly acute. But legal measures alone are insufficient without the support of an empowered workforce and a culture that encourages swift reporting and decisive action.

The NTIA is also urging the government to recognise the additional pressures that these changes place on small and medium-sized enterprises (SMEs) in the night-time sector.

Many of these businesses will require financial and logistical support to meet their legal obligations while creating a cultural environment that truly reflects the spirit of the new regulations.

In the coming months, the NTIA will work closely with industry leaders, legal professionals, and key stakeholders to provide guidance and resources. This will include advice on promoting a workplace culture that goes beyond ticking the boxes for compliance and instead fosters an inclusive, respectful, and safe environment for employees and customers alike.

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Home Buyers Put Pubs at The Top of Their Must Haves When House Hunting

New research shows over half of Brits (52%) believe that having a 'good local pub' is a top priority when looking for a new home.

According to data commissioned by the Long Live the Local campaign, buyers and renters are factoring a local pub into their decision-making when choosing a place to live.

When prioritising local amenities, nearly a quarter of respondents put the pub in first place (23%), the poll found.

Overall, over a third (39%) prioritised having a 'good local pub' nearby - beating local schools (30%), places of worship (15%) and even the gym (18%).

These community hubs not only serve existing residents but also drive interest in local areas. Nearly three-quarters (74%) of Brits view pubs as a staple of vibrant communities and 42% check out house prices in the area after visiting a good local.

When evaluating a new neighbourhood, prospective homeowners and renters reveal their top investigation tactics, with nearly half (43%) visiting the local pub to get a feel for the area's atmosphere.

HEART OF UK CULTURE

A local pub, says Long live the local adds £100,000 to the local economy, creates jobs, acts as a social hub. 85% of pubs are based in community and rural areas, bringing jobs to parts of the UK that need them most. They employ over 600,000 people, of which 43% are under 25 and countless people's first job was in the local pub. Whether eventually becoming a comedian, a physicist, a publican or even an MP, experience working in a pub sets people up for greatness.

They are also at the heart of the UK's culture, many of our most famous musicians began their journeys in pub open mics; one of the most notable started out in small Surrey pubs and is today playing stadiums around the world. Open mics are also home to comedians, whether taking their first steps or established names trying new material, and theatre pubs put on amateur and professional shows up and down the country.

KEY CRITERIA

Lisa Barry, publican at the Rose and Crown in Plymouth, said: "We regularly have house hunters pop in for a pint to get a feel for the area. Local pubs are the perfect way to learn more about the neighbourhood as they're often filled with residents who consider us as an extension of their own home.

"With people working outside the office, or living with flatmates, we are the nation's living room, so it's no surprise that pubs are a key criteria for people looking for a new home."

With over half of Brits (53%) saying that local pubs help them feel less lonely and isolated, data shows that closures have negatively impacted the mental health of almost three-quarters of the public (74%).

"SUPPORT OUR PUBS"

Emma McClarkin, CEO of the British Beer and Pub Association, which runs the Long Live the Local campaign, said: "A good local is understandably at the top of many people's wish lists when house hunting. They also are a sign of real social value in their communities and good pubs offer so much more than a quality pint.

"It's a place to meet new neighbours and friends, catch up on all the local news, and tuck into some delicious pub grub when you can't face the washing up.

"So when you've finally got the keys to your new home there is even more reason to support your pub by joining the Long Live The Local campaign which calls on the Government to support our pubs, recognising the significant economic and social value they have.

"Pubs are vital to the lifeblood of our communities and the last thing any new mover wants to see is their local close their doors. We stand ready to help the Government deliver the full support that's needed for businesses to thrive."

LOCALS THRIVE

Scott Blenkhorn, publican at The Bridge House in Penge, said: "Twenty years ago, I took a chance on this pub, and today it's a neighbourhood gem. Estate agents now bring buyers through our doors, house prices have soared, and we've created something truly special. With a garden offering flat-dwellers a green retreat and a thriving fringe theatre upstairs drawing culture lovers from across London, The Bridge House is more than just a business—it's the heart of a community. I've always believed every great neighbourhood deserves a great pub, and we've built exactly that: a place where locals truly thrive."

SOCIAL HUBS

Rebecca Peach, Director of online estate agent I Am the Agent, said: "When selling or renting a property, the feel of the local area is almost as important as the home itself. Placemaking is incredibly important, with house hunters eager to live within vibrant neighbourhoods that have a wealth of community assets - like a good local pub - on their doorstep.

"From our experience, these social hubs are an essential part of the community, so it's important that they're protected so local areas can continue to grow and thrive across the UK."

MOUNTING CHALLENGES

Despite their importance, the industry continues to face mounting challenges with 500 pub closures in 2023, and another 500 expected in 2024.

Earlier this month UKHospitality urged the Government to look again at the £3.4bn in costs due to hit hospitality in April.

Kate Nicholls, Chief Executive of UKHospitality, said: "How the Government approaches the economy and consumer confidence going forwards, in both its policy and its language, will matter enormously."

"Its policy to inflict £3.4 billion in costs on hospitality businesses in April is already having a negative impact on decision-making on investment and jobs, which will no doubt stifle economic growth once again."

"Hospitality has proven time and again that it can be an engine for growth, and was forecast to grow 6% year-on-year. That potential is still there, if the Government rethinks its changes to employer NICs and takes a high street-first approach to growth.

"Hospitality is disproportionately hit by these changes, as a significant employer of part-time staff, and we'd urge the Government to either create a new employer NICs band for lower earners or implement an exemption for lower band taxpayers working fewer than 20 hours per week."=

"Either of those measures would soften the blow for businesses and target support for part-time and lower paid workers."



The Future of Hospitality: Are You Ready for the Labour Government's Bold Changes?



Katie Deem, Head of Hospitality, Leisure & Travel at 4C Associates, is a seasoned procurement leader. Drawing on her extensive expertise in procurement and the Hospitality and Leisure sector, Katie outlines how businesses can adapt and thrive under the Labour Government's transformative new policies.

The hospitality industry is at a critical turning point. With the Labour government introducing transformative policies - ranging from wage reforms and workers' rights to sustainability targets and local recruitment mandates - the way businesses operate is about to shift dramatically.

This is a pivotal moment for the hospitality and leisure sectors and proactively planning for change and embracing innovation will not only help businesses comply with new regulations but also position them for long-term growth.

So, how will these changes impact your business? More importantly, are you prepared to turn these challenges into opportunities?

Here's a breakdown of what's coming, what it means for you, and how you can stay ahead.

WORKERS' RIGHTS

Labour's commitment to enhancing workers' rights is set to reshape employment practices - from scrapping age-based minimum wage bands to limiting zero-hours contracts.

Key Changes

Minimum Wage Reforms: Labour plans to eliminate age-based minimum wage bands, introducing a single, higher rate for all workers regardless of age.

Zero-Hours Contracts: New legislation will impose restrictions on zero-hours contracts, prioritising fairer employment terms and predictable working arrangements.

What It Means for Your Business

The Upside: Improved pay and job security can boost employee retention, cut recruitment costs, and enhance the sector's reputation, attracting skilled workers and building customer trust.

The Challenge: Rising labour costs will place pressure on already tightened margins, especially for smaller operators. The restrictions on zero-hours contracts may also disrupt operational flexibility, requiring more fixed staffing patterns to avoid inefficiencies and resource strain.

How to Prepare:

Plan Proactively: Evaluate your staffing models and implement predictable schedules to ensure you're covered during peak times without overstaffing during quieter periods.

Adjust Budgets: Factor higher wages into financial planning and refine pricing strategies to protect margins while remaining competitive.

Communicate Clearly: Keep staff informed about upcoming changes and engage customers early on to maintain trust and transparency as you adapt to new standards.

THE SKILLS GAP

A greater emphasis is set to be placed on local recruitment and upskilling to address talent shortages while reducing reliance on immigration.

Key Changes

Local Recruitment Focus: New policies will prioritise developing a resident workforce to fill skills gaps across industries.

Upskilling Initiatives: A push for targeted training programs aims to elevate skill levels, creating a more sustainable and skilled talent pool.

What It Means for Your Business

The Upside: A stronger focus on workforce development can improve customer service, reduce turnover, and create a more stable and engaged team; while investing in upskilling also positions businesses as more desirable employers.

The Challenge: Training programs come with a cost that may strain smaller businesses, especially those with tight margins. Recruitment timelines may lengthen as businesses align hiring with local talent availability, and the skills gap could persist if training doesn't keep pace with industry needs.

How to Prepare

Invest in Training: Align development programs with business objectives and ensure they support long-term growth.

Leverage Technology: Boost efficiency with tools like automated booking systems.

Expand Recruitment Channels: Broaden your approach with digital campaigns, community outreach, and employee referrals to attract diverse local talent.

WORKER SHORTAGES AND HIRING COMPLEXITIES

The potential reintroduction of the Resident Labour Market Test (RLMT) will see local recruitment prioritised, requiring businesses to exhaust domestic hiring options before seeking international talent.

Key Changes

Local Recruitment Mandates: Businesses may need to demonstrate efforts to hire locally before pursuing international candidates.

Stricter Compliance Measures: Increased penalties for non-compliance will heighten the need for transparent hiring processes.

What It Means for Your Business

The Upside: Strengthening ties with local communities can improve employee engagement and contribute to regional economic growth. Increased consumer confidence may boost spending on leisure and dining, whilst predictable tax policies and reduced borrowing costs can support expansion.

The Challenge: The reduced access to international talent could create skill gaps and limit flexibility and impact operational efficiency, especially during peak periods.

How to Prepare

Revamp Recruitment Practices: Highlight career growth opportunities and unique benefits in job ads to attract top local talent.

Streamline Hiring Processes: Adopt technology to reduce delays and manage compliance effectively.

Plan for Flexibility: Develop strategies that balance long-term staffing needs with seasonal demand fluctuations.

Secure Savings: Renegotiate contracts to lock in favourable terms.

Reinvest Strategically and Expand Smartly: Consider upgrades to technology, locations, or services and use economic stability to explore growth opportunities.

SUSTAINABILITY

Labour's drive for sustainability, including stricter regulations on carbon emissions and supply chain practices, is set to reshape the way hospitality businesses operate.

Key Changes

Tighter Environmental Standards: New policies will require businesses to adopt greener practices, with a greater focus on reducing carbon footprints.

Supply Chain Accountability: Greater emphasis will be placed on sustainable sourcing and traceability.

What It Means for Your Business

The Upside: Early adoption of sustainable practices can enhance brand reputation, attract eco-conscious customers, and deliver real cost savings in the long-term.

The Challenge: Initial investments in green technologies and compliance measures may strain resources, particularly for smaller operators.

How to Prepare

Lead the Charge: Offer eco-friendly options and communicate your commitment to sustainability.

Optimise Supply Chains: Implement tools to monitor and improve sustainability across sourcing and logistics.

Set Clear Goals: Define measurable sustainability targets to track progress and showcase your commitment.

SUPPORT FOR PUBS

Labour's commitment to cutting draught beer duty by 1.75% and reforming business rates offers a lifeline to pubs and breweries, helping to preserve these vital community spaces.

Key Changes

Draught Beer Duty Reduction: A 1.75% cut aims to ease financial pressures on pubs and breweries.

Business Rates Reform: Changes to business rates promise fairer taxation for hospitality venues, potentially reducing overheads.

What It Means for Your Business

The Upside: Cost savings can be reinvested into renovations, expanded offerings, or marketing to attract new customers. Community ownership schemes could also help secure the future of local establishments.

The Challenge: Competitive pricing pressures remain, and smaller pubs may struggle to fully capitalise on reforms without additional support.

How to Prepare

Reinvest Strategically: Focus on upgrades that enhance customer experience, such as improved facilities or expanded menu options.

Advocate for Change: Collaborate with industry groups to ensure continued support and secure long-term policy benefits.

PREPARING TODAY FOR TOMORROW'S CHALLENGES

The Labour government's ambitious policies are poised to reshape the leisure and hospitality sectors, but by acting now, you can mitigate challenges and seize opportunities for growth to drive your business forward.



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Tom Kerridge Sounds Alarm On NI Hikes: A "Catastrophic" Impact On UK Hospitality



Tom Kerridge, the celebrated chef and restaurateur, has issued a stark warning about the severe impact of the UK government's recent national insurance hike on the hospitality industry.

Kerridge, who operates several establishments including the two-Michelin-starred Hand and Flowers in Marlow, fears that many businesses will struggle to cope with the increased costs, potentially leading to widespread closures.

Speaking on Sky News, Kerridge shared his concern over the additional financial strain the changes will place on employers. "There will be a huge amount of closures," he predicted.

"We've already seen high-profile names and Michelin-starred restaurants deciding to shut their doors. When that starts to happen, it filters down to the broader industry."

The national insurance increase, part of the government's broader fiscal strategy, will require employers to contribute significantly more per employee annually. Kerridge estimated that businesses could face an additional £800-£850 per employee each year. For smaller firms already battling rising food and energy costs, as well as the lasting effects of the COVID-19 pandemic, this represents an "awful lot of money" and a potential tipping point.

The outcry against the national insurance hike has been widespread across the retail and hospitality sectors. Last month, over 200 of the UK's leading hospitality businesses signed a joint letter to the Chancellor, urging reconsideration of the tax increase. These businesses warned that the measure could lead to job cuts and reduced investment, hindering the sector's recovery from the pandemic.

Andrew Higginson, Chair of the British Retail Consortium, echoed these concerns, describing the additional costs as "too much for the [retail] industry to bear."

Analysis from Deutsche Bank has further highlighted the risks, estimating that the hike could result in the loss of approximately 100,000 jobs.

Kerridge also called attention to the frustration many business leaders feel towards government policy, emphasizing the need for a more supportive approach to small businesses. "I do feel that the

While expressing continued support for Labour as a party capable of addressing the nation's "broken infrastructure," Kerridge urged policymakers to recognize the critical role that small businesses play in the UK's economy. "We need measures that foster recovery and growth rather than placing additional burdens on already strained industries," he argued.

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Key Operator Insights For 2025 Revealed



From efficient working to loyalty clubs that work, Zonal's latest GO Technology report, in partnership with CGA by NIQ, finds five key insights to help operators thrive in 2025.

The new report is based on exclusive research into British consumer behaviour throughout 2024 and highlights the pressing challenges, enduring consumer values, and changing behaviours that will impact the hospitality industry over the next 12-months and beyond.

Here are five key, actionable takeaways for operators:

1. STREAMLINE WORKFLOWS

Keeping guests happy starts with mastering the basics—delivering exceptional food and service, with 53% saying the quality of food is the most likely reason to return to a venue - the top factor. While simple in theory, these essentials are challenging in practice, especially with the rise in National Insurance Contributions on the horizon, which many operators are warning will result in fewer staff. Investing in training and technology that streamlines workflows will therefore be crucial. These investments not only enhance operational efficiency but also ensure great customer experiences are maintained.

2. DELIVER VALUE

Given the financial landscape, value remains a top priority for consumers. Venues should actively promote deals and rewards, as 54% of guests want updates from their favourite spots. Importantly, value doesn't mean low-cost—it's about ensuring guests feel their experience is worth the price they pay. By framing offerings as high-quality and worthwhile, businesses can meet consumer expectations while maintaining profitability.

3. REWARD LOYALTY - IN THE RIGHT WAYS

Loyalty programmes will play a pivotal role in 2025, with nearly half (49%) of consumers expressing interest in member-only pricing. Hospitality venues can explore tailored rewards and exclusive benefits for loyalty members to foster long-term customer relationships and repeat visits.

4. FIX PROBLEMS QUICKLY

The importance of addressing guest concerns cannot be overstated. GO Technology research shows that 61% of guests frustrated by issues before or during their visit are unlikely to return, and 39% might share their dissatisfaction with others. Swift action to identify and resolve problems—be it real-time solutions or compensation—can transform a negative experience into a positive one, preserving reputation and revenue.

5. MAKE IT EASY TO MANAGE BOOKINGS

Research from Zonal earlier this year showed that early bookings for festive occasions were 54% ahead of 2023. With 30% of consumers less likely to miss a booking if the process is simplified, venues need to focus on user-friendly online reservation systems. Features like booking reminders, which 25% of guests say influence them to show up for a booking, and deposit requirements or incentives can help reduce no-shows and maximise attendance during critical periods.

Commenting on the report, Tim Chapman, Chief Commercial Officer at Zonal said: "It's been another testing year for hospitality. However, once again the sector has demonstrated its resilience and ability to adapt in difficult circumstances.

"Loyalty has been a hot topic and, looking ahead to 2025, operators who focus on building this by offering great value, exceptional customer service, and meeting customer demands will reap the rewards. We know that eating and dining out remains an important part of people's lives, despite the cost-of-living crisis, but it is more important than ever to build a loyal customer base and we'll be looking to deliver more insight into this next year in order to help operators thrive in 2025."

Karl Chessell, Director - Hospitality Operators and Food, EMEA, CGA by NIQ added:

"At the end of another challenging but rewarding year for hospitality, it's clear that delivering the fundamentals of hospitality—great food, drink, service and value—are more important than ever. Our GO Technology surveys have shown that people expect very high standards of their pubs, bars and restaurants and want good returns at a time when cash is still tight for many. Poor experiences aren't easily forgiven, and small issues quickly add up to major frustrations. If consumers don't like what they get, they know they have plenty of other places to go.

"Nevertheless, the best and most consistent hospitality operators continue to thrive, and our research has shown that people remain ready and willing to stay loyal to their favourite venues when they are properly rewarded and their problems are fixed. Most encouragingly for the future, we have been reminded that these venues continue to have a special place in people's lives and communities."

George & Dragon Pub In Wanstead Announces Reopening After Being Saved From Closure

The historic George & Dragon pub is set to reopen in the new year after being saved from closure, marking a triumphant return for the cherished venue.

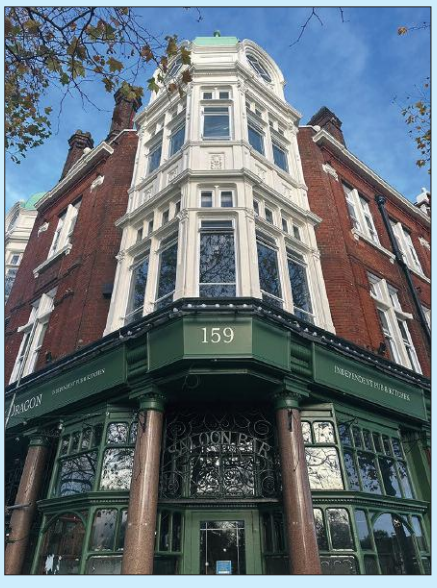
The iconic Wanstead pub, originally named The George & Dragon but recently trading as The George, faced a permanent shutdown when its previous operators closed the doors.

First opened in 1716, the pub faced an uncertain future during the second half of 2024. With the prospect of its site being sold to property developers, a petition to save the pub was launched and spearheaded by local Councillor Paul Donovan.

A cornerstone of the community for over 300 years, the campaign to protect the pub gathered 3,589 signatures. It was further supported by letters from local MP Calvin Bailey MBE to both outgoing operators Wetherspoons and the pub's freeholders.

The campaign's success was sealed when Urban Pubs & Bars, London's largest independent pub group, stepped in to save the venue. The group has pledged to invest £1.3m in a refurbishment programme that will secure the pub's future.

In a meeting with Councillor Donovan and MP Calvin Bailey on 26 November 2024, Urban Pubs & Bars outlined their commitment to preserving historic venues and enhancing local communities, making the much-loved Wanstead pub a perfect fit for their group.



The plans for the pub include retaining its traditional London character, with promises of a warm, welcoming atmosphere, outstanding Sunday roasts, and a wide selection of beers and quality food sourced from London-based suppliers.

Following extensive refurbishment of the interiors and garden space, The George & Dragon is expected to reopen in mid-January 2025.

The reopening will create 40 full-time and 20 part-time roles, including the return of over a dozen former staff members, ensuring familiar faces greet the pub's loyal patrons. The campaign's aim to prevent job losses has also been achieved.

This successful rescue effort stands as a beacon of hope amidst a wave of pub closures across London. The George & Dragon joins a growing list of historic establishments being revitalised through passionate community campaigns and committed investors.

Cllr Paul Donovan said: "It is great news that Urban Pubs and Bars have stepped into save the George, returning the pub to its original name. So many pubs are going under across the country, to be able to save such an iconic establishment is a real achievement.

The hope of the campaign is that the new owners will provide good quality, reasonably priced food and drink for all – in these cash strapped times. Early signs are certainly encouraging – roll on the January opening." Paul Donovan, councillor for Wanstead Village.

Chris Hill, Managing Director of Urban Pubs & Bars, said: "Saving The George & Dragon is exactly what Urban Pubs & Bars is about—celebrating London's pub culture, supporting local communities, and preserving historic venues. We're incredibly proud to reopen this iconic site, and we can't wait to welcome everyone back.

"The community's dedication to saving The George & Dragon has been truly inspiring. We're thrilled to not only preserve this historic pub but to celebrate its legacy with the people who fought so hard to keep it.

We look forward to engaging further with the community, supporting local events, and building on the traditions of this remarkable venue."

MP Calvin Bailey added: "I'm delighted by the news that this great local pub will soon be reopening. This achievement highlights the power of grassroots campaigns and Councillor Donovan's invaluable work for our Wanstead Village community."

J&E Hall Cellar Cooler System Keeps Beer Tip Top For Doncaster Rovers Football Club

With a seat capacity of 15,000, Doncaster Rovers Football Club hosts thousands of visitors at every game played at the Eco Power Stadium. The club needs to have cold beer on tap and ready to go for many of these fans, and therefore a reliable and efficient beer storage system is a necessity.

When Doncaster FC's old cooling system completely failed, the club's beer store no longer kept drinks at the correct temperature in the cellars. Unfortunately, this meant a large volume of the club's beer was no longer fit to be sold and had to be discarded, wastage which had a significant financial impact for the club.

Doncaster Rovers FC faced considerable time constraints with the project, as the team needed to avoid any further beer wastage and loss of revenue. The existing cellar cooling system was very old and the compressor had failed. Its age and poor condition meant it was not cost efficient to have it repaired, so the club was looking to replace the units completely.



The installer, PAR Services, was engaged to quickly get a new, powerful cooling system installed, with the capability to keep the club's beverage offering fresh and at the optimum temperature to be sold to customers. PAR Services chose to install J&E Hall's 8KW single evaporator cellar cooling system with a three-phase outdoor condensing unit for the project. This J&E Hall CellarPlus system was chosen as both a cost effective and reliable solution, which was capable of maintaining the specific temperatures required for the beer cellars at the club.

Old cellar cooling systems can become more expensive to run as time goes on. With energy costs continuing to rise, the new J&E Hall cooling system should have a significant impact on the club's long-term cooling costs.

For further information on J&E Hall see the advert on the facing page.

Government's "Alarming" Industrial Strategy Neglects Brewers and Pubs

The Government's Industrial Strategy has overlooked brewers and pubs and risks undermining economic growth, the British Beer and Pub Association has warned.

Neglecting the sector risks endangering the economy, job market and Government's growth mission, the leading trade association has said in its consultation response.

The Strategy's consultation, which closed on Sunday, 24 November, currently fails to include industries like brewing and pubs despite their significant economic and cultural contributions.

The oversight is alarming, according to the BBPA, which has called on the Government to recognise the sectors as vital cogs in the machinery that drives the UK economy forward.

Regulatory burdens, high tax rates, access to skills and employment, and the high cost of doing business which includes soaring energy costs, are all barriers the sector currently faces and which must be addressed.

Andy Tighe, the British Beer and Pub Association's director of strategy and policy, said: "The Industrial Strategy is a real opportunity for Government to enable brewers and pubs to help build a brighter, more prosperous UK.

"However, it is alarming that the sector is currently overlooked in the strategy. Brewers and pubs pour billions into the economy, support more than 1 million jobs from farmers to publicans, and are at the heart of local economies and communities throughout the UK.

"We stand ready to help Government swiftly deliver the change that is needed to break down the barriers that stop our sector from contributing even more to the economy and employing more people than ever before."

The BBPA highlighted that neglecting the sector could not only lead to financial and employment ramifications, but heritage ones too, as it is intrinsically linked to the UK's cultural and social fabric.

Britain's brewing industry is world-renowned and is a hugely innovative and diverse market, the BBPA says. Small independents, long-established family businesses, and the world's largest brewing companies are all part of the UK's manufacturing sector and must be able to continue operating and investing here.

Pubs play a foundational role in creating communities where people want to live and work, which is a core component of the Industrial Strategy's focus on distributing economic activity across the UK, the BBPA said.

The response came after the BBPA announced that pubs employ more young people than ever before, however, the Budget means the sector may have to make difficult decisions to save jobs.

More than half (51%) of the overall pub sector's workforce were aged 16 to 24, figures from 2024 Oxford Economics research, commissioned by the BBPA reveal. That equates to pubs employing 1 in 10 of all under 25-year-olds in the UK job market.

The data, commissioned by the BBPA, shows that pubs employ 350,000 under 25-year-olds, up from 281,770 in 2019 – a dramatic increase of nearly a quarter (24%). This equates to 1 in ten of all under 25s in work.

Prior to the Budget, the National Insurance Contributions for 350,000 under 25-year-olds was equal to approximately £82 million. With the new NICs announced in the Budget, this will now cost a staggering £153 million to maintain the same amount of under 25-year-old workers.

LAD Up and Spirits Down in Solid Start to Christmas

On Premise drinks sales edged back into growth in the last week of November, raising hopes for a strong Christmas for suppliers and operators.

CGA by NIQ's Daily Drinks Tracker shows average sales in managed venues in the seven days to Saturday 30 November were 1% ahead of the same week in 2023. It is a welcome upswing after a tricky previous week and wide fluctuations throughout the Autumn and early Winter.

Drinks sales were up year-on-year on five of the seven days of the week, with growth peaking at 8% on Saturday thanks to a combination of mild weather, Premier League fixtures and St Andrew's Day celebrations in Scotland. However, trading was 2% down on Black Friday (29 November).

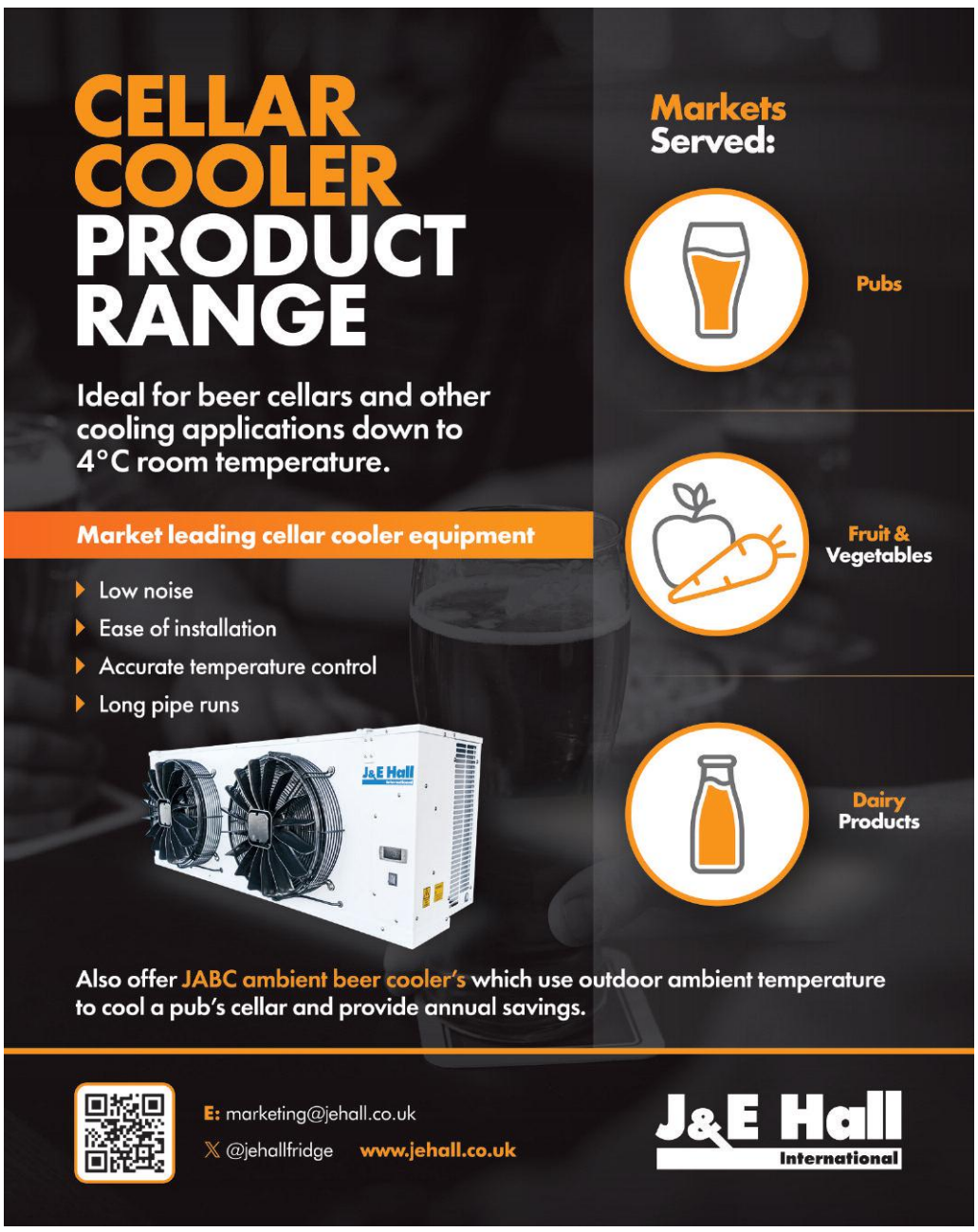
Category data from the Daily Drinks Tracker suggests it could be a happy Christmas for Long Alcoholic Drinks (LAD), with beer and cider generating above-inflation growth of 5% and 4% respectively. A 7% year-on-year jump in soft drinks indicates that more consumers might be looking for alcohol-free options in pubs and bars this year.

