

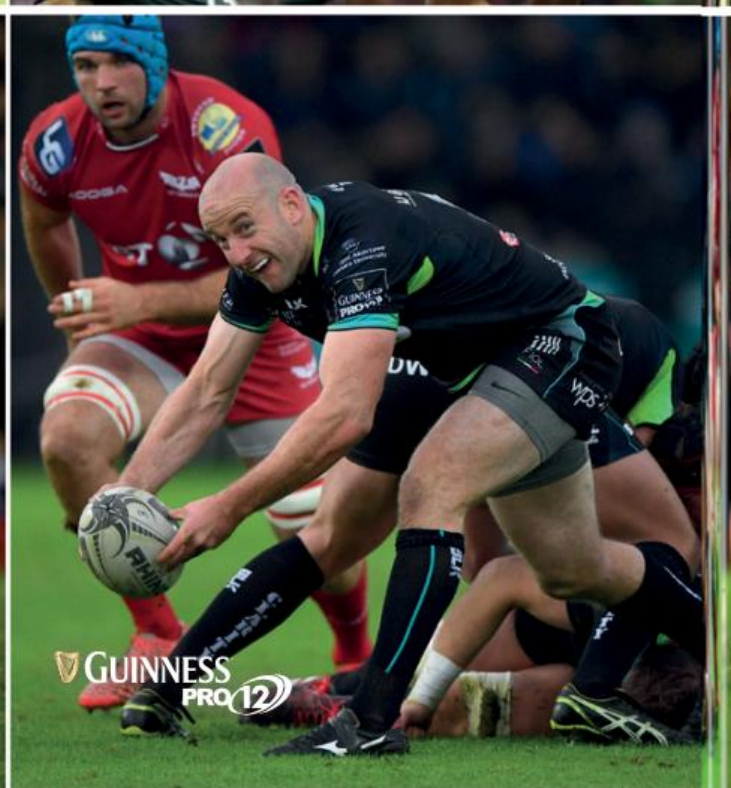
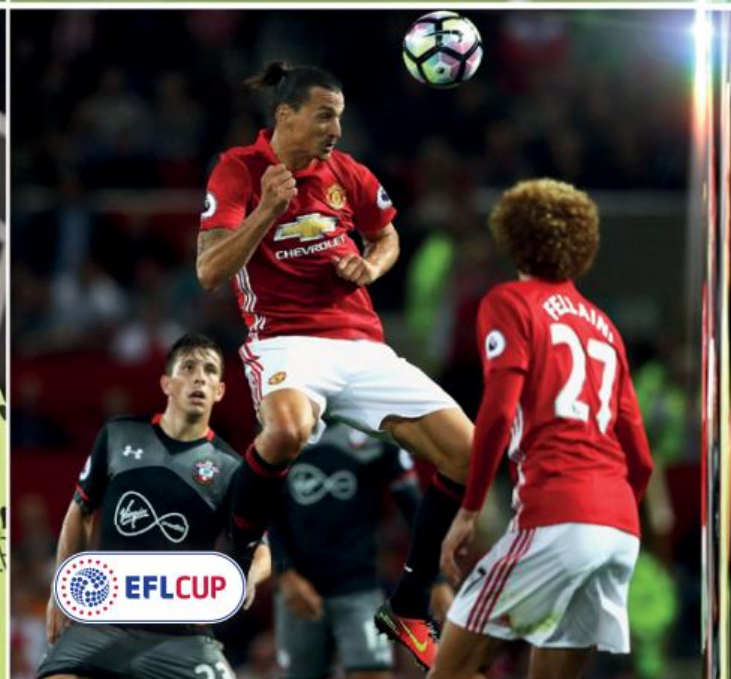
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Premier League



Ospreys v Munster
Saturday 18 February, 5.15pm
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Newcastle v Aston Villa
Monday 20 February, 8pm
Sky Bet Championship



Premier League Darts
Thursday 23 February
PDC Darts



Hull FC v Catalans
Thursday 23 February, 8pm
Betfred Super League



Norwich v Ipswich
Sunday 26 February, 12pm
Sky Bet Championship



Tottenham v Stoke
Sunday 26 February, 1.30pm
Premier League



Man Utd v Southampton
Sunday 26 February, 4.30pm
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Interstate completes a strong 2016 with 16 additional UK hotels and four openings in less than a month

Interstate Europe Hotels & Resorts has started the new year on a high, after ending 2016 with 16 new signed contracts and four hotel openings in December alone.

The new signings in 2016 take Interstate's UK managed portfolio to 64 properties, reaffirming the company's strong position as the leading, dedicated third-party hotel management company in the country.

In December, Interstate opened the new DoubleTree by Hilton hotel in Kingston-upon-Thames and a new generation Holiday Inn Express in Stockport.

The DoubleTree by Hilton hotel in Swindon and Crowne Plaza Felbridge hotel in West Sussex near Gatwick Airport were both renovated and repositioned under their new brands.

Nicholas Northam, Interstate's Managing Director for the UK, said: "The opening of

these four properties in the UK rounds off a fantastic year for Interstate. As we continue to expand our operational portfolio with more openings scheduled for the 2017, our focus continues to be providing tailored, and high quality services to our valued owner clients."

The Holiday Inn Express Stockport – one of the Holiday Inn Express's newest generation concepts – opened as part of the Stockport Exchange on 19 December, 2016, bringing 115 new smart-TV and power shower-equipped guest rooms to the area, as well as two meeting rooms and an Express Café Bar.

The Hilton Swindon, which re-launched as a DoubleTree by Hilton on 19 December 2016 also, is located on the edge of Swindon town centre and boasts 171 guestrooms varying from deluxe rooms to one-bedroom suites, and a 120-seater restaurant – the 14Twelve Brasserie – serving a range of modern British cuisine.

The DoubleTree by Hilton Hotel London Kingston Upon Thames opened on 21 December 2016 and offers 146

guest rooms and suites, three flexible function rooms and a Hawkers Bar and Brasserie – a nod to Kingston's extensive contribution to aviation history.

And The Felbridge Hotel and Spa relaunched after a renovation and rebrand as Crowne Plaza Felbridge on 20 December 2016 with 116 bedrooms and suites, a luxury spa and seven meeting rooms with a capacity of up to 500 theatre-style. Only 15 minutes' drive to Gatwick Airport, the hotel offers an excellent accommodation option for people flying to and from the airport.

Northam added: "Each of the new hotels offer outstanding quality and fantastic facilities that will benefit the regions' business, leisure and tourism industries. We are confident we will deliver exceptional guest service and outstanding performance results."

For more information about Interstate Hotels & Resorts in the UK and Europe, please visit www.interstatehotels.co.uk and worldwide, www.interstatehotels.com

MasterChef: The Professionals finalist to open first restaurant



Welsh chef Tom Simmons is to open his first restaurant in London this spring.

His eponymous restaurant will be the first to launch in the brand new One Tower Bridge development and will be open for brunch, lunch and evening service.

The menu will be influenced by both British and French cuisine and will feature dishes such as braised ox cheek with pommies

puree; and cockle popcorn with lavabread mayonnaise.

The 50-cover site will be spread over a mezzanine split-level with a design inspired by Simmons' Welsh heritage.

"Eating fresh and with the seasons was a way of life for my family; much of my childhood was focused around food and nature," says Simmons.

"Being surrounded by wonderful produce, and the joy I found in food and sharing it, is what first inspired me to become a chef."

Simmons was the youngest competitor to reach the quarter-finals of MasterChef: The Professionals in 2011 and more recently headed up the kitchen at Wolfcastle Country Hotel in Pembrokeshire, where he was awarded two AA Rosettes.

Other restaurants opening at the One Tower Bridge development include Richard Caring's The Ivy Brasserie.



Organic award scheme launches for restaurants

The Soil Association has launched its Organic Served Here certification scheme across the UK to allow restaurants to promote their use of organic produce.

Operators are awarded between one to five stars if at least 15 per cent of their ingredients come from organic suppliers.

Restaurants can sign up for £395 +VAT and will receive a certificate and stickers to display when certified. For chains there is an additional £50 fee per site if the same menu is used.

The scheme is designed to assure customers that restaurants cook with produce sourced from farms with high

environmental and animal welfare standards.

Peter Melchett, policy director at the Soil Association, said: "Demand for organic is on the rise and it has never been easier to serve. [Organic food] is good for business, for customers, for animals and for the world around us."

The award was first launched in Scotland in 2016 but became available across the UK this year.

The UK's organic market is now worth almost £2bn, with sales of organic food and drink rising 4.9 per cent in 2016, according to The Soil Association.

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THE INDUSTRY BEST KETEL ONE VODKA SWEEPS THE BOARD AT GLOBAL AWARDS

; Ketel One Vodka is celebrating after being crowned 'Best Selling' Vodka and 'Most Trending' Vodka by the Drinks International Bar Report 2017.

The much-anticipated report showcases the top selected spirits by bartenders in many of the best bars around the world and today named Ketel One as the number one vodka in two categories. For the fifth year in a row Ketel One has been awarded the 'Best Selling' vodka title and for the third year the 'Most Trending' in the vodka category.

The coveted industry awards showcase the most popular spirits chosen by bartenders when preparing cocktail-classics. Ketel One is celebrated all over the world for its quality and the excellence of the liquid has now been recognised as the perfect base for a Bloody Mary, Moscow Mule and Espresso Martini cocktail.

Bob Nolet, 11th generation distiller of the Nolet Distillery, whose father Carolus Nolet Sr., created Ketel One Vodka, said: "This is such a proud moment for the Nolet family. We pride ourselves on going the extra mile to demonstrate our dedication to creating vodka of remarkable quality – we call this the Ketel One way. We're obsessive perfectionists when

it comes to making vodka and we're proud to receive this recognition from the bartenders and Drinks International Bar Report.

We also understand that while we can produce the best tasting vodka possible, it is the bartender who is the expert who brings the magic of this liquid to life. That's why we thank the bartenders worldwide, who's passion and dedication to the craft of cocktail making helps to share the distinctive crisp and smooth taste of Ketel One Vodka with new audiences across the globe every day."

Hamish Smith, Deputy Editor of Drinks International Magazine said: "Ketel One has taken the top vodka spot in our poll of top bars five years in a row. High-level bartenders are not known to be big vodka fans, with one notable exception: Ketel One. It is the vodka to stock in the world's best bars and that doesn't look like changing any time soon."

Ketel One Vodka is inspired by over 325 years of traditional distilling expertise, which has been passed from father to son for over 11 generations in the Nolet family – all driven by a relentless pursuit of excellence and quest for perfection.

www.ketelone.com

Stonegate buys three prime London sites from Faucet Inn

Stonegate Pub Company has announced the acquisition of three central London sites from pub, bar and boutique hotel operator, Faucet Inn.

The deal includes the Catcher in the Rye, Finchley, the College Arms, in Fitzrovia, central London, and Compton's Soho. Two sites have been bought leasehold, while one is freehold. The acquisition is being funded out of cashflow.

Stonegate's chief executive, Simon Longbottom, said the deal will further consolidate the group's position as a leading high street, managed pub operator in the UK.

'This portfolio of pubs from Faucet Inn is an excellent bolt-on acquisition for Stonegate and further strengthens our presence in some key trading locations, enhancing our pub estate in Greater London,' he said.

'We have a strong track-record in integrating, investing in and maximising value from the acquisitions which we make and have every confidence that these pubs – and the teams within them – will thrive under Stonegate's ownership. I look forward to welcoming our new colleagues into the enlarged group.'

The deal will take Stonegate's total estate to 693 sites. The company bought 10 sites from JD Wetherspoon in recent months, as well as 30 bars from Intertain back in December.



Carlsberg UK adds Brooklyn Brewery to craft beer portfolio

Here's a New Yorker we're happy to welcome across the pond... After announcing the partnership last year, Carlsberg UK has finally teamed up with Brooklyn Brewery to handle the exclusive distribution of its beer portfolio in the UK – transferring distribution rights from James Clay.

Brooklyn Lager pint with BurgerJoining a craft beer and cider portfolio that includes Bad Apple, Poretti and Grimbergen, Brooklyn Brewery's beers include its eponymous Lager, Scorch IPA, Summer Ale, East IPA and Sorachi Ace.

Carlsberg UK will manage the brewery's portfolio through its recently launched brand and sales division House of Beers. House of Beers provides support and training to customers operating bars, pubs and restaurants across

the UK, with a team of brand ambassadors hosting events and staff training.

'Brooklyn Brewery is at the forefront of the craft beer revolution, brewing quality beers that drinkers seek out and enjoy,' said Liam Newton, vice president of marketing for Carlsberg UK. 'The Brooklyn beer range will complement our existing portfolio of premium, craft and speciality beers and ciders and we will ensure it thrives well into the future, like it has in the past.'

'This move is an extension of Brooklyn's relationship with Carlsberg throughout Europe, and we look forward to working creatively with Carlsberg UK on the continued development of the Brooklyn brand in the UK,' added Eric Ottaway, CEO of Brooklyn Brewery. 'We would like to thank



everyone at James Clay for the great work they have done to build Brooklyn to this point in the UK. They have been great partners and brand builders for the last fifteen years.'

The two brewers – Brooklyn Brewery and Carlsberg UK – have joined together to open two microbreweries; the New Carnegie Brewery in Stockholm that opened in 2015, and EC Dahls Brewery in Trondheim, Norway, opened last August.

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Abplas Ltd is a team of plastic professionals who pride themselves on their knowledge of plastics.

We stock an extensive range of plastic (including fire rated sheets) and will be able to advise you on which product is the right one for you. We regularly supply acrylic sheets to customers to clad public thoroughfares, as it is a quicker and less messy alternative to paint. Our products are used in commercial kitchens for splash backs as they are hygienic and easily wiped clean. This also makes them perfect for use in bathrooms, instead of tiles. We supply gyms with mirrored panels and our toughed plastic is frequently used for balconies and balustrades.

With our excellent problem solving abilities we are able to create one-off pieces of plastic fabrication or multiple exact copies as required. Our attitude enables us to present our customers with finished products that not only they

are very happy with but we are very proud of too.

We are Fantastic For Plastic but don't just take our word for it, this is what some of our customers have to say:

"For over a decade, Abplas has worked for By Word of Mouth creating bespoke pieces for our canape and food bar presentation as well as our drinks trays. We have always been very happy with the quality and attention to detail as well as the efforts Matt and his team go in order to turn our ideas into reality."

Clare Thompson – By Word of Mouth

"We first used Abplas five years ago for a small section of plastic panelling for our Westfield Stratford store and were very pleased with the service, price and product. So when we decided to build an ice cream production facility we approached them to completely clad the facility in high quality food grade polymer. Firstly the price was far less than we had been quoted by our normal contractor and when the work was completed, we were so impressed, we also asked them to complete all the other finishing with the unit, as well as

the warehouse, including artwork and vinyl for our showroom. Great company and great price, highly recommended."

Russell Hogan – Fentons Icecream

"We were introduced to Abplas over 10 years ago now with a very last minute project; which was to be the first of many and end up a very long term working relationship with Abplas. There is never anything that can't be done or is too much trouble by these guys however big or small the job is. They can always work to very tight deadlines and still create an excellent standard of finish which in turn passes onto our client. They are very competitive with their pricing and can always work to a budget. I would always look to recommend Abplas to anyone looking to have something made in this area of their business.

And most of all it has been an absolute pleasure working with everyone at Abplas over the years."

Stuart Kimber – Skyline Whitespace

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SPATEX 2017, the UK's leading pool, hot tub, spa and sauna Exhibition is THE event of the year for all involved in the provision of water leisure facilities. Whether you're looking to upgrade existing facilities or thinking of dipping your toe in the water for the first time, make a date with the special 21st anniversary edition: Tuesday January 31st to Thursday February 2nd at the Ericsson Exhibition Hall, Ricoh Arena, Coventry.

The UK's shop window: See 2017's abundance of new commercial products and innovations, from around the world, for the first time at SPATEX and take advantage of the generous Show discounts and special offers. With over a hundred exhibitors, including all the major manufacturers and distributors, all aspects of wet leisure are covered from saunas and steam rooms to swimming pools, spas and hot tubs.

Sharpen your skill set with SPATEX's double programme of seminars and workshops on all three days – there's no greater source of free Industry education and training in wet leisure in the UK. An impressive line-up of experts tackle a whole variety of topics relating to the commercial sector e.g. the latest guidance on Legionnaires' disease and cryptosporidium on

Wednesday February 1st in Arena one at 10.15. Further details can be found at www.spatex.co.uk. Attendees receive CPD points and certificates of attendance.

Meet sports celebrities – Rub shoulders, have a chat and take home the autographs of Wasps rugby star players, Guy Thompson and Matt Symons, who will be making a celebrity appearance outside Arena 2 from 2pm -3:30pm on Tues 31st where Wasps Rugby Club Deputy Chairman, Nick Eastwood is giving a talk on Increasing Your Profitability – maximising leisure facilities and building a brand: the Wasps story. For fans of Team GB swimming and diving – Olympic Gold diving champion Jack Laugher MBE will be on the CPC stand (F2) on both the Tuesday and Wednesday to chat and sign autographs.

Meet the experts and network – SPATEX brings together numerous experts from esteemed Industry bodies, such as the Pool Water Treatment Advisory Group (PWTAG) and Institute of Swimming Pool Engineers (ISPE). Join them and all our other exhibitors and visitors for free drinks, food and music at SPATEX's 21st anniversary networking party on Wednesday February 1st at 5pm in the Ricoh Arena's Clubhouse.

Visitor registration is free, find out more at www.spatex.co.uk

Clevedon Hall opens for overnight bookings

Clevedon Hall is opening its 25 bedrooms to the public for the first time, for a limited period, to showcase its recent refurbishment.

The Victorian mansion, which normally functions exclusively as a wedding and events venue rather than a hotel, is making itself available for overnight stays for a two-week window from 13-25 February.

A statement from the property said the offer is designed to "introduce Clevedon Hall to a wider audience".

The Grade II-listed building, overlooking Clevedon Bay, recently completed a six year £4.2m refurbishment, which saw all the

bedrooms redesigned in a luxurious country house style by Jane Clayton Interiors.

The ground floor rooms such as the Great Hall and Grand Library also underwent a transformation, with original historic features restored and furnishing in keeping with the property's heritage.

John McCarthy, sales director at Clevedon Hall, said: "We're really keen to showcase the beauty of Clevedon Hall to a wider range of guests.

"Previously, the only way to experience the delights of Clevedon Hall has been to attend an event here, which is why we wanted to run a short trial making our stunning bedrooms available for overnight bookings."

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Sunday 26 February, 4.30pm
EFL Cup Final



Leicester v Liverpool
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Calcutta Street – The Restaurant of Joy

Shrimoyee Chakraborty has kindly bestowed a wonderful Calcuttan cuisine for us all here in London. 29 Tottenham Street to be exact.

Calcutta has a deep history in amazing recipes and mouth-watering dishes. It is of somewhat a surprise that it can be very difficult to find suitable restaurants in our great capital.

Thankfully Shrim and her fantastic team have filled the void with the simply named “Calcutter Street” restaurant.

It most certainly has a feel of what it would be like to dine in East India. The authentic interiors are perfectly suited to the menu and there is a delightful intimacy about the restaurant.

The team is made up of 7 individuals and it is always great to see the same faces when revisiting.

Moving on to the menu, this has been shaped by the knowledge of Shrim’s mother. She proudly boasts of the world class cuisine she was raised with.

Like any Bengali family an array of spices and fresh ingredients make up the dishes and I would suggest the Chicken Reshmi Kebab which originates from the Peter Cat restaurant in Calcutta. These are delightfully marinated in mint and coriander.

The only way to describe the “Kosha Mangsho” is magnificent. This hearty Lamb dish is cooked to perfection and is a signature Bengali dish.

I opted for the brown rice however the Ghee Bhat is also a fantastic choice. This, accompanied with a great selection of beers worked very well.

Calcutta Street is as vibrant as its namesake, with a wide variety of authentic dishes I highly recommend a visit next time you find yourself in central London. It really is like no other Indian cuisine experience the city has to offer.

From the ever helpful staff to the fine cultural detail throughout. You will have a great evening at the restaurant of Joy.





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It’s an essential forum for sharing
ideas, innovations and insights.”**

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Casual Dining Show Preview



Casual Dining Sh

Casual Dining – the multi-award winning trade event for the UK's pub, bar and restaurant sector, is back this month, on 22-23 February, at the Business Design Centre in London.

Here's a preview of what's in store for the thousands of operators preparing to attend.

Casual Dining 2016 attracted over 4,400 attendees (up 22% on 2015), and was called an "essential forum for sharing new ideas, innovations and insights" by Simon Kossoff, Carluccio's co-founder and chairman of Giggling Squid.

For 2017, it's looking to raise the bar again. Thanks to a 20% increase in exhibiting space and a confirmed Keynote line-up with some of the biggest names in the business – including Mitchells & Butlers, Marston's, Casual Dining Group, TGI Friday's, Bill's, Wahaca, Côte Restaurants, Hippo Inns, and Young's – it's on track for its best edition yet.



ow 2017

"A hotbed of innovation...for me the most focused, most relevant, best show of the year," says Keith Bird, chief operating officer of GBK.

Among the pre-registered visitors this year are key decision makers from JD Wetherspoon, Azzurri Group, Mitchells & Butlers, Jamie's Italian, Casual Dining Group, Ask, Strada, Giraffe, GBK, Hilton, La Tasca, Le Pain Quotidien, Nando's, Oakman Inns, Pizza Hut, Prezzo, Revolution Bars, The Breakfast Club, The Restaurant Group, wagamama, Whitbread, Be At One, Geronimo Inns, GLH Hotels, Marriot International, and Park Plaza Hotels. Plus, of course, hundreds of independents and smaller hotel, restaurant, pub and bar chains from across the UK.

Casual Dining Show Preview



March 2017 EAT. DRINK. SLEEP

Over 200 exhibitors for 2017

Casual dining is a hugely competitive – but extremely lucrative – market. Being quick to adapt to emerging food and drink trends and keeping up-to-date with new product developments is key.

"Everything that casual dining operators need to run their businesses successfully – from the food and drink they serve to how it's paid for, the kitchen equipment to the front of house – it's all here," explains Chris Brazier, the show's group event director.

"Casual Dining showcases the best choice of the latest innovations and insights completely dedicated to the casual dining restaurant and bar sector, which is why so many buyers recommend it and, after only three years, call it their favourite show of the year," he says.

Confirmed exhibitors include Carlsberg UK, Budweiser Budvar UK, World Beers, Reynolds, Middleton Food Products, Whitby Seafoods, Moy Park Foodservice, McCain Foodservice, AAK Foodservice, Woodall's Charcuterie, Hensons, Nestle Professional, Pan'artisan, KFF, Kraft Heinz Foodservice, Destiny Foods, Keeko Kids, Bar Foods, Speciality Breads, L'Aquila, Aulds Delicious Desserts, Lutosa, Lincoln & York, UCC Coffee UK, Morgenrot, Global Brands, Brew Tea Company, BRITA Vivreau, Nelson Catering Equipment, The Bertha Oven Company, rexmartins, Gamble Foodservice Solutions, Meiko UK, MCS Technical Products, Bizimply, Comtex Systems, and many more.

Staibano, Wild Drinks, East London Liquor Company, Longflint Bottled Cocktails, Masons Yorkshire Gin, 10 Degrees C, Spirits by Design, Whittaker's Gin, and Pinkster Gin will be making their debut in the show's new and improved Artisan Spirits Lounge – joining returning exhibitors Sipsmith London and Harry Brompton's London Ice.

New craft beers and ciders can be sampled in the popular Craft Beer & Cider Pavilion, featuring Fierce Beer, Thistly Cross Cider, Wobblegate Juice & Cider, Westside Drinks, Celtic Marches Beverages, Saxby's Cider, The Cotswold Cider Co, Brewery Meteor, Freedom Brewery, and Glebe Farm Foods.

While Britvic, Fever-Tree, Lucozade Ribena Suntory, Fentimans, Cawston Press, Dalston Cola Co, The Refinery, Priir, Frobishers Juices, Monin UK, Belvoir Fruit Farms, Luscombe Drinks and Perrier & S.Pellegrino, will be offering a taste of differentiation in the premium soft drinks category.



Big name Keynotes

Menu innovation, growth, profitability, branding and Brexit are just some of the hot topics under discussion in the show's 18 free business seminars. Speakers include Martin Robinson, non-executive chairman of Casual Dining Group; Karen Forrester, CEO of TGI Friday's UK; David Pellow, Area VP Europe at Hard Rock Café; Mark Fox, CEO of Bill's Restaurants; Andrew Gallagher, group marketing director at Côte Restaurants; and Jo Fleet, MD of Wahaca.

Plus, there'll be an exclusive interview with Bob Ivell, non-executive chairman of Mitchells & Butlers, in conversation with Paul Charity, MD of Propel.

Living Venture's CEO and co-founder, Jeremy Roberts, will also be making his first speaking appearance at the show.

"Casual dining – whether it's in pubs, bars or restaurants, is where the majority of the sector, by definition, operates. So this is a great opportunity to get together to discuss the issues of the day with friends and colleagues," says Roberts.

As in previous years, market updates will be provided by Graeme Loudon, commercial director at CGA Strategy; Peter Backman, MD of Horizons; Simon Stenning, executive director of MCA; and Kate Nicholls, CEO of the ALMR.

The implications of Brexit, and its effect on food inflation, consumer confidence and the economy, is just one of the hot topics Nicholls is set to address in her opening day session. She'll also be giving a comprehensive overview on the new regulatory costs of the national living wage (NLW), Apprenticeship Levy and Business Rates coming into force in April 2017.

Whilst Loudon will be focussing on the growing importance of drinks in the casual dining arena and how operators can capitalise on what today's consumer wants.

"With food and drink occasions now merging within the mind of the consumer, outlets need to ensure that they are able to stock a market leading drinks offer in order to entice the consumer and differentiate from competition," says Loudon, speaking ahead of his session.

"52% of consumers say that alcohol is an important choice driver for where to eat. Despite this importance, data from CGA's Business Leaders survey suggests that only 13% of food operators rank their drinks offering as market leading," he says.

He'll be highlighting some of key trends to watch, including craft, artisan and premium products.

"A visit to Casual Dining gives a unique opportunity to discover products and trends completely relevant to our sector. It's a great show!" says Alexander Salussolia, Managing Director at Glendola Leisure Group.

For more information and to register for a free trade ticket to Casual Dining 2017, please visit www.casualdiningshow.co.uk and use priority code CD103.

Show Highlights

Visiting buyers at Casual Dining will be among the first to see a host of new products, catering equipment and services from 200 leading suppliers. The following is just a taste of what's new at Casual Dining 2017:



Bannisters' Farm is launching a new >>> range of Baked Sweet Potatoes and Sweet Potato Skins at the show.

Ready baked and frozen to lock in the flavour, they bring convenience and portion control and offer a versatile and nutritious menu option (stand M340).

<<< **Whitby Seafoods** is reinvigorating scampi with its new ancient grains crumb.

Being previewed for the first time at the show, it's made using 100% British caught wild langoustine. These little lobsters are coated with red and white quinoa, white and brown linseed, amaranth seeds and golden breadcrumbs for a crisp bite and textured appearance (stand G15).



World Beers is sampling Bifuel, a >>> new sparkling wine blonde beer created from the combination of Vermentino grape and the Birradamare Breweries moderately hopped wort.

In Italy this beer is already becoming a popular choice as an aperitif (served in 750ml bottles), as an alternative to wine or prosecco (stand U221).



^^^ **New York Bakery** is sampling Croll for the first time at the show.

Combining the best features of a croissant and a roll, Croll is a new hybrid carrier with the lightness of a croissant, but a larger surface area and a less flaky texture. Also previewing its new Out of Home Cheese Bagel, which delivers cheese in the topping as well as in the bagel itself (stand U203).

Pip Organic is introducing its >>> Kids Fruity Waters in two flavours: mango, orange and apple; and blackcurrant, raspberry and apple.

Made with organically-grown fruit and spring water, with no added sugar, sweeteners, preservatives, flavourings, concentrates or nasties; they provide children with the benefits of one of their 5-a-day and rich hydration (stand M160).



Casual Dining Show Preview

Show Highlights



<<< **Spirits by Design** is promoting its Crazy Monday Gin, a Belgian gin presented in a 500ml white bottle. Ingredients include juniper, coriander, angelica root, cardamom, orris root and lime zest (stand AS-1).



Prior is exhibiting its premium 'beauty boosting vitamin drinks' aimed at health and well-being conscious consumers.

Made in UK, the drinks are suitable for vegans, and contains less than 5% sugar. Available in three flavours: Orange & Passion Fruit, Blackcurrant, and Apricot & Elderflower (stand A413).

>>>



^^^ **Pipers Crisps** is promoting its first new flavour for four years – Atlas Mountains Wild Thyme & Rosemary.

Gluten free and suitable for vegetarians and vegans, Wild Thyme & Rosemary crisps (available in 40g pack size and 150g sharing bags) can be offered as a stand-alone snack or as an accompaniment to sandwiches, soups, pasta, salads or a ploughman's lunch (stand M101).



<<<

Stokes Tea and Coffee is introducing its Ovopur Water Filter at the show.

This gravity fed water filter removes chemicals and pollutants, whilst leaving healthy minerals. Constructed of high quality porcelain, this award winning innovative design is produced by Aquaovo, and provides a great environmental solution to the problems caused by plastic bottled water (stand A206).

To mark the launch of its new approach to training, **UCC Coffee UK & Ireland** will be delivering hands on sessions exploring the most important aspects of coffee at the show.

Also showcasing: the new Black&White4c from Thermoplan – the most compact bean-to-cup machine yet; and its Great Taste award-winning ThreeSixty° Rainforest blend (stand M102).



CDS KEYNOTE LINEUP

WEDNESDAY, FEB 22, 2017


10:15 am - 10:45 am

Delivery – The Big Disruptor

Speaking: Peter Backman
Industry analysts, commentators and consultants address the issues that arise from the growth of home delivery from restaurants and pubs. He will look at who "owns" the customer, how are margins being affected and he'll...


12:30 pm - 1:00 pm

EXCLUSIVE INTERVIEW with Neil Rankin, Director, temper Restaurants

Speaking: Peter Martin Neil Rankin
Interviewed by Peter Martin, Vice President, CGA Peach In this exclusive interview, Neil Rankin, the chef who ran the kitchens at the Smokehouse pubs, and helped launch the original Pitt Cue Co restaurant that kicked...


2:45 pm - 3:15 pm

Studying Your Past to Better Shape Your Future

Speaking: Mark Fox
Keynote from Mark Fox, CEO, Bill's. In a world where to standstill is to go backwards, the need to continue to grow your business has never been greater and yet it's not always obvious what...


11:00 am - 11:30 am

Martin Robinson on Casual Dining

Speaking: Martin Robinson
Industry leader and CDG Chairman Martin Robinson exclusively discusses his time working across Britain's best loved brands, including Center Parcs, Disneyland Paris & Wagamama. Martin will share the factors that have led to the amazing...