By contrast, wine and champagne sales were down by 2% and the spirits category fell by 12%. Suppliers will be hoping that trading here picks up as Christmas celebrations begin in earnest.

Rachel Weller, CGA by NIQ's commercial lead, UK & Ireland, said: "It's always tricky to make year-on-year comparisons at this time of year, but these numbers provide cautious confidence that the On Premise can end 2024 on a high. However, suppliers and venues will need the tailwinds of decent weather and a pick-up in consumer confidence to generate real-terms growth. With many consumers choosing longer LAD serves over short ones like shots, it's also clear that businesses will need to provide spending-conscious consumers with full value for money to keep them coming back over Christmas."

The Daily Drinks Tracker provides analysis of sales at managed licensed premises across Britain and is part of CGA by NIQ's suite of research services delivering in-depth data on category, supplier and brand rate of sale performance.





Why Reputation Matters Most For Unlicensed On-Trade Establishments

By Tracey Pankhurst, Senior CX Strategist at Reputation (https://reputation.com)



The hospitality industry is facing considerable challenges, with customer numbers steadily declining over recent years. This has hit the unlicensed on-trade sector particularly hard, where cafes, coffee shops and smaller restaurants are seeing fewer customers walk through their doors. Understandably, a decline in customer numbers puts a significant strain on these businesses.

Footfall has always been critical for unlicensed on-trade establishments. They depend on regular customers and spontaneous visits, which create a community atmosphere that keeps people coming back. However, the pandemic accelerated shifts that were already emerging – like remote working, economic uncertainty and the growing convenience of home delivery. These have all contributed to fewer visits to local coffee shops and small restaurants.

This isn't just a passing phase, either. It's part of a broader change in consumer behaviour. In this segment of hospitality, every lost customer can deliver a major blow to the bottom line and businesses rarely have an adequate financial cushion to absorb the impact. In such a challenging landscape, having a strong, well-managed reputation can be the difference between thriving or just getting by.

Large, licensed venues often have the advantage of bigger marketing budgets and dedicated teams, allowing them to invest heavily in brand-building activities and customer engagement that can help them stay competitive and more effectively deal with fluctuations.

In contrast, unlicensed venues often operate with fewer resources, relying heavily on word-of-mouth and repeat business. This makes them particularly vulnerable to the adverse effects of declining footfall, requiring them to adopt creative and cost-effective strategies to sustain operations.

UNDERSTAND THE POWER OF REPUTATION

In today's highly competitive hospitality industry, a strong reputation is one of the most valuable assets a business can have. It not only establishes brand credibility but also supports competitive differentiation and helps attract new customers while retaining loyal ones. However, reputation management is often mistakenly viewed as a reactive measure, activated only in response to a crisis. This approach is no longer fit for purpose.

While it's true that a single tweet can trigger a digital crisis, businesses must shift their mindset from mere damage control to proactive reputation building. This means ensuring every customer interaction leaves a positive and lasting impression. By consistently delivering experiences that align with their brand promise and leveraging positive feedback, they can build a reputation that withstands crises and drives growth.

MANAGE CUSTOMER FEEDBACK

Online reviews routinely influence customer perceptions, shape buying decisions and ultimately affect business performance. Encouraging happy customers to share their positive experiences – whether that's through online reviews, social media or word-of-mouth – should be a priority.

It's helpful to make the process of leaving reviews as simple as possible and businesses should consider featuring feedback on their website or social media channels.

Unfortunately, many companies still overlook the importance of responding to these reviews. Engaging with customer feedback is not just a good practice but a vital component of building a strong reputation. Authenticity is key, as customers can easily detect when a business isn't being genuine. For smaller venues, it's particularly important to interact with customers in a way that is both thoughtful and personal, ensuring that each engagement feels sincere.

With the digital world moving as fast as public opinion, it's important to keep an eye on what people are saying about your business online and where these conversations are happening. Responding quickly to feedback – whether positive or negative – demonstrates your commitment to improving the customer experience.

What's more, responding to negative reviews provides an opportunity to address specific issues early and perhaps turn a dissatisfied customer into a loyal one.

MAKE USE OF TECHNOLOGY

Contrary to popular belief, marketing and operations professionals within the sector don't need a huge budget to manage their reputation effectively.

Advancements in technology have made it much easier to keep track of online reviews, understand where your brand is being spoken about online, monitor reputation performance, encourage positive feedback and speed up the process of responding to customer queries.

By streamlining marketing efforts in this way, unlicensed venues can level the playing field and stay on top of reputation management – without overwhelming their teams. When handled correctly, proactive reputation management will drive loyalty and positive word-of-mouth, both of which are invaluable assets for any venue.

PRIORITISE TRUST

We can't come this far without mentioning trust. Trust is at the core of reputation management.

Today's consumers have countless options at their fingertips and trust is often the deciding factor in where they choose to spend their money. For the unlicensed on-trade sector, trust is the key to repeat business. Building trust means consistently meeting - and ideally exceeding – customer expectations at every single interaction. This includes service and product quality, the atmosphere of the venue and how their feedback is handled.

Trust isn't built overnight. However, by consistently delivering on brand promises, leveraging customer feedback and focusing squarely on the customer experience, unlicensed on-trade establishments can begin to turn the tide in their favour. This is true even in the most challenging of times.

Pubs Employ More Young People Than Ever Before

Pubs currently employ more young people than ever before but the Budget means many will be faced with difficult decisions to save jobs and take on new staff, the British Beer and Pub Association (BBPA) warns.

More than half (51%) of the overall pub sector's workforce were aged 16 to 24, figures from 2024 Oxford Economics research reveal. That equates to pubs employing 1 in 10 of all under 25-year-olds in the UK job market.

The data, commissioned by the BBPA, shows that pubs employ 350,000 under 25-year-olds, up from 281,770 in 2019 – a dramatic increase of nearly a quarter (24%). This equates to 1 in ten of all under 25s in work.

Prior to the Budget, the National Insurance Contributions for 350,000 under 25-year-olds was equal to approximately £82 million. With the new NICs announced in the Budget, this will now cost a staggering £153 million to maintain the same amount of under 25-year-old workers.

However, changes to NICs, with the rate of employer Class 1 NICs going from 13.8% to 15% and the threshold at which employers become liable reduced from £9,100 to £5,000 a year, will halt recruitment and push up prices.

The East of England (66%) had the greatest proportion of 16 to 24-year-olds employed in the sector.

The sector, which is millions of people's first step on the career ladder, provides significant employment opportunities for young people and those seeking flexible work, the BBPA said.

The BBPA is calling on Government to reconsider the timing of the new employment costs so businesses can better plan and carry-on employing staff they need, rather than staff they can afford.

Emma McClarkin, CEO of the British Beer and Pub Association, said: "We know Government acknowledged our industry, but they must be



clear-eyed about the shattering effect new regulations will have on us.

"Many will have worked behind a bar and know that it's more than just a job. Our industry provides rewarding careers, helps younger people build skills, grow in confidence, and fund university education or driving lessons. Without this vital work many would struggle with rents, bills, and basic living.

"If we're to keep people in work and put money in their pockets, business needs to be viable. We urge the Government to reconsider the timings of the new employment costs and swiftly deliver meaningful business rate reforms. Only then can we continue to be the backbone of the UK job market and a cornerstone of the community."

The British Beer and Pub Association's figures shows that the Budget's cumulative impact means, at a conservative estimate, a £500m increase to the cost of doing business for the industry and risks jobs.

Analysis by UKHospitality has revealed that the employment tax measures unveiled in the Budget will increase the cost of employing a full-time staff member by at least £2,500.

This new breakdown of costs is based on a typical staff member, aged 21 or older, earning the National Living Wage and working 38 hours per week. In this example, an employers' National Insurance Contribution will rise 53.9% from £1,863 to £2,869.

The Institute for Fiscal Studies has said that businesses employing people on the National Living Wage will face the biggest hit from the increase, and as an employer of 3.5m people hospitality is set to be hardest hit.

The costs will hit every part of hospitality's workforce:

• £2,100 more expensive to employ a single parent working 9am to 3pm, five days a week

• £1,140 more expensive to employ a student working 14 hours at the weekend

Kate Nicholls, Chief Executive of UKHospitality, said: "The increase to employer NICs and, crucially, the lowering of the threshold left hospitality owners with a sleepless night as they came to terms with the enormous cost they will have to bear from April onwards.

"The new cost of employing core members of staff is eyewatering – an increase of at least £2,500 is far, far beyond what anyone's worst case scenario was.

"The overwhelming feedback from the sector is that this is just not sustainable and will ultimately do real harm to our ability to support employment.

"Hospitality venues will now have to ditch their ambitions to employ more people and do the very opposite – cut hours, scale back recruitment, and, in extreme circumstances, let people go, because they simply can't afford the scale of these costs.

"We understand the challenging state of the public finances, but balancing the books disproportionately at the expense of high street businesses will ultimately have negative consequences for growth, investment, employment, and our communities."

The AVLA Licence – A Legal Requirement

AVLA
Audiovisual Licensing Alliance

Television remains an essential asset in every hotel, aparthotel, B&B or similar establishment, despite the rise of streaming platforms. It allows hoteliers to enhance guest experience and provide entertainment options of globally admired quality. This has a direct influence on the image and appreciation of the business.

However, with the benefits of offering television come certain responsibilities, particularly respecting copyright laws. Hoteliers must ensure they have the necessary licences. Operating without them constitutes a legal infringement.

The AVLA licence enables hotels, aparthotels, B&Bs and other similar establishments to lawfully offer access to TV channels containing audiovisual works (films, series, documentaries, cartoons and other shows) from AVLA's extensive repertoire. It is for TVs in bedrooms and communal areas of the premises.

AVLA represents the UK broadest community of audiovisual creators, comprising: producers, authors, performers, directors, and visual artists. The AVLA licence covers an immense catalogue of works and rights not covered by other licensors.

By taking the AVLA licence, accommodation providers are directly helping to maintain a vibrant audiovisual sector. The royalties collected serve to finance new content, as well as to sustain tens of thousands of workers and companies involved in the process.

Television in hotels and other temporary accommodation establishments means more than just an amenity; it is a vital component of the guest experience. However, the provision of TV content must be managed responsibly. By securing the necessary licenses, operators can offer their guests a superior stay while upholding legal and ethical standards, ultimately protecting themselves from legal risks and fostering the UK's world-class creative industries.

To learn more about AVLA and to take the licence, visit: **www.avla.uk**

Restaurants Are Adapting Reservation Strategies To Match Changing Dining Out Trends



Restaurants that ask customers for credit card details when booking a table have seen a decrease in no-shows. However, guest turnout is higher when these are not requested (despite no-shows), as more people book.

Diners are over 28% more likely to make a reservation when there isn't a credit card capture policy, leading to a 50% reduction in venues deploying this strategy since 2022.

Quandoo for Restaurants' Dining Out Trends Report set out to understand how diner behaviour is changing and how restaurants can adapt. The restaurant reservation platform and marketplace analysed data from over 2,000 UK restaurants between January 2022 and July 2024.

The study also revealed that bookings and cancellations frequently happen at the last minute. The majority of reservations are made within a day, with almost 18% occurring just two hours in advance.

Similarly, over half of cancellations take place on the same day as the booking.

James Taft, UK Country Manager, Quandoo for Restaurants said, "While deposits and credit card capture seem like effective solutions for combatting no-shows and late cancellations, they're becoming less popular with diners and can deter them from booking. The key is striking a balance between business needs and customer convenience.

Instead, we recommend leveraging marketplace listings to boost online visibility. This approach increases the chances of reselling tables and accepting last-minute bookings. Additionally, consider an overbooking policy to safeguard against no-shows, even if it feels daunting.

By combining these strategies, restaurants can maximise revenue while offering a smoother booking experience."

Other findings in the report include:

- *Friday leads as the most popular day to make bookings: 16.1% of reservations are made on Friday, closely followed by Saturday at 15.8% and Thursday at 14.5%.*
- *With 56% of reservations made for the evening, dinner is the most popular meal for dining out.*
- *7 pm is the most popular dining out time across the UK.*
- *The most popular date for dining out is the 29th, highlighting a strong link between payday and dining habits.*
- *Most diners opted for a table for two, accounting for almost 50% of bookings.*

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The Impact of AI on Hospitality Marketing

By Mark Britton Jones, Consultant Lecturer at Glion Institute of Higher Education London (www.glion.edu)



Speak to any experienced marketer and they will be able to reel off the famous "seven Ps" that define the profession: Product, Price, Place, Promotion, People, Process and Physical evidence.

This is a good place from which to begin a journey towards understanding the present and future impact of Artificial Intelligence (AI) on marketing – in hospitality, luxury, and beyond.

For those not immersed in the world of marketing, it can often be seen purely through the prism of promotion – advertising, content creation, sales promotions, and so on. These are all very visible aspects; but in reality, marketing is a discipline which is extraordinarily diverse. And many of the different facets of marketing can be supported and enhanced by AI tech.

TYPES OF AI INVOLVED IN MARKETING

You cannot think about marketing without going all the way back to the first of the seven Ps: the product. Here the big evolution came about in the 1990s, when companies began to study their consumers in greater detail, thinking more seriously about their wants and needs, and using these are the starting point when creating new products and services.

Ever since, we have seen an increasing appetite for quality consumer insights; and this is the first important area where I want to talk about the impact of AI in marketing. Already, the technology has proven itself an efficient and effective tool for data mining in order to generate consumer insights.

That is incredibly useful in an era where companies are data rich to the point of being overwhelmed. Without the speed of analysis provided by AI tools, marketers run the risk that by the time they have developed consumer insights at a granular level, the market has already moved on.

Of course, any time we speak about consumer data we must also acknowledge the data protection aspect. Companies have a duty to continually reassure consumers that data will not be gathered against their wishes; also that any data they consent to share is handled correctly.

From a global perspective this remains something of a 'wild west', with varying levels of protection for the consumer. In Europe, the GDPR regulatory environment affords a high degree of data protection; Australia, too, is pretty good in this area. Whereas in the United States your data tends to be seen much more as a commodity to be traded.

As the use of AI for data mining becomes more widespread, demands for consumer protection and data security are sure to become louder.

From a content marketing perspective, we know that brands are already using generative AI platforms such as ChatGPT to produce marketing content. While these systems still have their limitations, I do think that for smaller businesses – a standalone boutique hotel, for example – which may not have the capabilities in-house, using generative AI can be cost effective (even when outsourcing to a marketing specialist) as well as offering benefits in terms of speed to market.

Communication relating to your brand is, of course, a two-way process. And on that topic, we are already seeing AI-powered tools being used to enhance searches for a brand's media coverage. It is not so long ago that one or more members of a marketing team would have to read all the day's newspapers and take physical cuttings of any instances where their company was mentioned. Now this can be done almost instantaneously – and across a vast array of media – by AI-powered search bots.

BENEFITS OF LEVERAGING AI IN MARKETING

Another of the seven Ps in marketing is promotion. And here the most interesting development is the migration from an advertising-led 'tell and sell' approach to one where the focus is on facilitating a conversation between brand and consumer.

When done correctly, these conversations forge the kind of lasting engagement that could not be achieved through pure broadcast advertising, whatever the media (but especially in the quick-fire world of social media advertising).

However, before you can converse with a consumer, you must first locate and identify them. AI technology can help a brand spotlight its customer segment more precisely, and this is especially important in the luxury sphere, where premium brands do not need to speak to everybody. I believe luxury brands will invest more in identifying their key consumer group(s), understanding where those people receive their information, and how best to engage with them in a targeted and appropriate fashion.

This trend is also why I think we may see luxury and ultra-luxury brands move away from pop-up stores, which have been quite widespread in recent years. In reality, the 'open to all' pop-up is perhaps a tool more suited to a mass-market brand.

Of course, conversations with consumers are not just taking place in the online world. Industries such as hospitality and luxury retail are all about people, another of the seven Ps. In these industries, the face-to-face element means the emphasis will remain on other, more human skills: emotional intelligence, cultural intelligence, and so on. These have far more impact than artificial intelligence when it comes to day-to-day customer interactions.

Where AI can support hoteliers is by equipping them with useful, actionable information about the customer. A good example from the luxury hospitality sphere is Dorchester Collection, which deployed a machine learning AI platform to analyse customer reviews, subsequently using what it discovered to invest in its breakfast product as this was the guests' most favoured meal.

This is important, because in the business of hospitality the guest experience is inseparable from marketing, given how the impression we leave on our customers is so crucial to the health of our brand.

Another area in which AI can benefit the hospitality industry is through automating repetitive, menial tasks that are part of hotel operations. This not only removes some of the drudgery from certain hospitality roles; it can also significantly enhance the overall guest experience, with employees freed up to interact more with guests. From a hiring perspective, it means hotels can focus less on process-oriented skills and more on individuals with genuine 'people skills'.

CHALLENGES OF USING AI IN MARKETING

Aside from the data security aspect I already touched upon, another challenge for AI in marketing – and one which can be applied across the digital marketing space – is in the area of retargeting.

As a marketing tool, this remains something of a blunt instrument. I am sure everyone reading this piece will have experienced the phenomenon of visiting a retail website, which then seems to follow them around the internet through programmatic advertising. It can be immensely off-putting and it is something which I feel companies need to tackle in order to avoid alienating their consumers. The algorithms need to become smarter and more intuitive, so they can actually create value for the consumer.

Another challenge for me is more of an ethical nature. It relates to the 'P' of price, and in particular the manipulation of prices based on consumer searches of online travel agents (OTAs) and aggregators (which are themselves representatives of the 'P' of place).

What I am referring to is the phenomenon whereby you can go on a site and search for, say, flights from London to New York. That activity will be tracked by an algorithm; then, if you leave the site and return to do the same search later that day, the prices you see can sometimes be artificially hiked because the system thinks you must be a committed buyer.

Is this ethical? Opinions vary and some might call this merely a form of supply and demand management. But we are in an age when brand reputations can be shredded in moments if something negative goes 'viral' – and with that in mind, I feel operators are playing a risky game

CAREER OPPORTUNITIES PRESENTED BY AI IN MARKETING

From a career point of view, there are obvious opportunities for those who are skilled in taking AI-generated profiling and turning that into consumer engagement strategies, as well as for individuals capable of creating suitable content to drive conversations with the target consumer groupings. For example, we have already seen social media marketing become an in-demand discipline, and it is an area which is sure to grow.

I also think we will see individuals who are comfortable with using technologies like blockchain coming to the fore in the marketing space. We are already witnessing an intersection between blockchain and AI; and without a doubt blockchain can play a part in areas such as loyalty marketing, rewards marketing and distribution.

If you want to know more, perhaps a good place to start might be the Executive Online Course dedicated to blockchain which Glion launched earlier this year.

CONCLUSION

Marketing remains, at its heart, a profession which relies on its foundational "seven Ps". Create a campaign based on those fundamentals and you are unlikely to go too far wrong. However, what AI is doing is to give us additional tools with which to build on the profession's foundations and deliver some new and innovative ideas.

I hope this piece has helped to convey the scale of the AI opportunity to marketers, especially in relation to the efficiency and effectiveness of mining the wealth of data they now have at their fingertips.

AI marketing solutions are sure to see the sort of accelerated development typical of the technology sector, bringing benefits such as better targeting and effectiveness of campaigns, more efficient content creation, and more personalised interactions between brand and customer.

And, of course, as with any technological evolution, there will be new roles and functions created, providing opportunities for those who want to build a career in marketing.

There Is no turning back the technological clock now; so let's embrace AI and adapt to this changing marketing landscape.

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In the Winter months guests are drawn to spaces that radiate warmth and comfort. Bolsius Professional candles offer the perfect solution, helping you transform your venue into a sanctuary of cosiness and charm. With their timeless glow, our candles create an enchanting atmosphere that invites guests to relax and feel at home.

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Creating ambiance is about more than aesthetics—it's about evoking emotion. The soft glow of candlelight encourages guests to linger, fostering moments of connection and reflection. Whether enhancing a dining table, fireside setting, or lounge, candles infuse any space with an undeniable sense of intimacy, perfectly suited to winter's slower, more contemplative rhythm.

WHERE SUSTAINABILITY MEETS STYLE

Today's guests value sustainability alongside comfort. Bolsius Professional's natural, plant-based candles meet this demand, enabling you to craft a welcoming atmosphere responsibly. We're committed to providing lighting that's not only beautiful but also eco-conscious, aligning with the priorities of modern hospitality.

CANDLELIGHT: A WINTER ESSENTIAL

In the colder months, lighting transcends functionality to define the guest experience. Candlelight fosters warmth, belonging, and togetherness, becoming the heart of meaningful moments. It's the flicker that sparks conversation, the glow that enhances every setting, and the ambiance your guests will remember long after they leave.



WHY CHOOSE BOLSIUS PROFESSIONAL?

- *Premium Quality & Sustainability: Our candles are crafted from natural, responsibly sourced materials, ensuring a clean, long-lasting burn that creates the perfect atmosphere without smoke or soot.*
- *Elegant Design: From classic tealights to pillar candles, our versatile range complements any décor, adding a touch of elegance to your tables, bars, and lounge areas.*
- *Perfect for Any Setting: Whether it's an intimate dinner, festive celebration, or casual gathering, Bolsius Professional candles set the mood, enhancing the winter ambiance and making your guests feel at home.*

Explore the Bolsius Professional collection today and discover the power of candlelight to bring your venue to life this season.

www.bolsiusprofessional.co.uk

Calls For The Mandatory Display Of Food Hygiene Ratings In England



Continued calls for the mandatory display of food hygiene ratings in England and the future of regulation in food standards were among the talking points at a conference attended by environmental health professionals from across the country.

The Safe Food Conference 2024 was held by the Chartered Institute of Environmental Health (CIEH) who have been calling for the introduction of legislation to mandate the display of food hygiene ratings, citing their ability to improve compliance with food hygiene laws and bring England in line with Wales and Northern Ireland.

The topic was high on the agenda during a number of the sessions over the two-day event, which included a presentation by the Interim Chief Executive of the Food Standards Agency (FSA), Katie Pettifer.

Ms Pettifer reflected on the rapidly changing food landscape with the growth of online delivery platforms, new and diverse food businesses and how regulation needs to adapt to best meet the challenges this is creating.

She also spoke about the opportunities data offers in the future of food standards and reflected on a "controversial" recent trial of a new regulatory model for compliant large retail businesses, mainly supermarkets, which focused on exploring how national scrutiny of data can enhance the current system.

Talking about mandatory display of food hygiene ratings, she said there was a "powerful case" for its introduction, even more so now with the rise of online delivery platforms.

Another topic high on the agenda during the conference was food safety and allergens, with Jim Cathcart, Policy Director at UKHospitality, presenting about the issue from a hospitality perspective saying allergens was a "priority" area for them and their members.

Dr Belinda Stuart-Moonlight, from the scientific and legal consultancy Moonlight Environmental, also spoke at the conference about the tragic case of 13 year-old Hannah Jacobs who died after an allergic reaction after drinking a Costa hot chocolate.

Dr Stuart-Moonlight explored the critical key points from the teenager's inquest and how the industry can ensure the prevention of future deaths.

The future of food production labelling was also tackled during the conference by Melissa Haskell, Partner in the Regulatory & Licensing team at Knights, who spoke about the desire for more sophisticated and transparent food labelling as consumers become more concerned about what is in their food and where it comes from.





OakNorth's Predictions for UK Hospitality & Leisure for the Next Six Months

The hospitality and licensed on-trade sectors are expected to see significant growth opportunities in areas such as competitive socialising, casual dining, and luxury hotels next year, according to insights from a new industry report.



A BOOM IN COMPETITIVE SOCIALISING

In recent years, competitive socialising venues have gained remarkable traction, with a notable 38% increase in these establishments across the UK since 2018. This trend reflects the growing appeal of interactive and experiential venues, where patrons can engage in activities like darts, bowling, and immersive games. Popular examples include destination venues offering unique experiences that draw in diverse audiences.

Industry experts predict this sector will remain a hotbed of growth, with operators and investors alike closely monitoring developments over the coming months.

CASUAL DINING'S STEADY RECOVERY

Despite ongoing consumer caution, the casual dining sector has shown signs of resilience and recovery. The past year has seen a 1.7% increase in the number of outlets, bringing the total to over 5,100 establishments. Operators are finding ways to attract diners, even as dining-out frequency remains below pre-pandemic levels. Reports suggest that while consumers are visiting restaurants less often, they are spending more per visit, demonstrating a shift toward quality experiences over quantity.

Creative offerings, such as live music paired with dining, are helping businesses foster loyalty and engagement, attracting thousands of patrons weekly. Financial support for innovative ventures within this segment is enabling operators to expand and adapt to evolving customer preferences.

NAVIGATING COST-CONSCIOUS CUSTOMERS

Rising living costs have led nearly half of consumers to cut back on non-essential spending, including visits to hospitality venues. This shift has prompted restaurants and bars to increase promotions and value-driven campaigns to appeal to more budget-conscious guests.

Recent statistics show that over half of UK adults reported a higher cost of living compared to the previous month, underscoring the financial challenges faced by both operators and customers.

EVENTS DRIVE HOSPITALITY DEMAND

Large-scale events, from sporting tournaments to major music festivals, have significantly boosted trade in recent months. Events such as international football tournaments, Wimbledon, and globally renowned concerts have led to spikes in accommodation demand and pricing, particularly in cities hosting these events.

Luxury hotels and budget accommodations have performed well under these conditions, while mid-market hotels have struggled to keep pace. The report anticipates acquisition-driven growth within the hotel sector to pick up speed in 2025, with investors targeting properties poised for revitalisation.

BALANCING GROWTH WITH CHALLENGES

While opportunities for growth remain, the hospitality sector continues to grapple with rising operational costs. Increased wages and additional measures introduced in recent government budgets have placed pressure on margins. Concerns over staffing shortages also persist, with tens of thousands of vacancies across the sector, potentially limiting businesses' capacity to meet demand during peak periods.

Despite these challenges, many operators remain optimistic about the future, seeking innovative ways to expand their offerings and secure a competitive edge. A calmer festive period, free from disruptive strikes or protests, is expected to provide businesses with an opportunity to close the year on a high note.

As the industry navigates these complex dynamics, a combination of adaptability, innovation, and customer-focused strategies will be key to sustaining growth and success in 2025.

Ben Barbanel Head of Debt Finance at OakNorth said: "The UK's hospitality and leisure industry continues to face numerous challenges, from staff shortages to the cost-of-living crisis, but despite these headwinds, we see businesses seeking opportunities to expand and further enhance their portfolios."

"Businesses such as Rocket Leisure continue to build a loyal and engaged customer-base via a unique proposition of live music almost every night, that attracts over 6,000 customer each week. Our recent loan to the firm will enable the business to enhance its financial strategy, and continue growth through new opportunities. The insights from our second Sector Pulse focusing on these paramount sectors demonstrate that while the summer months brought a welcome temporary boost for many, challenges remain. Last year, the festive season and new year celebrations were impacted by the threat of Tube strikes and mass protests against the war in Gaza, so operators will be hoping for a calmer and less disruptive period going into 2025."