1:15 pm - 1:45 pm

Marketing Your Way Out of Disaster

Speaking: Mark McCulloch
What will you do when the proverbial hits the fan? How do you make the best out of a bad situation? Following well-publicised problems for some of our best loved operators, Mark looks at what...


3:30 pm - 4:00 pm

Living the Good Life

Speaking: Jeremy Roberts
After exiting New World Trading Company in June this year, Jeremy Roberts CEO of Living Ventures and Co-founder of the Bars to Fine Dining Group talks about the journey from the early days with the...


11:45 am - 12:15 pm

Brexit & 4 Other Bumps To Prepare For

Speaking: Kate Nicholls
April 2017 has been described as a second perfect storm – with the bumpiness of Brexit and its effect on food inflation, consumer confidence and the economy as well as new regulatory costs in the...


2:00 pm - 2:30 pm

Pub Grub to Food Hub

Speaking: Andrew Andrea
Andrew Andrea, Chief Financial and Corporate Development Officer, Marston's. Over the past three years Marston's Destination and Premium business has grown LFL sale and outperformed the market. Andrew will set out how we established a...


4:15 pm - 4:45 pm

Growing Without Changing Your Culture

Speaking: Jo Fleet
In this exclusive session Jo Fleet, MD of popular multisite Mexican market restaurant Wahaca, looks at how by taking your time to get each individual site right operators can gain a stronger foundation to nurture...

Casual Dining Show Preview

KEYNOTE LINEUP

THURSDAY, FEB 23, 2017

MCA.

Eating and drinking out
market insight.

10:15 am - 10:45 pm

Casual Dining Market Overview

Speaking: Simon Stenning

Simon Stenning, Executive Director of leading Eating and Drinking insight experts MCA, looks at the competitive situation across the total Eating Out Market; with growth forecasts for 2017 and insight on sectors, operators and consumers....



11:00 am - 11:30 am

How to Market Like a Chain But Feel Like an Independent

Speaking: Andrew Gallagher

Keynote from Andrew Gallagher, Group Marketing Director, Cote. Cote now have 81 restaurants nationwide with a much admired local bistro feel. In this exclusive seminar Andrew Gallagher looks at how you can drive national marketing...

TGI FRIDAYS

11:45 am - 12:15 pm

Crossing the Line for Growth

Speaking: Karen Forrester

In this unmissable session Karen (CEO, TGI Fridays) looks at the importance of going back to basics to recognise and love the things that made your brand great in the first place. Hear the story...

HIPPO INNS

FREEHOUSES



EST. 2015

12:30 pm - 1:00 pm

Love And Understand Your Customer

Speaking: Rupert Clevely Jo Clevely

After selling Geronimo Inns to Young's in 2010 Rupert and his wife Jo started a new business, Hippo Inns Ltd, in partnership with Enterprise Inns PLC. Jo will talk about giving customers an incredible experience...

CGA STRATEGY

1:15 pm - 1:45 pm

Making a Splash: The Growing Importance of Drinks

Speaking: Graeme Loudon

Craft, artisan and premium products are pouring new life into the drinks market – and in an increasingly competitive environment, drink range is dictating footfall even in food led operations. Find out how your operation...

RED'S

2:00 pm - 2:30 pm

Staying True to Who You Are in a Crowded Market Place

Speaking: James Douglas

James Douglas, Co-Founder & Director of Red's True Barbecue, talks about staying true to who you are despite increasing competition within your own food style as well as competition from the wider sector. James will...



2:45 pm - 3:15 pm

The Future of Pub Food Panel. Featuring Chris Knights, Group Executive Chef, Geronimo & Young's and Paul Dickenson, Head of Food, Fuller, Smith & Turner
Speaking: Mike Berry Chris Knights Paul Dickinson

Join a leading panel of culinary experts as they examine recent successes, trends for their pub menus in 2017 and look beyond to predict where food in pubs will be years from now.



3:30 pm - 4:00 pm

Hard Rock Cafe – Our Place in the Modern UK Market

Speaking: David Pellow

David Pellow (Area Vice President – Europe, Hard Rock International) looks at how a 45 yr old brand has managed to stand the test of time and remain relevant in the competitive modern market. David...

Mitchells & Butlers

Serving with pride, since 1898

4:15 pm - 4:45 pm

EXCLUSIVE INTERVIEW with Bob Ivell, Non-Executive Chairman, Mitchells & Butler PLC

Speaking: Bob Ivell Paul Charity
Interviewed by Paul Charity, MD, Propel
Don't miss this exclusive interview with Bob Ivell, one of the sector's most respected and experienced leaders. Bob will be answering questions about M&B, management and on what the...



Comtrex just got **Qkr!**

Comtrex in partnership with Mastercard, bring you Qkr! with Masterpass, the cutting edge payment technology.

Visit us at the Casual Dining Show on 22nd & 23rd February and see how Qkr! with Masterpass can help improve your customer's dining experience.

Find us at stand **M122** on the **22nd & 23rd February** at the **Business Design Centre**.

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Casual Dining Show Preview



Great British Food from Raynors

Raynor Foods is a Chelmsford based, family owned and run sandwich manufacturer. They've been around since 1988, and are recognised for 'punching above their weight' in an industry dominated by much larger manufacturers. A love of food and an obsession with getting the details right means that this medium sized company has been growing rapidly over the last few years, consistently delivering excellence in both products and service, as well as winning many industry awards along the way.

They are known for their commitment to green issues, having won awards for their environmental approach. All their food waste goes to a local anaerobic digester, all packaging is recycled, and anything left that would ordinarily go to landfill is made into fire briquettes. MD Matt Raynor is looking to build a business for the long term, and prioritises 'doing things right' in every area of the business. His focus on sustainability means that local sourcing and waste reduction

measures go hand in hand with the best lean manufacturing techniques and investment in people. It means that this regional manufacturer has been able to extend into the volume travel and leisure market, as well as exporting to Europe.

2016 was a particularly busy year for the company. They built themselves a brand new production facility, massively improving their capacity, and invested in their brand too, with new packaging, a major update of the menu and a drive to increase the amount of local ingredients in their products.

New at Casual Dining

They are showing off all their hard work at Casual Dining, with a number of new products being launched in February and March. Their hot eats range has seen the most changes, and Raynors are relaunching into new packaging which highlights the number of ingredients sourced locally. Marketing Manager Tanya Everest-Ring told me 'we've always used local suppliers such

as our ham supplier, Great Taste Gold Award winning producer Wicks Manor Farm, but we've never really talked about it on pack. Our customers all know about our local commitments, but the consumers who actually eat the products, don't! With food provenance becoming such a major part of the UK food market, it made sense to start shouting about where our ingredients come from.' Flashes of the Union Jack adorn those products made up of 'Great British Ingredients', and Raynors have brought in new, local suppliers from the East of England to supply their bacon and sausages in the range.

Although the hot eats are the big story for Raynors at Casual Dining, it's not the whole story. With new products being launched into the sandwich range (Spicy BBQ Chicken and an incredibly tasty Smoked Cheddar sandwich), plus an all-British Ham & Cheddar Croissant, Mexican Salad and two new Flatbreads on their way, there's lots to see on the Raynors Stand.

Visit them on Stand 218.





GREAT BRITISH INGREDIENTS

Visit the Raynors stand to see our improved Hot Eats range, launching this month.



Casual Dining Show Preview

Fresh from the Farm

From Heartsease Farm to your shelves, this range of premium pressés boast flavour, heritage and prestige

Using its very own fresh spring water as the foundation for its beverages, Heartsease Farm pays keen attention to the ingredients that are used to make its range of sparkling premium pressés. "We try to source the best available ingredients," says William Watkins, managing director. "From the finest Sicilian lemons to traditional British blackcurrants that arrive from a farm just down the road in Herefordshire. Provenance of our ingredients is key to each flavour."

With concoctions like Apple & Rhubarb and Raspberry Lemonade, the company errs on the side of sophisticated flavours, and even has smartly-designed bottles to suit the theme. This was a conscious decision, admits William. "Central to our business belief is to create products that look and particularly taste better than those of our competitors. With that central core value in mind, we have assembled a team of experts in

developing and producing delicious products. This is where some great ideas turn into reality."

The pressés are available in both 750ml and 330ml glass bottles, as well as 425ml premium PET bottles. These creative flavours can be found in local delis, food halls, farm shops, garden centres, pubs and cafés across the country.

Flavour heritage

Named after the Welsh farm that has been in the family since 1903, the company began producing bottled mineral water in the nineties as part of the Radnor Hills brand. William's family wanted to create a drinks range that reflected the heritage of their beloved farm, thus Heartsease Farm was born.

It wasn't long before the brand started catching the attention of drinks buyers.

"There was a clear gap in the market for a really premium range of sparkling pressés that are bottled in both glass and plastic," says William. "Many outlets can't stock glass and this gives them the chance to sell a super-premium pressé range in plastic bottles. It's because of this, and many other reasons, that Heartsease Farm is performing extremely well."

Constantly with their eyes set on

producing exciting flavours, the team at Heartsease Farms has a new guest flavour being released in the coming months. "Our new Strawberry and Mint tastes amazing," says William. "It's like summer in a glass."

William also believes that the Heartsease Farm pressés complement Radnor Hills' other range of beverages. "We have become a one-stop shop when it comes to soft drinks," he says. "Buyers can order mineral water, flavoured water, healthy school compliant drinks, fruit juices and premium adult pressés all from under one roof!"



Visit us at Stand G7



Heartsease Farm

Heartsease has been our family farm since 1903. We love great flavours and using our own spring water, we have blended these delicious drinks for you. I hope you enjoy them!

William Watkins



Traditional British Recipes



Available in 330ml, 750ml Glass Bottles and 425ml PET

6 Delicious flavours: Elderflower Pressé, Traditional Lemonade, Fiery Ginger Beer, Raspberry Lemonade, British Blackcurrant Crush and Apple & Rhubarb

www.radnorhills.co.uk


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HILLS**



▪ NATURAL MINERAL WATER ▪

Nature's most perfect water



Experience
WATERLOVE

An exquisite and unique clean, smooth water taste, courtesy of the water's pure composition, enhances the flavour of either fine food or quality wine, whether dining out or eating at home.

AQUA Carpatica is nature's most perfect mineral water, sourced from the earth. Not man-made, purified, or enhanced, just as nature intended.

Derived from two untouched springs deep within the pristine and beautiful Carpathian Mountains, which are home to the last unspoilt forests in Europe, each drop of AQUA Carpatica's Naturally Sparkling Mineral Water is filtered naturally for 40 years, whilst its Naturally Still Mineral Water is filtered for 15 years.

AQUA Carpatica springs as a premium quality mineral water, impeccably pure and naturally free from all contaminants, to always deliver a refreshing and unforgettable soft, clean taste and a balanced flavour, with no bitter, salty or sour after-taste.

The first of its kind in the UK, AQUA Carpatica is naturally nitrate-free and has the lowest sodium level of any bottled water on earth. Naturally functional, it also supports overall health and wellbeing and is the ideal water choice for most demanding health conscious people.

AQUA Carpatica's Still Natural Mineral Water (330ml, 750ml and 1 litre)

The Still Natural Mineral Water is perfect whenever the body is in need of quick hydration and contains natural electrolytes and minerals with a very high alkaline PH level (7.8) delivering a refreshing and unforgettable taste immediately.

Modern diets contain alarming levels of salt, so sodium-free water is an effective way to reduce intake and improve the overall health of the body. AQUA Carpatica water is the choice for people of high blood pressure, recommended when pursuing low-sodium diets.

Staying hydrated and healthy during pregnancy is key to foetal development as infants can become seriously ill if exposed to nitrates. Nitrites in the digestive system can cause gastric problems, hives or even Baby Blue Syndrome. AQUA Carpatica is unique to the UK water market as it does not need to be boiled before mixing with baby formula.

AQUA Carpatica's Naturally Sparkling Mineral Water (330ml and 750ml)

The Naturally Sparkling Mineral Water is the only nitrate-free sparkling water on the planet.

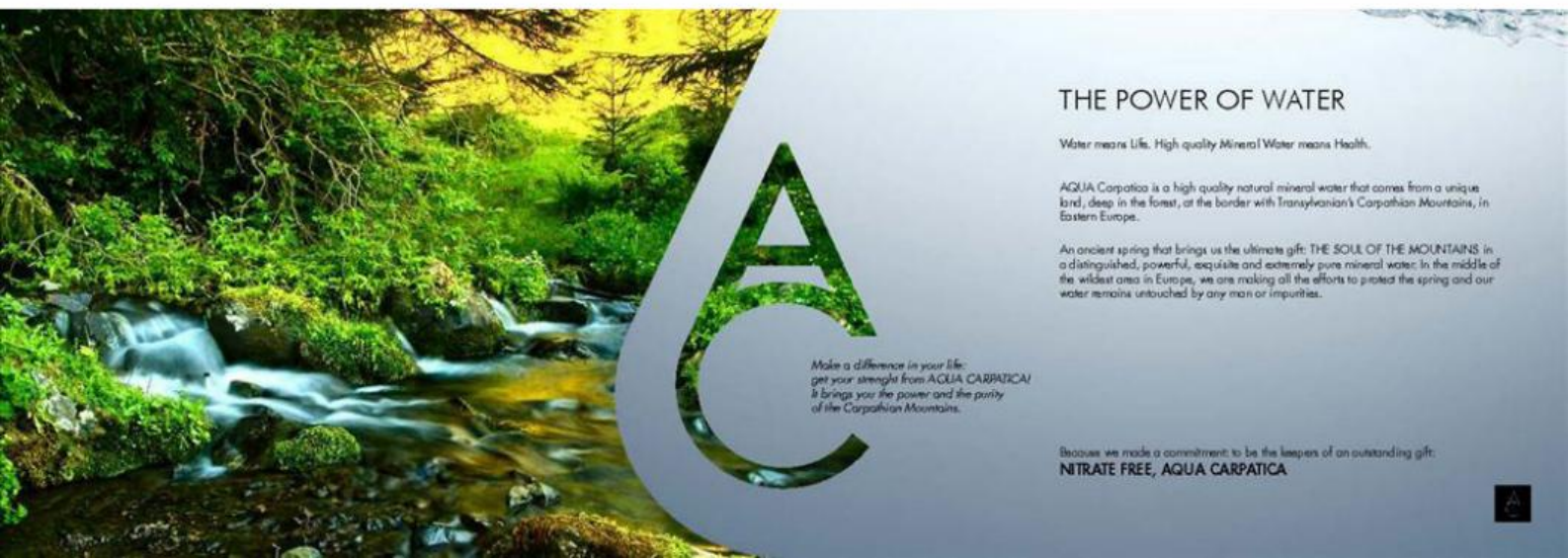
Artificially added CO2 found in most bottled sparkling waters on the market produces a bitter and unpleasant taste, and creates harsh conditions throughout the digestive system.

However, millions of years of volcanic activity has both naturally carbonated and enriched this water with electrolytes and minerals, providing a soft, clean experience with no after-taste. Every litre provides potassium, nearly 24% of an adult's recommended daily requirement of calcium and 16% of magnesium.

Both varieties of AQUA Carpatica come in a clear BPA free bottle design, which delivers the brand's key promise of pure, refreshing taste with no impurities or additives.

AQUA Carpatica is available at Ocado, Amazon, Harrods, Whole Foods Market, As Nature Intended and independent outlets throughout the UK with a RRP of 0.75p for 500ml Still Natural Mineral Water/ Naturally Sparkling Natural Mineral Water and a RRP of £0.99 for 1litre and £1.15 for 1.5litre Still Natural Mineral Water/ Naturally Sparkling Natural Mineral Water.

www.aquacarpatica.co.uk



THE POWER OF WATER

Water means Life. High quality Mineral Water means Health.

AQUA Carpatica is a high quality natural mineral water that comes from a unique land, deep in the forest, at the border with Transylvanian's Carpathian Mountains, in Eastern Europe.

An ancient spring that brings us the ultimate gift: THE SOUL OF THE MOUNTAINS in a distinguished, powerful, exquisite and extremely pure mineral water. In the middle of the wildest area in Europe, we are making all the efforts to protect the spring and our water remains untouched by any man or impurities.

Make a difference in your life:
get your strength from AQUA CARPATICA!
It brings you the power and the purity
of the Carpathian Mountains.

Because we made a commitment: to be the keepers of an outstanding gift:
NITRATE FREE, AQUA CARPATICA

Casual Dining Show Preview



rexmartins have unveiled their brand new, innovative RMB products, which was launched at the Great Hospitality show last month. The focus for this product range is energy efficiency, space saving and ease of use.

The new rexmartins products range from a single zone induction unit up to a full working commercial kitchen and all come with 2 years warranty. The new range also includes dishwashers and health and safety products.

The energy efficiency feature means the new range includes induction cooking equipment. This method of cooking utilises electromagnetic energy which simply heats the required area rather than the entire surface, so no energy is wasted. These products also come in gas and electric forms.

The RMB range offers custom-made modular cooking stations, which are tailored to your individual requirements. This provides a space saving solution for kitchens looking to upgrade their equipment without compromising on space. These

bespoke cooking stations retain a stylish, contemporary finish to add sophistication to open or closed kitchens.

The RMB equipment provides ease of use to any kitchen as many of the products come on castors or gliders making them portable.

Another area that rexmartins are expanding into is HVAC (Heating, Ventilation and Air Conditioning). We offer a wide range of air conditioning units with the latest technology. The most notable is a unit that does not require a condenser (the outside unit), making it easier to install. If you hold marquee events at your venue we have portable heating and cooling units perfect for dealing with changeable weather. All the products are supported with a 2-year warranty

cover, and are perfect for hotels and events companies. These products are available for hire.

We also welcome customers to our showroom in Tunbridge Wells, Kent, for a kitchen experience with our exclusive range of products in a live environment. Please contact us on info@rexmartins.com or by calling 0800 111 4 333.

To see our brand-new products and to meet our team please visit us on stand M522 at the Casual Dining Show.





CASUAL DINING

STAND M522



rexmartinsltd



rexmartinsltd



rexmartins_ltd

☎ 0800 111 4 333
www.rexmartins.com

Casual Dining Show Preview

Winner, winner, chicken dinner – 6 ways to capture casual diners in 2017

By Luis De Souza, CEO of NFS Technology Group

What makes us feel good about eating out these days? Food, sure – service, yes, of course.



But it might surprise you to know that almost 80% of people today feel technology is the thing that improves their guest experience.

That was one result in a recent survey that found it was particularly true when the technology delivers a speedy, personalised service.

And that's a very good reason why we at NFS Technology Group will be talking to visitors about it at the Casual Dining Show from 22-23rd February at the BDC in London.

If you run a casual dining outlet, you already know about the need for speed.

The rise in popularity of casual dining has already been well-documented, and is partly driven by today's busy lives, and partly by the arrival of hungry young people in the eating-out market who are used to getting what they want, right now.

And hotels around the world have been reaping the benefits of personalisation

for some time – for instance, Best Western's new boutique brand Vib is catering for an ever-demanding clientele with customised service including personalised food and beverage.

So on the one hand, biggies like Best Western are feeling the need to get close and personal – that's definitely competition for the casual dining industry.

And on the other hand, what you could call Uber-isation, the 'sharing economy' is seeing competition ranging from home cooks to some chains developing hubs where meals are prepared for delivery to people's homes – even home cooks are getting in on this.

It's a definite squeeze. The casual dining industry certainly has a lot on its plate in 2017.

It may be a pun, but it's no joke... As a recent study points out, many restaurants are needing to put up their prices while the cost of eating at home is going down.

But let's remember one thing:

"Casual dining will outgrow all other channels and achieve spend of well over £5 billion by end 2016, finishing at 13.7% ahead of the casual dining spend recorded end of 2014." According to analysis by NPD Group.

So casual dining is on a roll, with guests typically spending between £10 and £20 and lingering in the restaurant for up to 45 minutes.

But these are people on a roll too. They're in a hurry, they want it now, and they want it to be just right for them.

Winner, winner, chicken dinner, as they say – but if you want to be the one providing the dinner, you'd better get a move on.

Research by Barclaycard shows that the need for speed is making customers to become more impatient than ever – prioritising quick service (37%) over value (21%) and menu choice (33%).

So, inspired by that amazing statistic on restaurant technology, we've identified 6 great ways to capture casual diners in 2017:

1. Come on in – it's sooo easy...

They're out there and they're HUNGRY. So what do they do? Look at their mobile phone, of course.

More people in the world now own a mobile phone than own a toothbrush – and check their phone more than 150 times a day. (ABC News).

Will they find your restaurant there? Yes, if you use clever apps such as Zapper that not only give them reviews and menus but also let them book right away, in a click.

On the other end of the line, your restaurant EPoS (electronic point of sale) technology such as NFS Technology's leading Aloha solution is working 24/7 taking their booking – and capturing all their details.

2. Quick, grab a seat

Your party arrives. Thanks to your EPoS, you know who they are, and you can greet them personally. Big tick.

You also know many of them are coming – casual dining parties often come in big groups, which can pose problems for restaurants still struggling with paper reservation books.



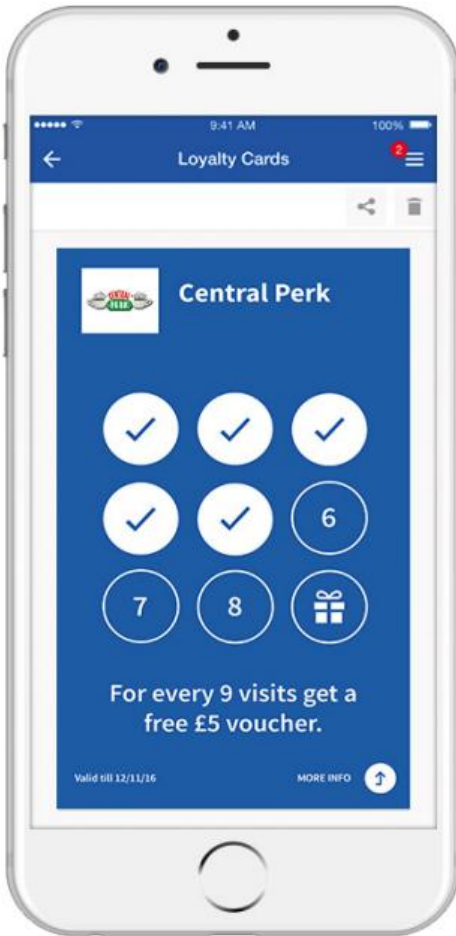


Table technology can help you get them seated quicker, because you can see your floorplan on an iPad in real-time. And if there is going to be a wait, you can manage their expectations by telling them exactly how long it's going to be, and offering them a drink while waiting.

This reduces walk-outs substantially.

3. Faster food

Remember, they're HUNGRY. EPoS systems like Aloha mean your staff can take the order at tableside and send it immediately to the kitchen so they can prepare it straight away.

It means the order is always accurate, no matter how many customers are dining, and additions or amendments can be easily made – upselling prompts are made automatically.

No more scrappy bits of paper flapping around. The old pad and pen is replaced either by bespoke EPoS handsets or mobile devices such as iPads.

Even more importantly, there's no trekking back and forth to the kitchen with orders, so your delivery staff can spend their valuable time interacting with the diners.

Friendly and quick – tick, tick...

4. Yum, yum, yum. Yum.

The food is delivered quickly, and it's delicious. That's because restaurant technology provides reports that capture menu trends and sort out what's selling and what's not, so your offering is always desirable.

It's good news for the customer, who gets to eat the most popular dishes. And it's great news for you, because you reduce kitchen waste and benefit from accurate forecasts that can inform your procurement decisions.

That's a huge tick, for everyone.

5. Tap – paid

So OK, those plates are clean, and your guests now want to be out of the door and on with the rest of their night or day.

The same Barclaycard survey mentioned earlier found that 50% of people get cheesed off when their bill doesn't arrive quickly enough.

Aloha EPoS technology not only means your staff can prepare the bill accurately at tableside – even dividing it up easily.

Customer convenience receives a huge boost because they can pay by debit or credit card, or even apps such as Zapper. Your staff can print out the receipt at a remote printer.

So the party is gone in a jiffy, and your tables are once again free for use. It's estimated that tableturn can be increased substantially – and it's more big ticks all round.

6. Catch ya later...

Your diners are gone, but not forgotten. Thanks to the data capture power of your restaurant technology, their contact details and preferences – vegetarian? Gluten-free? – are safely stored.

It means you can create customer loyalty and reward programmes to bring them back again and again with the help of targeted marketing that gives them personalised offers that you know will be attractive.

It can be the start of a beautiful relationship.

And that's what it's really all about in 2017, isn't it?

Today's casual diners – the Millennial youngsters, the families, the busy businesspeople – actually WANT you to know them, because it works for them.

It means you know exactly what they want and give them it, and you deliver it to them quickly, fulfilling every demand they can make from a casual dining outlet.

And whether you're in the chicken dinner business, or whether you're terrific at Tex-Mex or bang-on with a burger, that's a winning recipe even in tough old 2017.

* Come and find out more about NFS Technology Group and what Aloha EPoS technology can do for your business at the Casual Dining Show at BDC London on 22-23rd February or visit www.nfs-hospitality.com





Twice as good

Double Dutch is a new range of five premium award-winning soft drinks that combine unusual flavours inspired by molecular gastronomy and the craft of mixology. These low-calorie and 100% natural drinks are specifically designed to enhance the taste of higher-quality spirits or to thrill the palate when enjoyed on their own.

MAKE MINE A DOUBLE

*D*ouble Dutch is the brainchild of Dutch twins Raissa & Joyce de Haas, hence the clever brand name. The entrepreneurial duo has been shaking up the world of soft drinks with their youthful enthusiasm and innovative approach. "We were fed up with having to settle for mediocre drinks that don't bring out the taste of carefully crafted spirits," Raissa explains.

Whilst the market for quality spirits keeps growing at a steady rate, the market for accompanying sodas remains bland. Double Dutch believes it makes every bit of sense to have a

soft drink specifically designed to respond with the flavours of high-quality spirits and not be restricted to traditional ingredients. Their pioneering attitude and innovative beverage brand earned them a Foodpreneur award by Richard Brandson, who knows potential when he sees it.

Cleverly combines flavours

What Double Dutch offers is a totally novel way to mix drinks. The flavours are based on experimental food pairing techniques, combining ingredients with complementing key components. "We love the

idea of pairing unusual combinations to ensure the perfect balance for our mixers," says Joyce. Through careful crafting, which started in the family kitchen, Double Dutch designed five refreshing flavour combinations.

- Cucumber & Watermelon

Refreshing with a combining sweet and cool scent

- Pomegranate & Basil

Herbaceous aroma with tone of tannin and anise

- Indian Tonic Water

Delicate taste with a hint of pink grapefruit and juniper berries

- Skinny Tonic Water

Subtle with a dry finish

- Cranberry Tonic Water

Bitter notes with a deep and warm finish

It shouldn't come as surprise Double Dutch won in the category of best premium or adult drink at the World Beverage Innovation Awards 2016.

Come and savour the Double Dutch flavours at stand A607. The range also is available in all main route-to-markets like Matthew Clark, Venus, Enotria, Nectar and many more.



DOUBLE DUTCH

The perfect twin for your spirit

100%
NATURAL



Each bottle is entirely made without any artificial flavouring, colouring or preservatives. We only use superior natural ingredients with a blend of the highest quality spring water from the North of England. On top of that, all our drinks are low in calorie with a maximum of only 65 Kcal per bottle.

DOUBLEDUTCHDRINKS.CO.UK

Casual Dining Show Preview



2016 saw casual dining spend increase by 13.5% compared to 2015 in the UK. On top of that, new casual dining restaurants grew by 7% in the last year, compared with just 1% growth in formal eatery openings. All in all, this industry is booming, but has very different needs operationally. The systems have not evolved with the change of pace, specifically in relation to bookings.



The casual continued systems need to

**With the pre-booked model
flexibility in reservations sys**

DesignMyNight launched 6 years ago, primarily focused on London's bar and casual dining industry. When it launched it was solely a discovery site, but the two founders, Nick Telson and Andrew Webster, quickly saw demand both from the industry, and also the consumer-side, indicating that people wanted to be able to book into these establishments. "We would get emails from customers asking why they couldn't book into these venues on our site", says Telson.

After quickly seeing that there was no system to cater for these type of venues, they worked with close partners in the industry to develop a booking system that really worked with their ever-changing needs. The casual sector operates very differently from the more formal restaurant industry; "we encountered the concepts of enquiry management, multiple bookings on single tables, pre-orders and deposits, as well as the standard real-time bookings". After a 13-month build, **Collins** was born; a booking system truly designed for the needs of the wet, dry and private hire market.

The pick up was near enough instantaneous, with many groups, as well as independents taking up Collins, and immediately benefitting from doing so. "The demand was off the charts. It seemed the industry had been waiting a long time for a software like Collins. For our early adopters, their enquiries in, were up, conversions up, and efficiency increased", adds Telson.

Collins was the first system on the market that could cater for a venue's whole business needs; allowing venues to do real-time bookings, enquiries, deposits, card authentications, pre-

Casual dining trends are to boom; to evolve with the industry.

...ever more important, mass
systems is required.



March 2017 EAT. DRINK. SLEEP

orders, phone bookings, email management, data collection and more. "A lot of casual dining sites that had three or four systems in place, to sort all this, could manage it all in Collins", notes Telson.

As Collins' client base grew, so did the demand for new features and improvements, which have played a major role in the development of the software. As Telson explains; "2.5 years post-launch we have implemented over 1,400 new features and improvements with weekly updates. Continuing to learn from the people that use Collins has been one of our key drivers".

Collins now services over 1000 sites in the UK and Ireland. Telson adds, "the huge positive is that operations of all different shapes and sizes have seen the benefit of formalising their booking and enquiry process, and capitalising on the desire for their clients to be handled in a more professional booking manner".

There are a new wave of restaurants that fit this mould; whether they have a bookable bar too, look to take a lot of party enquiries, have private dining facilities and/or like to create bespoke events for their diners.

Due to the enquiry management and pre-order nature of various Collins features, it sits perfectly with the requirements they need. As with bars, there is a large new tier of restaurants making a name for themselves that are not high end, but not fast food, and offer top quality fare in a laid-back and livelier environment. Anthony Knight, Group Sales and Marketing Manager of London group Maxwell's commented, "Maxwell's has a varied portfolio of brasseries, restaurants and casual dining



establishments. With Collins we have been able to consolidate all our processes into one system for better customer communication, better efficiency and increased conversion".

Collins continues to impact the casual dining market having signed up Dirty Bones, Wahaca, Benugo, Absurd Bird, Ping Pong and 100s more.

The Collins team continue to innovate and push the boundaries expected of a booking system and are soon to launch automated waitlist technology, helping the host turn tables accurately to the minute, while keeping clients informed about how long their wait is, automatically. Collins has also

helped develop the concept of virtual queuing, which will allow diners to get themselves in a live waitlist from the restaurant's website.

"We are not just another reservations platform. We are one system that manages real-time bookings, enquiries, private dining, events, pre-orders, online deposits, waitlists, CRM and more. The results are also speaking for themselves with our clients seeing an increased average conversion rate of 26%", finishes Telson.