Heineken UK And Department For Transport Team Up For Think! 0% Campaign In Pubs

A campaign to remind pub-goers that even a small amount of alcohol can have significant consequences, is being launched in pubs in collaboration between the UK's leading alcohol free beer, Heineken 0.0 and the government's longstanding THINK! campaign.

Launched by the Future of Roads Minister, Lilian Greenwood, at the Two Bridges pub in London Bridge, the new campaign encourages younger drivers to enjoy 0% options this festive season. HEINEKEN UK's pub division, Star Pubs, will be distributing 400 kits to pubs which include high visibility point of sale designed to attract attention at the moment of ordering. These include font wobblers, staff t-shirts, posters and drip mats.

THINK!'s major new advertising campaign, which launches today (20 Nov), highlights the potential consequences of drinking even a little before driving, including losing your licence, injuring yourself or others and the knock-on impact on their personal lives.

This follows research highlighting that 50% of THINK!'s target audience go out intending to be sensible but then get carried away. The campaign features illustrations and animations showing a driver's licence disappearing into a pint of beer, with this year's tagline 'Drink a little. Risk a lot', and will run across social media, online video, radio, digital audio, podcasts, billboards near to pubs and bars, and in-venue posters and beermats.



Future of Roads Minister, Lilian Greenwood, said: "Drink driving ruins lives, but even one or two drinks could cause a young person to lose their licence – restricting their freedom to work or meet up with friends.

"This is a welcome campaign from THINK!, using everyday names such as Heineken, to remind drivers of 0.0% options before they buy an alcoholic drink."

James Crampton, Corporate Affairs Director at HEINEKEN UK said: "When you are driving, Heineken 0.0 is the ideal alternative to your alcoholic drink. People can still be part of the round, with a pint or bottle in hand, and importantly be safe to drive – for themselves, their passengers, and other road users. We are delighted to partner with THINK! and use the power of our brand to bring the message to millions more pub-goers to make them stop and think that when you drive, never drink."

International Salon Culinaire 2025 Opens For Entries

Historic chef competition International Salon Culinaire, taking place on 17-19 March 2025 at Excel London, has opened for entries with more than 100 live and static competitions taking place over three days.



Since 1902, International Salon Culinaire has challenged chefs to demonstrate their skills in a live competition environment and provided a hub for the industry to meet, network and discover new opportunities.

Andrew Pantelli, Project Director for Salon Culinaire, comments:

"This competition could not exist without the amazing support it receives from the catering and hospitality industry.

"From the sponsors who provide quality equipment and ingredients, to our hugely experienced panel of judges, and to the competing chefs who step out of their comfort zones to demonstrate their skills, passion, and creativity to the industry, it's an incredibly collaborative effort and a testament to the dedication and talent that makes our sector unique.

"We are immensely proud to provide a platform that not only celebrates culinary excellence but also inspires and nurtures the next generation of talent in our industry."

Salon Chef Director Steve Munkley comments: "Chefs are in more demand than ever, with the industry crying out for new recruits. HRC and Salon Culinaire give us, the 'cheffing' industry, the opportunity to shine and show off our talents, encouraging others to join and make us stronger in the long term.

"Good luck to all competitors, I hope that participating in International Salon Culinaire is both rewarding and enjoyable and gives you an experience and a challenge that will motivate you to reach greater heights in your career."

Judges for the 2025 edition of Salon Culinaire include John Williams MBE, Executive Chef at The Ritz London, Will Torrent, Senior Brand Development Chef at Waitrose & Partners, Michelin-starred chef and consultant Daniel Galmiche, and Anjula Devi, Consultant Chef at Manchester United FC and Founder of Anjula Devi Indian Cooking.

Prem Appadurai, Head Chef at Fortnum & Mason Heathrow T5 and new judge for 2025, comments: "I'm thrilled and honoured to be part of the judging panel of one of the most prestigious international chef competitions in the world.

I am really looking forward to witnessing first hand creations from talented chefs and I am sure there will a lot to take out! What a great opportunity for participants to enhance their culinary skills and knowledge."

Eve Seemann, Head Chef at Apricity adds: "As a new judge on the 2025 International Salon Culinaire panel, I'm thrilled to witness firsthand the creativity, technical skill, and passion that chefs bring to these competitions. Salon Culinaire is all about pushing culinary boundaries—it's a platform for chefs to showcase their expertise, experiment with innovative flavours and techniques, and celebrate the artistry of food in an intense yet inspiring setting.

To find out more about all the competitions at International Salon Culinaire 2025, and for more information on entering, visit **www.internationalsalonculinaire.co.uk**

The deadline for entries is 14 February 2025.

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Insolvency Risk Still Lingers for UK Hospitality Firms

By Ruby Hartery, Senior Underwriter, Atradius UK (www.atradius.co.uk)



There was some rare bright news for the hospitality industry recently, when it was revealed that accommodation and food service company insolvencies had dropped 16% in August, down from 323 in July to 270.

At Atradius, our own recent data also signalled some slight improvements for the industry: hotel and catering claims for trade credit insurance dropped 62% between July and August, before remaining flat in September. This was despite the impact of a cool summer dampening trade.

SHORT TERM BUMP

However, the short-term data doesn't paint the full picture. The decline in insolvencies may have only signalled a temporary reprieve for the hospitality industry. The overall number of insolvencies remains 9% higher this year with 3,712 companies shutting down in the 12 months to August 2024, compared to 3,419 over the previous year. And our view at Atradius is that the insolvency outlook for the hospitality sector in the UK remains bleak.

There are several reasons the industry remains under significant pressure.

Operational costs remain punishing, including energy and ingredient inflation, although these have come down from the highs we have seen in the last few years. In addition, there is the cost to pubs, hotels, and restaurants of finding and keeping staff: vacancies in the sector remain high, with chefs and waiting staff especially hard to come by. This is compounded by new immigration rules which raised the minimum salary threshold for a skilled work visa from £26k to £38.7k.

Another challenge is a reluctance among consumers to part with their cash. Many people are only spending very carefully, with 46% planning to cut down on discretionary spending to save money, according to research by Barclays. This group of consumers listed ordering fast food and takeaways (50%) and drinking at pubs, bars, and clubs (41%) among their top cutbacks, according to the data published by the bank in October.

Many of the announcements in the recent Budget - including the hike in employer National Insurance contributions as well as the increase to the minimum wage - compound these problems.

Industry group UKHospitality has calculated that the employment tax measures in the Budget will increase the cost of employing a full-time staff member by at least £2,500.

Meanwhile the British Beer and Pub Association calculated the Budget adds up to a £500 million increase to the cost of doing business for the industry.

Some of the better news from the Budget, however, included a permanently lower level of business rates for hospitality from 2026-27 and a cut in draught duty by 1.7% from February. In addition, since Budget Day the government has announced it is scrapping plans to ban smoking in pub gardens.

OUTLOOK FOR CHRISTMAS AND BEYOND

What's next for the industry? The good news is that after a cool summer, the crucial Christmas festive season looks likely to be stronger than it was last year. One report predicts UK consumers will spend £12.3 billion at hospitality venues over the festive period, up 2.3% year-on-year.

However, sources of uncertainty remain in the coming months. These include the continued threat of train strikes: London businesses can lose 70% of a day's income when there is a tube strike.

Heading into next year, the economic backdrop should be stronger. Businesses will benefit from a slight improvement in UK economic growth.

However, there are still many potential downside risks ahead. Rising costs in the service sector could push inflation higher, while continuing geopolitical uncertainties may also have a detrimental impact. The environment for hospitality companies remains difficult and we expect further failures in 2025.

Resilient hospitality businesses are well-accustomed to adapting to new challenges. They've survived huge challenges, from the Covid pandemic to the cost-of-living crisis. But it's more important than ever for firms to protect themselves against potential losses due to insolvency.

Newcastle-Under-Lyme Publicans Honoured With Prestigious Award

The licensees of a well-known Newcastle-under-Lyme pub have been honoured with a 'Dedication Award' to mark their 20th anniversary at the helm.

The award from the pub's owners – Star Pubs – recognises the contribution that lifelong Newcastle-under-Lyme residents Karen and Phil Hughes have made to The Waggon & Horses on Higherland and to the town over the past two decades. The duo are not calling 'time' yet and have extended their lease so they can clock up a further decade at the pub.

The award is the sixth accolade the Hughes have received in the past month. The Waggon & Horses scooped joint second runner-up for Food Pub of the Year plus recognition awards in the community pub, live music & entertainment and bar team categories of the Pride of Staffordshire Awards 2024 as well as a finalist position in the LoveNUL awards celebrating business excellence in Newcastle-under-Lyme.



Under the Hughes' stewardship The Waggon & Horses has continued to fulfil an important role as a community hub for residents of all ages. Four generations of some local families frequent the pub, and many of the customers who used it when Karen started out are still regulars. The pub puts on events to bring people together, such as live entertainment (vetted by Karen and Phil, who used to sing in pubs, clubs and hotels himself) and its popular quiz, which has had the same quizmasters for 30 years. The friendly atmosphere means customers feel comfortable coming in on their own, and the pub is a vital meeting place for senior citizens living alone. Says Karen: "Everyone looks out for each other and sends out a search party to check on anyone who hasn't been in for a while."

Comments Phil: "The Waggon & Horses is thought to have been operating as an ale house since the early 1800s. Our greatest wish is to keep it thriving for everyone to enjoy. We feel very fortunate to have such a fantastic bunch of loyal regulars. They make the pub the special place it is. They're like family. Our daughter even had her wedding here, and all the customers pitched in to ensure it was a really wonderful day. We're so grateful for their support; it means the world to us and the pub wouldn't have won these awards without it."

Adds Star Pubs' area manager for Stoke and North Staffordshire Andrew Myatt: "The Waggon & Horses has stood the test of time, and it's all down to Karen and Phil, who have given it their all and worked so hard to keep it at the top of its game. Their hospitality and standards are second to none. It's brilliant news for the area that they've taken another 10-year lease."

No-Shows In Hospitality Back Up To Record-High

New figures from Zonal's latest GO Technology report, in partnership with CGA by NIQ, reveals that the number of consumers not showing up for their reservations in pubs, bars and restaurants is back to a record high, with 14% of guests not honouring reservations or informing venues in advance that they need to cancel.

The survey of more than 5,000 British adults, highlights that whilst more than two thirds (68%) of consumers who make bookings say they turn up for all of them, 18% cancel in advance and one in seven (14%) admit to failing to turn up without telling their venue. Since the launch of the industry-wide #ShowUpForHospitality campaign in 2021, GO Technology data had measured no-shows as decreasing. However, this latest insight shows they have now returned to the same level as three years ago, highlighting the significant and persistent problem they present.



When looking at the reasoning for no-shows, the findings revealed a direct link between the current financial landscape and the rise in no-shows, with 57% saying that they are severely or moderately affected by the cost-of-living crisis, and over a quarter (29%) of those who didn't follow through on a booking, citing that they decided it would be too expensive, as their number one reason for not showing up.

To prevent no-shows and help keep revenue flowing, understanding what would encourage people to show up or cancel a booking in advance and then implementing the necessary tools to achieve this, is key.

WHEN ASKED WHAT WOULD MAKE GUESTS LESS LIKELY TO MISS A BOOKING, THE FOLLOWING CAME OUT ON TOP:

- *Simple cancellation process (30%)*
- *Rewards and incentives (28%)*
- *Reservation reminders (25%)*
- *Deposits (21%)*
- *Loyalty/Loyalty schemes (17%)*

Commenting on the findings, Tim Chapman, Chief Commercial Officer at Zonal said: "No-shows are a £17.59bn problem for the hospitality sector and the issue does not seem to be going away – in fact, this research suggests it has been exacerbated recently by the cost-of-living crisis.

"The report also reveals that those most likely to no-show are high-spenders and frequent visitors, which makes them very valuable customers to the sector. It is imperative that we get to grips with the problem, putting in measures to help customers keep in touch and working together to educate consumers about the damage not showing up can do to their much-loved local pubs, restaurants and bars."

Karl Chessell, Director – Hospitality Operators and Food, EMEA, CGA by NIQ added: "Our research shows no-shows remain a hugely frustrating issue for restaurants, pubs and bars. Bookings are a double-edged sword for hospitality, helping venues to plan better and fill tables but bringing the risk of substantial missed sales, at a time when margins and growth are under pressure.

"Fixing the problem is easier said than done but there are steps that all venues can take to mitigate losses, and technology has a major role to play in making the bookings process more effective for operators and guests alike.

As we approach the crucial Christmas period, reducing no-shows is going to be a top priority for everyone in the sector."

The Smiths at Gretna Green Hotel and Rational cooking systems – the perfect match



Located in the picturesque town of Gretna Green, Scotland, this luxurious 4-star hotel is renowned for its exceptional service, particularly in the realm of weddings. Head Chef Charles Gachomo and his team play a pivotal role in maintaining the hotel's renowned reputation.

The Smiths at Gretna Green Hotel prides itself on culinary excellence, serving breakfast, lunch, dinner, and award-winning afternoon tea, often catering to multiple weddings in a single day, sometimes as many as 6-10 weddings. To ensure the highest standards of food preparation, the hotel relies on Rational's intelligent iVario advanced bratt pan and iCombi Pro combi-steamer cooking systems, which guarantee efficient and top-quality service for every event.

Chef Gachomo enthusiastically shares his experience with the game-changing iVario cooking system, stating, "Before Rational, I used a six-ring burner and a traditional hot plate, which was predominantly gas. Ever since I purchased the iVario, it's a lot more energy-efficient, more consistent, and faster. The chefs in the kitchen enjoy using the iVario. I consider it the Lamborghini of the kitchen."



Furthermore, Gachomo praises the iCombi Pro for its exceptional finishing processes, particularly for plated vegetables and cooked meats served at weddings. He explains, "It only takes eight minutes to finish a plate that's ready to go to the guest, as if you've just cooked everything from scratch. It's an amazing piece of equipment and a great additional chef in the kitchen."



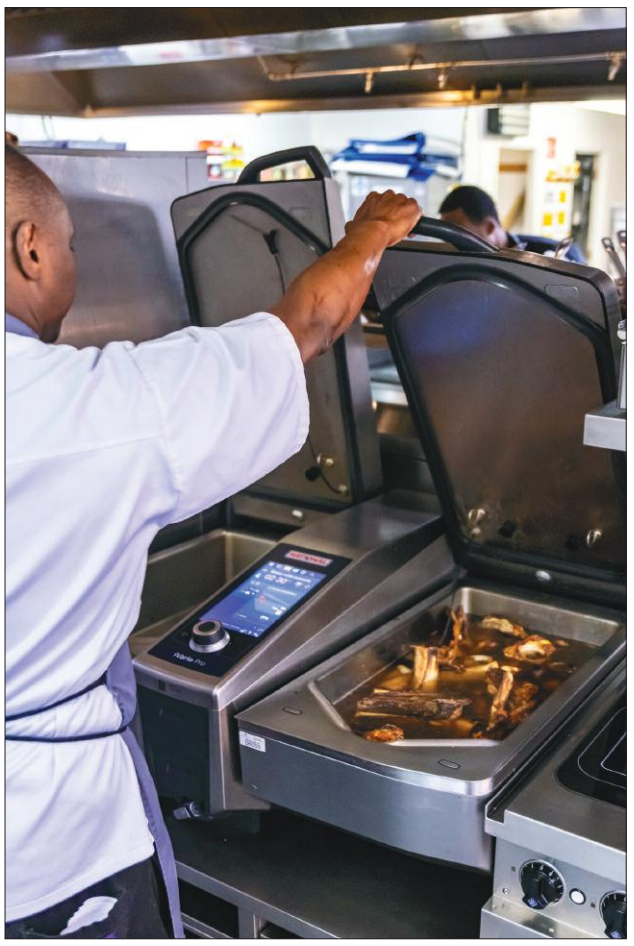
Chef Gachomo also highlights the iCombi Pro's versatility, noting, "I previously had the SelfCookingCenter, so it was an easy choice for me to go for the newer version." The iCombi Pro has become integral to the hotel's daily operations, excelling in tasks like breakfast preparation, baking cakes for afternoon teas, and catering to corporate events. With its intuitive on-screen instructions and inbuilt recipes, the iCombi Pro simplifies processes and reduces the skill set required for consistent results. "All the products come out perfect, always," he says.

For larger-scale events like weddings and conferences, the iCombi Pro's finishing capabilities ensure flawless execution. "Based on the weddings we do; it only takes eight minutes to finish a plate.

It's like you've just actually cooked everything from scratch," Chef Gachomo explains. The ease of use, advanced technology, and environmental benefits make it indispensable, aligning with the hotel's commitment to sustainability.

The iVario is equally transformative, particularly in handling high-demand days. Chef Gachomo emphasises its intelligent features, including the ability to deep fry, pressure cook, and utilise different cooking zones. "It's so easy to clean and reduces the amount of time and labour," he says. The even heat distribution and efficiency have drastically improved the kitchen's output, enabling the team to serve hundreds of guests with precision.

The impact of Rational's systems extends beyond efficiency to addressing broader industry challenges, such as chef shortages. "With the hospitality industry facing a huge shortage of chefs, I think every kitchen needs an iVario," Chef Gachomo says. Rational's solutions enable his team to deliver exceptional quality while reducing labour demands, ensuring the Smiths at Gretna Green continues to uphold its reputation for excellence.



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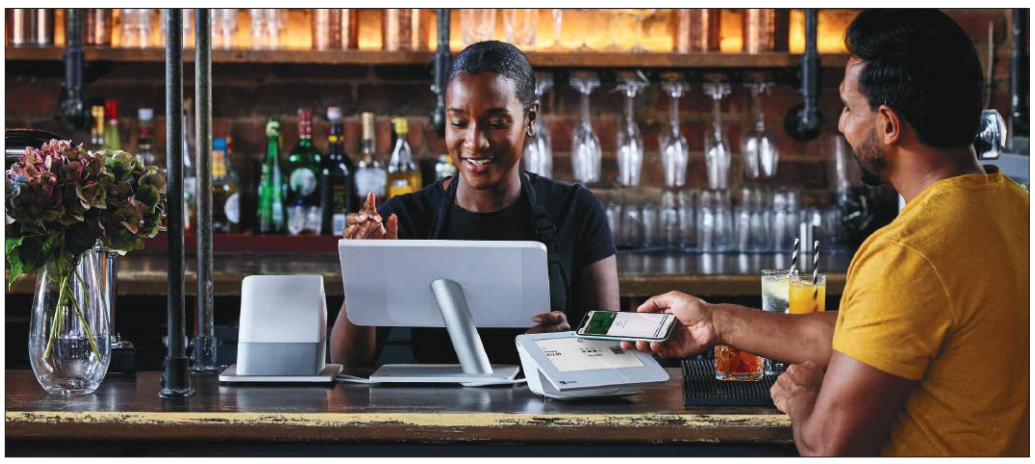
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4. *Check for hidden charges including upfront costs, transaction fees, and any recurring service charges.*
5. *Find a provider that is known for reliable customer support with speedy technical assistance to minimise downtime.*



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Spiking Of Drinks To Become New Criminal Offence Government Reveals

The hospitality and on-trade sector have welcomed the news that spiking of drinks will become a new standalone criminal offense, as Prime Minister Keir Starmer reiterated a vow to halve violence against women and girls.

The proposals will include training door and bar staff on how to spot and tackle spiking under new plans from the government.

An announcement from 10 Downing Street revealed the scheme will be piloted from next month to equip staff with the skills to prevent incidents, support victims and enable police to collect evidence.

This will be available for up to 10,000 bar staff across the country by spring 2025.

Lyle Bignon, NTE Ambassador for Birmingham, working on behalf of the Night Time Industries Association, said:

"We welcome this announcement from the Government, which demonstrates a clear commitment to ensuring better safety for women and girls in not just our industry but across society.

"Professionals working in hospitality and the night time economy already employ interpersonal and observational skills in their roles on a daily basis, and being empowered via the right tools to disrupt or prevent perpetrator behaviour and support victims will help to instil more confidence that people across the UK can enjoy their nights out free of worry."

"Having the support of both the Prime Minister and today in Birmingham, Minister for Domestic Violence and Safeguarding Jess Philips MP for the announcements is reassuring. We look forward to the initial figure of £250,000 for training must backed by more government investment over the coming months and years in consultation with industry bodies such as the NTIA."

Peter Connolly, owner of community bar and music venue Nortons Digbeth, NTIA and Safer Dance member, said: "We are already training our 32 members of staff, including management, door team and security, and bar staff, so that our customers feel even safer on their nights out with us.

"Industry initiatives like Safer Dance are helping us to improve our already robust policies around sexual harassment. Today's announcement from the Government is encouraging, and we're supportive of any support to improve the experience of our staff, contractors, and all who spend time in Nortons."

"People shouldnt have to worry about these sorts of things happening, and if it means us going the extra mile then we're happy to go above and beyond, in order to stamp out criminal behaviours such as spiking."

Sam Hennerley, co-founder of Safer Dance an initiative tackling sexual violence across music and the NTE, said:

"Issues like harassment are sadly not just common but often expected within the night-time economy – this needs to change.

"Venues need to act and be trained effectively to combat and take action against dangerous and potentially life-threatening acts such as spiking.

"Ensuring the safety of women and girls is imperative for venues, and their need to actively commit to a collaborative approach in order to ensure this issue is combatted effectively.

"Safer Dance has applied a collegiate approach to tackle safety within the nighttime economy, and it is great to see UK Gov pursue this route with committed action from police, transport networks and venues to continuously improve."



Offer Customers Delicious, 100% Gluten-Free Oat Products with PureOaty

Glebe Farm Foods, the Cambridgeshire-based producer of the UK's purest, gluten-free oats, puts the natural, nutrient-rich grain at the heart of everything it does. Its award-winning PureOaty brand of delicious oat drinks, porridge oats, and cereals can be found across the hospitality industry – from independent coffee shops to Imperial London Hotels – and all come with an 100% gluten-free guarantee.

In the UK, it is now estimated that at least 10% of UK consumers are following a gluten-free diet . Some people look to promote gut health or combat bloating or a sensitive stomach, while an estimated 1 in 100 UK consumers have coeliac disease and must avoid gluten altogether.



PureOaty is the perfect partner for hospitality venues looking to offer gluten avoiders and those with other dietary requirements such as vegan or lactose intolerance peace of mind, with Glebe Farm's delicious, pure, and completely gluten-free oat drink assuaging fears of undetected allergens.

The oats used in PureOaty products are as pure as they come. A test sample of each load is hand sifted to check for foreign grains and are milled to a purity of always under 5ppm, well below the European gluten-free standard of 20ppm. This provides 100% reliability on the R5 ELISA test of <5ppm limit of sensitivity. It's therefore unsurprising that Glebe Farm Foods' branded PureOaty range is market certified as safe to consume by Coeliac UK and is proudly certified with the Crossed Grain Trademark (May 2024).

It is this incredibly clean standard that means customers of Glebe Farm find consumer complaints of cross contamination reactions – known as 'gluting' in the community – disappear. It is this crucial peace of mind offered to all stockists of PureOaty product that keeps people returning to their venues again and again.

For further information visit **www.glebefarmfoods.co.uk**

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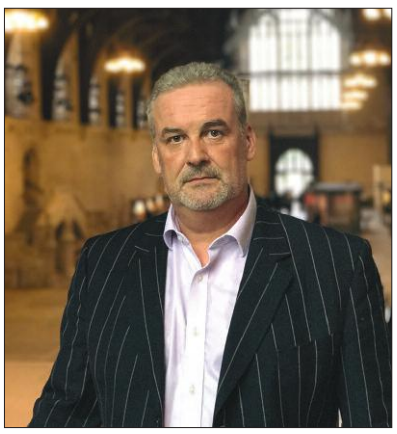
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New Tips Legislation: What It Means for Hospitality Workers and Employers



The hospitality sector has witnessed a significant change in how tips and gratuities are handled, following the implementation of new legislation that came into effect on October 1st. This comprehensive reform aims to ensure fairer treatment of workers and greater transparency in tip distribution, marking a notable shift in how the industry manages customer gratuities. Many workers in hospitality are hired through agencies and work through umbrella firms. **Crawford Temple, CEO of Professional Passport (www.professionalpassport.com)**, the UK's largest independent assessor of payment intermediary compliance spells out what the tips changes mean for all parties in the supply chain.

KEY CHANGES AND THEIR IMPACT:

100% PASSED ON

The cornerstone of the new legislation is the mandatory requirement for employers to pass on 100% of tips to workers. This fundamental change eliminates the previous practice where some establishments would retain a portion of tips or use them to cover operational costs. For workers, this translates to receiving the full amount of gratuities intended for them by customers.

STRICT TIMELINE FOR DISTRIBUTION

The legislation introduces a clear timeline for tip distribution: all gratuities must be passed on to workers by the end of the month following the month in which customers paid them. This requirement ensures prompt payment and prevents delays in workers receiving their earned tips. For example, tips received in January must be distributed to workers no later than the end of February.

NATIONAL MINIMUM WAGE CONSIDERATIONS

A crucial aspect of the new legislation is the explicit prohibition of using tips, gratuities, and service charges to meet National Minimum Wage (NMW) requirements. This means employers must pay the full NMW independently of any tips received by workers, ensuring a stable base income regardless of gratuities.

FINANCIAL IMPLICATIONS

While tips remain subject to income tax, the legislation brings clarity to other financial aspects. Tips are not subject to either employer's or employee's National Insurance Contributions, representing a significant benefit for both parties. The Apprenticeship Levy calculations remain unaffected by tip payments, as this is based on secondary NIC contributions. Furthermore, tips are explicitly excluded from 'qualifying earnings' under the Pensions Act 2008, simplifying their administration and maximising the benefit to workers.

IMPLEMENTATION REQUIREMENTS FOR EMPLOYERS

Employers, particularly those working with umbrella companies or agencies, must revise their contracts to address several key points. These contracts need to clearly identify tips and gratuities as separate from regular wages, establish a commitment to pass on 100% without deductions, and ensure timely transfer mechanisms to enable distribution within the mandated timeframe.

ADMINISTRATIVE CONSIDERATIONS

Firms need to implement or update their systems to accommodate these latest changes. This includes creating separate tracking mechanisms for tips, establishing transparent distribution processes, and maintaining comprehensive records of tip receipts and disbursements. Additionally, they must ensure their reporting systems can accurately handle tax requirements while keeping tips separate from regular payroll processes.

Importantly, clear and transparent communication throughout the supply chain is key so that agencies and umbrellas understand the tips processes and what the tips amount to so that they can be sure that 100% is passed on to the umbrella worker.

IMPACT ACROSS THE SECTOR

For Workers

The legislation represents a significant advancement for hospitality workers. They now have guaranteed receipt of all tips intended for them, along with predictable timeframes for receiving these gratuities. Their base wages are protected independently of tips, and they benefit from reduced deductions on their tip amounts. This creates a more stable and transparent earning environment for all hospitality staff.

For Employers

Despite the need for administrative adjustments, employers stand to benefit from these changes in several ways. They now have clear guidelines on tip handling, which reduces potential disputes and simplifies compliance. The reduced complexity in payroll calculations and lower operational costs due to NIC exemptions provide financial benefits. Additionally, employers may find it easier to attract and retain staff through these transparent practices.

For Customers

The legislation creates a more transparent environment for customers who leave tips. They can now be confident that their gratuities reach the intended recipients in full. This transparency helps maintain customer confidence in tipping practices and potentially strengthens the relationship between customers and service staff.

Looking Forward

This legislative change marks a significant step toward fairer treatment of hospitality workers and greater transparency in tip handling. And, the long-term benefits for worker satisfaction and industry standards are likely to outweigh any temporary administrative challenges. Workers who feel better rewarded and appreciated will help businesses prosper.

Pubs Code Has Been A Failure And Government Must Act Campaigners Say



The Campaign for Pubs says that the Pubs Code in England and Wales has been a failure, and are calling on the Government to act.

The Pubs Code was set up to stamp out the exploitation of tenants of large pub companies (pubcos) through the 'tie', however campaigner say that weak and flawed legislation has not only failed to do this, says the campaign, it has allowed the pubcos to thwart and even evict tenants seeking to exercise their rights under the code.

They are also actively moving their estates away from traditional regulated leaseholds and towards new so-called 'self-employed management' models to avoid the Pubs Code altogether.

The Campaign for Pubs has written to the Secretary of State for Business and Trade, Jonathan Reynolds MP, urging the government to act to deal with this, and to finally deliver what Parliament and pub tenants were promised in 2014. The Labour party in opposition — including Jonathan Reynolds — supported the introduction of the Pubs Code and the vote for a market rent only (MRO) option.