To see more and book a demo, visit www.collinsbookings.com or call 0203 490 3600.

Casual Dining Show Preview



Comtrex Systems are EPOS experts. We design, develop, supply and support EPOS solutions and Management Software to the hospitality industry. With over 30 years of experience in the industry, you know you are dealing with a company you can trust. The hospitality industry is continually evolving as does our product, meaning our customers always run the latest tools, keeping them one step ahead. Whether you run a small coffee shop, or are after your next Michelin star, have a single outlet or are a national chain, we have the tools and expertise to help your business. Comtrex – Everything POSSible.

<http://www.comtrex.co.uk>
Stand: M122



Over the past 30 years, we have established a reputation for industry excellence amongst hotels, restaurants, bars, cafes, schools and colleges, for providing the largest range of commercial kitchen equipment and restaurant supplies, competitively delivered the very next day. We have over 25,000 catering products for you to choose from, designed for professional cater and manufactured to the highest quality and commercial standards that our customers expect from us. You'll find everything from cooking equipment, refrigeration and ice machines, crockery and glassware, chefs' whites and chef's knives and all you need to make your business run efficiently.

<http://www.nisbets.co.uk/>
Stand: M110



Visit Raynors to see new introductions to the range, new packaging, a focus on British ingredients, and find out more about our extensive food to go menu! This includes sandwiches, hot eats, wraps, snack pots, salads, sushi and much much more. Manufacturing in our brand new BRC AA-rated facility in Chelmsford, Essex, we are specialists in producing fresh chilled food for the UK and European food to go market, as well as volume producers supplying into the travel and leisure industry. With a large NPD team creating products for a wide customer base, why not find out what we can do for you? We look forward to meeting you!

<http://www.raynorfoods.co.uk/>
Stand: M218



QUA Carpatica's unique soft, clean taste is courtesy of the water's pure composition, which is naturally nitrate-free (harmful chemicals) and very low sodium, containing the lowest amount of either of any water on earth. Not man-made, purified, or enhanced... just as nature intended. Containing natural electrolytes and minerals with a high alkaline pH level (7.8), AQUA Carpatica immediately delivers a refreshing and unforgettable soft, clean taste and a balanced flavour, with no bitter, salty or sour after-taste. A healthy water choice to accompany and enhance the natural taste of fine food and an exquisite wine, whether dining out or eating at home. Nature's most perfect mineral water dedicated to expectant mothers, babies, and the most demanding health conscious and gourmet people.

<http://www.aquacarpatica.co.uk/>
Stand: M234



Double Dutch offers a range of award-winning Premium Tonic Waters and Innovative Mixers, such as Pomegranate&Basil and Cucumber&Watermelon. Founded by Dutch twins Raissa & Joyce, Double Dutch is the result of an ambition to unite great spirits with complementary mixers that enliven and enhance. Sir Richard Branson has recognised the power of the Double Dutch vision by giving Joyce and Raissa the Foodpreneur Award for Britain's most innovative F&B brand.

<http://www.doubledutchdrinks.com/>
Stand: A607



Collins by DesignMyNight is a revolutionary reservations and enquiry management system for the casual dining market. Built by industry experts, Collins allows you to do floorplan management, virtual waitlists and queueing tech, online pre-ordering, online deposits and card authentications, CRM and incredible data capture. Just 2 years old, Collins already has over 1000 clients including Young's, Wahaca, Benugo, Ping Pong, Fuller's & More. A truly all-in-one system that covers all operations to do with reservations, private hires and party bookings.

<http://www.collinsbookings.com/>
Stand: M342



technology group

NFS Technology Group has extensive experience of providing the Aloha EPOS solution for hundreds of hospitality businesses supported by an award winning 24/7 helpdesk. We also offer solutions for hotels, meeting venues and clubs. In the casual dining sector our clients include Dishoom, CAU, Bubba Gump, Chilango, Giraffe and Cabana. We offer the total solution for clients looking for stock control, head office reporting, purchasing, guest reservations, labour management, marketing and the ability to create loyalty programmes. Recognising the trend for mobile solutions we provide a suite for reporting, social media reputation management, tableside order taking and innovative pay at table solutions. We look forward to the opportunity to discuss how Aloha can improve your guest experience and increase revenues

<http://www.nfs-hospitality.com/>
Stand: M438



Award winning manufacturer of soft drinks for all sectors of the market showcasing a wide range of different options from premium adult soft drinks to healthy children's options. Be one of the first to discover their NEW Tetra Pak range of drinks available in 125ml, 200ml and 250ml prisma cartons perfect for the fast moving on the go dining sector!

<http://www.radnorhills.co.uk/>
Stand: G7



GS Systems works with independent and multi-site operators wanting to grow their businesses. Our bespoke EPOS and business management solutions help control costs, increase profits and add value to the entire guest experience. Solutions revolve around three essential elements: hardware, software and services. Modular, scalable MAX offering cleverly automates and simplifies manual tasks with procedural-led processes, streamlining businesses, improving efficiencies, accountability and margins.

<http://www.gs-systems.co.uk/>
Stand: M247



See the latest catering equipment from pasta, hob, ovens & fryers operating on induction resulting in energy efficiency & low running costs supported by excellent warranty covers. rexmartins offers the full supply package from drinking straws up to full commercial kitchens with our own branded equipment as well as all the main suppliers which we source direct from the manufactures which enables us to offer the best quality & prices on all the products we sell. We also have the latest demo kitchen displaying all the latest items in our 2,500 sq ft showroom. Call us on 0800 111 4 333 to arrange a personal meeting to discuss your requirements on any of the products we sell, currently over 20,000.

<http://www.rexmartins.com/>
Stand: M522



Frima's award-winning VarioCooking Center is the smart solution for Casual Dining kitchens. Many kitchens are short of space and short of time – and operators want lower running costs. Frima's VarioCooking Center 112T is a compact unit that delivers a big performance and is easy to use. It consumes up to 40% less energy than conventional appliances. It's also super-fast: up to four times faster than conventional equipment. That, plus the speed of cooking, means it saves around 10% on raw ingredients, using less water and oil, too. The 112T replaces a host of appliances, including kettles, tilting pans, bratt pans, large pans, fryers and griddles, saving 30% or more kitchen space.

<http://www.frima-online.com/>
Stand: M212



BUY MEIKO ENTRY LEVEL GLASS AND DISHWASHERS ONLINE - 10% SHOW DISCOUNT – DELIVERY IN 3 DAYS! Meiko's new UPster undercounter and pass-through dish and glasswashers are now available online, with industry-leading 'ADDED-value' including 3-day delivery, plus free installation and 10% discount when ordered at the show. Designed to appeal to pubs, bars, cafes and restaurants looking for high quality dishwashing and local technical support, www.shopupster.co.uk ensures that, with just a few clicks and a credit card, caterers can buy the latest Meiko UPster machines complete with a professional installation service. Tabling, baskets and detergents are also available, and machines come with a 24-month warranty as standard.

<http://www.shopupster.co.uk/>
Stand: U109



PARRY

Built for purpose



Parry is flying the flag for British manufacturers

The harbingers of doom are waving their banners to beware of Brexit and remain tentative about Trump. It is, therefore, encouraging to see the British flag flying strongly amongst the manufacturers of home-grown products.

Nowhere is that truer than within Parry, the Midlands-based producer of high quality, bespoke stainless steel catering and clinical equipment with a 40-year heritage steeped in British craftsmanship.

The company is looking ahead with confidence after a necessary restructuring transaction last year, and now 85% of its products are manufactured in the UK, mainly at its Draycott factory in Derby.

Parry is also flying the flag for best-in-industry practice through:

- More agile, reactive and responsive customer service.
- Warranty extended to two years across product lines and taken back in house.
- Spares now being managed in-house.
- Further developments and enhancements being made to its already much-admired LEAN manufacturing process.

We were able to spend time with Mark Banton, Managing Director of Parry Catering Equipment, and ask him about doing business in these challenging times.

And we put it to him that "Made in Britain" appeals to anyone who is patriotic, but is it better?

Mark said: "We are proud to be able to state 'Made in Britain' and believe it makes a difference to our customers. We are confident in our products and believe they offer best-in-class quality and reliability at their price point."

Strong skill levels

The Parry difference is indeed something that is making competitors sit up and take notice.

Mark commented: "We are flexible and have the ability to react quickly to our customers' needs. Our internal structure and processes ensure we can maintain this core competence that gives us a competitive advantage."

Team development is key to Mark's strategy. The business has a very flat hierarchical structure and a consultative approach. Each team is very clear who their customer is internally and skill levels are strong throughout each business function.

Mark said: "Holistically, our strongest skill is being able to supply what the customer wants, when they want it at the right cost." Parry currently employs 70 people, including skilled craftsmen in fabrication, welding and catering, production engineers, estimators, buyers and finance managers.

"We run apprenticeships and recruit young local people from outside industries and train them as craftsmen and technicians," said Mark. "There is a place for craftsmanship, and this is very evident in the bespoke fabrication that we produce for customers."

"Many of our customers require bespoke products and this is when craftsmanship is essential."

It is this commitment to team development, craftsmanship and training which is helping to put Parry at the forefront as a British manufacturer.

Also the company has 600 products and 3500 variants and the ability to customise almost anything to suit a customer's requirements.

Part of the challenge is to maintain high standards. Mark said: "We employ KPIs throughout every business process with difficult but achievable targets."

Competitive advantages

"Also, we have a small market share and are a relatively small business in comparison to our competitors. So we have to fully exploit our competitive advantages and minimise our comparative weaknesses such as our buying power or marketing and R&D budgets."

New products and business growth are also important for manufacturers, including Parry. Mark said: "We have just launched our new six-burner gas oven, the GB6.






We will be launching a new induction range this year and creating bespoke catering equipment from our existing ranges.

"Our business growth plans are based on offering our customers improved services and flexibility."

The clear message from our customers is that this is what they want and what we provide. The encouraging part is that they complain that our competitors don't!"

With these stirring words, it's clear Parry will be flying the Made in Britain flag for some time to come and a high standard is being set for others to follow.

Built for purpose ... in Britain

-  Quality catering equipment
-  Bespoke manufacturing
-  Designed for daily use
-  Fast lead times
-  Made in Britain

Our 40-year heritage steeped in British craftsmanship enables us to bring you high quality, bespoke stainless steel catering and clinical equipment. And our agile approach means that we're able to meet your precise requirements. We go further to make your life easier in everything we do.

Built for purpose ... for you



Get in touch today to discuss how we can help you transform your business
01332 875 544 | enquiries@parry.co.uk | www.parry.co.uk





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TO RECEIVE 20% OF YOUR BILL.

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WOULD BE INTERESTED IN RECEIVING THIS INFORMATION PLEASE TICK HERE ☐



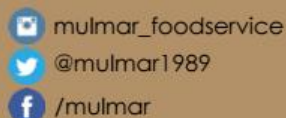
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Coffee



4 ACES PROUDLY ANNOUNCES THE EVOLUTION OF THE RED BEAN CUP

Packaging specialist, 4 Aces' popular Red Bean cup has had a design refresh to reflect the contemporary line's universal appeal and its modernity. The design has evolved with a more vibrant look that has echoes of the old design, reflecting the previous colours and images, pleasing old fans of the iconic cup while embracing busier, eye-catching undertones and providing an improved product to attract a new, wider audience.

The single wall, double wall and ripple wall effect cups are now available in 8oz, 12oz and 16oz sizes to cater to all requirements. Managing director of 4 Aces, Chris Penn comments: "The majority of the distributors and operators we supply to welcome a regular change in the products on offer. By refreshing this design and bringing it up-to-date, we have aimed to please all parties.

"We're keen to demonstrate that we are listening to the market and delivering on all fronts. The Red Bean has been one of our most popular products and the response to the new design has been wholly positive, with existing customers

expressing a preference for the new design. We're anticipating a gradual increase in orders as the year moves on and the range continues to roll out."

The relaunch of the Red Bean follows the company's recent announcement regarding a surge in demand for printed paper cups from distributors and vending operators, keen to provide added value to their own customer bases and give them an opportunity to stand out. The new design reflects 4 Aces' commitment to the highest standards for both its products and services as it continues to add quality to its hot cup collection.

4 Aces prints on both single wall and double wall high quality, paper cups, accommodating small and large print runs and delivering to its customers as and when they need the stock items. The company's highly-regarded direct parcel delivery service, offering a prompt, personal service, regardless of the size of the company or the size of the order, allows customers to get access to the supplier's complete range of products without the need to hold any of it.



Since its launch in 2001, 4 Aces has ensured that its product offering is amongst the widest and most creative, and that its customer service ranks at the highest level, thus guaranteeing the company its status as the UK's fastest growing provider of packaging products to the beverage and foodservice sectors.

For further information on 4 Aces and its products, visit the new website at www.4acesltd.com or call 01992 535774.



THIS TIME. NEXT TIME. **EVERY TIME.**

4 Aces is the UK's fastest growing provider of paper and plastic cups to the vending industry.

Demonstrating a firm commitment to its customers to provide the widest and most creative, quality product offering, 4 Aces supplies a full range of plastic and paper cups, food packaging and water cooler products to a broad range of customers in the vending industry.

Besides building a strong reputation for introducing new and innovative plastic and paper cups to the UK vending market, the company is renowned for its strong customer service ethos and its competitive pricing structure.

Coffee

Taste the *Good* in our Coffee

At Pelican Rouge we have been roasting coffee for more than 150 years. So we like to think we know a good cup when we drink one. We also know that to really feel good about what you're drinking, you need to be able to trust that everyone involved in producing the product is getting a good and fair deal.

We produce and supply Fairtrade products all year round; not just at Fairtrade Fortnight. The Fairtrade Foundation published that Fairtrade sales across all categories grew by 11% in 2015. Here at Pelican Rouge in 2016, we sold more Fairtrade products than ever before: 156 tonnes of our leading coffee bean, 216 tonnes of our most popular chocolate and 496 tonnes of Fairtrade product in total. We believe these are numbers to feel good about!

We know that consumers consistently associate Fairtrade products with quality. This may be because as well as

guaranteeing a minimum price per lb of coffee for farmers, 25% of the additional Fairtrade premium must be invested in quality and productivity. This means that by adding Pelican Rouge Fairtrade certified products to your menu, you will not only feel good about the coffee you're serving but can also feel great about the cash hitting your till!

Our Fairtrade Story

Pelican Rouge sources coffee beans from across the coffee growing belt, working with and supporting a range of cooperatives. One of our many reasons for choosing the Fairtrade certification is the open and traceable supply chain, which allows the products to be traced right back to source. It is our pleasure to share some information on some of the cooperatives that work with us to produce our Doppio coffee beans and the good work that the Fairtrade premium pays contributes towards.

Pelican Rouge and Fairtrade: Doppio

Honduras

COAGRICAL

- Small loans to producers
- Low cost organic fertiliser
- Education scholarships for children
- Business centre for women
- Reforestation

Colombia

SALGAR

- Use and repair of de-pulping machines
- Scholarship fund for young people to go to university
- Child labour training
- Protective clothing and pesticide training

Vietnam

CỦ DLIỄ M'NÔNG

- Nursery for pre-school children
- Improve over 4km of roads
- Diversifying in to other cash crops and domestic consumption (pepper, rubber, fruit and rice)

Peru

BAJO BIAVO

- Programmes to combat La Roya
- Organic fertilisers
- Water conservation measures

Brazil

COOMAP

- Water cleaning projects
- Soil fertility projects

Indonesia

TUNAS INDAH

- Provision of basic food in lean months
- Weeding machinery
- Seedling nursery and breeding programme
- Community ambulance



Close Up : Doppio

The intense roast of this Arabica and Robusta blend provides the full and bold flavour you expect of great coffee. Delicious caramel and chocolate aromas are followed by syrup like aftertaste.