The MRO option clause was introduced to the House of Commons by Greg Mulholland, then the MP for Leeds North West, who is now the campaign director of the Campaign for Pubs and chair of the British Pub Confederation.

The Pubs Code legislation, including the vital MRO option, was cynically watered down by the majority Conservative government that took control after the 2015 general election, says the campaign.

The Campaign for Pubs is calling for the following changes:

THE FAILING PUBS CODE AND PUBS CODE ADJUDICATOR LEGISLATION MUST BE REFORMED

• The law must be changed to introduce a genuine market rent only option. The ability for all pubco tenants to be able to go free-of-tie on an independently assessed market rent after 90 days of requesting it.

• The Pubs Code must be extended to apply to all tenants of all companies with 500 or more pubs, not just tied tenants, to put a stop to the discrimination and abuse of tenants choosing to go free-of-tie.

• The legislation must be strengthened to establish a genuine Pubs Code adjudicator, to properly oversee the sector and stamp out all abusive and unfair practices, with proper powers to adjudicate and a clear and strong brief to ensure fairness and a fair share of risk and reward.

THERE MUST BE WIDER, SIMPLE REFORM OF THE TIE, TO STOP THE ABUSE ALTOGETHER

• The tie — charging above market prices and preventing direct access to products and services — can only possibly ever be justified if the pub rent is commensurately lowered to cover the additional cost of tied prices and restrictions. This means that all tied tenants must have the right to an annual independent rent assessment, in order to ensure that tied rents are at a level that compensates for higher tied prices.

• The tie should only be lawful when operated by breweries who brew their own beer (not under licence) and on their beer only. There is no justification for non-brewing property companies operating the tie and this, in itself, has been a serious anti-competitive and abusive restraint of trade.

Greg Mulholland, Campaign Director of the Campaign for Pubs and the person who's MRO clause was voted through in 2014 said: "Ten years ago, after four damning Select Committee reports, a majority of MPs in the House of Commons listened to publicans and campaigners and voted for the right for tenants of the large pubcos in England and Wales, to be able to operate free-of-tie on an independently assessed market rent.

"Yet that all important Market Rent Only option was never delivered and the whole legislation was deliberately and cynically watered down by the Conservative Government following the 2015 election. In reality, the Pubs Code was deliberately set up to fail to achieve the stated objectives, with a weak Adjudicator unable to deal with the fundamental issue, which is the fact that the large pubcos systematically take far more than is fair from a pub's profits, meaning many tenants can't make a living despite a decent level of trade.

"Ten years on from the historic MRO vote, the outcome of which was never actually delivered, we are now calling on this Government to act to put matters right".

"The Labour Party, including Jonathan Reynolds, fully supported the introduction of the Pubs Code and the all-important market rent only option.," said Victoria MacDonald, a Campaign for Pubs national executive committee member and publican."

"In the knowledge that the Conservative government deliberately neutered this important legislation, it is now the clear duty for this Labour government to change the law to finally stamp out abuse of the beer tie and the ongoing exploitation of hard-working pub tenants."

Victoria MacDonald, a Campaign for Pubs National Executive Committee member and publican at the Old Ram, Tivetshall St. Mary's, Norfolk said: "The Labour Party, including Jonathan Reynolds, fully supported the introduction of the Pubs Code and the all important Market Rent Only option. In the knowledge that the Conservative government deliberately neutered this important legislation, it is now the clear duty for this Labour Government to change the law to finally stamp out abuse of the beer tie and the ongoing exploitation of hard-working pub tenants".

WSTA "Bewildered" By Labour's Decision To Raise Alcohol Duty And Go Ahead With Tory Inspired Red Tape

The Government's decision to raise alcohol duty by RPI has been described as "counterproductive" and "a real kick in the teeth" by the wine and spirit sector, following punishing duty increases last year which saw alcohol hit with the largest tax rise in almost 50 years.

The Wine and Spirit Trade Association (WSTA) and its members have long argued that raising taxes is counterproductive and doesn't guarantee revenue increases – proven by the latest HMRC data which show alcohol duty receipts were down almost £500 million in the first six months of the financial year, on the back of 20% duty hikes for nine out of ten and 10% for average-strength spirits.

The trade association warns that hiking duty will not help businesses to invest and grow, but will result in price rises for consumers and, crucially, it will not help the Treasury to claw back much needed funds to plug the black hole in the public finances.



To add insult to injury, for the wine trade, the Chancellor Rachel Reeves, failed to reverse the unnecessary and costly changes – devised by the Tories – to the way wine is set to be taxed from 1 February next year.

Miles Beale, Chief Executive of the Wine and Spirit Trade Association, said: "The Chancellor's decision to increase alcohol duty by RPI is a real kick in the teeth for both businesses and consumers. We simply cannot understand why Government has said they are trying to protect income and in the next breath raising alcohol duty in a move that is totally counterproductive. Recent history has shown us that duty increases lead to price rises for consumers, a dip in sales and, as a result, fewer receipts for the Treasury. The near £500 million loss in alcohol duty receipts, in the last six months, couldn't make that clearer.

We are bitterly disappointed that Labour, despite their manifesto pledge to prioritise growth, has chosen not to listen to business – especially SMEs, which will be hit hardest of all. Instead of reversing the last Government's damaging plans to bring in unnecessary, complex and costly changes to the way wine is taxed, Labour wants to plough ahead. And for what?

Raising alcohol duty and ending the wine easement will not bring in more revenue for the Chancellor, but it will mean businesses will now be obliged to tussle with more costly and complicated red tape. This will increase costs and push up prices for consumers and make economic growth unlikely or unachievable.

It's bewildering that Labour has chosen to support a Rishi Sunak-inspired tax complication when a long, desperate queue of wine retailers and businesses have beaten a path to the new Government's door to explain why abolishing the easement adds pointless cost and complexity and undermines economic growth. The decisions made at this Budget are a bitter blow for all, they will stifle the growth of British business and add another nail in the coffin for hospitality and result in less choice and price rises for consumers."

While the new system for wine tax may appear simpler on a spreadsheet, in practice, for the wine sector, it is categorically the opposite. When Chancellor Reeves ends the easement on 1 February next year, the single amount of duty paid on wines between 11.5-14.5% abv – £2.67 a bottle – will be replaced with up to 30 different payable amounts according to the strength of the wine. For a bottle of wine at 14.5% abv this will see wine duty increase from £2.67 a bottle to £3.09.

Ministers were warned not to compare wine with other alcoholic drinks when considering the impact of the new duty system. Unlike beer, cider and spirits, wine cannot be made to a pre-determined strength. Winemakers are severely limited by strict production rules in what they are permitted to do to change alcoholic strength, while strength depends on various factors, including growing conditions and climate.

Wine businesses, along with the Wine and Spirit Trade Association, have been campaigning for over a year calling for the temporary easement to be made permanent, to avoid red tape costs and instead help businesses grow, keep prices down for consumers and stabilise Treasury income.

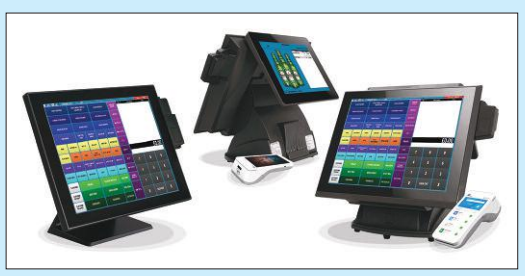
Earlier this month, in exasperation at the looming red tape that will stifle their businesses, some of the UK's biggest wine retailers launched a poster campaign and contacted their extensive customer bases to warn that price hikes were on the horizon.

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3R is a leading provider of Electronic Point of Sale (EPOS) solutions, offering both integrated countertop and wireless payment solutions, as well as Mobile Top-Up services. With competitive rates and durable, secure hardware, 3R's signature EPOS software, CES Touch, is a game-changer for businesses seeking to optimize their day-to-day operations and streamline their financial reporting.

Another essential feature of CES Touch is its full Stock control functionality, which enables businesses to manage their inventory effectively. This feature ensures that businesses can maintain optimal stock levels, avoid overstocking or understocking, and keep track of their stock movements accurately.

In addition to these features, CES Touch offers intensive operator management and in-depth financial reporting, which is vital for businesses seeking to manage their staff and financial performance effectively. With full cloud business analytics, CES Touch also provides businesses with real-time insights into their sales, inventory, and customer behaviour, enabling them to make data-driven decisions to optimize their operations.



CES Touch also links directly to a wide range of Symbol Groups, including Londis, Booker, Premier, Budgens, Shop Local, Best-one, and NISA, allowing businesses to take advantage of automated promotions and price changes. This feature is particularly useful for businesses looking to offer competitive pricing and promotions while maintaining profitability.

At the heart of 3R's offering is their commitment to excellent customer service, providing 24/7 support, 365 days a year. Whether you're a small business owner or a large retailer, 3R's EPOS solutions and CES Touch software are sure to provide you with the tools you need to succeed.

See the advert below for details.



A Third Of Consumers Willing To Pay More For Sustainability When Eating Out

New research shows that despite economic uncertainty and pressures on consumer spending, when it comes to eating out, consumers are willing to pay a premium for sustainability, with 37% prepared to spend more than they usually would on a brand or product with strong green credentials. With operators looking for ways to drive footfall and boost revenue, the research is a timely reminder of the value of good sustainability practice and the size of the prize for brands who demonstrate it.

The report from leading foodservice technology provider, Nutritics and hospitality data and insights consultancy CGA by NIQ, Sustainability Matters: What consumers want and how brands can respond, surveyed UK consumers to understand attitudes towards sustainability within the sector and found that a pub's or restaurant's poor environmental practice has a significant impact on their decision to spend time and money in them.

The latest insight reveals that consumers' concerns about sustainability continue to grow and has become a core element of the decision-making process. Two in five (41%) consumers say they are very or quite likely to choose a pub or restaurant based on its sustainability commitments and performance. Unsurprisingly, this increases to 64% amongst 18-34-year-olds, nearly triple the figure of 22% among those aged 55+, once again highlighting how this age group are a highly stimulated by environmental issues and the importance of putting sustainability principles into action.

Encouragingly, when asked whether progress had been made by hospitality on sustainability in the last 12 months, consumers expressed they had seen change, but more is needed, with only 7% stating that they



think the pubs and restaurants they use have significantly increased their commitment to sustainability over the past year. Venues will have to work hard to persuade guests of their commitment to this urgent issue. With over two-fifths (41%) of consumers saying they would like to see more carbon footprint labelling on menus, this could be an effective way for operators to show guests they care about sustainability.

Commenting on the findings Stephen Nolan, CEO of Nutritics, said; "Our research shows that there are some great opportunities for the hospitality industry to capitalise on this demand – especially through transparent communication. Clear messaging and implementing simple eco-friendly initiatives that resonate with consumers will not only help drive eco-conscious guests to visit, but will help retain them. Brands that look to invest in understanding what sustainability practices are a priority to their customers will drive loyalty and spend over their competitors, which is key in an ever-competitive market."

In addition to identifying consumer attitudes, the report also provides in-depth information around the big changes consumers want to see in venues.

THE TOP PRIORITIES FOR ACTION HAVE BEEN REVEALED AS:

- Recycling (79%)
- Reduction of food waste (79%)
- Use of local/sustainably sourced ingredients (71%)
- Sustainable packaging (69%)
- Sustainable suppliers (66%)

Nutritics' Sustainability Lead Dr Laura Kirwan concluded: "The message from our report is clear – consumers still care about sustainability and this is only set to continue as younger, eco-conscious consumers start to come through the customer base. We know operators are under pressure to improve their bottom lines. Pubs, bars and restaurants that show good sustainability practice will ultimately improve brand trust and increase guest spend. Good sustainability practice is not only the ethical thing to do, it's commercially valuable as well."

CheckFire Ltd Unveils New Report As Almost 400 Arson Attacks Target English Hospitality Venues In 2024

CheckFire Ltd, a leading fire safety supplier, has unveiled its latest report, 'The state of arson 2024', shedding light on the growing risk of arson in the UK's hospitality industry. With data from the Home Office revealing that almost 400 deliberate fires were ignited in English hospitality venues in the year ending March 2024, hospitality has become the most targeted sector for arson attacks.

Hotels, hostels, and guest accommodations were hit the hardest, with 129 arson incidents recorded – more than any other area within the hospitality sector. Restaurants and entertainment venues also faced significant threats, amplifying the need for business owners to take proactive measures in safeguarding people, property, and assets from intentional blazes.



"The effects of arson on hospitality businesses can be devastating, leading to loss of revenue, reputational damage, and, in severe cases, the closure of venues," said Bruce Robins, director of CheckFire Ltd. "It's crucial that the sector acknowledges this growing threat and implements robust fire safety measures to protect not only their businesses but also the safety of their guests and employees."

The report, which examines arson across key UK sectors, shows the far-reaching consequences of deliberate fires. Alongside hospitality, healthcare, industrial, retail, and education facilities have also been affected, though none as severely as the hospitality sector. Arson in these venues not only disrupts daily operations but also endangers lives and threatens community wellbeing.

The state of arson 2024 report provides evidence-based recommendations for business owners to fortify their premises against arson, including the installation of CCTV, improved alarm systems, secure access controls, and enhanced staff training on fire safety and suspicious activity detection and offers a detailed, data-driven look into the risks posed by arson across the UK and provides actionable insights for businesses to strengthen their fire safety measures.

While there is no legal requirement for arson-specific prevention plans, the Regulatory Reform (Fire Safety) Order 2005 mandates businesses to maintain comprehensive fire safety measures. For the hospitality sector, this means securing access points, managing high-risk areas such as kitchens, and ensuring staff are equipped to respond to fire hazards.

For further information on how CheckFire can help your business, see the advert on the facing page.

'Morning, Cheffy!' The UK's Top KP, Marito Pires De Sousa, and his 'Infectious Joy'

Winterhalter has revealed this year's winner of the Kitchen Porter of the Year award: he is Marito Pires De Sousa, who works at Mollie's Motel in Oxfordshire. This is the competition's tenth year, and Stephen Kinkead, managing director of Winterhalter UK, said of the 2024 event, "The bar has definitely increased. Entrants who would previously have been a very highly commended are now standard. Which makes Marito's achievement all the greater – huge congratulations to him."

What does it take to be the best? Trudi Parr, head of people and development at Mollie's, nominated Marito. She describes him as having had an 'extraordinary impact on our operation.' His approach means that, even during peak times, such as a 650-cover Saturday, the kitchen runs smoothly, efficiently and with 'happy energy.' He's an innovator: he mastered and implemented the 'cockpit theory' of kitchen portering, optimising the setup, shelving, and workflow of this bustling restaurant environment."

"What sets Marito apart is his infectious joy and unwavering support for the entire team," she said. "Marito is a beacon of positivity, he lifts spirits, and his cheerful greeting of "Morning, Cheffy!" makes everyone grin."



"I was at Paddington station when I got the call that he had won and I screamed. Everybody at the station probably thought, what on earth is going on? It made me so emotional. He is such a wonderful guy. I can't think of anyone more deserving."

The KP of the Year judges were also impressed by Marito's skill in engaging young team members and those with SEND, helping them find joy and confidence in their roles, often their first job. "His training style is encouraging and fun, making even the hardest tasks manageable," Trudi said.

On receiving his award Marito said, "I'm so happy! I love my job and Mollie's. I love the team and working together." Along with the prestigious KP of the Year trophy, Marito will receive £1000 in vouchers and a celebratory meal for friends and family in a casual dining restaurant of their choice. Meanwhile his win means that Mollie's will get a piece of Winterhalter equipment worth up to £10,000 – which in turn should make his life that bit easier!

Stephen Kinkead adds, "Marito is such a worthy winner. I get emotional every time I present the award. You speak to any chef – the kitchen porter is their right hand. Without them it doesn't work. They're worth their weight in gold."

The quality of entries is emphasised by the two highly commended runners up, who are Austin Ottolorin, of BM Caterers, and Leszek Dajnowicz, of The Belfry Hotel & Resort. Austin is described as nothing less than 'a legend' by his nominator, group executive chef Russell Watt, who said "He has created a legacy that would be incredibly difficult to replace." Meanwhile Leszek's nominator, executive chef Robert Bates, described him as a 'dedicated leader' who makes a 'positive impact on the whole resort.' "Austin's combination of professional excellence and personal warmth truly sets him apart from the crowd," he added.

Both runners up receive vouchers to hospitality experiences, and every KP of the Year nominee receives a bespoke KP of the Year apron, designed by Oliver Hardy.

Introducing

LFX



Lithium-ion batteries have become an integral part of modern life, powering everything from smartphones and laptops, to cordless tools and e-scooters. However, they come with inherent dangers that cannot be ignored.

The LFX range has been specifically designed to tackle such dangers across a wide range of applications. In addition to the primary fire risks, LFX fluorine-free fire extinguishers also protect from secondary Class A fires, effectively tackling ‘peripheral’ fires that have been caused by the exploding batteries.

An effective water-based fire extinguisher agent that is excellent at putting out flames.

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Maximise Your Christmas Snacking Sales

By Matt Collins, Sales Director at KP Snacks.



Pubs and bars are a staple of the Christmas period, playing host to social occasions from festive gatherings with friends and family to work-dos with colleagues. With the festive season bringing an increase in snacking occasions and a willingness to trade up for more premium snacks, Bagged Snacks is an important category to capitalise on to drive sales.

As alcohol consumption increases over the Christmas period and 56% of consumers say they like to eat Crisps, Snacks and Nuts with an alcoholic drink[1], it's important for pubs and bars to stock a strong core range of Bagged Snacks products to bolster festive sales. At KP Snacks, our diverse portfolio of tasty and popular snacks includes KP Nuts, McCoy's and Tyrrells – three of the top five Bagged Snack brands consumed in pubs and bars[2].

Nuts grow in popularity at Christmas, seeing a 60% increase in purchase. As the UK's number one nut brand, at nearly four times the size of the nearest branded competitor[3], KP Nuts is perfectly positioned to drive sales in pubs and bars. Our tasty and trusted range includes iconic flavours such as its Original Salted Peanuts, Honey Roast Peanuts and Dry Roasted Peanuts.

Known for its bold flavours, McCoy's is the UK's number one ridged crisp brand. Available in popular flavours including Flame Grilled Steak and Salt & Malt Vinegar, McCoy's caters to customers looking for fun and flavour over the Christmas period.

With 72% of consumers likely to pay extra for a premium snack brand[4] and premium snacking occasions rising over Christmas, our hand-cooked crisp brand Tyrrells delivers an ideal choice. With over 90 Great Taste Awards across the range, Tyrrells makes trips to pubs and bars feel more special, promising excellent quality and flavour.





For further information, please see the advert on the facing page

Lunch Drives Increased Out-of-Home Participation, Quality Becomes Top Priority, and Staple Dishes Decline

New insights from the Lumina Intelligence's Eating and Drinking Out Panel reveal notable shifts in the UK's out-of-home dining market, with increased participation and frequency, particularly at lunch, signalling that consumers may be starting to feel some relief from rising living costs.

This resurgence sees more consumers dining out, with lunch becoming a popular occasion to reconnect with out-of-home venues, and a rise in breakfast visits, especially to coffee and sandwich shops, as consumers seek convenient ways to start their day.

The data also reveals that quality has now overtaken value as the top priority for consumers, marking a clear shift in their expectations for the out-of-home dining experience. Quality of ingredients is increasingly significant,



especially during dinner and snack occasions, highlighting consumers' growing preference for premium, flavour-driven options. This shift calls for operators to emphasise quality-led messaging in their marketing and to ensure high standards in their food and drink offerings, as consumers show a readiness to invest in a superior dining experience.

Additionally, consumer preferences are moving away from traditional staple dishes, with eight of the top ten most popular items, including long-standing favourites like burgers and chips, experiencing declines of -0.6 and -1.7 percentage points, respectively. However, pizza has defied this trend, gaining share by remaining relevant and evolving with consumer tastes. This change signals an opportunity for operators to adapt their menus to reflect evolving preferences, offering variety and unique choices to attract diners seeking something distinctive.

National Pubwatch Champions "Ask for Angela" Initiative to Protect Vulnerable Patrons

National Pubwatch is renewing its commitment to supporting vulnerable individuals within the hospitality industry by championing the widely recognized "Ask for Angela" initiative.

Aimed at ensuring the safety and wellbeing of pub and nightclub customers, the initiative provides a discreet lifeline for those who feel threatened or in distress.

"Ask for Angela" encourages vulnerable patrons to seek help by simply asking for "Angela" from a member of staff. This phrase acts as a subtle code, prompting staff to take action to ensure the individual's safety. Its simplicity has resonated across the sector, with many venues adopting the initiative as a cornerstone of their safeguarding policies.

However, National Pubwatch is urging venues to go beyond just displaying posters in bathrooms.

"The effectiveness of any initiative lies in its consistent implementation," a National Pubwatch representative emphasized. "Not everyone may feel confident or articulate enough to approach staff with clear information when in need. That's why it's crucial for staff to treat any mention of 'Angela' as a priority, akin to a loud klaxon sounding in the room."

The organization highlights the importance of embedding safeguarding into the core operations of pubs and nightclubs.

THIS INCLUDES:

- *Establishing a robust policy for protecting vulnerable individuals.*
- *Providing comprehensive staff training to recognize and respond to signs of vulnerability.*
- *Ensuring swift and assertive action when assistance is requested.*

To support these efforts, National Pubwatch is offering free resources through its website. These include printable "Ask for Angela" posters and a generic Safeguarding and Vulnerable Persons Policy, which can be tailored to individual businesses. Additionally, the Supporting Vulnerable People section of their Good Practice Pub features free training materials, including films designed to educate staff on best practices.



The Cleaning Show 2025 to Highlight Innovations Leading the Future of Cleaning

THE CLEANING SHOW 2025
18-20 MARCH • EXCEL • LONDON
Delivering a cleaner and safer environment

The Cleaning Show, the UK's largest cleaning and hygiene event, will return to the ExCeL London from 18–20 March 2025, showcasing the latest innovations that are shaping the future of the cleaning sector. With over 130 exhibitors offering solutions to sectors such as facilities management, healthcare, hospitality, retail, and contract cleaning, the show will provide visitors with a first-hand look at the latest innovations in cleaning technology, sustainability, and business management.

A FOCUS ON SUSTAINABILITY

Sustainability continues to be a major theme in the industry, with several leading companies set to demonstrate their commitment to eco-friendly innovations at The Cleaning Show 2025. Tork, a global leader in professional hygiene, will introduce its Focus4 Sustainability program, which helps businesses meet their environmental goals by providing clear, reliable data on the sustainability benefits of Tork products. This program will help to empower attendees looking to make informed, impactful decisions that reduce their business' environmental footprint.

Cleenol, a Certified B Corporation, will highlight its Evolution X2 system. This portable, super-concentrate cleaning system reduces single-use plastics, shipping emissions and storage needs. Safe, efficient and cost-effective, it will offer visitors at the show a greener cleaning solution without compromising on performance.

REVOLUTIONARY TECHNOLOGY IN CLEANING

The Cleaning Show 2025 will also feature the latest advancements in cleaning machinery and robotics. SEBO will introduce its D9 Professional cylinder vacuum cleaner, designed for heavy-duty commercial use. With a 6-litre capacity and 15.5m cleaning range, the D9 boasts a tapered hose that delivers a 20% suction boost for superior cleaning performance.

NEXT-GEN AIR FRESHENING SOLUTIONS

Innovations in air freshening will also be on display, with P-Wave launching its Slant6 Midnight Coast limited edition urinal screen for high-end hospitality venues. T

STREAMLINING OPERATIONS WITH SMART SOFTWARE

Cleaning businesses looking to streamline their operations will benefit from innovative management software solutions available to source at the event. CleanManager will demonstrate its all-in-one platform designed to reduce administrative burdens and improve operational efficiency. With features like a centralised overview for easy data access and intelligent scheduling, CleanManager will help businesses looking to save time on managing tasks and absences. Elsewhere, Nexdynamic will unveil new custom workflows and data fields within its Squeegee platform, offering cleaning businesses greater control and efficiency in service delivery.

Paul Sweeney, Event Director of The Cleaning Show 2025, commented: "The Cleaning Show 2025 is set to be a game-changer for the cleaning and hygiene industry. With innovations spanning sustainability, technology and operational efficiency, we are confident that next year's event will provide visitors with the tools they need to stay ahead in an increasingly competitive market. We're excited to showcase the future of cleaning and hygiene at the ExCeL London next March."

Registration for The Cleaning Show 2025 opened on 31 October 2024. Entry remains free, but visitors should pre-register online.

To register and find out more about this year's event, visit **https://cleaningshow.co.uk/london/**

BEHIND THE BAR

MAXIMISE YOUR CHRISTMAS SNACKING SALES!



Tyrrells Winner of over **90** Great Taste Awards

McCoy's the UK's No.1 Ridge Cut Crisp**

KP Nuts the UK's No.1 Nuts Brand in Bars**

81% MORE LIKELY TO BUY BAGGED SNACKS IF ON DISPLAY*

74% SAY PREMIUM SNACKS ENHANCE THEIR VISIT*

TOP 5 SNACKS IN PUBS INCLUDE: KP NUTS, McCOY'S & TYRRELLS†

WISHING **ALL** OF OUR CUSTOMERS & THEIR CUSTOMERS A **HAPPY & PROSPEROUS** CHRISTMAS 2024

snacKPartners

*CGA by NIQ x KP Snacks, Behind the Bar Survey, August 2024, †CGA by NIQ x KP Snacks, Behind the Bar Survey, 3 months to August 2024, **NielsenIQ, Total Market, MAT to 5/10/24.

FOR HELP TURNING YOUR SNACKING OPPORTUNITIES INTO SNACK SALES, JUST CALL US TODAY...
T: 01568 720 244 OR EMAIL THE BEHIND THE BAR TEAM, THEBAR@KPSNACKS.COM

The Source Trade Show Preview

MOOR COFFEE LTD

MOOR COFFEE

everyone comes back for moor



THE SOURCE TRADE SHOW Stand E5

Come and say Hello and see what in-show offers we have

SUPPLYING PREMIUM COFFEE MACHINES & PRODUCTS
MACHINE SERVICING & REPAIRS

PLEASE VISIT US AT
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01409 231166

Plan Ahead for 2025 at The Source Trade Show

If you're in hospitality, catering, or food retail, start 2025 off on the right foot by attending The Source trade show on Tuesday 4th February and Wednesday 5th at Westpoint, Exeter. This essential regional event brings together hundreds of food and drink brands, suppliers, and services, offering everything you need to stay ahead of the competition.



WHY ATTEND THE SOURCE?

- *See, taste, and compare: Experience products firsthand by sampling ingredients, testing equipment, and assessing quality up close.*
- *Find everything you need for the year ahead: Whether you manage a pub, café, deli, hotel, farm shop, or supermarket, the show has top-quality ingredients, equipment, and services to help your business thrive.*
- *Unlock exclusive offers: Access show-only deals, including discounts, free delivery, and special packages, to make the most of your budget.*
- *Connect and collaborate: Meet suppliers and industry peers face-to-face, building partnerships and gaining insights to drive your business forward.*

A SHOWCASE OF THE SOUTH WEST'S BEST

In partnership with Taste of the West, The Source trade show highlights the region's finest producers and big-name brands.

(CONTINUED ON FOLLOWING PAGE)

Moor Coffee Ltd.

We're very excited to be exhibiting at the 2025 Source Trade Show. We encourage you to come along and talk to us about our special offers, take advantage of our enhanced machine bundles and sample some delicious, freshly ground coffee - we look forward to meeting you! Stand E5

Our Independent coffee company based near Dartmoor specialises in commercial coffee machines, coffee beans, brewing equipment and machine repairs throughout the South West and the UK.

With over 25 years' experience in the beverage vending industry, we understand that coffee machines can be an expensive outlay, so we offer a range of purchase options on both new and refurbished equipment.

Machine accessories can be added to create a complete business model and once you have chosen your machine we will deliver, install and train you and your staff free of charge!

After-sales support is taken seriously (no box sellers here!) so we provide you with a comprehensive back-up service with regular customer contact, a range of point-of-sale material and a fully equipped service department.

You can find more information on our web site **www.moorcoffee.co.uk** or Come and Say Hello - Stand E5

Looking forward to meeting you.

SEE **CLH NEWS** ON **STAND C1** AT SOURCE

YOU'RE INVITED TO

THE source

4-5 FEB 2025 WESTPOINT, EXETER

The Source trade show brings together the latest food and drink products, services, equipment and ideas for your retail or hospitality business.