Our Doppio coffee bean is one of our most popular beans and whilst delicious in all formats, we believe it works best in speciality drinks like cappuccinos and lattes in 12oz sizes.

To celebrate Fairtrade fortnight, we are offering readers the opportunity to win a Pelican Rouge Fairtrade Hamper. Visit www.pelicanrouge.com

Pelican Rouge

Pelican Rouge provides the complete coffee solution, putting customer satisfaction and quality at the heart of everything we do.

We use our unique expertise in roasting and blending, meaning that every single cup of Pelican Rouge coffee contains the rich history of our brand.



150 years of craftsmanship enables us to make that perfect cup of coffee. We believe that the simple pleasures of life - such as a refined cup of coffee - are the foundation for the Belgium way of enjoying the good life!

Pelican Rouge is a complete coffee solution that puts top quality, taste and enjoyment first, resulting in the ultimate coffee experience. The Pelican Rouge blend represents the rich history of the brand and is the result of creativity, craftsmanship and attention to detail.

www2.pelicanrouge.com/fairtrade-coffee




**PELICAN
ROUGE**

Coffee



WMF



With the increase in coffee shops on every corner, there's more pressure than ever to keep up with offering the best quality coffee. This is key, as great coffee is now expected, rather than being a 'nice to have' perk. Coffee culture is growing exponentially, and it's an important factor to be in line with in today's world. The old standard of instant sachet next to a kettle, just doesn't cut it anymore.

Having a quality coffee machine is an essential part of embracing coffee culture in the hospitality sector. You only need to run a quick search on trip advisor to see the amount of reviews that have been marked down due to substandard coffee not meeting their expectations.

Embarking on a new era of coffee...

We are entering 'The 5th Wave' of coffee, which is a mixture of the previous four:

Traditional Coffee Culture, Branded Chains, Artisan, and The Science of Coffee.

These four eras have formed the culture of coffee in the UK today, and the hospitality sector is no exception to this. The journey through these waves of coffee has made the public more educated than ever about what constitutes a good cup of joe – from the beans to the brew!

Advanced, but user-friendly machines

A coffee that is made properly, that looks the part and that tastes great, doesn't necessarily mean hotels need to have a coffee bar with professionally trained baristas. A user-friendly coffee machine would need to be built with user experience in mind, making it easy for anyone to make perfect coffee without advanced training, a simple cleaning process and of course, it has to make great tasting coffee – sound too good to be true?

With the award-winning WMF Espresso Coffee Machine you have exactly this, plus the addition of a sleek and elegantly designed machine. Inspired by coffee

lovers and made for everyone, the machine produces a perfect "barista-class" espresso without having to hire a well-trained barista. All steps that require specific skills and handling have been automated, making this an ideal hospitality coffee machine.

See the machine in place in minutes

The new **WMF Photo Simu app** uses visualisation software to show our machines in situ in a few simple steps. In minutes, you can see the coffee machine in the place you would have it installed, to scale and from multiple angles. No issues with measuring the space incorrectly, or allowances for other features, the app does it all for you. You can save the pictures and share right from your smart phone or tablet.

The coffee culture will continue to rise and adapt, don't be latte to join the party. Espresso your interest in WMF coffee machines here.

www.wmf-coffeemachines.com/en_uk



Hire who you want



The perfect espresso. Handmade automatically.



Designed by designship Ulm



Introducing the new WMF espresso.

We know many great people out there but only a few well-trained baristas. With the new WMF espresso you can hire anyone to be your Barista. It's revolutionary technology that grinds and tampers automatically into the portafilter, controls the brewing ratio and temperature. That allows everyone to make a perfect espresso, effortlessly and consistently. Handmade automatically.

For further information: Please phone 01895 816100 or email sales@wmf.uk.com
www.wmf-coffeemachines.uk.com

Michelin Star Chef Joins WhitePepper Chef Academy & Cookery School

Mark Treasure, announced as
Chef Director at the acclaimed
Dorset-based Chef Academy

Award-winning WhitePepper Chef Academy & Cookery School today announces the appointment of its new Chef Director, Michelin Star Chef, Mark Treasure. Mark is set to bring his own wealth of experience to both the Chef Academy and Cookery School where skill and knowledge are at the forefront of what WhitePepper offers. Established in 2010 as an independent culinary training provider, WhitePepper has quickly become a leading light in the world of both professional training and recreational teaching.

Mark's career began in London in 1990 where he worked his way up through hotels and restaurants in the Capital. His first Head Chef position came in 1996 at Michaels Nook Hotel, where he achieved 4 AA rosettes. After 2 ½ years, and to be closer to his family, Mark moved to The Feathers Hotel in Woodstock and within the first year had achieved 3 AA rosettes and a Michelin Star.

Luke Stuart, Managing Director at WhitePepper commented: "We are delighted to welcome Mark to our expanding team here at WhitePepper and are looking forward to what he'll bring to our teaching. With a real focus on skill, experience and knowledge our Chef Academy is fast becoming a leading light when it comes to teaching professional qualifications. We know that Mark will bring real-life experience, years of carefully honed skill and valuable in-kitchen knowledge to both our professional and recreational students."

Mark was drawn to Dorset over 15 years ago, during the rise of the 'Gastropub' and joined the Museum Inn in Farnham, one of the first Gastropubs of its time. Since this time, Mark has won many awards and featured throughout the national press.



Mark Treasure, Chef Director at WhitePepper Chef Academy & Cookery School comments: "I'm very excited to begin working with Luke and the team at The WhitePepper Chef Academy & Cookery School, their approach to teaching with a real focus on skill and experience is something I identify with and have always respected in my own kitchen. The School is going from strength to strength and I'm pleased to now be a part of this progression."

WhitePepper Cookery School prides itself on excellent teaching with dedicated support. It's dynamic approach to learning is inspiring, and aims to deliver a hands-on experience for all students, from novices to professionals.

www.white-pepper.co.uk



Call us on 08454 303015 or see us online at www.europainternational.com/eds1

Event management... We'll pander to your every whim

Hi Sugar. Are you up for a little event de-stress pampering today? Then we've got your back! Consider us the furniture hire equivalent of Marvin Gaye - cool, smooth, sophisticated...and so dam sexy! We promise to pander to your every whim, leaving you feeling all oooooo and ahhhhhh. So come on you event organiser extraordinaire, let's get it on! Giving yourself over to us can never be wrong.

Love Steve x (and the rest of the sexy bunch at Europa International)

ESSA [@Europa_Int](https://twitter.com/Europa_Int) #HireHappy

the furniture, carpet & plant hire people
europa hire happy
international

Hunting for a reliable events furniture hire company
left you feeling all befuddled and confused?


Has it REALLY got your 'goat'?

If so, why not have a 'go-at' letting Europa International show you what good looks like.
After all, we haven't been the go-to furniture hire people since 1961 for nothing!



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international
hire happy

Today's hospitality entertainment

BYOD



Bring Your Own Device from hotel's perspective

Screen Mirroring



You can't live without your phone? And your tablet is always with you on your travels? It is because you can't imagine yourself without having access to your favourite content? You're probably not the only one. And most likely that's why hotels started to invest in the new trend allowing its guests to enjoy a home-like experience in their interiors.

Bring Your Own Device (BYOD) – this term excites many guests. It means you can bring any type of smart accessory, mostly it refers to phones and tablets (at least for now), and bring it to a totally new environment, such as hotel room, but still receive similar, if not the same, experience as in your own home. For a simpler explanation we need an example. Let's say you're a big fan of this new Netflix series and you can't

go to bed without watching the latest episode. Unfortunately your boss sent you out on a long business trip and you dread the thought of watching it on the screen of your phone or tablet as the size matters. Luckily for you the future is here and your hotel invested in smart TVs allowing content mirroring.

What's content mirroring? Most new generation TVs have a built in box that enables HDMI connection over WiFi. This way you can easily connect any of your smart devices to the TV and share its screen. From there it is not a long way to play Netflix on peer-to-peer basis or YouTube channels, or even browse news on bigger screen, if that's your liking. Add to this room service and you have a movie night just like at your cosy apartment.

BYOD is an upcoming trend. But some are already saying it will be more of a requirement than a privilege. We all know that staying at the hotel stopped being just about the room or size of the bathroom. Guests expect more. So why not meet their expectations and invest in this technology now?

Hoist Group offers screen mirroring within their Fusion TV solution. It's an interactive platform that enables connecting guest room TV sets to IP network – without any extra cabling. If you wish to see how it works, visit their stand HT 116 at Travel Technology Europe that takes place in Olympia London on 22nd & 23rd February.

For more information, visit their website www.hoistgroup.com.

See for yourself at Travel Technology Europe

22nd & 23rd February, Olympia London, stand HT 116



With our wide product offering, our flexible solutions, installation services and support you only need one partner for all your products and services. We adapt to your needs. It doesn't get any easier than that.

WIFI & IT | HOTEL TV | HOTEL SYSTEMS | HOTEL LOCKS



Is your Wi-Fi this good?

More profit for you, better experience for them.

Talking Business has been providing bespoke IT and telecoms solutions since 1992. We currently have an international customer base, and look after large organisations in the travel and tourism industry, including Emirates Airlines and Oatland's Hotel.

Our experience has taught us that one of the first things customers look for when checking into a hotel is the Wi-Fi password. Whether it is a business executive checking emails, or children trying to stream a cartoon, good quality Wi-Fi is now an absolute essential. If it is not up to scratch it can be the number one complaint, resulting in guests thinking twice before rebooking.

At Talking Business, we work with a number different suppliers and offer multiple different solutions, which will not only give your guests the Wi-Fi speed they need, but also bring in **added revenue streams**.

We understand that budgets are getting tighter, which is why we're not letting the lack of a budget stop hotels giving their guests the Wi-Fi they need. We offer incredible monthly options that build the price on a per room, per month basis.

We're currently offering a **free wireless site survey** to all readers of Eat Drink Sleep. All you need to do is call or email us today and quote EDS0302. We will explain how we can increase your revenue with very little outlay required.

If budgets are tight, we can also help you reduce your costs further by replacing your ISDN phone lines with SIP/internet lines. Line rental is around 60% cheaper and calls can be free.



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Making the everyday easier. That's what we do. Simple.

As the global leader in consumer transaction technologies, we understand how to keep the wheels of the hospitality businesses turning.

NCR has a rich history in developing industry-leading solutions to help hospitality operators not only achieve business success today, but ensure they are prepared for the future too.

It's no longer just about effective POS technology. To maximise profitability in today's technology-driven world you need to combine analytics, stock management, mobile, loyalty and communications, joining up each part of the operation to drive efficiency, reduce loss and ultimately boost profits at every stage of the process.

We at NCR have hospitality in our DNA. Our team combines decades of experience in working in the industry, so we have the perfect mix of operational understanding and innovation to create software-driven solutions that benefit our business. Not just today, or tomorrow, but years from now.

It's particularly important in today's fast-paced world, to have a partner that is looking to the future. The technology investments of today's hospitality business are being driven by consumer demand. Your customers are tech-savvy and time poor, they want to be able to order from their sofa on an app that has their payment details

stored, or pay when they're ready to leave, not wait around. We help you meet, and exceed, these expectations.

At NCR, we spend millions each year on research and development, looking at hospitality market intelligence, IT developments and consumer trends to ensure that our solutions portfolio keeps you one step ahead of the competition.

We are consistently evolving our solutions set to provide an entire portfolio of technology-enabled services that enable you to better service your customers and achieve greater insight across your business operations, be they multi-national or a single restaurant.

That's why we can boast some of the world's biggest fast food and restaurant brands as part of our customer family. With more than 120,000 installations of our industry-leading Aloha software in operation around the world, let us make every day easier for you too.

Speak to one of our team or visit www.ncr.com/hospitality to find out more about our hardware, software and services.



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A great hospitality experience is the sum of many parts. By linking every aspect of your business to ensure seamless efficiency and superior service, NCR Hospitality's Aloha platform delights both your customers and your shareholders. We're investing over £180 million annually in research and development to keep our customers at the forefront of technology. So you can be sure we're not just ready for the future of hospitality. We're engineering it.

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to learn how you'll benefit from our solutions.

Technology



POS TERMINALS – TOUCH WITHOUT COMPROMISE

Sam4s world leaders' in ECR/POS technology, aim to make the most flexible, innovative and reliable EPOS products of all time. The Sam4s team have over 30 years' experience in the market and now produce the most sophisticated and diverse products to the world-wide market, extensively used in over 60 countries.

Sam4s are committed to developing intuitive models that provide innovation and solutions to meet the demands of fast moving markets.

Sam4s branding was established in 2003, prior to that and since 1983 they were a division of Samsung Electronics ECR, which was taken over by SHC in 2001, launching the Sam4s brand in 2003. Sam4s are specialists in the development of ECR and Epos terminals, receipt printers, Android POS and various peripherals, with very strong presence in the home market South Korea.

The very latest in the POS line up from Sam4s are the Titan-S Series terminals which are stylish and perform to meet the needs of the most demanding hospitality environments. Titan-S range features the latest PCT touchscreen technology and IP rated water resistant front touch panels as well as Intel Celeron Dual or Quad core processors with SSD drives as standard.

YCR Distribution the sole UK and Ireland distributor of Sam4s products, have developed Samtouch Epos software exclusively to work on Sam4s POS touch screens. Samtouch is a leading edge point of service platform which is "easy to use", reliable & a cost effective solution providing you with the management tools & information to allow you to operate & expand your business on your terms.

Samtouch utilises the latest technologies of your SAM4S Point of Sale terminal to display eye catching & easy to operate touchscreen graphics at lightning speed.

Integrated Bar & Table management features help your venue become a more streamlined more efficient operation that has proven to increase customer satisfaction and guest experience.

Whether you requirements are for a single POS terminal or multiple terminals combined with kitchen order printers of kitchen order wall board monitors. The combination of the SAM4S POS terminals and Samtouch Point Of Service software solution is the best solution suited to your business.

- **Reliability** - We understand that your Epos system is a fundamental part of your business. From planning to design & execution of our software, minimising system critical down-time has always been our key aim.
- **Value** - Creating real value is integral to what we do. We believe our EPOS solution provides great value from money
- **Intelligence** - We seek intelligence in our technologies. That's why we utilise the latest development platforms from Microsoft, this promotes innovation.
- **Flexibility** - We understand that each business has unique requirements. That's why we have developed many features to ensure our system is as flexible as possible

We understand that each business has unique requirements, that's why Samtouch is developed with many features unique to the hospitality sector.

Payment Sense EFT

Payment Sense "Pay at table" solution fully integrates with Samtouch allowing the waiting staff to view the Table/check on the EFT terminal and issue a detailed receipt to the customer for immediate payment. Payment Sense are one of the largest EFT solution provider's so you can be assured of quick setup and the best rates possible.

Resdiary Booking Solution.

One of the leading specialists in the field of on-line & off-line room and table booking solutions. Samtouch integrates seamlessly with Resdiary porting customer information into Samtouch as the customer arrives at your venue.

Mainstay & Resident Pro

Both solutions independently designed for hotel reservations and front desk billing. Samtouch integration validates customers before passing bar & restaurant charges back to the front desk

Samtouch Office

Cloud-Based back office solution designed to work with Sam4s and Samtouch software. Real time sales data at your fingertips whilst you are on the move, plus much more

For more information on Sam4s products or Samtouch software or to book a no obligation demonstration, please contact YCR Distribution Limited. Tel: 01924 438238. eMail: sales@ycr.co.uk



SAM4s

POS TERMINALS - TOUCH WITHOUT COMPROMISE



The new generation of Sam4s Touch Terminals the Titan-S & Titan-V series are now available.