WHY VISIT?

Connect in person, network, and be inspired.

Exclusive show offers and brand new to market companies.

Discover and experience products and services.

REGISTER ONLINE AT
www.thesourcetradeshow.co.uk

Trade show organised by Hale Events Ltd, Premier House, Old Church Road, Axbridge, Somerset BS26 2BQ.
Telephone: 01934 733433 | Email: mail@hale-events.com



great taste MARKETS

Taste of the West

SourceFoodDrink

The Source Trade Show Preview

(CONTINUED FROM PREVIOUS PAGE)

Mike Anderson, Managing Director of The Source, says:

"The Source brings the best of the food and drink industry together, offering fresh ideas, invaluable networking opportunities, and access to the best suppliers. It's the perfect place to prepare for a successful year."

FREE ENTRY FOR TRADE BUYERS

Trade buyers can attend free of charge, with easy access and plenty of free parking. The show runs over two days, giving you time to explore trends, sample products, and secure the best deals.

Nothing beats seeing, tasting, and comparing products in person. This is your chance to explore the latest innovations, stock up for the year ahead, and leave inspired, with fresh ideas.

For more details or to register, visit **www.thesourcetradeshow.co.uk** or call 01934 733465. Follow The Source on Facebook and Instagram at @SourceFoodDrink for updates.

Emboss Outdoors

Emboss Outdoors is a premier provider of commercial retractable shade and shelter solutions, specializing in transforming outdoor spaces into vibrant, functional areas that drive business growth for the hospitality industry. With a commitment to excellence, we work hand-in-hand with global brands, independent operators, and venues of all sizes to design and install bespoke shading solutions tailored to their unique needs.

Our range of products, including pergolas, awnings, and parasols, combines innovation and style to create outdoor spaces that are both visually stunning and highly practical. By maximizing the potential of outdoor areas, we help businesses accommodate more customers, extend trading hours, and enhance the overall guest experience.

At Emboss Outdoors, we understand that every outdoor space has the potential to become a dynamic hub for business activity. Whether it's a stylish al fresco dining area, a comfortable lounge for drinks, or a vibrant event space, our solutions are designed to boost footfall, elevate brand visibility, and generate additional revenue.

From concept to installation, our expert team is dedicated to delivering exceptional service and outstanding results. Let us help you unlock the full potential of your outdoor space and take your business to the next level.

Visit us on stand E14 at Source, or see the advert on this page for further details.

Woods Foodservice

Woods Foodservice is an AA graded BRC accredited family-owned business that has supplied top end hospitality providers and restaurateurs for over forty years. With decades of experience, it has stayed ahead by continuously enhancing its offering, always supplying innovative produce, and delivering excellent service. With unrivalled customer care, six days a week delivery service and an online ordering platform, it's proud to serve over 1500 customers across London, Southeast, South West, Wales, Midlands and the North West.

An award-winning supplier to chefs in the hospitality industry, offering a wide range of premium ingredients including specialist, ambient, chilled, dairy, frozen, and fresh produce. Sustainability is at the heart of what we do, and we are passionate about minimising our environmental impact. Woods Foodservice has been Carbon Neutral since 2021 but is now on a mission; To become the UK's leading Net Zero Contributor foodservice company by 2030.

Woods Foodservice has won the Restaurant magazine Readers' Choice Award for Best Foodservice Company for the last 7 years.

Restaurants interested in finding out more about Wood Foodservice can visit **https://woodsfoodservice.co.uk** or call **0300 303 0112.**

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THE STAFF CANTEEN 2024 WINNER
restaurant READERS' CHOICE AWARDS 2024 WINNER
FPC FRESH AWARDS TWENTY1 WINNER

SEE CLH NEWS ON STAND C1 AT SOURCE

SEE US ON STAND E14

Emboss outdoor living

PERGOLAS - AWNINGS - PARASOLS

Partner with Emboss to transform your outdoor space into a vibrant, functional area that brings your business to life and boosts your revenue.



Get in touch today for a free consultation and ensure your outdoor space is ready to propel your business forward in 2025.

info@embossoutdoors.co.uk
Richard: 07583 626547

The Source Trade Show Preview

SOUTH WEST COFFEE CO EST – 2017

MACHINES TO SUIT ANY ENVIRONMENT

We offer a wide range of coffee machines, from a 'compact' 2 group Iberital IB7 all the way through to our flagship machine, the San Remo Cafe Racer. All at competitive prices and with a range of rental, finance and leasing options available. So whether you're running a pub, or a large high-end cafe or restaurant, we'll have machines to suit.



YOUR PARTNER IN COFFEE

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SWCOFFEECO.COM

SEE **CLH NEWS** ON **STAND C1** AT SOURCE

South West Coffee Co. - Your Partner in Coffee



We can help you make the most of your coffee and hot drinks service, ensuring high levels of customer satisfaction and loyalty – together with increased profits.

We offer a wide range of coffee machines, all at competitive prices and with a range of rental, fnance and leasing options available.

We have our own in-house engineering team and guarantee the highest levels of customer service, ensuring downtime is kept to an absolute minimum. Wholesale customers get discounted service charges, further enhancing the overall value of working with us.

With experience in all makes of machine, we have no problem working with your existing equipment.

We even offer a free inspection and service to new customers to make sure your machine is running as it should before getting to work serving up some of the best coffee going…

We also supply a full range of leading, premium products for your hot drinks service.

For further information call **07776 184141**, email **hello@swcoffeeco.com** or visit **www.swcoffeeco.com**

See us on Stand E36

The Label Group

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.

All equipment is supplied with a one year factory warranty and are designed to give years of reliable and effective service.

See us on **Stand H4** or call **01736 810334** for details.

Rum and Reggae: Our Adventure So Far



The seed of Rum and Reggae was born from our love for tunes and of course, rum. Blending the sunny sounds of reggae with our renowned rum punch was a no-brainer and we knew this experience needed to be shared. Venturing out, we hit the road to spread the Rum and Reggae joy at festivals and food events. And guess what? People loved it!

From punch to product, we crafted our signature 'serious rum,' a 40% abv golden tipple that shines in cocktails and pairs perfectly with your favourite soft drink. Our initial success paved the way for our next creation: a rum infused with honey sourced from rescue bees.

As the buzz grew, our reach extended to pubs, clubs, restaurants, and bars, revealing a demand for our rums with a difference. Our brand's visuals are a burst of excitement – simple, fun, and full of colour, they effortlessly capture the heart of Rum and Reggae whilst drawing in customers with their vibrant charm.

Now ready to spread sunshine nationwide through the hospitality trade.

Visit us on stand G17 at the Source Trade Show.

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The Label Group supply a complete range of label printers, stock & bespoke printed labels, carbon ribbons, handheld pricing machines, date machines, plain & printed pricing gun labels

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The Label Group Ltd

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RUM & REGGAE SERIOUS RUM

NOW READY TO SPREAD SUNSHINE NATIONWIDE THROUGH THE HOSPITALITY TRADE

Caribbean style rum, with a hint of spice and a touch of caramel, making it perfect to sip on its own, or mix with Ginger ale or cola.



OFFICE: 01428 641884

RUM-BARN.CO.UK/PRODUCT/RUM-REGGAE

Chefs' Buyers Guide

Elevate Your Menus With New Gastro Pie Range From Pukka



Just in time for peak pie season, Pukka, the nation's no.1 pie brand*, has launched a duo of new full-on flavour 'Gastro Pies', which have been specifically developed with pubs, bars and restaurants in mind.

Inspired by the nation's top filling choices for pies, serve your customers a choice of either the hearty Steak & Ale Pie or decadent Chicken & Mushroom Pie, baked with high quality ingredients – and some added pizzazz – to capture the essence of gastro style dining. Each pie is deep filled, with unforgettable flavours at the forefront and hand finished with special toppings. All wrapped up in 144 layers of Pukka's signature, golden puff pastry.

The Gastro Steak & Ale Pie includes tender chunks of steak paired with a rich beef and ale sauce to deliver a hint of sweetness with a classic peppery hit, hand finished with sprinkles of pepper. Meanwhile the Gastro Chicken & Mushroom Pie sees pieces of succulent chicken, chunky mushrooms and sweet onion in a creamy and moreish velvety sauce, topped with sprinkles of thyme.

Available in cases of 12, these pies are unbranded giving you the opportunity to serve them under your outlets own brand, whilst still benefitting from Pukka's unrivalled expertise when it comes to making and baking great tasting pies.

To 'bake' things up a gear, Pukka is also offering larger chains the opportunity to work with their chefs to develop bespoke recipes.

See the advert on this page for further details.

*Chilled & Frozen pie data 52wk combined value sales data to 27th October 2024

Prowrap Launches New Extra Large Pre-Cut Foil Sheets In Response To Soaring Demand



Prowrap has revealed that a new extra-large version of its popular pre-cut foil sheets will be released this November in response to extraordinary demand for ultra-convenient, professional-grade food wrapping solutions.

The extra large sheets measure 300mm x 400mm and will be available to foodservice operators in packs of 250 in time for the busy festive season. They have been developed in collaboration with Prowrap's customers, who have reported an increase in demand for larger menu items like gourmet burgers and hot dogs, and feature the same ergonomic dispenser box and interleaved sheets as Prowrap's existing pop-up foil sheets. This ensures that, when one sheet is taken, the next sheet presents itself for convenient dispensing.

The interleaved sheets are made to ensure you can get orders out as quickly as they come in. Just grab a sheet and go – it's designed to be used almost without thinking, so kitchen staff can concentrate their efforts on providing fast, exceptional service.

The foil sheets are manufactured to the highest hygiene and performance standards to ensure they keep food hotter and fresher for longer, and are 100% recyclable.

Prowrap's existing pre-cut foil sheets are 270mm x 300mm in size, meaning the newly-expanded range now includes multiple size options for various foodservice applications.

To learn more about Prowrap's market-leading range of food wrapping and dispensing solutions, visit **www.wrapex.com.**



The UK's Trusted Partner for Authentic Mexican Food & Drink

Mexican food is booming in the UK, with more people craving the vibrant flavours of tacos, tamales, and mole. But for restaurants, shops, and bars, finding the right ingredients to deliver **authentic Mexican dishes** can be a real challenge.

That's where **MexGrocer** comes in. Specialising in **Mexican food & drink** imports, MexGrocer connects UK businesses with high-quality Mexican products like tortillas, chillies, beans, tomatillos, and even unique items like cactus and mole sauces.

With trusted brands such as **Tajin**, **La Costeña**, **El Yucateco**, and **Jarritos**, every product guarantees true Mexican flavour. From fiery hot sauces to tequila and sweets, MexGrocer provides everything needed to create an unforgettable menu or stock your shelves.

If you're in the food and drink industry and want to bring the vibrant flavours of Mexico to your establishment, MexGrocer is your go-to partner.

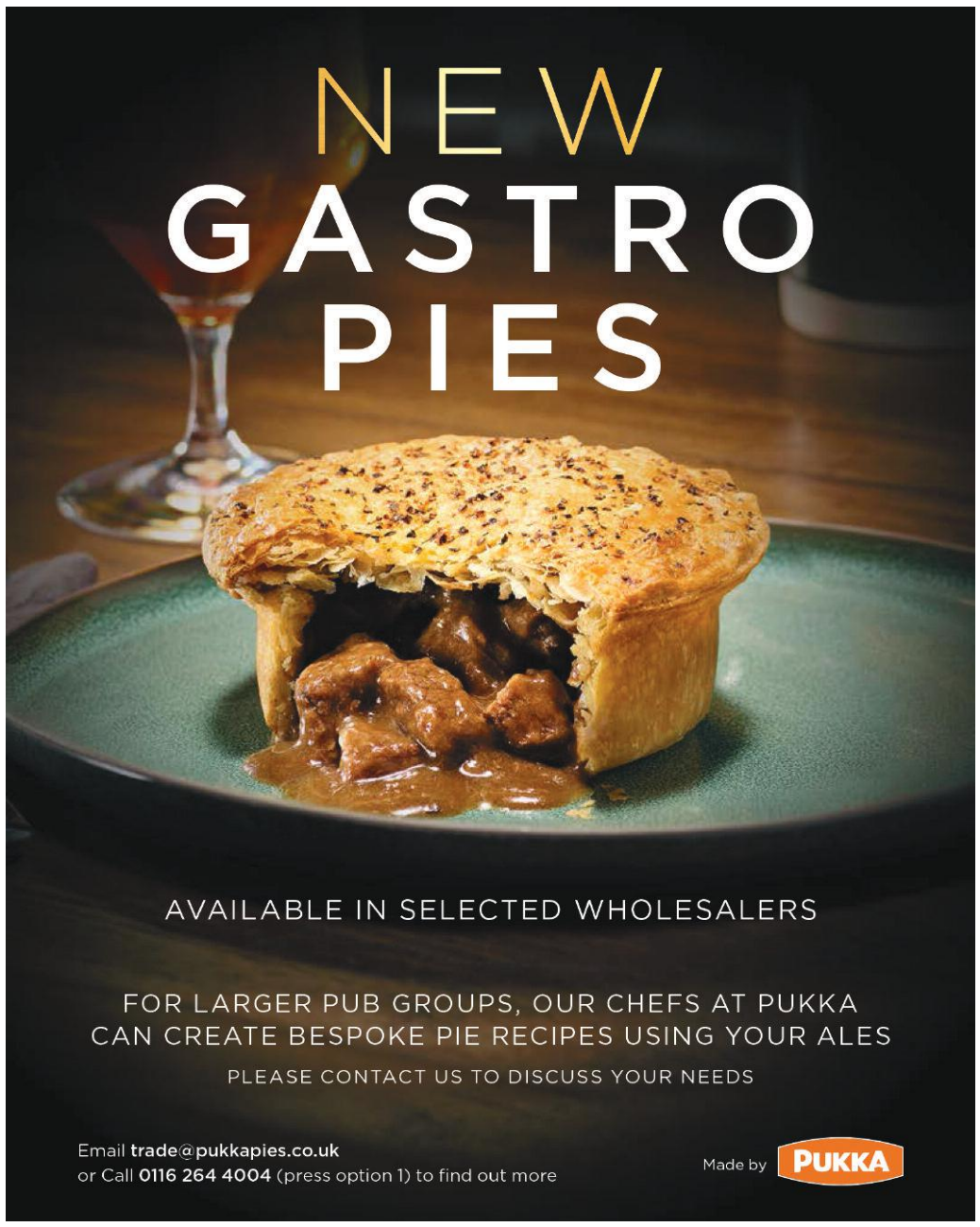
With a **straightforward ordering process** and a wide product range, they make it easy to stock up on all your Mexican favourites.



For wholesale or business enquiries, please send an email to **info@mexgrocer.co.uk**

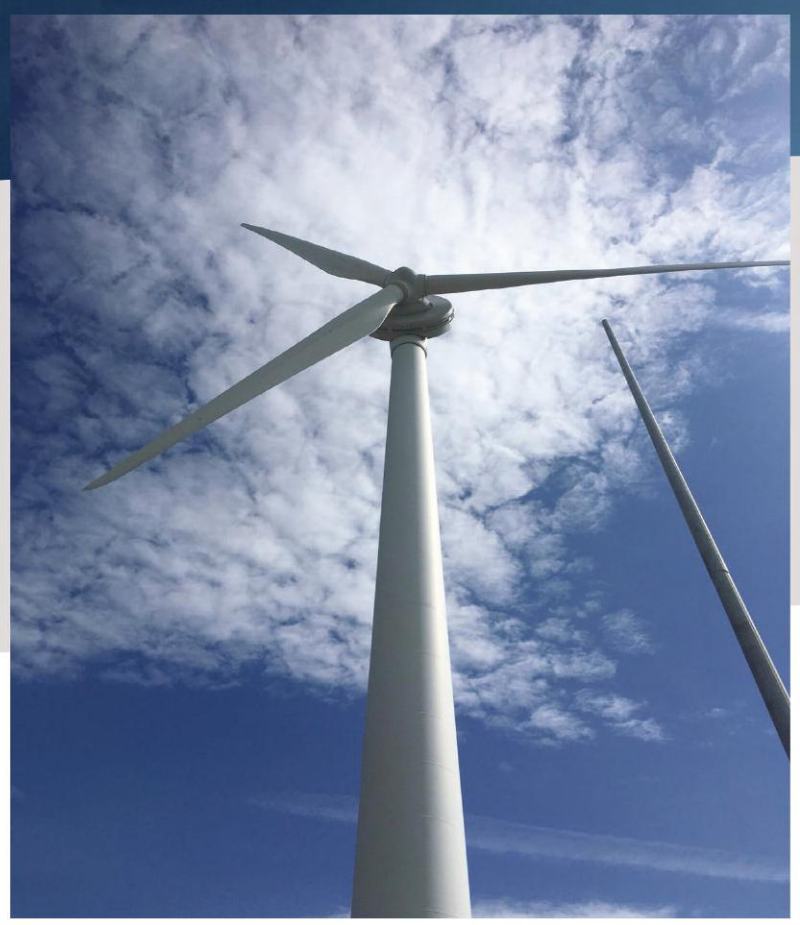
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Please mention the Caterer, Licensee & Hotelier News when replying to advertising











Lanchester Wines

BECAUSE SUSTAINABILITY MEANS LOOKING AT THE FULL PICTURE



We believe every business has a duty of care to minimise its impact on the environment, which is why Lanchester Wines has worked tirelessly over the last decade to ensure sustainability is at our core.



Over the past decade, we've invested over £13 million in renewable energy, making our operations in the North East of England nearly 100% wind and solar powered.

We partner with suppliers who share our commitment to sustainability, ensuring expert care and attention at every stage of wine production. From water conservation to vineyard grazing, our suppliers prioritise quality and environmental stewardship.

Around half of our wine is shipped to the UK in bulk, saving around 38% CO_2 compared to shipping in bottle. This wine is bottled at Greencroft Bottling which is predominantly powered by clean renewable wind and solar energy. And we've recently introduced the UK's lightest wine bottle, the Verallia Bordelaise Air. This 300g bottle, made with 30% recycled glass, reduces the carbon footprint by 25% compared to standard 400g bottles and removes 3.2tonnes of bottle weight per 24,000 litres of wine.

Join us in making a positive impact on the environment.

Because being carbon neutral is just the beginning.

For more information, please visit
lanchesterwines.co.uk/sustainability

Chefs' Buyers Guide

Sustainability in 2025: Transforming the On-Trade One Bottle at a Time



The focus on sustainability within the on-trade continues to gain momentum and will be a key focus for operators in 2025. To meet this demand, the wine industry is quietly undergoing a significant transformation, moving from carbon offsetting to carbon insetting to revolutionise how wine is produced, packaged and transported. For operators, this presents an opportunity to serve wines that align with eco-conscious values.

WHAT IS CARBON INSETTING?

Carbon insetting focuses on creating sustainable practices within a company's supply chain, delivering meaningful change. While sustainability starts in the vineyard with organic farming, water conservation and biodiversity initiatives, it extends to transportation, bottling and packaging – all critical factors in reducing wine's environmental impact.

At Lanchester Wines, insetting has been at the core of our operations since 2011. With over £13 million invested in renewable energy projects, including wind turbines, solar panels and geothermal heat pumps, our facilities in the North East of England are now predominantly powered by clean energy.

LIGHTER BOTTLES, LOWER EMISSIONS

Packaging innovations play a vital role in sustainability. The Verallia Bordelaise Air bottle, the world's lightest wine bottle at 300g, is a groundbreaking development. Crafted with 30% recycled glass, it reduces CO2 emissions by 25% compared to the UK standard 400g bottle. By switching to this bottle, operators can significantly lower their wine list's carbon footprint, removing 3.2 tonnes of bottle weight per 24,000 litres (aka, a tank of bulk wine).

BULK SHIPPING: A GREENER OPTION

Nearly half of Lanchester Wines' portfolio is shipped in bulk, cutting transport emissions by around 38% compared to shipping the same literage in bottles. Bottling is done at Greencroft Bottling, which runs predominantly on renewable energy, enhancing the supply chain's sustainability.

WHY SUSTAINABILITY MATTERS

Sustainable wines resonate with environmentally conscious customers. By prioritising wines with a smaller carbon footprint, operators can reduce their impact while appealing to green-minded guests.

At Lanchester Wines, sustainability isn't just a trend – it's a commitment. Because being carbon neutral is just the beginning.

Visit **www.lanchesterwines.co.uk/sustainability**

Introducing OiLChef, The Award Winning Money Saving System For Your Kitchen Deep-Fryers

OiLChef saves you money every week with:

- *Cooking Oil - 25% to 45%*
- *Cooking Time - 15 seconds to 60 seconds*

(Onions Rings/Cheese Frys minus 15 seconds
Chicken Sandwich minus 30 seconds
Chicken Tenders (thawed) minus 60 seconds)

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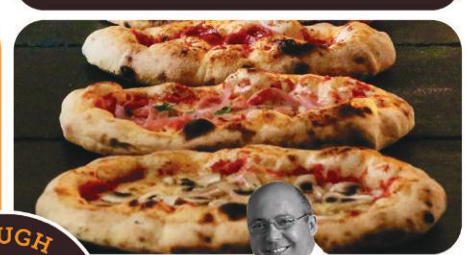
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Chefs' Buyers Guide

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Riso Gallo is the first international rice brand to have produced its rice from sustainable agriculture, making their premium best-selling risotto completely sustainable from field to fork.

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Known to many as Italy's first choice, Riso Gallo is one of the longest surviving rice companies in Italy and is still growing. A family run business, it is now in it's 6th generation.

The company has uniquely created its own Circular Economy within it's rice production, collaborating with innovative startups to give new life to the by-products of the rice mill which produces the delicious range of rices of the Riso Gallo Brand.

Rice House is an Italian initiative in which the secondary materials in rice cultivation are used to build ethical houses.

Rice by-products are even used by Mogu in a range of designer furniture production.

The Albini Group to develop a process of 'Off the Grain' dye for fabric. When the Nero (black) rice is processed for the food industry, the by product of the deep grape coloured water is used as a natural dye.

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

Riso Gallo is committed to reducing and monitoring greenhouse emissions and uses energy from renewable certified resources.

www.risogallo.co.uk

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Although Sunflower oil is a popular and well-regarded oil, it has a cousin, 'High Oleic' Sunflower oil that is less well known and vastly different. It is high in Oleic Acid, also known as monounsaturated fat (Omega 9) which is also the main fat in Olive Oil.

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High Oleic oil is stable in high temperature cooking and has a high smoke point which degrades more slowly than cheaper oils.

Because the oil is strong, it means that even with a modest premium price, it saves money and waste, so you are effectively increasing the quality of your ingredients and cutting costs at the same time.

The oil is a great alternative to rapeseed as there are now calls to reduce the amount of Rape cropping as it is less sustainable than Sunflower crops, which are naturally resistant to insects and as a regenerative crop need less nitrogenous fertiliser. It is the most sustainable oil.

For more information please feel free to contact Martin McHugh on martin.m@flavoil.co.uk . There is more information on **www.flavoil.co.uk**

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Chefs' Buyers Guide

Exploring the Richness of Northern Ireland's Food and Drink Industry

CLH News Editor Peter Adams reflects on his recent visit to Northern Ireland

I recently had the opportunity to attend an extraordinary event highlighting the vibrant food and drink industry of Northern Ireland, thanks to a wonderful invitation from InvestNI who took me on a delightful and most enjoyable tour of Belfast (which I hope to return to in February)!



Hosted in Bangor, the showcase offered an in-depth look at the creativity and dedication driving the region's culinary success. Alongside attending the showcase, I engaged in immersive experiences, from baking traditional Irish goods at a Belfast cookery school to exploring a globally renowned whiskey distillery. These moments offered an unforgettable glimpse into Northern Ireland's hospitality, innovation, and cultural richness.

A GROWING PLATFORM FOR CULINARY EXCELLENCE

What began as a modest initiative to connect local food and drink producers with potential buyers has grown into a significant event. Today, the Northern Ireland Food and Drink Showcase attracts over 100 local suppliers and an equal number of buyers from both domestic and international markets. This annual gathering has become a vital platform, demonstrating the remarkable progress of Northern Ireland's food and drink sector. The event underscores the region's growing reputation as a culinary hub, offering opportunities for producers to align with global trends and expand their market reach.

A FLOURISHING INDUSTRY ROOTED IN INNOVATION

The food and drink sector in Northern Ireland has seen impressive growth, fuelled by a commitment to quality and an innovative mindset. With expertise spanning dairy, meat, bakery, and beverages, the industry reflects both tradition and forward-thinking approaches. Organizations like Invest Northern Ireland (Invest NI) have played a key role in this success, offering businesses resources such as funding, training, and support for expanding into new markets. By collaborating with thousands of businesses, Invest NI helps foster innovation and resilience across the industry.

It was a pleasure to meet with some of CLH News advertisers, premier snack supplier Tayto and premier sausage supplier McWhinney's and at the same time sample an abundance of innovative products!

Northern Irish producers are especially adept at embracing global food trends. For instance, the rise of vegan and allergen-free products has inspired local producers to innovate while maintaining a focus on authenticity.

FLEXIBILITY AS A COMPETITIVE ADVANTAGE

One of the defining strengths of Northern Ireland's food and drink producers is their adaptability. Operating in a tightly knit industry allows for close collaboration with customers and the ability to respond quickly to changing demands. This flexibility, combined with a customer-focused approach, gives local producers a competitive edge, enabling them to excel even in challenging conditions.

Invest NI has been instrumental in fostering this agility by helping businesses adjust to market shifts while preserving their core values. The agency's emphasis on skill development,

SUPPORTING GROWTH AND SUSTAINABILITY

As Northern Ireland's primary economic development agency, Invest NI provides comprehensive support to businesses in the food and drink sector. From grants and training programs to sustainability initiatives, the agency equips producers with the tools to thrive. Its focus on sustainable practices, such as energy efficiency and waste reduction, reflects a broader commitment to fostering long-term growth in the industry.

A CELEBRATION OF CULTURE AND INNOVATION

My journey through Northern Ireland's food and drink scene was nothing short of inspiring. From mastering traditional recipes to experiencing the vibrant culture of Belfast, it was clear that the region's culinary identity is deeply rooted in passion and creativity. The Northern Ireland Food and Drink Showcase was more than just an exhibition; it was a testament to the dedication and innovation that define the local industry.

Looking ahead, it's evident that Northern Ireland's food and drink sector is poised for even greater success. With organizations like Invest NI and the unwavering commitment of its producers, the region is set to make an even larger impact on the global stage.

LittlePod - Telling the Story of Real Vanilla

Ever since its launch in 2010, LittlePod has been telling the story of real vanilla and its ecological value to the planet.

Now, the company's founder and Managing Director is all set to pen the next chapter – quite literally – in what has become a gripping tale.

For almost 15 years, Janet Sawyer MBE BEM has led the Campaign for Real Vanilla, encouraging professional chefs and home cooks alike to use natural ingredients through the development of LittlePod's Madagascan vanilla paste and other pioneering products.

In the process, LittlePod has supported communities across the Equatorial regions and established its own orchard in Indonesia, where the farmers use an innovative polyculture system to increase biodiversity, improve soil fertility, and regenerate the rainforest.

It is a story that will be told in Real Vanilla: Nature's Unsung Hero – a new book, currently being written by Janet, that will be published in April.

"At a time of societal upheaval around the world, the story of LittlePod reminds us of our interconnectedness and the need to co-operate with trust and patience to save our precious environment," said Janet. "This book will tell the story of how I put my hand up to do my bit, launching the Campaign for Real Vanilla to educate and enlighten people about the value of vanilla, where it comes from and its importance to the planet.

"I set up LittlePod and brought to market our innovative natural vanilla paste in a tube – a product designed to make it easier than ever for home cooks and professional chefs alike to use real vanilla. Thanks to all those who use LittlePod's products, we have helped to save vanilla for the next generation and given our farmers a secure future. I am grateful to all the chefs who are keeping it REAL and I am excited to be writing this story."

Since launching its popular vanilla paste in 2010, LittlePod has developed a range of responsibly-sourced natural ingredients – including its extracts of vanilla, chocolate and coffee, vanilla pods and more – that are used in professional kitchens all over the world.

Like to find out more about LittlePod, the company's products and Janet's book? Visit **www.littlepod.co.uk**, email **sales@littlepod.co.uk** or call the team on **01395 232022**.





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Pest Control

Mitigate The Risk Of Rodent Infestations In The First Winter Since The Glue Trap Ban

By John Stewart, technical training manager at Pelsis Group (www.pelsis-pro.co.uk)



This winter is the first the hospitality sector will have to manage rodents since the Glue Traps (offences) Act 2022 kicked-in.

So how can the sector get on the front foot and protect themselves this season to ensure they tackle the dual risks non-compliance and rodent infestations?

RODENT RISK AND WINTER CHALLENGES

Rodents present a significant business risk for the catering and hospitality sector.

One of the most acute risks is the health and safety concerns and the risk of rodents defecating and urinating on exposed food. This can lead to foodborne infections which can be traced to infestations by environmental health officers.

Rodents also pose challenges to building infrastructure such as damage to electrical wires and plastic pipework which present a risk of fires and water leaks.

Factors behind winter pressures include rodents seeking warmer, drier conditions and searching for food. The added rainfall can also flood burrows and force rats out of drains and sewer systems.

Rodents' biological clocks also increases winter risks. As rodents don't tend to feed in daytime, the darker nights mean interactions with humans, such as staff and customers, are more likely.

ENSURING COMPLIANCE

Glue board traps are broadly considered a last resort in rodent management. However, their ban ensures that non-pest and protected species are not routinely harmed by their use.

It also prevents untrained individuals routinely using glue boards, mitigating unnecessary harm through non-regular checks or not using humane methods to dispose of pests once caught.

To qualify for glue board licenses, applicants need to have a level two qualification in pest management and completed an online module for the glue board ban.

Individual license applications are only eligible if the health and safety risks of a pest infestation are significant.

The application requires detailed evidence about these risks alongside extensive proof that all possible alternative rodent management methods have been utilised. This is where the use of professional pest management contractors is essential.

The parameters of the ban and the new conditions of use highlight that proactivity is essential when it comes to managing rodents. This is where operators in the sector can take meaningful proactive steps, supported by professional pest management contractors.

ENHANCING RODENT MANAGEMENT

Operators in the catering and hospitality sector need to be empowered to adopt an integrated, systematic pest management approach around rodents, comprising ERDM (exclusion, restriction, destruction and monitoring).

IDENTIFY ENTRY POINTS IN A BUILDING

Business owners should do a building fabrication audit, looking out for entry and exit points, especially if there have been contractors on site carrying out renovations or remedial work. Doors and windows are also common culprits, and a key focus for staff training.

EXAMINE SANITATION AND HOUSEKEEPING MEASURES

Cleanliness is an acute pressure-point in winter as rodents look for alternative food sources, driving them to hospitality and catering venues.

Ensuring spillages are quickly dealt with will reduce the draw for rodents. In addition, targeting refuse areas through more regular bin removals and cleaning alongside strategic positioning will reduce attraction.

Checking drainage bungs, which are a common bin entry point, and replacing damaged lids will also help ensure bins are not an added risk-factor for rodents.

In dining areas, minimising food debris will further reduce attraction. To facilitate this, ensuring seating is spaced out will help promote easy cleaning.

APPROPRIATE TRAP AND POISON USE

With glue boards not an option for routine rodent control, businesses will have to rely on conventional traps. This means regular checks are essential.

Effective rodent bait should be food grade and mould resistant to prevent further health and safety risks. Using peanut butter is not recommended owing to allergenic risks in food and drink settings.

When using poisons, contact-based solutions are recommended to overcome behavioural resistance with food-based measures. This means a rodent would walk on a treated surface and ingest the poison later on when they clean themselves.

A SMART APPROACH TO MONITORING

Digital monitoring solutions are emerging as a new, smarter frontier in pest management.

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Bed Bugs a Rising Concern In The Hospitality Sector

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As resilient as those nasty little bugs seem, upon direct contact with steam, bed bugs can die almost instantly. However, reaching every bug in all their hiding spots may take time and a thorough steam cleaning treatment can take anywhere from one to several hours, depending on the level of infestation and size of the area being treated.

Bed bugs can be treated with insecticide spray, however this has to be removed and neutralised before the bed and pillows can be used so a second clean may be needed to make sure the user does not get any adverse effects from the bed bug treatment. The steam application is chemical free, reaches better into narrow nooks and crannies, penetrates through fabrics and is not toxic so it provides a more eco-friendly solution to the problem.

It is important that the steam nozzle is applied slowly over the area to be treated so that the steam has enough time to heat and penetrate deep into the surface. Working from top to bottom steam can also kill bed bugs where they can lurk on curtains or blinds which should be steamed first, before moving on to the lower-lying objects such as beds, pillows, upholstered chairs, sofas and finally carpets and hard floors including all edges and skirting.

Once eliminated bed bugs can only re-infest if brought into the room on peoples clothing, but more usually luggage.

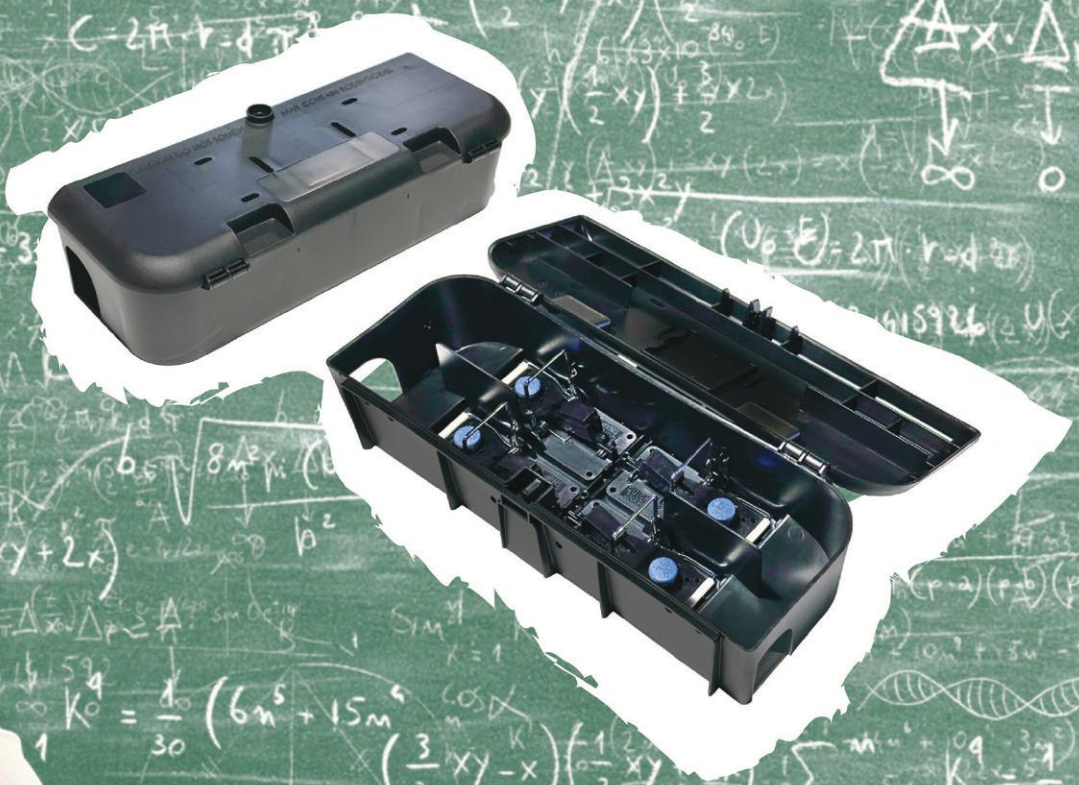
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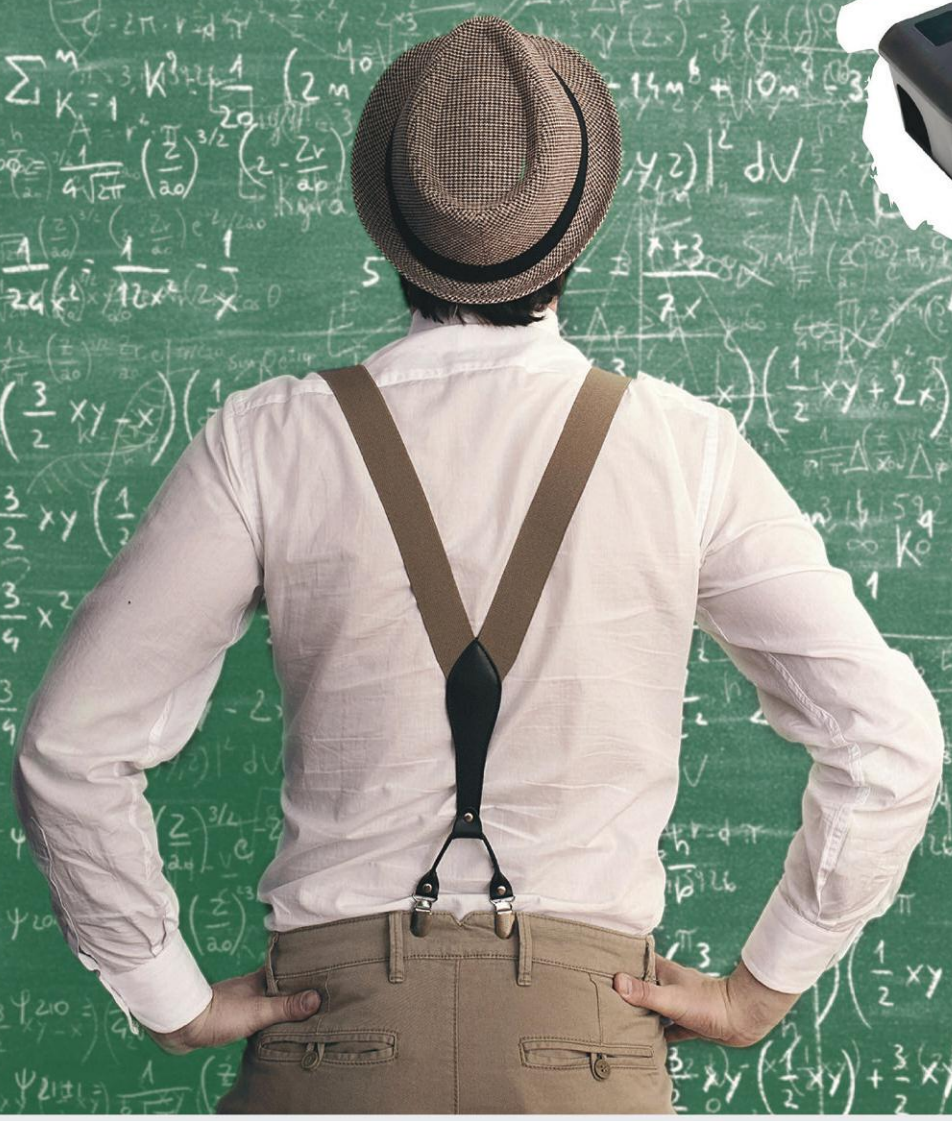
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SCAN TO FIND OUT WHY

Cleaning and Hygiene

Hygiene First: The Vital Role of Cleaning in UK Hospitality

With the sectors busiest season now upon us the UK hospitality and pub trade braces for a welcome increase in footfall, Christmas parties, New Year's celebrations, and the influx of seasonal customers bring a welcome boost to revenue—but also pose heightened challenges in maintaining rigorous cleaning and hygiene standards. With increased footfall, the risk of hygiene lapses grows, making cleaning protocols a cornerstone of operational success and customer safety.

In this feature, we explore the importance of cleaning and hygiene practices in hospitality, the role of technology, the need for proper training—especially for casual and seasonal staff—and the critical collaboration with reputable suppliers to ensure standards remain uncompromised during this crucial period.

WHY HYGIENE MATTERS MORE THAN EVER

The hospitality industry is synonymous with delivering unforgettable experiences. Yet, behind the scenes, maintaining high standards of cleanliness is what truly keeps businesses running. Inadequate hygiene not only risks customer health but also damages reputation and invites legal repercussions.

During busy periods, the stakes are even higher. From spills in bustling dining areas to food preparation in busy kitchens, every aspect of the operation must meet hygiene standards. For pubs, where patrons often gather for extended celebrations, maintaining clean and safe environments becomes critical to enhancing customer satisfaction and retaining loyalty.

PROTOCOLS AND SYSTEMS: A CLEANING CHECKLIST FOR SUCCESS

Effective cleaning practices start with robust systems and protocols tailored to the unique needs of each venue. These protocols should include:

1. Daily Deep Cleaning: Ensuring every corner, from kitchen surfaces to dining tables, is sanitized thoroughly.

2. Scheduled Spot Cleaning: Addressing high-touch points like door handles, taps, and bar counters throughout the day.

3. Washroom Hygiene: Frequent inspection and cleaning of restrooms with high-grade disinfectants to prevent cross-contamination.

4. Waste Management: Ensuring timely and safe disposal of waste, particularly food waste, which can attract pests.

To implement these systems effectively, businesses need to ensure staff are familiar with their responsibilities and are equipped with the right tools to perform them.

LEVERAGING TECHNOLOGY FOR HYGIENE EXCELLENCE

The evolution of cleaning technology offers hospitality businesses new ways to enhance hygiene standards. From automated floor cleaners to IoT-enabled hygiene monitors, these tools streamline processes and provide real-time data on cleaning performance.

Innovations such as UV-C light disinfection systems and electrostatic sprayers have proven effective in eliminating bacteria and viruses, particularly in high-traffic areas. Investing in these technologies not only improves efficiency but also reassures customers about the venue's commitment to their safety.

TRAINING SEASONAL AND CASUAL STAFF

With the influx of temporary and casual staff during the festive season, training becomes a linchpin of hygiene management. Many seasonal workers may be unfamiliar with the industry's rigorous cleaning requirements, making onboarding programs critical.

Training essentials should include:

• Proper use of cleaning equipment: Understanding how to handle equipment and chemicals safely.

• Cross-contamination prevention: Learning to manage separate cleaning zones for food preparation and waste areas.

• Personal hygiene standards: Reinforcing handwashing protocols and appropriate use of protective gear.

• Prioritize Wellness: Ensure any team member goes home if unwell, and only returns when fit!

Simple checklists and visual aids, such as posters in staff areas, can help reinforce key practices.

THE IMPORTANCE OF COMMUNICATION

Good communication between teams and departments ensures cleaning standards are maintained consistently. Front-of-house and kitchen staff, for example, must collaborate to address overlapping hygiene needs.

Regular team briefings, clear delegation of tasks, and using shared digital tools like task management apps can help streamline responsibilities and reduce confusion during busy shifts.

PARTNERING WITH REPUTABLE SUPPLIERS

The choice of cleaning products and equipment is as critical as the protocols themselves. Reputable suppliers offer products specifically designed for commercial use, ensuring they are both effective and compliant with industry regulations.

Hospitality businesses should look for suppliers that provide:

• High-quality, and if possibleeco-friendly products: Supporting both hygiene and sustainability goals.

• Training and support: Many suppliers offer guidance on the correct use of their products, which can be invaluable for training staff.

• Responsive service: Ensuring timely delivery of supplies during high-demand periods.

Collaborating with trusted suppliers also minimizes the risk of counterfeit or unsuitable products, which can compromise hygiene standards and lead to costly repercussions.

BUILDING CONFIDENCE FOR THE FESTIVE SEASON

Ultimately, the success of a hospitality business during Christmas and New Year hinges on its ability to deliver clean, safe, and welcoming environments. Guests must feel confident that every measure is being taken to prioritize their well-being.

By investing in strong cleaning protocols, leveraging technology, providing effective training, and partnering with reliable suppliers which CLH NEWS is delighted to introduce in this feature, hospitality operators can meet these heightened expectations. Beyond protecting patrons and staff, maintaining impeccable hygiene also safeguards a business's reputation, setting it apart in a competitive market.

Introducing the Revolutionary MAXX Synbiotic Range!

In the hospitality industry, maintaining impeccable cleanliness and hygiene is not just important—it's essential. Despite thorough, regular, and daily cleaning, dirt can still accumulate over time, especially in those hard-to-reach places. Cleanliness and hygiene traps lurk in corners and crevices, beneath furniture and furnishings, and particularly on porous surfaces such as floors and wall tiles. Microscopic dirt can penetrate deep into the pores of these surfaces, making hygienic cleaning a formidable challenge. Over time, this dirt becomes visible and can generate unpleasant odours, potentially leading to reduced guest satisfaction and negative reviews.

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These products ensure that odour sources are not only removed but also that substances which could produce unpleasant odours in the future are broken down.

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Speak to your Ecolab representative or distributor today. Let's make cleanliness and hygiene a hallmark of your hospitality experience!

Visit **www.ecolab.com** today for information on the full range.

186 Million Workdays Are Lost Annually Due To Sickness

Dettol Highlights The Need For Germ Protection For Employees And Customers This Winter

During the winter months of November to February, seasonal illnesses such as colds, flu, coughs and throat infections peak in the UK, Germany and across Europe. Germs spread rapidly and are easily transmitted between people and surfaces, making it a particularly challenging time for maintaining health. In the UK alone, research estimates that approximately 185 million working days, are lost annually due to sickness.

THE PROLIFERATION OF GERMS DURING WINTER

In the Office and Facility Management sectors, the spread of seasonal germs can be exacerbated by several factors, including:

• High Density of People: Crowded workspaces increase the likelihood of germ transmission.

• Shared Surfaces: Frequent use of common areas like door handles, desks, and communal equipment facilitates the spread of germs.

• Inadequate Ventilation: Poor air circulation can allow germs to linger in the air longer, increasing the risk of airborne transmission.

• Presenteeism: Employees coming to work while sick can spread germs to their colleagues.

• Asymptomatic Carriers: Individuals who are infected but show no symptoms can unknowingly spread germs.

Furthermore, research findings demonstrate that the spread of seasonal illnesses during winter is significantly intensified by the factors mentioned above.

A NUMBER OF KEY INSIGHTS TO CONSIDER:

• Presenteeism: 50% of employees go to work even when they are unwell, and only 27% of facility managers send them home.

• Asymptomatic Spread: Approximately 75% of seasonal flu infections show no symptoms, allowing germs to spread unnoticed.

• Surface Contamination: A single infected employee can contaminate up to 50% of shared surfaces, and germs can transfer to the hands of 14 people from common touchpoints like door handles.

• Airborne Transmission: Infected droplets from a sneeze can travel up to 27 feet.

• High Germ Density: Office desks can harbor 400 times more germs than a standard toilet seat.

These insights highlight the critical need for effective, efficient and sustainable cleaning and hygiene protocols to mitigate the spread of germs in commercial settings and shared spaces. Businesses need to employ exceptional hygiene protocols to help elevate and strengthen their business.

Dettol, the World's #1 Disinfection Brand Offers Germ Protection for Businesses This Winter

With 90+ years of brand heritage, Dettol is the #1 disinfection brand that provides proven germ protection for your employees, customers and guests this winter. Dettol offers a range of concentrates and Ready-To-Use (RTUs) formulations that offer exceptional cleaning and hygiene solutions for your business across three key pillars:

1. EFFICACY:

• Acts quickly to eliminate 99.9% of viruses and bacteria

• Proven to kill E. Coli, Salmonella, Listeria, MRSA and the flu virus.

• Dettol Disinfectant Aerosol Spray's 24-hour anti-bacterial action keeps surfaces protected for longer

2. EFFICIENCY:

• No-wipe formula reduces cleaning time and time spent disinfecting

• Select Dettol products can be used on up to 100 hard and soft surfaces

• Multipurpose products in the range both clean and disinfect, simplifying your hygiene routine

3. SUSTAINABILITY:

• Select surface cleaning products leave behind no harsh residue

• Suitable for everyday cleaning staff usage

• Majority of products are readily recyclable

When asked about germ protection for employees and customers this winter, Jonathan Weiss, General Manager at Reckitt Pro Solutions, remarked, "Every year, businesses face a decline in profitability due to employees and customers falling ill during the winter season. The transmission of germs is inevitable during this time, so the best strategy for businesses is to implement exceptional cleaning and hygiene solutions. By protecting their employees and customers, businesses can ultimately elevate and strengthen their operations."

"Dettol products, when used with a targeted hygiene approach, effectively kills 99.9% of germs as well as help stop the spread of germs in shared spaces, ensuring exceptional hygiene for both employees and customers. At Reckitt Pro Solutions, we offer more than just cleaning and hygiene products. Our experienced, expert team provides free consultations to help businesses identify the most suitable cleaning and hygiene solutions, ultimately strengthening and elevating their operations."

To find out more, visit Reckitt Pro Solutions to book your free consultation session!

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At Ecolab, we are aware of the **difficulties** that the lodging industry is facing, including persistent **shortages** of **essential resources** and the heightened necessity for **quicker cleaning**.





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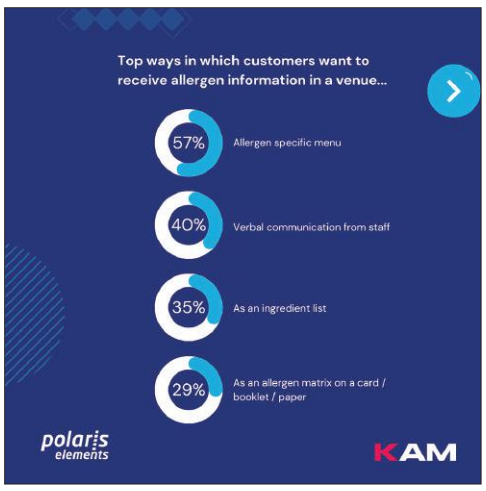
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*Office of National Statistics 2022.

Food Safety

1-In-3 Customer With Allergens Have Been Put At Risk

New research looking at how the hospitality industry handles customers with allergens and intolerances has found that 1-in-3 customers have been given incorrect information regarding allergens, or served food that contained items that they are allergic to when dining out.



The new whitepaper from Insight Consultancy KAM and hospitality software provider Polaris Elements, found that more than half of these consumers would not go back to a venue where this had happened to them, indicating that the trust will have gone.

Having a food allergy or intolerances means consumers are more likely to do their homework before visiting a venue. Around 60% of people research menus and allergen details online before visiting, typically preferring the venue's own website (71%). Yet, only 31% of operators display detailed allergen information online. This mismatch matters - if allergen information isn't easy to find, 40% of customers say they're unlikely to visit, which could mean lost business for those who don't display it, and potential new business for those who do.

Jo Lynch, Account Director, KAM: "There is a clear disconnect here between what access customers want to allergen information and what operators are currently delivering. A disconnect which has the potential to significantly impact venue choice for those with allergies or intolerances. Operators need to be even more open and transparent about their menus, food items and allergen / ingredient information. The danger is very real, both in terms of your customers health, but also in terms of the future health of your business."

The good news is dining out is still popular among people with food allergies or intolerances - 66% eat out at least weekly, and 77% have tried a new place in the past three months. However, half of these customers tend to stick with familiar spots to avoid the hassle of asking about allergens, with 1 in 5 saying they feel awkward raising the issue. Many would rather rely on clear information available upfront than ask at all with the top reason for not asking staff being "I don't want to make a fuss."

Despite the fact that 93% of venues provide formal allergen training, nearly one-third of customers have received incorrect information, which affects trust. Around 71% of operators still handle allergen updates manually, a process that's time-consuming and error-prone, highlighting the need for systems that keep information up to date without relying on manual updates.

The research highlights that consumers need and want to access allergen information in an easy-to-understand format, or within a conversation with the staff. Their favoured method of receiving this information is via an allergen specific menu. It's vital therefore that any printed / digital information is always kept up-to-date, and the staff training and communication to the front-line staff is at the forefront of any menu, dish or ingredient changes.

4-in-5 operators say that the responsibility is placed on their staff 'to a great extent' to ensure customers are given correct information and nearly all are confident their staff can appropriately deal with allergen requests from consumers. Operators are therefore very reliant on the accuracy of ingredient level information to update written sources and train their team correctly.

The hospitality industry is facing increasing demands for transparency and accuracy around food allergens and intolerances. According to a recent (May 2024) report from the Food Standards Agency (FSA), approximately 6% of the UK population (that's 2.4 million people) affected by clinically confirmed food allergies, and a further 600,000 with Coeliac disease, consumer expectations are rising. The report suggests that the number of people who therefore have some of food hypersensitivity is likely to be a lot higher.

Jo Lynch, Account Director, KAM: "Consumers want to feel safe when eating out, and the research also showed that 43% of operators say they are asked every day for allergen information in their venue. This shows the scale of what consumers and operators are facing every single day, and with a potential future extension of the allergen laws in the UK, this will be an ongoing, although necessary burden to the operator, to keep their customers safe.

Operators have a huge responsibility to meet, and anything they can do to ensure that managing, maintaining and communicating changes to everything from an individual ingredient to a dish to a full menu, would be welcomed."

The full white paper – Managing Food Allergens and Intolerances in Hospitality – delves into consumer and operator insights, shedding light on how your venue can become a leader in allergen safety and customer experience and is available to download for free at https://info.polaris-elements.co.uk/kam

Araven Airtight Square Containers Optimise Storage Space



The Araven Square containers are ideal for storage of bulk foods in low-humidity conditions such as pulses, pasta, dried fruit and rice. Featuring the unique ColorClip identification system - each container is supplied with a set of 7 ColorClips for at-a-glance food management and classification - be it by food type, use-by-date or work area.

The integrated permanent label helps with traceability compliance and reduction in costs by eliminating the need for single use stickly labels. Simply use the Araven Marker Pen which will wash off after use leaving your container and label ready for use with the next batch.

The food-safe containers come with airtight LDPE lids and are available in two different materials and seven sizes/capacities ranging from 2 to 22 litres. Larger sizes are equipped with handles for easy transportation and storage of heavy bulk dry foods or liquids. Their square shapes help to optimise storage space - stackable in use and nesting when empty.

Whether you choose the robust BPA free, transparent Polypropylene or the clear Polycarbonate options, the containers are dishwasher safe, suitable for use in cold rooms, commercial fridges, freezers and microwaves. Both are recyclable at the end of their service life.

For further information visit **www.araven.com**

Compliance at Your Fingertips with PREPsafe



PREPsafe Food Labels (est 2004) manufacturers and distributes innovative food label equipment and consumables for the restaurant and food industry.

The PREPPY App and the PREPsafe Bluetooth printer system is a fully programmable user-friendly App interface that calculates use-by dates for prepared food items, then prints food-grade HACCP approved removable or Dissolvable labels to affix to the storage containers. Staff training is minimal as the operator only needs to input a few keystrokes into "Preppy App" to produce neat, clear and accurate labels in seconds and best of all its FREE to use.

PREPsafe Printed Labels contain all the vital information about the prepared product. This includes the Employee name, Product, Date and Time prepared along with the Use-By Date and Time.

"Preppy" will also print defrost labels and recalculate Use-By dates depending on the time the product has been defrosting.

Administration of your PREPPY® App database is done through our Cloud-based website. Adding and editing items, categories, and store logins is a breeze and your updates will be pushed to all restaurants in the field in seconds. This is truly a system that can be customised to suit any restaurant.

In 2022 there are over 7500 systems operating in restaurants worldwide, including the USA, Australia, New Zealand, Singapore, Dubai, and many other countries along with local distributors on the ground ready to assist. Our customers include restaurant owners from brands like SUBWAY, DOMINO'S, ARBY's, CARL's JNR, PIZZA HUT, DOME COFFEE, THE COFFEE CLUB and many more facilities like Hospitals, Airports, Hotels, mining sites, and Child Care centers.

PREPsafe has proven that our systems and their simplicity are world-class and look forward to being your choice in food safety date coding.

OTHER FEATURES OF PREPPY APP

PREPsafe's Preppy App allows for customizable label printing. In the 'Custom Labels' section, you can upload and print your brand's personalized labels, including:

- *Nutrition*
- *Consumption*
- *Customer pickup*
- *Price and barcode labels*
- *Received*
- *Allergy info*
- *And many more...*

New customers can also benefit from a free one-on-one screen share tutorial to maximize the app's functionality.

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Kitchen Equipment and Fit Out

Static Grease Traps Help Keep Pump Systems and Drainage Pipes Blockage Free!

When installing a waste water pump such as a DrainMinor or DrainMajor, often a simple, static grease trap is also required to help the kitchen staff protect downstream pump systems and discharge pipe work from clogging with fats, oils and grease.

UK leading pump equipment experts Pump Technology Ltd now offer a range of these for simple commercial installations.



Their GreaseGulper static grease traps are available in three sizes. Small (GGS) for Delis and small take-away sites. Medium (GGM) for medium sized restaurants and hotels and Large (GGL) for restaurants and hotels with kitchens operating up to three commercial sinks and a dishwasher.