Enhance your Sam4s terminal with Samtouch Software designed for Hospitality.

SAMTOUCH

HOSPITALITY - IDEAL FOR BARS & RESTAURANTS



SAMTOUCH INCORPORATING
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For information on the latest Sam4s range of POS terminal please contact sales@ycr.co.uk
Or Call 01924 438238 - www.sam4s.co.uk

Technology

The future is now

Priscilla, the new app from MediaConcepts, revolutionises the hotel experience

Imagine being able to offer your guests the perfect hotel experience in the palm of their hand?

Priscilla, the new innovative hotel app from MediaConcepts, makes the future of mobile guest engagement a reality today.

The smart app enables hotel guests to manage their entire journey on their smart phone. A more intuitive way for guests to access hotel information and services, Priscilla takes guests from check-in through to departure and helps hoteliers learn more about their guests and retain their business.

From pre-arrival check-in, to ordering room service, requesting items from housekeeping, opening room doors and even controlling room lights, climate and entertainment, Priscilla can help guests personalise and control their hotel stay and help hoteliers better understand the needs and habits of their customers.

John Bowen, CEO MediaConcepts, said: "46%* of millennials would stay at a hotel if they could check in on their smartphone. Add in the bleisure market and hoteliers can't afford to ignore the importance of smart tech in their customer journey.

"We have developed Priscilla as a smart phone product which enables guests to manage their experience from pre-arrival 'check-in' to stay experiences such as booking dinner reservations or receiving their room key on their phone.

"Used well, technology can free hoteliers up to focus on hospitality and delivering the best product and experience to their guests. This is a great example of technology aiding the customer experience whilst also adding to and maximising the hotel's relationship and knowledge of the customer - experience and data; the core of our work."

More than just guest convenience, Priscilla offers powerful insights that can help hotels personalise and provide relevant content that translate into higher revenue and increased loyalty.

The in-built workflow facilitates the management and assignment of tasks to available staff, and the accompanying staff app notifies them. Department heads and management staff can track feedback and response times of each guest request through the web-based admin console, allowing them to respond as appropriate either in person, or through the app. Having this direct



His flight lands and he's on his way to the hotel. He sees a notification for collecting his key, and his room number.



While at the office, he uses the app to make a reservation for dinner in the hotel.



He decides to take a stroll back to the hotel and clicks on "Find my way" on the app.



communication helps hoteliers manage issues and helps ensure no surprise negative reviews on TripAdvisor at a later date.

Priscilla features include:

- Check-in / check-out
- View bill summary
- Messages
- Open door lock, control room lights, temperature, curtains/blinds etc
- Control IPTV
- View hotel facilities and in-house promotions
- Find directions to/from hotel
- Order room service
- Concierge services such as book restaurant and taxi
- Housekeeping services

MOBILE PHONE HOODS

... AND MUCH MORE

Mobile phone and MultiMedia hoods are designed to blend in with the interior design of hotels, restaurants and casinos allowing a conversation in peace within a noisy surrounding area. The hood can also be adapted with extras to become an information point, receptionist, face talk zone and a place to have conversation whilst keeping a mobile charged. The hoods come in a range of colours, fabrics and our bespoke service can design a hood to your specific requirements with your choice of fabrics including leather covers.

Storacall TeleAcoustics Ltd have been supplying specialist telecom products for over 25 years and our showroom in Cheltenham is by appointment only.



**For further information please contact sales on telephone 01242 570995
or e-mail sales@teleacoustics.co.uk**

Storacall TeleAcoustics Ltd, Unit 6 Cheltenham Trade Park, Cheltenham GL51 8LZ
www.teleacoustics.co.uk

Maidaid Halcyon



As with the rest of the catering industry, warewashing technology is evolving all the time.

As part of this progress, by developing machines that use ultraviolet light and a precise balance of wash time and water temperatures, Maidaid Halcyon is able to offer new levels of cleanliness and hygiene to users of its warewashers.

The Evolution Range includes undercounter glasswashers, dishwashers and pass through dishwashers. Every model in the range is designed for the most demanding environments.

Maidaid Halcyon Sales Director, Julian Lambert says 'The Evolution range not only has low water consumption and lower temperature levels of operation; a green cycle for economy and an intensive programme for brilliant cleaning of the dirtiest items, – it also has a Sanitising Cycle that has been specifically devised to balance wash time and water temperature in order to achieve a superb level of cleaning that achieves a rating of AO 30.

'The features of the Maidaid Halcyon Evolution range are pretty unique within the warewashing market in the UK today – when it comes to cleaning and hygiene this is the best range

in its price bracket available on the market today.'

Julian Lambert goes on to say, 'Maidaid Halcyon can also offer the C, D and Amika ranges of glass and dishwashers that provide a suitable solution for the smallest country pub to major city centre venues. With over 40 years of experience in supplying warewashing solutions to the UK hospitality sector they are uniquely placed to provide a model that fits any sites criteria of capital budget and specification'.

'We are proud to work closely with an exclusive network of UK Catering Equipment Distributors that are capable of dealing with any general enquiry for a sites requirements and call on the expertise of the vastly experienced sales and technical specialists within Maidaid Halcyon' adds Lambert.

Maidaid has a superb range of automatic ice makers providing numerous types and size - ice cubes, granular ice, flake ice or the new and exciting pebbles that are sweeping the market due to its incredible versatility.

Pebbles are ideal for cocktails, drinks for serving with fast food and are even ideal for display. The Maidaid range caters for everyone, from small

businesses in need of an attractive, compact model for a small space, through to businesses with large scale demands.

Hotels, Bars, Nightclubs and Pubs, Sporting venues and Restaurants – Maidaid has the perfect product for every application.

Lambert says 'What places Maidaid ice machines head and shoulders above the rest is their capacity to repeatedly produce top quality crystal clear ice from the most reliable machines due to the incredible passport that follows a machine during its manufacture and testing process. Being fully tropicalized they continue producing quality ice even under the harshest conditions.

Lambert concludes, 'There is a genuine belief within Maidaid Halcyon that as suppliers of both warewashing and ice solutions we truly understand a customer's needs and strive to assist them with provision of the correct equipment, we are also dedicated to supporting the equipment and the customer throughout its life by offering first class service, technical and spares support.

For details on this and all Maidaid Halcyon products please visit www.maidaid.co.uk.



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Profit, Maximise and Simplify your hotel with **GuestCentrix Hospitality Software**

GuestCentrix Hotel Solution offers the complete solution, no matter how large or small the property.

Implementing a hospitality software solution from GuestCentrix for your hotel will allow you to profit from our years of experience of building enterprise level systems for hotels large and small. With a complete package of applications to suit front desk, food and beverage, housekeeping, revenue management and conference departments, GuestCentrix offers a powerful, yet easy to use solution.

Related GuestCentrix Products for a Hotel

All hotels have different needs and requirements. GuestCentrix offers the property operator a number of applications to help maximise profits and simplify the business. The following are just some of the products found in some of our hotel clients:

- **Property Management System**
The GuestCentrix Property Management System (PMS) is a mature and feature rich application. Our GuestCentrix PMS lies at the heart of the GuestCentrix software solution.
- **Point of Sale**
GuestCentrix POS is an easy to use, feature rich and scalable Point of Sale software solution. GuestCentrix POS has an easy to use front end touch screen.
- **Conference & Banqueting**
GuestCentrix Conference and Banqueting (C&B) is a powerful yet easy to use conference, banqueting and events management application.
- **Central Reservations System**
GuestCentrix CRS offers multi-property operators a powerful hospitality software solution. Multi-property operators understand the importance in having a robust central reservations solution at the heart of their operations.
- **E-Messaging**
Reach out to your guests and automate your guest communication. Reach out to your guests and take the effort out of guest communication.
- **Trust Accounting**
GuestCentrix Trust Accounting is widely regarded as the industry leader in integrated solutions for Strata Title and Serviced Apartments.
- **Interfaces**
Hotel and hostel operators have a wide variety of systems that needs to connect to GuestCentrix.
- **WebApps**
GuestCentrix WebApps, bringing hotel information to your finger tips. GuestCentrix offers three WebApps that offer mobile solutions via smartphones and tablets G-Phone Designed to run easily on a smartphone.
- **Cloud Hosting**
CMS Hospitality offers cloud hosting for all of our software applications eliminating the need for servers to be located at your property.

Key Benefits

- Complete hotel software solutions with PMS, POS, events management and online booking applications
- User friendly graphical interface
- Easy to navigate menus
- Cloud based options meaning no costly local servers
- Constantly updated software solution, bringing new features and functionality
- System configuration options to suit specific property operations

Online bookings and channel integration

GuestCentrix offers powerful connections to online channels via 3rd party channel managers. GuestCentrix Web Interface Manager has the added power to yield on the rates published to online channels.

For further information please contact us on sales@cmshospitality.com or (+44) 118 9485 637.



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Bedding & Bedroom Essentials



Mitre Linen, the trusted hospitality provider, has extended its Dining and Kitchen range for the hospitality and catering industries.

The new range of chefs clothing, introduced by popular demand, features in the bumper 2017 catalogue and includes high quality professional chefs jackets, trousers, skull caps and aprons.

The chefs wear collection comprises high-tech breathable fabrics that are durable and can withstand a busy kitchen environment.

Starting from £3.90 and suitable for all kitchen staff, the stylish clothing and aprons help keep kitchen staff well prepared and protected while they work.

The collection includes practical unisex chefs' jackets in black or white made from easy-care polycotton fabric coming in long or short sleeves, black polycotton trousers and comfortable skull caps in a wide variety of sizes.

Aprons come in a variety of styles including bib aprons, striped butchers' aprons, waist aprons, waterproof and heavy-duty aprons and black money pockets.

Also new for the 2017 catalogue is Mitre's range of hotel bedroom accessories. The range has been introduced after demand from clients for more products and to help make their buying processes easier.



Mitre Introduces Chefs Wear in its New Extended Catalogue

The new accessories range complements each and every bedroom with products including everything from luggage racks and hotel room black safes to ironing boards and pedal bins.

Mitre Linen's MD Jim Mangan said: "We have developed our latest collection by listening to what our customers want. We are delighted that we can now offer our customers a whole host of new chefs clothing and hotel room accessories to complement our existing and core linen and soft furnishing offering."

Established in 1946, Mitre Linen is a proud holder of the Queen's Royal Warrant. Its products can be spotted around the world as well as in prestigious British hotels such as The Ritz, The Grosvenor House Hotel and The Wellesley.

www.mitrelinen.com

The full range of chefs wear can be seen at www.mitrelinen.com/products/dining-and-kitchen/chefswear/





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Many people treasure a good
and many people crave a good night's

**So what should hoteliers
do to ensure that
their guests are as comfortable
and rejuvenated after visiting?**



night's sleep sleep just as much.

ers be doing to ensure nfortable, relaxed and g their establishment?

Vision Support Services is the leading supplier and distributor of specialist, luxury and performance textiles to leaders in healthcare, hospitality and retail markets around the world. We've built our business around our heritage, innovation and specialism and this makes us different from the rest.

With a history spanning 200 years, it's safe to say we know a thing or two about a good night's sleep through the research and extensive work we do in creating the most supple, soft bed linens for hotel guests to enjoy.

Part of our luxury collection, our Liddell Rushbrooke goose down duvet is one such product that caters to the ever-increasing need for luxury and elegance. Crafted from the finest white goose down, the duvet provides a supremely sumptuous feel exuding warmth and comfort all-year round whilst the classic, elegant piped edging and twin needle stitching also guarantees an attractive and appealing finish to a guest bedroom.

Made with meticulous precision and care to the highest possible standards, the Rushbrooke also benefits from a superior 400 thread count, 100% cotton cambric cover combined with a sateen finish to give it the unmistakable feeling of a luxury Liddell duvet; a hushed opulence recognised across the world's most prestigious hotels and spas.

With pressure on hoteliers to deliver sustainable and ethically sourced products, Vision benefits from having a worldwide network of employees spanning five continents and a number of manufacturing



and distribution partners helping to deliver the Vision offering through our responsible business practices.

With an active focus on using sustainable, recycled and reusable materials where possible, we're proud to support the environment through the use of wind powered turbines, water recycling and a commitment to animal welfare. It's through our animal welfare policy that we guarantee we will not trade with suppliers who engage in poor animal welfare practices which is why the feathers and down used in our products are all used as by-products of the food industry.

Paying careful attention to every last detail, we also ensure we cater to the needs of allergy sufferers. With this in mind, we created an outstanding blended fibre duvet and bedding range; providing comfort, warmth and ultimate enjoyment and with the nearest

possible feeling to natural fillings.

The Liddell Sheer Lux range boasts an indulgent and luxurious feel ensuring your guest is enveloped in the most opulent anti-allergy bedding whilst the 233 thread count, 100% cotton cover and wave stitching offer a uniquely, timelessly eye-catching to a five-star quality product.

The last word in quiet luxury, the Liddell range ensures it offers some of the finest luxury linens, created from hundreds of years of experience originating back in Ireland in 1866. From durable, versatile and attractive bed linens to meticulously crafted filled goods, exquisite to the touch in every possible way. We know a thing or two about sleep – and we know it begins with Liddell.



With a *forward thinking* attitude to bespoke **design and creation**

All our own furniture is manufactured in our own design studio. We also supply furniture too, such as tables and chairs for restaurants, bars, pubs and other establishments.

Woodhouse Contract Furnishers are based just south of Sheffield close to the M1. We operate countrywide delivering a unique service tailored to exact customer specifications. Each project is individually designed paying particular attention to the customers ideas and requirements.

Banquette Seating Contractors Woodhouse Contract Furnishers are a family run company established since 1972. Banquette booths and bar seating are just some of the products designed, manufactured and installed by Woodhouse Contract Furnishers.



This is how it's done

The life of a piece of upholstered furniture begins with its frame: although the underlying wooden framework cannot be seen in the finished product, the type of wood used to create it will have a bearing on the quality of the final product. At Woodhouse Contract Furnishers all our framework is of the highest quality ensuring your products will sustain wear and tear.

Once the frame is constructed, a spring system is installed to support the seating area. Once a piece of upholstered furniture has its frame and springs, the next components are the cushions and padding. Seat cushions sit on top of the spring system and seat deck. Back pillows, if present, rest against the back and arms of the piece. We have many quality fabric choices for your final seat coverings.

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Flooring & Surfaces



Duplex 280



Cleaning can be a challenging process in busy areas especially when the building has access by members of the public. Staff can be educated in the correct way to move around areas being cleaned during working hours however it is slightly more difficult to keep the public safe in the same situation.

It is essential therefore to carry out the cleaning process quickly and effectively and Duplex offers a range of floor cleaning and steam cleaning machines to suit the diverse requirements of the hotel and leisure sector.

Featured here is the Duplex 280 whose compact design and contra-rotating brushes result in feather-light single-handed operation and truly unequalled forward and reverse manoeuvrability. Off-set brushes allow cleaning right up to the edge, along skirtings, under furniture and around fixtures.

Following the success of the 280 mains model, a battery operated model is now available. Using the Duplex 280 Battery is fast and simple, there are no trailing cables to trip up operators or passers-by, get caught in doorways or around furniture.

Like all the Duplex models, the 280 Battery uses minimal amounts of water to effectively clean the floor so the quick floor drying time means that slips are less likely than using conventional cleaning methods. Due to the lack of a mains cable the Duplex 280 Battery is ideal for in and around swimming pool areas or any situation where water ingress may be a hazard.

This compact commercial floor cleaner has a battery running time of approximately one hour on carpet and more on smooth hard surfaces. The running time can be increased by having a second battery pack available which can be changed via the simple thumb screw clamp on the handle.