The grease traps are built in the UK, manufactured from 304 stainless steel and feature the heavy-duty stainless steel Filtra-Trap™ filtration mesh grease trap. Not only does this trap all fats, oils and grease, but also food solids which are another common cause of pipe blockage.



The units are easy to install and may be sited under a sink, workbench or externally to the kitchen. Cleaning operation is easy. Simply remove the sealed lid and environmentally dispose the trapped residue.

All grease trap sizes are held in stock for next day delivery or can be collected from the Pump Technology Ltd warehouse in Aldermaston Berkshire.

For more information contact the experienced Pump Technology Ltd team.

Pump Technology Ltd – 0118 9821 555

www.pumptechnology.co.uk

Caterquip Ventilation

Caterquip Ventilation Ltd is proud to be celebrating their 23rd Anniversary this year.

This Warwick based company offers nationwide coverage for all your commercial catering needs: free site surveys, quotations and designs (CAD), quality bespoke and standard fabrications, specialist knowledge of catering ventilation systems including input air, odour reduction (carbon filtration and ESP) and sound attenuation. Affiliated members of Constructionline and CHAS, Caterquip Ventilation have a strong hold in the marketplace often advising industry professionals on ventilation systems to a DW172 specification & BSEN:6173.

They have strong relationships with all leading kitchen equipment suppliers, and they offer a kitchen design service to help you build your ideal kitchen.



Projects undertaken have included Olympic Villages, Basildon Hospital, The Mitre Hotel at Hampton Court, The Truck Stop at Anglesey, The Lodge at Old Hunstanton, Colleges, Schools, Hotels, Restaurants and Public Houses. They ensure their systems are compliant with the current guidelines whilst maintaining an efficient and dynamic facility.

With extensive knowledge of manufacturing and installing ventilation systems, they can help you design the best kitchen within the space available.

Call: **01926 887167**, visit: **www.caterquipventilation.co.uk**, email: **info@caterquipventilation.co.uk**

Small-But-Mighty Utensil Washer Packs A Punch

With staff shortages still hitting the kitchen brigade, utensil washers are becoming ever more popular. Not only do they take over one of the worst and most time-consuming kitchen cleaning jobs – getting baked-on soiling off the pans – they are also more hygienic and faster than washing by hand. One problem though is the size of a utensil washer – is there room for one in today's space-squeezed kitchens? Winterhalter says yes, with the world's smallest utensil washer, the GS630.

Measuring just 870mm wide by 623.5mm deep and 835mm high, the GS630 can fit into the tightest of spaces and under a worktop. However, it can still handle the big jobs: trays, GN pans, Euronorm crates, pots… you name it, the GS630 can cope with it, with a clear entry height of 400mm and entry width of 650mm. Plus, it cleans brilliantly, its high water pressure packing a punch while the top and bottom wash arms, which rotate in opposite directions, maximise the washfield and the advanced filtration system keeps washwater clean.

It's also fast, handling up to 38 racks per hour, depending on the level of soiling. The GS630 has a choice of three wash cycles, so it can adapt to harder to clean loads.



Proteins and starch can be difficult to shift, typically requiring pre-rinsing of utensils to avoid the dirt getting baked on. However, the GS630 does this job, too, with the cold water pre-wash feature saving staff time and helping maximise kitchen productivity. Another time-saver is the self-cleaning program, which takes over some of the day-to-day care of the machine.

The Winterhalter GS630 is very simple to use, with one-button operation and a display that changes colour, depending on the status of the machine, and shows operating temperatures and detergent and rinse aid levels.

The GS630 has a list price of £13,160

Winterhalter provides a total solution for dishwashing and glasswashing, from pre-sales advice to after-sales service, training and maintenance, with sustainability fitted as standard. Alongside its market-leading dish washers and glass washers, the company's range includes utensil washers, advanced water treatment machines, and cleaning detergents and rinse aids. For further details, call Winterhalter on 01908 359000, visit www.winterhalter.com/uk-en/ or email info@winterhalter.co.uk.

Caterquip Ventilation

With over 20 years experience in the catering/ventilation industry, Caterquip Ventilation offers a complete 'one-stop shop' service.



Specialists in catering ventilation systems to DW172 specification & BSEN:6173:2001 compliance.

As Constructionline & CHAS accredited members we offer a quality professional service at competitive prices.

Input air systems (tempered or ambient) are a necessity in most new kitchens.

Odour reduction systems (Carbon filtration or ESP technology) and acoustic attenuation are commonplace requirements.

Our Midland-based manufacturing facility offers bespoke items like service distribution units (serviced if required), bars, counters, dishwash tabling etc.

We can offer equipment from Blue Seal, Maidaid Halcyon, Lincat and Rational to name but a few.

Caterquip Ventilation Ltd
Unit 1 Triumph House
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Mobile Kitchens Ltd specialises in the hire of temporary catering facilities and foodservice equipment.

Ideal for events or to provide temporary catering facilities during your kitchen refurbishment, our versatile units and equipment offer an efficient and economical solution to the caterers' needs.

Production Kitchens, Preparation Kitchens, Warewashing Units, Dry Store Units, Cold Rooms and Restaurant Units are available as individual units in their own right or they can be linked together on site to form a complete complex.

Alternatively, we can offer modular, open-plan facilities, usually for larger, longer-term hires.

We offer a free design service, and project management from concept through to delivery and

installation on site, plus full technical support throughout the hire period.

The standard specification of our Medium Production Kitchen unit includes a six burner oven range, salamander grill, twin basket fryer, undercounter fridge, undercounter freezer, hot cupboard, double bowl sink unit with integral hand wash basin, storage racking, plus ample power points to plug in Microwaves, Food Processors, Toasters etc. Internal equipment can be interchanged, and clients can effectively specify their preferred layout.

We have many tried and tested design layouts and would be pleased to put forward our recommendations for your project.

So, if you're planning a refurbishment or need to cater for an event then why not give us a call and we'll be happy to provide advice and put forward a competitive proposal.

For further information or to arrange a site visit, email: **sales@mk-hire.co.uk** or call us on **0345 812 0800**, or visit our website: **www.mk-hire.co.uk**

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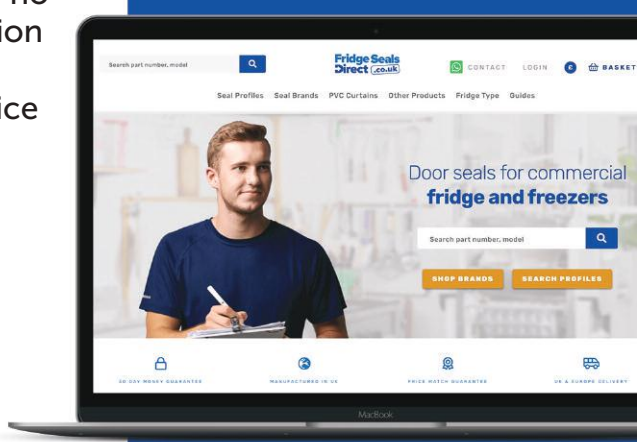
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Outdoor Spaces

Alfresco All Year Round: Transforming Outdoor Spaces for Winter Hospitality

Alfresco dining has long been associated with sunny summer afternoons and balmy Mediterranean evenings, but in recent years, the UK hospitality sector has proven that outdoor socializing isn't just for warm weather.

More hospitality venues are embracing outdoor spaces year-round, transforming them into inviting, weatherproof hubs for dining and socializing. This shift isn't just a testament to the resilience of the industry; it's a lucrative opportunity to turn previously unused or seasonal spaces into profit-generating assets.



THE RISE OF ALFRESCO CULTURE

Once a rarity, alfresco dining has become a firm part of the UK's hospitality identity. From bustling city streets to picturesque countryside pubs, outdoor seating has evolved from a summer luxury to an all-season necessity. Inspired by our Mediterranean neighbours, British pubs, bars, restaurants and hotels are leveraging outdoor spaces to attract more customers, seat more patrons, and ultimately boost revenue.

The benefits are clear: more seats mean more happy customers, and that translates directly to higher sales. However, for many venues, the challenge remains overcoming the unpredictability of British weather. Rain, snow, wind, and freezing temperatures can quickly turn an outdoor space into a no-go zone.

OUTDOOR SOLUTIONS FOR ALL SEASONS

The good news? Innovative products and creative design solutions are helping businesses maximize their outdoor potential, no matter the season. By investing in weatherproof infrastructure, venues can offer comfortable, stylish, and functional outdoor experiences even in the depths of winter.

1. Shelter from the Elements

- ***Awnings and Conservatories:*** *Retractable awnings and glass conservatories provide flexible coverage, shielding diners from rain or snow while still offering an outdoor feel.*
- ***Dining Pods and Domes:*** *These fully enclosed, weatherproof structures are increasingly popular, offering a private, cozy environment for diners. Equipped with heating, lighting, and stylish decor, pods create a unique and intimate dining experience.*

2. Heating and Comfort

- ***Outdoor Heaters:*** *From infrared lamps to under-table heating, modern outdoor heaters ensure guests stay warm and comfortable even on the coldest nights.*
- ***Weatherproof Furniture:*** *Durable, stylish outdoor furniture can withstand harsh weather while providing a welcoming aesthetic.*

3. Smart Technology Enhancements

- ***Contactless Ordering and Payments:*** *With QR codes and tablets integrated into outdoor setups, diners can browse menus, place orders, and pay seamlessly—perfect for keeping guests cozy without unnecessary disruptions.*
- ***Wi-Fi and Entertainment Options:*** *Offering free Wi-Fi is essential for today's connected guests. Some venues even equip pods with Bluetooth speakers, allowing diners to personalize their experience with their own playlists.*

4. Lighting and Decoration

- ***Elegant Lighting:*** *Twinkling fairy lights, lanterns, and warm LED fixtures can transform outdoor areas into magical winter retreats.*
- ***Seasonal Decor:*** *Incorporating festive touches like greenery, wreaths, and themed table settings adds charm and draws in customers during the holiday season.*

BOOSTING PROFITABILITY WITH OUTDOOR SPACES

Turning outdoor areas into year-round assets isn't just about aesthetics—it's a smart financial move. Historically underused for up to six months of the year, outdoor spaces have the potential to significantly increase turnover and profitability when made winter-ready.

By expanding seating capacity, venues can cater to larger crowds during peak seasons like Christmas and New Year's Eve, capitalizing on increased demand without needing additional indoor space. Beyond immediate profits, well-designed outdoor spaces help build customer loyalty, offering memorable experiences that diners are eager to share online and return to.

MARKETING YOUR OUTDOOR OFFERINGS

Creating a standout outdoor space is just the first step—letting your customers know about it is equally important. Social media plays a vital role in showcasing your venue's winter-ready alfresco options. Encourage diners to share their experiences, tagging your establishment and using seasonal hashtags to keep your business in the social spotlight.

Promotions such as "Winter Alfresco Happy Hours" or "Cozy Pod Packages" can entice customers to try something new. Partnering with local businesses for cross-promotions, such as pairing drinks with outdoor dining experiences, can also help drive traffic.

EMBRACING THE FUTURE OF ALFRESCO DINING

As customer preferences evolve, so too must the hospitality industry. Alfresco dining is no longer a seasonal afterthought but a fundamental part of the UK's hospitality culture. By investing in weatherproof outdoor spaces, businesses can attract customers year-round, enhance their brand, and significantly boost their bottom line.

With the right combination of infrastructure, technology, and creativity, the great outdoors can be just as appealing in December as it is in July. For forward-thinking operators, alfresco dining is more than just an extension of their business—it's an opportunity to turn dead space into a vibrant, profitable hub of activity.

Domestic & Trade Handmade Garden Furniture From MG Timber

The UK outdoor furniture market is heavily influenced by changes in weather conditions, with consumers more likely to purchase picnic benches during periods of good weather. MG Timber specialise in the manufacturing and supply of high-quality wooden picnic tables. Their picnic tables are made from high-grade timber and are designed to withstand the harsh outdoor elements.

Whether you're a restaurant seeking to enhance the cosy ambiance of your outside space with a high-quality dining set. A hotel wanting to revive your garden with a premium picnic table or a pub landlord aiming to elevate your beer garden with an impressive selection of pub benches and wheelchair accessible picnic tables. MG Timber are the garden furniture suppliers for you.

Crafted from the finest Swedish Redwood, each piece is expertly pressure treated to ensure longevity and protect against the elements. Renowned for their robustness, our treated wooden outdoor furniture is designed to withstand the unpredictable British weather, making them a reliable choice for any catering and licensing industry outdoor space.

For full details about our vast array of top-quality outdoor picnic benches for sale contact us today. We are also offering up to 15% off on commercial orders, please visit our website **www.mgtimberproductsltd.co.uk** or call us on **01902 953166**. See the advert on the front cover.



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Our hardy planters are built to order using rot proof artificial wood planks. This unique material is not only completely waterproof but is formed from UK factory waste plastics and materials that would otherwise have gone into landfill. They will last you countless years and are a genuine recyled investment.

From our workshops in Kent we deliver UK wide and are happy to visit and survey your site to to discuss your needs and prepare a drawing and quotation outlining what could be done, all within your available budgets.

We firmly believe the better you look on the outside, the more customers will come to the inside so contact us on **01733 559437** or **sales@cafeculture.biz**

Create an Outdoor Space to Envy in 2025

With 'outdoor rooms' continuing to be a popular trend in both domestic and hospitality settings, it's clear that the days when your venue's outdoor seating could be a bit of an afterthought are long gone.



Here at Trent Furniture we offer a fantastic range of chic outdoor seating durable enough for those who want to brave the cold now and to host al fresco get togethers when the long warm evenings eventually roll around again.

Nothing says beer garden like our Chunky Picnic Table. Chunky by name and chunky by nature, it's equally at home in a traditional pub garden or a cutting edge restaurant's outdoor space and is available in three sizes to cater for all your group bookings. For something more lightweight yet still very much built to withstand the Great British weather, look no further than the Alma Aluminium Table. Available as a square, rectangular or poseur table it looks just as good indoors as it does in your garden. Or if you're looking for a contemporary table top with a wood finish, the Capra Table looks fantastic in any setting.

Your outdoor chairs need to be strong and stackable, and the Monaco Stacking Chair which is available in a great choice of wicker, wood or aluminium delivers this every time. Not only that, the Monaco Tall Aluminium Bar Stool is the perfect companion to the Alma Aluminium Poseur Table. Alternatively, for a stylish, pared-back look, opt for the monochrome Cannes Outdoor Chair, which is also available as an armchair.

To discover more about our fantastic range of outdoor furniture to take you into 2025 and far beyond, please visit **www.trentfurniture.co.uk/products/all-outdoor-furniture/1#.** Alternatively, you can give us a call on **0116 286 4911** or fill in our contact form

Outdoor Spaces

H2O The Pool & Spa Company - Making a Splash

At H2O The Pool & Spa Company, we are dedicated to providing our clients with the highest quality swimming pool and hot tub solutions. With many years of experience, we've honed our skills and expertise, allowing us to offer a wide range of services tailored to meet the unique needs of each client. A swimming pool is a luxurious addition to any home, providing a space for relaxation, exercise, and making memories with loved ones. At H2O The Pool & Spa Company, we have over 18 years of experience in swimming pool design and construction, and we understand the importance of creating a space that perfectly fits the needs and preferences of our clients.

We take a hands-on approach to every project, working closely with our clients to guide them through every step of the process, from the initial site survey to the pool project completion. Our team of experts has the knowledge and expertise to advise on all aspects of pool design, construction, and installation, ensuring that our clients get the pool of their dreams.

From designing and constructing custom indoor and outdoor pools to providing hot tub installations and maintenance, we focus on delivering a smooth and hassle-free experience. Whether you're seeking a pool renovation or a full redesign, H2O The Pool & Spa Company has the knowledge and expertise to make your vision a reality.

"The H2O The Pool & Spa Company run by Damian is without doubt one of the best introductions to a professional company I've ever received. Nothing is too much trouble; everything is handled in a calm and friendly way that to someone like myself who has never owned a pool before is a god send. If only all service companies could be like this one, then life would be a breeze. Cannot recommend them highly enough "

Eddy Dawson 5***

For further information call **01392 413150**, email **info@thepoolspa.co.uk** or visit **www.thepoolandspacompany.co.uk**



Café Culture - Pavement Profit

We create appealing and comfortable outdoor seating areas for your clients supplying everything required including:-

- *planters with real or faux plants*
- *cafe banners and restaurant screens*
- *lighting*
- *heating*
- *classic neon signage*
- *parasols installed and repaired*
- *lenticular bladed roofed shelters*
- *tables and chairs*



Our hardy planters are built to order using rot proof artificial wood planks. This unique material is not only completely waterproof but is formed from UK factory waste plastics and materials that would otherwise have gone into landfill. They will last you countless years and are a genuine recyled investment.

From our workshops in Kent we deliver UK wide and are happy to visit and survey your site to to discuss your needs and prepare a drawing and quotation outlining what could be done, all within your available budgets.

We firmly believe the better you look on the outside, the more customers will come to the inside so contact us on **01733 559437** or **sales@cafeculture.biz**

caféculture



Suppliers to the outdoor hospitality trade









sales@cafeculture.biz
0800 917 5526
www.cafeculture.biz

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



Products and Services

Inn Express

When it comes to drinks wholesale, Inn Express is your ultimate partner. As a family-owned, independent wholesaler, we pride ourselves on being more than just a supplier—we're your expert in your corner, helping you make the most from your drinks selection.

Having such a diverse customer base from home bars to Michelin stars, we have the right drinks selection for any venue. We offer support in the areas that matter to you, such as menu creation and printing, wine tastings and training, plus hassle-free ordering via our customer team on the phones or using our e-commerce website. Our vast range offers everything from household-name brands to niche craft and indie products that will set your venue apart. Whether you're looking to elevate your cocktail menu, expand your beer selection, or offer premium wines to impress your guests, we've got the goods—and the expertise to match.

Operating across major cities like Birmingham, Bristol, Cardiff, and London and picturesque regions like the Cotswolds and Herefordshire, we've built our reputation by delivering tailored solutions to meet your venue's unique needs. Furthermore, as a living wage employer, we're proud to invest in our team to ensure you receive the highest standard of service.

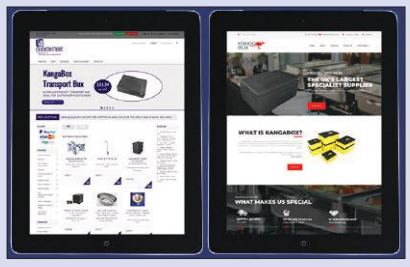
With Inn Express, it's not just about stocking shelves; it's about staying ahead of the competition. Let us help you curate a drinks offering that keeps your customers returning for more.

01789 488008 | hello@inn-express.com

See the advert on page 11.

Catering Equipment Ltd

Catering Equipment Ltd are the authorised UK Distributor for the range of Kängabox thermoboxes that keep items Hot or Cold. Kängabox is a revolutionary new high density EPP series of containers in which hot or cold items can be transported with an average temperature loss of less than 1°C plus or minus per hour within a temperature range of -40°C to +120°C. Kängaboxes are available in a range of capacities and attractive colours. Kängabox are available in eight different designs and four different depths. The various gastronorm, pizza, ice cream and euro norm formats are available.



Our Transport Boxes perfect for keeping food HOT or COLD whether delivering food, running an event or managing extra food production in the Kitchen. Comprehensive product details can be found on our website **www.kangaboxuk.com**.

We are also leading suppliers of European manufactured Stainless Steel items such as Sinks, Gastronorms, Accessories and other products. In addition Catering Equipment Ltd are also the UK's largest specialist supplier of European manufactured gastronorm containers, ice cream containers, sinks, hand wash and restaurant equipment. See our extensive range of products on our website clickonstore.net.

Catering Equipment Ltd are a family firm that has been trading for almost 30 years. Our commitment is to our customers you are the most important people in our business.

Our promise is that you can count on Catering Equipment Ltd to help you and that our team will do their utmost to ensure that dealing with us is a pleasant and worthwhile experience. Call the team on **0121 773 2228** now.

See the advert on page 2 for detail of the range.

Sanremo Coffee Machines

Sanremo Coffee Machines is an Italian espresso machine and coffee grinder manufacturer that designs and produces professional equipment dedicated to coffee extraction enthusiasts.



Sanremo's machines are designed and hand-built in Treviso, Italy. Creating one of the widest ranges of traditional espresso equipment from a single brand in the world. From their entry-level CUBE machines perfect for the home enthusiast or small bar operations to their Café Racer range, the machines are designed to deliver the consistency and quality required for the busiest of speciality coffee outlets.

Design and technology are at the heart of how Sanremo construct machines, giving baristas the controls required and a workspace which enables them to be efficient. Matched with an engineering quality using the best materials available for the task at hand, with a focus on sustainable life-long components and high levels of insulation and thermal stability to increase efficiency and reduce energy consumption and costs.

During 2023 Sanremo Coffee Machines opened its first global Hub in South Kensington, London. Creating a destination spot for coffee lovers and enthusiasts to create the best coffee possible. It showcases the full range of machines along with hosting events throughout the year to bring the UK and Global coffee community together. The Hub is open to the public and no appointment is required to come and experience all the brand has to offer.

With Sanremo's unwavering passion and dedication to innovate, 2024 is again set to represent another milestone in its history with the launch of a new machine that completely reimagines what is achievable at an entry-level machine, matched with Sanremo's distinctive design and customisation options. Called the D8 it will be launched in the UK at the end of April.

If you are interested in finding out more about Sanremo you can visit their website **www.sanremouk.com** or contact them via phone or email **01364 644445**. See the advert on page 3.

Highlight Your Promotions with Majisign's NEW Wooden A-Board

Introducing the latest addition to Majisign's premium range of display solutions – the Wooden Side-Loading Poster Display A-Board. Designed specifically with the hospitality sector in mind, this innovative product combines practicality with stunning elegance to elevate your venue's marketing impact.



Crafted with precision in our Suffolk-based factory, each A-Board is handmade to ensure exceptional quality. The lightweight yet robust design makes it easy to position and reposition as required, offering a perfect balance of portability and durability. Built to last, this A-Board provides excellent value for money.

Available in two popular sizes, our Wooden A-Board caters to diverse display requirements:

- A2 Poster Size: £180 (including VAT and free delivery)

- A1 Poster Size: £224.95 (including VAT and free delivery)

Both sizes are ideal for showcasing posters, ensuring your promotional messages stay vibrant and professional no matter the weather. Perfect for menus, events, and special offers, these A-Boards are a must-have for any hospitality venue.

Why not take the stress out of the posters? With our team of professional designers, we can create and print eye catching visuals to elevate your promotions to the next level. We recommend waterproof posters and ours are buy one get on free and start from only £13.60 for A2 size!

At Majisign, we take pride in our craftsmanship. Every A-Board is meticulously created in-house, ensuring a product that's both functional and stylish. Our Wooden Side-Loading Poster Display A-Board is just one of many styles available.

Explore our full range of A-Boards, signage, wooden display and POS solutions tailored to the hospitality industry.

Upgrade your venue's signage today with Majisign. Visit **www.majisign.co.uk** today to discover more about our products and services. See the advert on page 3.

CLEAN Do The Workwear, So You Can Do The Work

CLEAN Linen & Workwear are one of the UK's most trusted laundry companies. They supply tailored workwear solutions provided by real people. Their comprehensive laundry network means they can service customers throughout England and Wales, providing chefswear, workwear and linen rental services. Whether you operate from a single-site hotel, pub or restaurant or have multiple locations, CLEAN can tailor a workwear rental solution to suit your business requirements. They offer various uniform options to support the entire kitchen brigade, from Executive Chefs to Kitchen Porters.



With their workwear rental service, you can say goodbye to the hassle of purchasing, storing, and maintaining chef and kitchen uniforms. Instead, enjoy the convenience of a hassle-free rental system that provides freshly laundered garments whenever your team need them. By renting with CLEAN, you can avoid upfront purchase costs, spread the payments over your contract, and ensure quality and care with every wash. Delivery is free, and there are no hidden charges; contracts even include repairs. Each item of clothing can be branded and tailored to the wearer with logos and embroidery. Their managed service prevents issues compiling when supplying your team with work clothes; a convenient locker valet service helps distribute and store uniforms, and they tackle minor repairs early to extend the service life of a uniform. Ultimately, this avoids costly replacements wherever possible as it reduces uniform losses, and uniforms only need replacing when a repair is not safe or cost-effective.

With CLEAN's workwear rental and laundry service, business owners can focus on what matters most — running their business — while CLEAN takes care of the rest.

To find out more: **www.cleanservices.co.uk** or see the advert on page 2.

Wavey Ice

The ready-to-drink (RTD) cocktail category is booming, with consumers increasingly seeking high-quality, convenient beverages that deliver on taste and experience.

SIPS are our way of reinventing cocktail culture. They're playful, convenient, and packed with the same premium taste you'd expect at your favourite bar. Proudly made in Northern Ireland, Wavey Ice brings a fresh perspective to the RTD market.

The award-winning cocktails are handcrafted in small batches by their team of mixologists. At the heart of the process is a commitment to using real, fresh ingredients and premium spirits to create bar-quality options for consumers.

Wavey Ice is about pushing boundaries and redefining the way we enjoy drinks. Their SIPS range is a grown-up take on the classic pouched drinks of the 00s. Designed for adults who seek premium cocktails with maximum convenience, SIPS deliver all the joy of a freshly made drink.



Handcrafted in small batches in Northern Ireland, each pouch is made with fresh, high-quality ingredients and expertly balanced flavours. Whether it's the velvety smooth Pornstar Martini or the festive warmth of Spiced Cranberry Orange & Vodka, SIPS are crafted to surprise and delight. With their easy-to-chill, grab-and-go pouches, they're the ultimate solution for parties, festivals, or simply relaxing at home.

Wavey Ice is about more than just flavour, it's about creating memorable experiences. The SIPS range perfectly embodies the brand's ethos of pairing nostalgia with quality.

As the RTD market continues to grow, Wavey Ice stands out by combining craftsmanship with creativity. The SIPS range, with its vibrant flavours and eye-catching design, offers a fresh take on how cocktails should be enjoyed.

Ready to try something different? Explore Wavey Ice's SIPS range and more at www.waveyice.com and discover why they're shaking up the cocktail market.

Visit **www.waveyice.com** or see the advert on page 3.

Why Bar Tabs Can Boost the Bottom Line

Bar tabs, a classic hospitality practice, can be a powerful tool to increase customer spending. Bar tabs can significantly impact your bar or restaurant's revenue by offering convenience and fostering a sense of community.



If your venue offers a bar tab service, it can reduce friction in the ordering process. Customers can receive faster service, allowing servers to input drinks and food quickly, reducing wait times and improving customer satisfaction.

Customers who don't have to reach for their wallets or cards regularly are more likely to make impulse purchases. Establishments that allow for tabs will increase customer spending. Phil Dixon, a previous advisor to the BII, was adamant that "If you want to increase spend, you must retain cards." Paul Eagles, previous Head of Risk Policy and Strategy at VISA confirmed this statement: "When using cards, people spend at least 35% more."

Bar tabs let staff know their regular customers' preferences, leading to more personalised service and stronger customer relationships. They can also provide valuable customer preferences, spending habits, and peak hours data. How do operators best protect themselves with increasing dine and dash incidents plaguing operators and hospitality venues? Keeping customers' bank cards while running a tab removes the temptation to 'dash'. Securely holding bank cards allows you to check the card's validity and offers very little chance of customers being tempted to walk out without paying if their card is securely stored behind the bar.

By understanding the psychology behind customer behaviour and leveraging the power of bar tabs, you can create a more engaging and profitable bar or restaurant experience.

CardsSafe is the most secure way to keep food and drink tabs and reassure customers that you take their card safety seriously. CardsSafe is a cost-effective technology designed to retain customer bank cards while they run a tab securely. With CardsSafe, venues can upsell, reassuring customers that their cards are held responsibly, improving customer service and protecting assets. As a result, hospitality managers can maximise profit, increase spending, and reduce losses.

For more information, visit **www.cardssafe.com** or call **0845 500 1040** or see the advert on page 7.

HS French Flint Ltd Glass Containers

HS French Flint Ltd, also known as 'The Glass Container Specialists', are based Central London, near Borough Market, and North Lincolnshire.

They stock all kinds of containers and closures in box and pallet quantities and excel in supplying innovative and decorative jars and bottles to Artisan food and drink producers, Delicatessens and Speciality Food Producers. Their subsidiary company, Portuguese Cork Supplies, specialises in importing traditional cork closures.



In 2024 HS French Flint Ltd celebrated their bicentennial!!

www.hsfrenchflint.co.uk

See the advert on page 13 for further information.