The 280 Battery cleans all types of flooring with ease including vinyl, ceramic tiles, non-slip resin, smooth resin, terrazzo, carpet including carpet tiles, wood, safety flooring, entrance matting, Polysafe, Timbersafe, Marley, Flotex, Altro, Tarkett and many more.

We offer free on-site, no obligation demonstrations so that potential customers can see for themselves the benefits of the Duplex range in their own environment.

As you know training is extremely important for the correct and safe operation of any equipment, to this end we include a full training package with each machine for the staff that will be using it, this is carried out on site anywhere in mainland UK, free of charge when the machine is delivered.

www.duplex-cleaning.com/products/duplex-280-battery-floor-cleaning-machine/

The Garden at Blakes Hotel

March 2017 EAT DRINK SLEEP



Created by acclaimed interior designer, Anouska Hempel, Blakes Hotel occupies a row of black-painted Victorian townhouses on a quiet street in the heart of Chelsea in London.

A dark and sensual 'couture' hotel, Blakes exudes luxury with imagination and fine living with a sense of drama. On visiting it is hard not to be enraptured by the free spirit of the hotel, and it has a palatable sense of adventurous individuality.

During the summer, the hotel commissioned the world-renown designer Matthew Williamson to revamp the hotel's courtyard garden. The space, which is nestled in the heart of the hotel, is an open-air oasis for guests to enjoy afternoon tea and delightful evening cocktails.

The gorgeous Moroccan inspired tiles influenced the graphic wall mural

Like all of his interior designs, Matthew began with the flooring, incorporating modern stone tiling, which was supplied by Solus Ceramics. Earlier this year, Mathew had worked with Nicola Hellett, The Creative Centre's Manager on his own bathroom and contacted her again when this project was first mentioned to him. It was essential that Solus Ceramics could provide flooring that would be sympathetic to his design but at the same time make an impact.

The tiles, which were chosen from the Moroccan inspired Illustrate range, feature an elaborate and interesting geometric design, brought to life in a palette of expressive grey shades. All of the tiles are beautifully unique and each different piece showcases intriguing rustic effects such as light tonal imperfections.

Each tile exhibits unique imperfections and variations

The design of the tiles was used to inspire the creation of the stunning graphic mural, painted in pale hues of grey, blue and meline yellow, perfectly conveying the designers kaleidoscopic vision.

Working with Harris Murray-Wicks Studio, the British designer refurbished the 775 sqft garden, adding a range of lush, leafy plants, trees, ferns and hostas. Eclectically styled furniture pulls together the other elements of the garden to convey a Mediterranean alfresco lifestyle, whilst fabrics and soft furnishings were taken from Matthew's latest Osborne and Little collection.

For more information see www.solusceramics.com



Engineered Flooring

Wotton House Hotel, Surrey

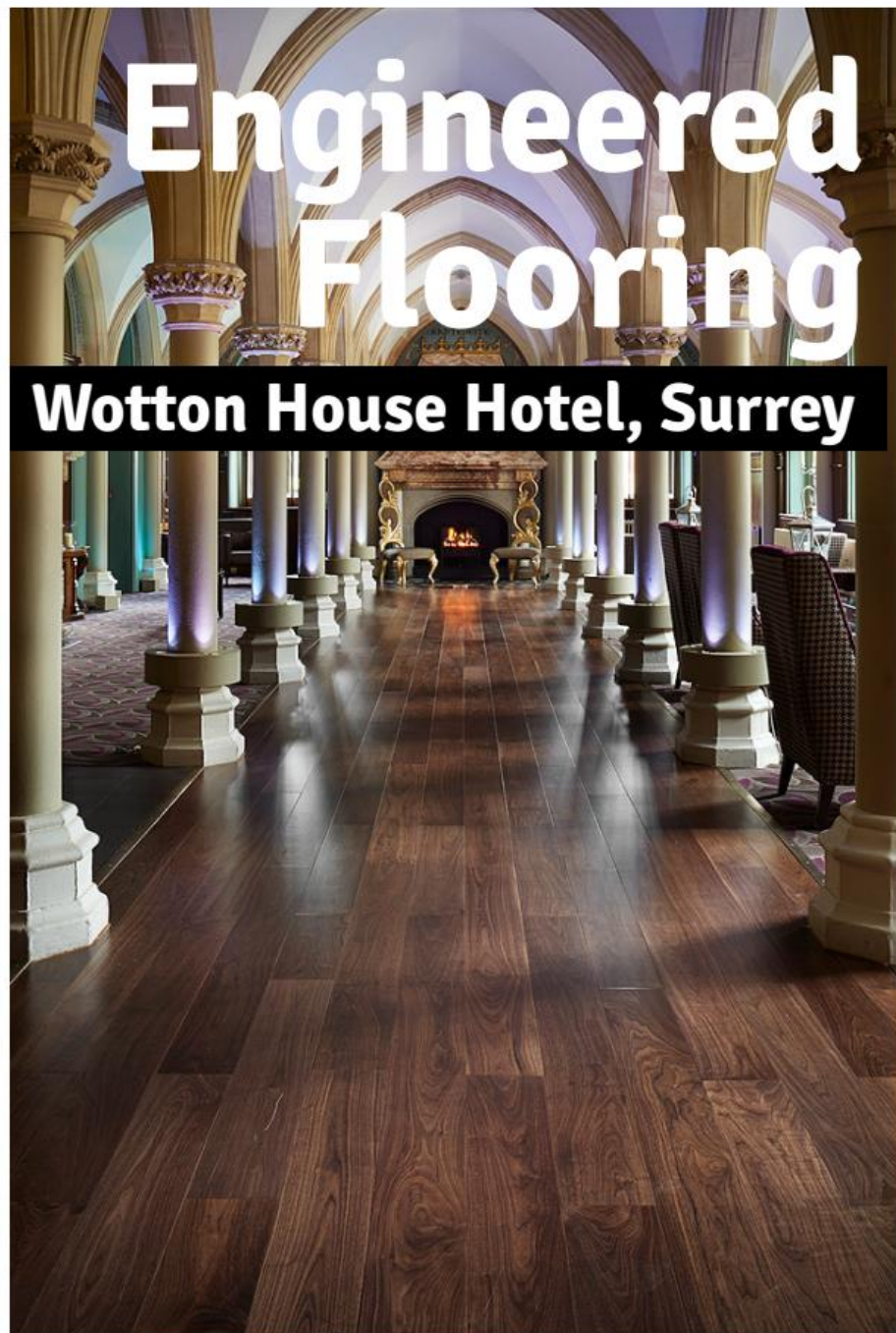
Revelling in its wonderful and diverse history, Wotton House has undergone significant restoration and refurbishment work and the resulting new look combines modern style with sophisticated heritage.

With 13 acres of spectacular listed gardens, stunning event spaces, excellent onsite leisure facilities and the highest standard of food and service, Wotton House is ideal for any event or occasion.

We were employed directly by the owners of the Hotel to install 190mm wide American Black Walnut 'Carlo' supplied by Havwoods in the Wedding Chapel.

The existing floor wasn't in the best of shape and had to be uplifted and removed from site. We then carried out repairs to the sub-floor taking care of the listed fixtures around us.

The installation was finished off with Antique Brass threshold strips. The works were completed within 4 days ensuring no disruption to any hotel bookings. The floor finishes off this room brilliantly.





altro

Castlereagh Boutique Hotel

Castlereagh Boutique Hotel choose Altro commercial kitchen solution

Altro Stronghold 30™, Altro Whiterock™

In the heart of Sydney stands the elegantly restored, heritage-listed Castlereagh Boutique Hotel. The Hotel boasts 82 boutique rooms and suites, but no stay would be complete without dining in the splendour of Cello's Restaurant. Heritage listed Cello's Restaurant has been elegantly restored in exact detail to its original 1920's decor, taking you back in time for an exquisite dining experience.

Recently their kitchen needed an upgrade and they were searching for a flooring and walling solution that would stand the test of time. The kitchen was in near original condition and needed a complete makeover.

Paul Brasch - General Manager, Castlereagh Boutique Hotel & NSW Masonic Club said: "Our kitchen is naturally a very busy environment, servicing two restaurants, two bars and functions up to 150 people all at the same time. The kitchen itself was in a very original condition and needed a total makeover to modernise it and to improve on safety and cleaning procedures. We were introduced to Altro flooring as a high quality, commercial high slip-rated flooring. We then viewed Altro Whiterock in another venue and decided to do both! I am so glad we did. This was no

easy undertaking but all parties worked together brilliantly to close the kitchen down, run to a tight timeframe and get the kitchen back up & running again as quickly as possible. We are totally thrilled by the result, our Head Chef is smiling again and now we are looking to conduct cooking classes in our main kitchen. None of this would have been possible before. I highly recommend Altro flooring and Altro Whiterock."

Being a commercial kitchen they needed a safety floor that would provide a high level of slip resistance and guard against slipping under a range of contaminants such as grease and water. Altro Stronghold 30 provides a one in a million chance against slipping under a range of contaminants and has Pendulum Test Value (PTV) of ≥ 55 , meaning it goes that extra mile and is proven to provide a high level of safety and slip resistance.

After viewing Altro Whiterock in another venue they paired the two interior products to create a totally sealed, hygienic system that's impervious, non-absorbent and easy to clean. Not to mention it looks great!

For further information on Altro's vast product range of integrated flooring and wall cladding systems:

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IFE Preview

Back for 2017, IFE (The International Food & Drink Event) is getting ready to open its doors to a fantastic, vibrant four-day food and drink extravaganza.

Bursting with NPD, product launches and category innovation, IFE 2017 is the perfect playground for industry buyers from around the world. Featuring more than 1,350 global food and drink suppliers, IFE provides the tools to stay one step ahead of industry trends and hear hot off the press category insight.

Inspiring buyers and suppliers alike, IFE 2017 is expected to welcome more than 29,000 attendees from 108 countries, over 35 industry leading speakers as well as top chefs from a diverse range of culinary backgrounds and channels.

Building on its reputation for being in the vanguard of innovation, IFE 2017 will showcase products that genuinely lead the way in the wider market. Just a few examples include La Tua Pasta (Stand S4420), whose artisanal fresh pasta will bring the real taste of Italy to England, and Fentimans (Stand N2140) who are exhibiting a range of very on-trend botanical inspired drinks. Buyers searching for menu inspiration should visit Authentic Curries & World Foods (Stand N2839/a) who will introduce their homemade food dishes from spicy chicken jalfrezi to tantalising chilli con carne, whilst lovers of ice cream will be able to see luxury ice cream and sorbets in over 34 delicious flavours when visiting Simply Ice Cream (Stand N3126).

The 2017 edition of IFE will see many new attractions including The Ice Café, run in association with the Craft Guild of Chefs and British Frozen Food Federation. IFE is also proud to unveil two brand new speaker stages – the Talking Trends stage and the Big Picture theatre. Additionally, The Staff Canteen Live is an exciting demo area where



top chefs will cook with on-trend ingredients. The new Networking Hubs will enable buyers to rub shoulders with the industry's finest whilst being in the heart of the action.

Hosted by Saturday Kitchen wine critic, Jane Parkinson, the Talking Trends stage will see the likes of Tim Stillwell, director at Burrito Kitchen, discuss the growth of street food on Monday 20 March. While Bee Wilson, British food writer, historian and all round industry expert, will help to shed light on the good fats vs. bad fats debate on Wednesday 22 March. The Talking Trends stage will also shine a spotlight on the newest NPD entering the market.

In these changing and challenging times, the Big Picture theatre, hosted by Andrew D Scott MIH, Owner of Victus Consultancy, will tackle the hard-hitting issues facing the industry. The theatre's stellar line up includes Dr Rupy Aujla, medical doctor at The Doctor's Kitchen, who will discuss the benefit of good nutrition over medication on Sunday

19 March. Looking elsewhere in the industry, Monday 20 March sees Ben Carter, UK marketing director of Just Eat take to the stage to bring to life the ever evolving face of out of home dining.

Also new for this year, IFE 2017 has introduced "Trend Trails". The simple to follow Trend Trail maps will highlight relevant stands to source new and on-trend produce. The Trend Trails will help buyers walk a dedicated path allowing them to discover the latest products and suppliers in a specific on-trend category such as free from foods.

As well as new products from exhibiting suppliers, innovation will be formally rewarded at IFE by the World Innovation Food Awards hosted by FoodBev Media. The awards, which celebrate excellence across the global food and drink industry, have 24 categories covering food innovation of every kind as well as packaging, manufacturing, ingredients, waste and sustainability. The winners will be announced during IFE 2017 on the Big Picture theatre on Monday 20 March.

IFE 2017 is co-located with Waste-Works, the UK's only waste & sustainability event for the food industry and Pro2Pac, the UK's only food & drink packaging event. Together the three events cover the entire supply chain; from Farm to Fork to Fertiliser and Fuel.

The one stop shop, IFE, only happens once every two years – don't miss your chance to be a part of this food and drink extravaganza.

Register now via the IFE website (www.ife.co.uk) for your free entrance badge and save paying £25 on-the-door.

Don't forget to follow the action on Twitter @IFEexhibition using #IFE17 and #IFEintro.



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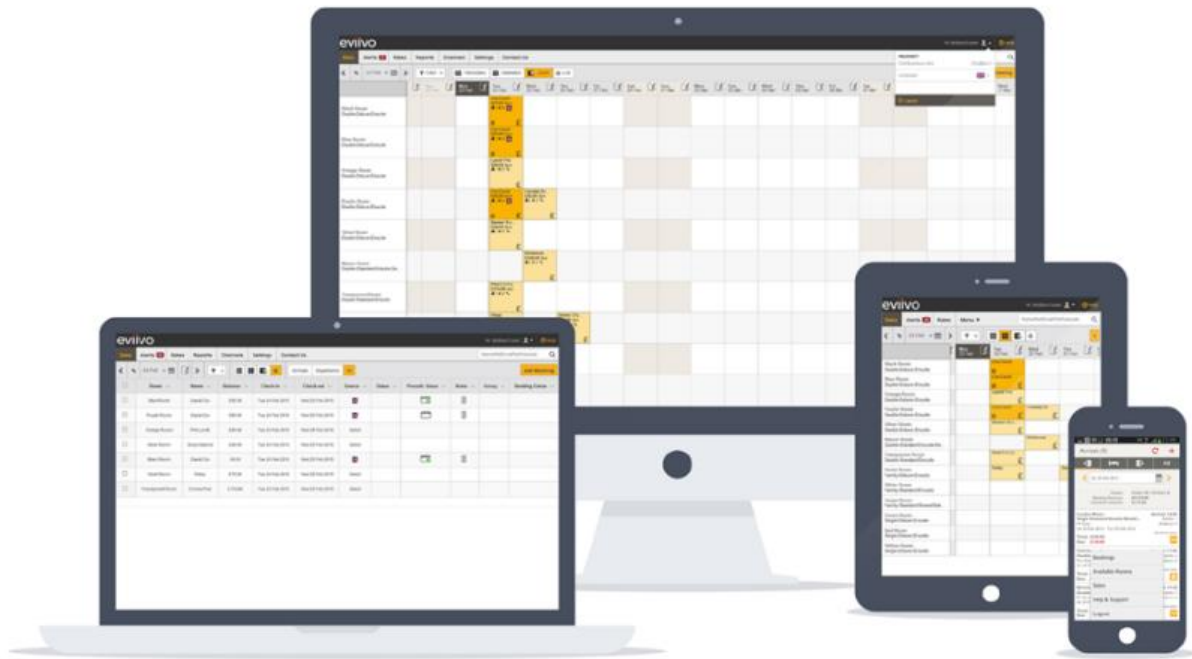
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