Design and Refit

New Stock Chair Ranges from ILF



With the ongoing success of the ILF Chairs website, 2024 has seen an increase in their STOCK CHAIRS AND BARSTOOLS available in different Faux and Velvet upholstery and selection of frame colours, plus a 10 colour STOCK range of Egger laminated 25mm table tops in a selection of sizes and colour finishes, plus now also a range of STOCK Melamine tops. A full range of table bases in metal and stainless steel are also kept in STOCK. In addition, ILF now have a comprehensive range of STOCK outdoor seating and tables to suit all budgets, plus real wood table tops and real wood table bases for indoor use as well as a NEW full range of veneer back chairs made to order.

More STOCK ranges coming soon please check the website.

www.ilfchairs.com/email;terry.kirk@ilfchairs.com

Their online website offers both indoor and outdoor seating and table solutions.

Divided into Contemporary seating, Upper Class, Lounge Seating, Period Seating, Outdoor seating and tables plus Indoor Dining & Coffee height wood tables, creating a great selection of products to view at your leisure.

Most made to order 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.

Enquiries can be sent to ILF directly from the website and they will reply within 24 hours. ILF 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.

Need a Quick Washroom Upgrade?



Rearo, a leading UK manufacturer and supplier of laminate surfaces, offers a wide range of high-quality cubicles for most washroom environments. Their products prioritise privacy, durability, and style, catering especially to hospitality and leisure.

Rearo is committed to sustainability, sourcing timber from FSC-certified forests and operating closed loop waste management. Their commercial team provides expert support, including site measurements, specifications, and design assistance.

Rearo's cubicles, new for 2025, range from the luxurious timelessness of Triumph, through Elevate's modern cubicles with both height and privacy, to Enhance, which offers a wide range of décors to suit individual preferences, and Aspire's made-to-measure cubicles for quick delivery - ideal for budget-conscious projects. Finally, RapidFit offers off-the-shelf cubicles and IPS for fast and efficient installations.

Rearo's RapidFit is the perfect solution for fast, easy, and stylish washroom transformations. Designed to meet tight deadlines, our off-the-shelf RapidFit range offers a variety of toilet cubicles and vanity units.

Why Choose RapidFit?

- *Speed: Quick and easy installation with flat-pack cubicles.*
- *Style: A range of high-quality laminate finishes to suit any aesthetic.*
- *Accessibility: Colours and textures chosen to comply with The Equality Act.*
- *Durability: Options for both light and heavy-duty use.*

Contact your local fitter, joiner, or plumber to request free sample packs and design assistance. Or order your RapidFit washroom directly today.

commercial@rearo.co.uk
www.rearocommercial.co.uk

ilfchairs
seating with wider appeal

Email:- terry.kirk@ilfchairs.com www.ilfchairs.com



Tel:- 07939 025871 or 01293 783783



Fast, Easy Fit Washroom Solutions

RapidFit™ by Rearo is an off-the-shelf washroom cubicle range, ideal for time-constrained projects.

RapidFit MR MFC

Toilet cubicles & vanity units are available off the shelf*

- 19mm moisture-resistant MFC
- Ideal for offices and areas of light to medium use



RapidFit IMPACT

Toilet Cubicles are available off-the-shelf*

- 12mm Compact Grade material
- For high-traffic areas such as schools and bars



- ✓ Suitable for hospitality, healthcare and education settings
- ✓ Up to 10 year quality assurance guarantee
- ✓ Compliant with The Equality Act regarding visual impairment
- ✓ Easy to maintain and vandal-resistant
- ✓ Quick installation
- ✓ Available in 9 x stock colours

*Subject to availability. Vanity units and matching IPS can be made to order in 3-4 weeks.

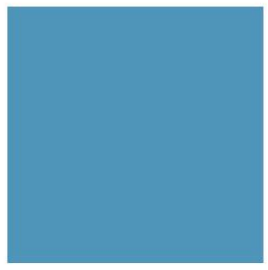
Décor Range

The RapidFit™ finishes have been hand selected by the Rearo design team, with colours and textures chosen to ensure compliance with The Equality Act, and future proofed for a minimum of three years.


Grey Sonoma Oak


Sangha Wenge

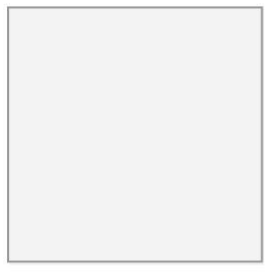
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Design and Refit

Dynamic Contract Furniture

Dynamic Contract Furniture is an international commercial furniture manufacturer and supplier within the workplace and hospitality industry, We offer a bespoke UK manufacturing service from our factory in Nottingham which enables us to meet almost any brief, Additionally, we also have a fantastic network of European factories where we are able to source furniture for specifiers, designers, architects and business owners.

Our office is based in Royal Leamington Spa near Birmingham which means we are centrally located to cover the whole of the UK, we are a unique dedicated team of furniture specialists who have over 40 years combined experience within the contract furniture industry.

Dynamic Contract Furniture has its own large purpose build factory in Nottingham with the capabilities to produce bespoke items of furniture as well as producing some of our standard product ranges, with our in-house polishing, upholstery, and manufacturing departments we can manage the production process from start to finish giving us better control over the quaintly and lead times. It also means we can guarantee a first-class service from the moment you order through to its delivery and installation.

We specialise in the supply of contemporary contract furniture for hotels, bars, offices, cruise liners, cafes, clubs, and restaurants.

If you're working on a project and require our help, please don't hesitate to call the office and speak to one of the team on **01926 942142** or email us on **info@dynamiccontractfurniture.co.uk**

Ted Todd Floor Enhances Award-Winning Restaurant

When Tom Barnes, a celebrated chef and former Simon Rogan alumnus embarked on the journey to open his debut solo restaurant, Skof, his goal was to create an unpretentious yet ambitious dining experience, showcasing dishes that are deceptively simple yet brimming with technique and flavour.

The aim was to transform an industrial space into a restaurant that pays homage to its historical context while offering a unique dining experience characterised by humble simplicity and a warm atmosphere.

The Grade II listed Edwardian Baroque Hanover building, situated in the heart of the £800m NOMA scheme in Manchester, was selected as the perfect location.

Interior designers, Blacksheep, specified Ted Todd's Bembridge floor due to its mid-brown rustic appeal and deep textures, which perfectly embody the authentic character of time-worn floors. Planed and distressed, and featuring broken edges that give it a reclaimed look full of personality, Bembridge is crafted from 20mm nature-grade European oak and offers a durable 6mm wear layer – perfect for high-traffic spaces.



The nature-grade Oak showcases a broad range of natural characteristics, including knots, sap, and colour variation, enhancing its rustic appeal. Finished with burnished hard wax oil, this floor provides a durable, natural finish that not only offers maximum protection but also combines the charm of carefully restored original features with a refined, modern edge, making it an ideal choice for the Skof project.

In addition, the versatility of the Herringbone design allowed the designers to lay the floor in a block basket wave pattern, adding another layer of carefully chosen detail to the fabric of the design.

Skof has quickly gained popularity since its opening in June 2024, with bookings filled up until October and recently won the 'One to Watch' award at the 2024 National Restaurant Awards.

See the advert on this page for further information.

Kit Out Your Club in Style in 2025



Whether it's catering for your AGM, prizegiving ceremony or day-to-day guests your club furniture needs to work hard across a wide range of functions. Here at Trent Furniture we have a great range of versatile and durable furniture to keep everyone comfortable no matter what the occasion is!

Our Chrome Pyramid Table is a clear winner in any club setting. Available with a square or rectangular tabletop, it comes in a great choice of finishes to fit in with your décor scheme. It's also available as a coffee table and a poseur table for the perfect solution for every inch of your space.

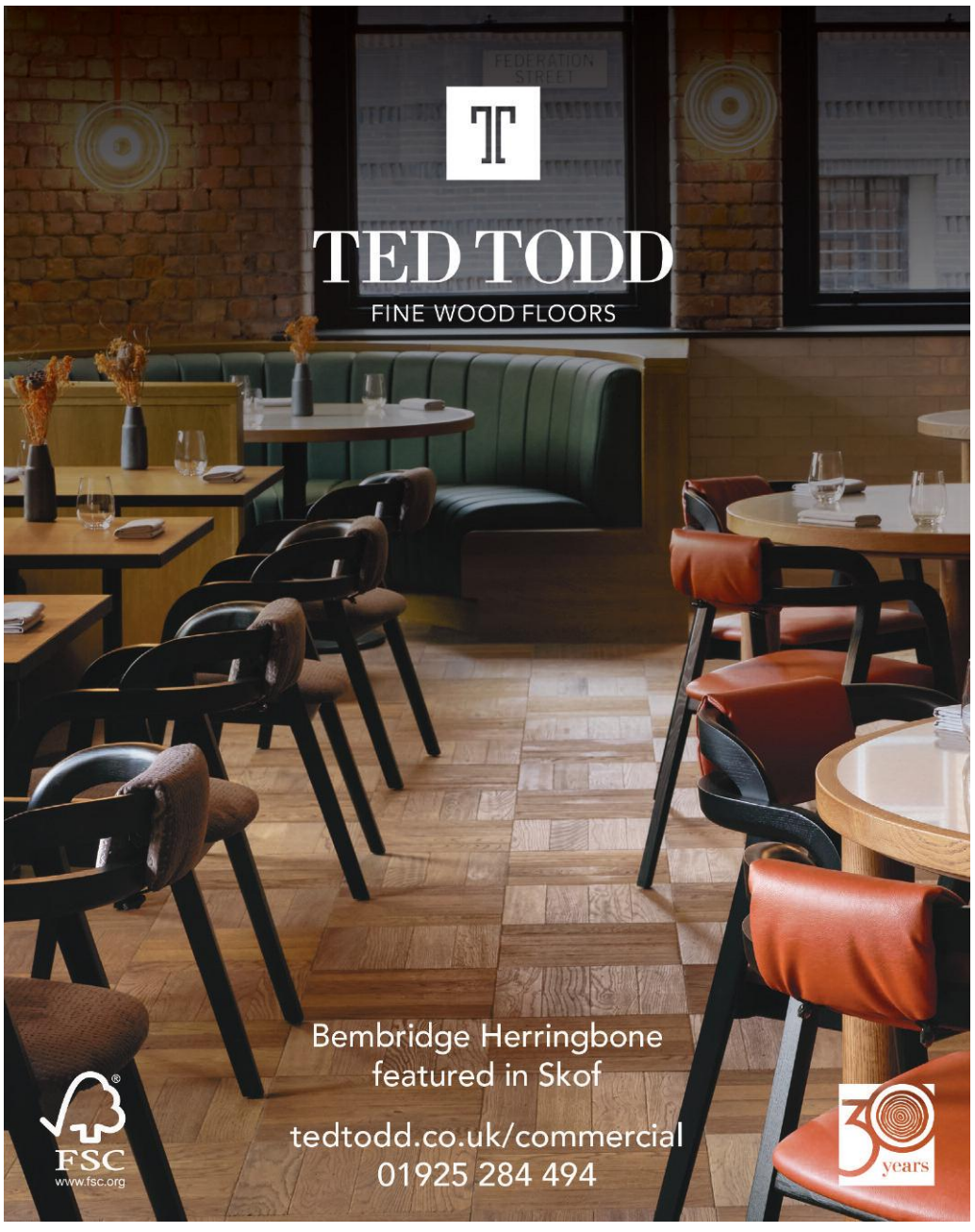
When it comes to somewhere to sit, all clubs need to balance cosy seating with catering for crowds. Stacking chairs such as our Harrow Stacking Chair will always be needed for events, but when it comes to your permanent furniture, substantial tub chairs mixed with easy-to-move stools are a great combination.



We offer a fantastic range of stools including the modern and versatile Small Zeta Chrome Bar Stool. Available in a vast range of upholstery, its eye-catching chrome base makes it the perfect companion to the Chrome Pyramid Table.

Far from the stuffy traditional image of the club armchair, we offer a great range of comfortable and contemporary chairs. Available with light or dark oak legs, the Brown Faux Leather Bordeaux Tub Chair is an attractive and low maintenance option. It fits in anywhere but looks particularly good with the Nevada Tub Chair which offers yet more versatility with its more compact proportions that don't compromise on comfort.

For more information on our great range of club furniture, including all our latest offers, please visit **www.trentfurniture.co.uk**. Alternatively, please give us a call on **01162 864911** or fill in our at **www.trentfurniture.co.uk/contact-us**





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Soft Armchair


Annie Armchair


Serena Cane Armchair


Nuta Light Armchair

Lounge Chairs


Ben Lounge Chair


Mine Lounge Chair


Samara Lounge Chair


Dione Lite Lounge Chair


Grado Lounge Chair


Dover Lounge

Stools


Robust Barstool


Temple Swivel


Sinatra Cane


Manaus M Barstool


Candy Barstool


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Design and Refit

Saniflo Sanicom Helps Launch Iconic Bar in Canary Wharf

A Saniflo Sanicom 1 single-pump unit and a Saniflo Sanicom 2 twin-pump unit have helped transform a seemingly insurmountable design challenge into the Oasis Bar & Terrace—a groundbreaking venue redefining Canary Wharf's hospitality landscape. The bar features a striking glass and wood construction, two bespoke staircases linking the bar with a terrace boasting a stunning open-air space and panoramic views of London's skyline. Conventional drainage solutions were out of the question because it is directly above the London Underground infrastructure and within a strictly enforced "no dig" zone.

Following a visit to the site to establish the ideal solution to the operational needs of the new bar, Saniflo's technical team recommended two advanced Sanicom pumping systems. In the downstairs bar - the longest in Canary Wharf at 17m – a powerful Sanicom 2 has twin pumps which can handle the large volume of water but also ensures continuity of service in the event of a failure. Whilst the pumps work alternately for even wear and tear, a single pump can also assume the work of the other if one stops working. The waste pipes run from the Sanicom underneath the floor and outside to the drains within the external customer WCs. A Sanicom 1 – with a single pump – is installed in the upstairs bar, with the waste falling and ultimately being plumbed into the same pipework as the larger unit.



Petr Ivanisevic is Operations Director of the Oasis Bar & Terrace and is very happy with the pumps, which have worked flawlessly since installation. He says: "Gravity drainage wasn't an option for the bar because we are directly above the London underground and shops, so civil work was impossible. The Canary Wharf Group also has a 'no dig' policy in this area, so we would always need a pumped solution. The plumbers on the job had previously used Saniflo and put in a call to the technical team, which proved really useful in getting the right products for the job."

Amanda Mills, Marketing Manager at Saniflo UK, adds: "Our mission is to transform constraints into opportunities for innovation. The Oasis Bar & Terrace is a testament to how our solutions can turn ambitious designs into reality."

For further information on Saniflo visit **www.saniflo.co.uk**

Protect Your Interiors with Yeoman Shield

In the bustling world of hospitality, safeguarding your interiors is essential. Yeoman Shield offers a comprehensive range of wall and door protection solutions specifically designed to meet the demands of high-traffic environments. Our products include robust wall protection systems, durable door protection, corner guards, and handrails, all crafted to shield your surfaces from wear and tear while enhancing the overall aesthetic of your spaces.

Protecting not just guest-facing areas but also back-of-house zones is crucial for maintaining operational efficiency and safety. Our solutions are perfect for kitchens, storage areas, corridors and anywhere heavy equipment and high activity levels can lead to damage. By investing in our protective solutions, you can significantly reduce maintenance costs and prolong the lifespan of your interiors, ensuring a welcoming atmosphere for guests while keeping staff areas functional and safe.



Yeoman Shield also specialises in Fire Door Services, helping you maintain essential safety standards throughout your premises. Offering fire door Installation, Maintenance, Inspections, and Fire Rated Door Protection Solutions which have been engineered to preserve structural integrity while meeting rigorous industry regulations. These not only enhance safety but also add value to your property by ensuring compliance with the highest safety benchmarks.

Our dedication to quality and innovation sets us apart, giving you peace of mind that your spaces are well-protected. Designed with user-friendly features, our products seamlessly integrate into any decor, enhancing both functionality and style.

Don't compromise on safety or aesthetics—choose Yeoman Shield for superior protection solutions tailored for the hospitality sector. Visit our website today to explore our full range of products and services or request a free consultation to discuss your specific needs at **www.yeomanshield.com**. Protect your investment and create a safer, more inviting environment with Yeoman Shield. Email: **info@yeomanshield.com**

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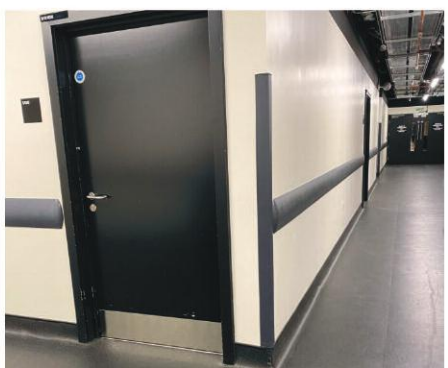
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Design and Refit

A Perfect Fit For A Modern Glass Lift: Combining Accessibility With Historical Elegance



The reimagined Creamery building at the heart of Castle Cary railway station now boasts a striking, all-glass passenger lift from Stannah. This modern addition combines style with accessibility, offering a transparent and elegant way to visit the trackside restaurant and working creamery.

This historic structure, which has been a part of the area since 1912, recently underwent an extensive renovation to enhance the safety, stability and user experience. The Creamery is renowned for its tower, 'La Belle Epoque', which still stands tall today as a symbol of industrial innovation and artistic flair.

Working with architects Stonewood Design, and Ken Biggs Contractors, Stannah Lifts worked to deliver a lift that was both modern and harmoniously integrated with the early 20th-century aesthetic of the building.

The project's vision was to blend the 1912 style with contemporary elements, which also resulted in Ken Biggs Contractors reconstructing the entire Creamery.

Stannah Lifts collaborated with architects to incorporate the new lift into the design of the re-imagined Creamery. The project commenced with the installation of vertical rail guides to keep the lift aligned within the elevator shaft, followed by the mechanical first fix in 2023 and the completion of the mechanical package. Shortly after, works commenced on the glass lift shaft and car.

The lift shaft and car featured bespoke glass sourced from Gemtec, a specialist German company. Stannah Lifts facilitated a 24-hour visit to Germany for Ken Biggs Contractors and Stonewood Design, allowing them to review the glass and how it would integrate with the lift design before shipping it to the UK, which minimised the need for additional modifications.

To ensure the glass was installed without any issues, Gemtec provided helpful support throughout this stage. Meanwhile, Stannah Lifts supplied and fitted custom trims and a glass panel to fill the gap adjacent to the glass car doors.

A CTV mechanical lift car package was fitted as part of the overall lift components and snagging works meant full lift completion in April 2024.

One particular challenge was aligning with the client's design vision while maintaining the lift's structural integrity for safe and efficient operation. As a result, the design and concept of the lift evolved during the project to better address customer needs and project requirements.

Precision was crucial as several design elements, including lighting and fitting locations, were adapted throughout the project. Stannah Lifts collaborated closely with the client to balance their needs with practical and mechanical feasibility, such as incorporating shaft lights underneath the lift structure for a minimalistic look, creating an illuminated effect.

At the customer's request, the lift's structure wasn't initially anchored to the brickwork, resulting in a requirement to monitor structural movement. Stannah conducted wind load calculations, revealing potential issues during gale-force winds. To ensure the safety of passengers, Stannah proposed securing the lift to the brickwork.

The custom-designed passenger lift features a minimalist approach with discrete fixings and fixtures. It seamlessly integrates handrails through the glass without additional supports or corner trims. This 8-person all-glass lift allows natural light to illuminate the interior, offering passengers views of the Creamery as they travel to the first floor.

The hydraulic passenger lift serves two floors and travels 3.6 metres to provide step-free access from The Creamery restaurant to the train station's platform.

A unique aspect of the lift is the placement of the keyhole for manually operating the car and landing doors. Traditionally mounted at the top of the landing doors, Stannah positioned the keyhole at the bottom to align with the minimalist design, effectively concealing the system.

To address signal issues within the shaft, a GSM package was installed with an antenna mounted on the structure ensuring reliable signal reception. The bespoke lift adheres to all open protocol requirements, allowing for independent maintenance and repair, and is fully DDA compliant, ensuring accessible features like illuminated push buttons are positioned at a height accessible to wheelchair users.

All Stannah lifts are certified according to the Lifts Regulations 2016 (2016 No. 1093).

Ben Harding, Bristol Branch Manager at Stannah Lift Services, said: "We're proud to have worked on this unique project. It hasn't come without its challenges but we can proudly say this bespoke glass lift embodies our client's minimalist vision while offering a safe and accessible alternative to reaching the train platform. It seamlessly blends modern design with functionality while offering an unobstructed view of the Creamery as passengers ascend."

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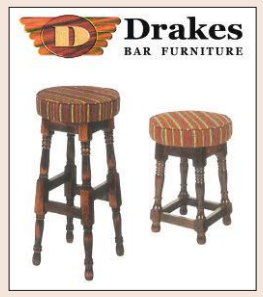
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Design and Refit

It's The Small Touches That Make A Big Difference: British Luxury Lampshades



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Design and Refit



Set The Scene With Cult Trade



As the festive season approaches, bars and pubs are preparing to host a variety of events, from cosy dinners to lively parties. With the influx of guests looking to celebrate, it's essential that your venue not only looks inviting but also functions perfectly for the increased demand. To create a memorable atmosphere for these special occasions, investing in high-quality, stylish furniture is key. This is where Cult Trade comes in, offering a wide selection of affordable, trend-driven furniture designed specifically for commercial spaces like yours.

Cult Trade is more than a furniture supplier—they're a partner in transforming your bar into a festive hub. Their focus on innovative design, sustainability, and affordability makes it easy to furnish your space with a perfect balance of style and practicality. Whether you're preparing for an intimate festive dinner or a lively New Year's Eve bash, Cult Trade's furniture solutions ensure your venue is both welcoming and efficient.

Cult Trade's commitment to using high-quality materials and thoughtful design ensures your bar will stand out during the holiday rush. Not only do their pieces enhance the aesthetic of your space, but they also boost functionality, making it easier to host large gatherings. With an eco-friendly approach, you can create a stylish yet sustainable setting that appeals to today's environmentally conscious customers.

For a luxurious festive touch, explore Cult Trade's new Rust Sustainable Velvet in their Halston Bar Stools and Dining Chairs. This rich, warm hue is perfect for the season, offering a cosy and elegant look that's sure to impress guests. The velvet adds a layer of sophistication, making it ideal for seating areas where patrons can enjoy festive meals and drinks.

Cult Trade also offers a range of bar table finishes to suit every style. Whether you're drawn to the sleek sophistication of marble and terrazzo, the durability of laminate, or the warmth of solid wood, their tables create the perfect focal point for festive gatherings. These high-quality finishes bring an added sense of comfort and elegance that your guests will appreciate during their celebrations.

To complement your tables, Cult Trade provides a variety of seating options, including stackable bar stools for flexible seating arrangements and comfortable carver chairs for longer dining experiences. Their selection of statement lighting adds a welcoming glow to your space, setting the perfect festive mood for any event.

With cocktail parties, group bookings, and festive dinners on the horizon, ensuring your bar is prepared for the rush is crucial. Comfortable seating and stylish tables are essential to creating a relaxed, enjoyable atmosphere for your guests. Cult Trade's diverse range of products guarantees you'll find the right furniture combination to suit your layout and theme, helping to craft a memorable experience for all.

Functional design is just as vital as aesthetics. Thoughtfully planned seating arrangements can optimise space for larger groups, while stackable seating offers flexibility for various event types. For bars with outdoor areas, Cult Trade also provides durable and comfortable outdoor furniture, extending your capacity for hosting events during the colder months.

For bars looking to maximise their investment, Cult Trade's membership offers even more advantages, including exclusive discounts, fast shipping, and high stock availability. Members also enjoy personalised support from dedicated trade managers, ensuring a seamless process when selecting and purchasing furniture.

With the festive season approaching, trust Cult Trade to transform your space into a stylish, functional setting that leaves a lasting impression on your guests.

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Property and Professional

Public Houses And Their Marketing Periods

By James Doherty, Principal Planner, Boyer (part of Leaders Romans Group) - www.boyerplanning.co.uk



Without needing to remind everyone of the importance of pubs and, as the London Plan puts it, the "unique and intrinsic" part they play in British culture, there can be no debate that more and more pubs are shutting down and, in many cases, lying vacant for a significant period of time. Therefore, the question is what to do with these vacant and in many cases, attractive buildings rather than allow them to become dilapidated and fall into states of disrepair?

Whilst some enthusiasts would want to see all vacant pubs restored to their former glory, the chances of pubs which have been vacant for a considerable amount of time reopening as pubs are slim at best. So, what is the best use for these buildings that used to be former hubs of the community? The first answer for many would likely be new houses (for which we all know there is an acute and pressing need) but another use, which in many respects gives a nod to the former pub use, would be as community facilities.

Whilst all Local Plan policies have slightly different nuances, at the heart of the majority is the same aim, to protect pubs. This is all well and good for pubs that are still in use but not ideal for those which have not poured a pint for, in some cases, 10 years and in real terms, cannot be deemed to be considered a pub.

Although the conversion of these "pubs" is by no means impossible (and there are numerous examples of successful conversions), it is fair to say that the process is not the easiest and certainly not the quickest. One thing that virtually all local authorities will require robust marketing evidence to demonstrate that there is no demand for pubs and, often, that the conversion would not lead to an overall shortfall of provision within a certain catchment area.

It is often marketing evidence, and in particular, the length of the marketing period, which is the most frustrating part of the process. Whilst not a universal threshold, many local authorities require two years' marketing evidence to demonstrate that there is no demand for continued pub use. For a pub which has not been open for 10 years seems somewhat extreme. Nevertheless, it is a policy consideration which will need to be satisfied.

Keeping in mind that no one wants to have to wait for two years to actually make a planning application (let alone how long it could then take to get a decision), the question is, is there any way to shorten this marketing period?

In the first instance, we would always suggest that a marketing exercise is undertaken as soon as possible as it is essential we can demonstrate to the Council that the site is being actively marketed by a suitable agent. This should make negotiation with the Council slightly easier.

Another tactic we have used in the past is to look to see if the site has any unique or mitigating circumstances which mean that it lying vacant for a further two years could have severe detrimental impacts. Given the grandeur of old and traditional pubs, many are, understandably, listed. Therefore, could a heritage argument be made that by putting this building back into use as soon as possible will ensure its long-term protection and retention? Would the benefit of preserving a building of historical interest outweigh any concerns regarding a full two year marketing period?

In terms of planning benefit, there is of course that the provision of housing should be considered a key benefit, but this is an argument that virtually any application which proposes residential development can make. Whilst provision of housing is undeniably a benefit, it is unlikely to be found unique by either the Council or an Inspector and to warrant a departure from policy. Therefore, whilst there is no harm reminding the Council of the benefit that more housing will bring, this argument shouldn't be seen as a "silver bullet" to justify a shorter marketing period.

An interesting example is when a community use is being proposed. Traditionally pubs have always been considered as a place for people to meet and socialise. A place for people to meet and socialise can still be considered to be fulfilling that role as a community hub, just without the sale of alcohol. Therefore, if you are replacing one community use with another, do you still need to adhere to a two year marketing campaign? A lot of this is likely to depend on the wording of the policy and if it specifically relates to the protection of pubs or to the protection of community facilities. If the policy relates to "public houses" then this becomes more of an issue due to a change of use between planning use classes which, undoubtedly will require more marketing evidence.

Whilst there is no "magic wand" to make the marketing requirement go away or the period reduce, there may be examples where at least a reduced marketing period may be deemed as acceptable by the Council. The key to this will be being able to highlight to the Council the unique nature of the site, such as it being listed, and the importance of it being occupied in order to ensure and preserve its historical significance.

Ultimately what is needed is a clear dialogue and understanding between the applicant team and the Council and for both parties to take a proactive and pragmatic approach. It is important that applicants realise that, whilst frustrating, these policies are there for a reason and must be satisfied in some way even if the entire length of the marketing period is not met. At the end of the day, it is fair to say that no one wants to see these impressive buildings lying dormant and dilapidated and would much rather see them put back into an active use and we must work together to achieve this.

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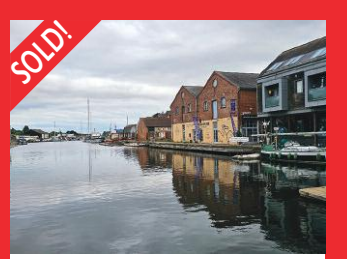

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