

THE WORLD OF HOSPITALITY

Hotels, Bars & Restaurants



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The Trafalgar St James
SHH working with Hilton on its first Curio
Collection property in the UK

New-look Hilton Imperial Dubrovnik
Goddard Littlefair Re-injecting golden
age glamor into one of Europe's most
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The Team

Editor

Simone Couture

editor@theworldofhospitality.com

Sales Director

Jamie Bullock

jamie@theworldofhospitality.com

Sales Manager

Chris Nicholls

chris@theworldofhospitality.com

Editorial Assistant

Amanda Martin

amanda@theworldofhospitality.com

Sales Executive

Gina Stefano

gina@theworldofhospitality.com

Publishing Director

Martin Holmes

martin@theworldofhospitality.com

Creative Director

Josh Holmes BSc

josh@theworldofhospitality.com

Accounts Department

Rachel Jackson

accounts@theworldofhospitality.com



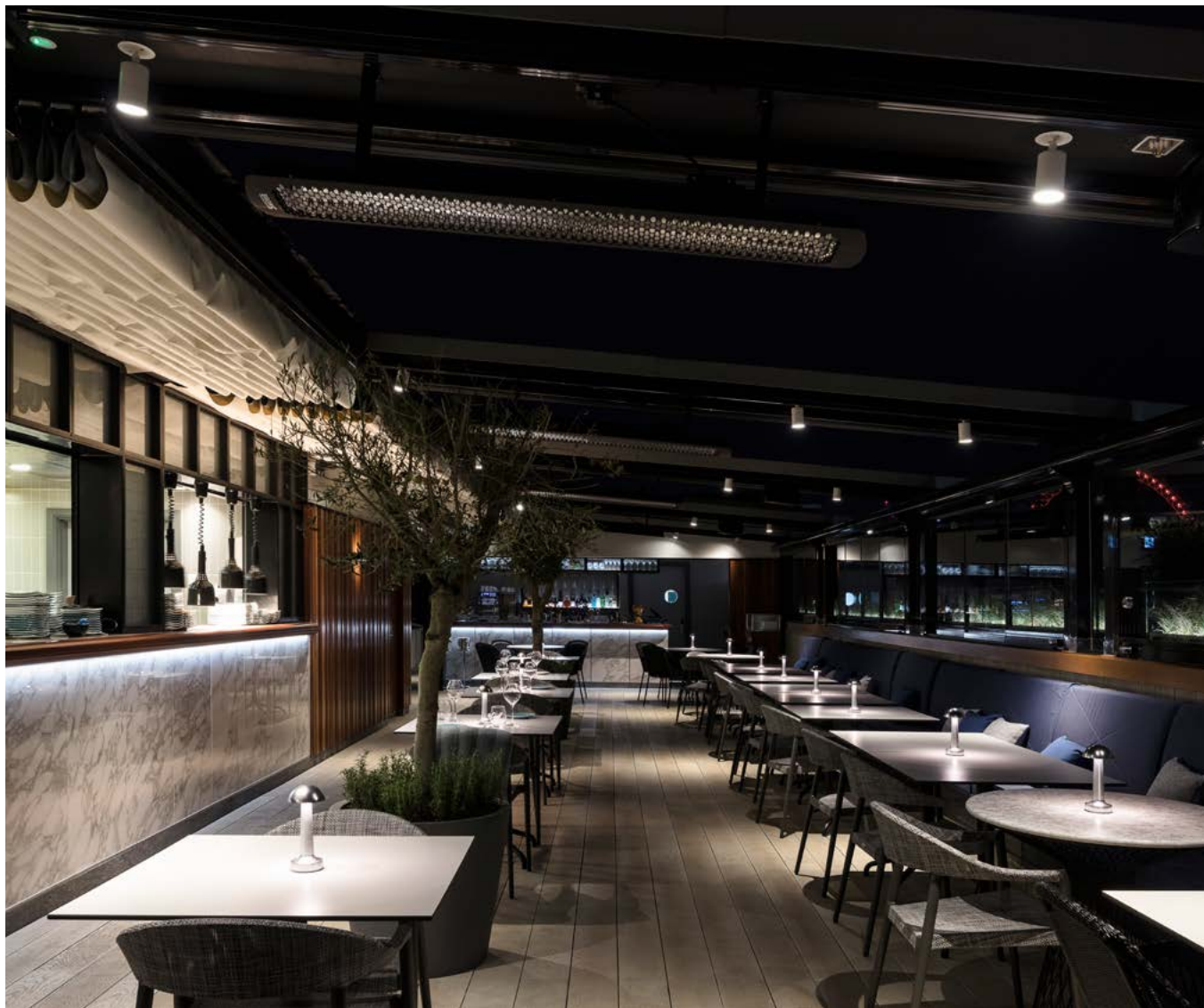
Publishers

B2B Digital Media Ltd.
Office 15, Second Floor,
Innovation House, Discovery Park
Ramsgate Rd, Sandwich, CT13 9FD
Tel: 01227 937174

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Media



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The Trafalgar St James

Hotel

Working with Hilton on its first Curio Collection property in the UK, SHH Architecture and Interior Design led the multi million pound renovation, turning the only hotel in London's Trafalgar Square into a "sanctuary of style" in the heart of the city.

London based SHH, one of Britain's most prestigious architecture and interior design practices, were entrusted with the project as lead architects. 'We didn't want it to feel like a mainstream chain hotel, because it's not, so staying true to the independent ethos, as well as creating a distinctly London aesthetic, was key,' says SHH Creative Director and Founder Neil Hogan on the concept behind the transformation.

The Trafalgar St. James has 131 bedrooms including 15 suites. Each has been designed

with Art Deco flourishes and references to the history of the building, which once housed the offices of the Cunard Steamship Company with news of the ill-fated Titanic breaking there. Tactile furnishings and bold colour choices have been used to create a sense of comfort, while art walls in the bedrooms pay tribute to London's Trafalgar Square. Working with the existing building was as challenge as all the rooms had a different footprint or window type so a vast amount of coordination and joinery tweaks were undertaken.

The brief for the 'The Rooftop' was to create a destination bar and dining space that worked all year round, therefore a retractable canopy, and heated space, was the solution to ensure Britain's changeable weather didn't interfere. "





We created distinct indoor and outdoor zones to provide multiple uses including a private glasshouse for intimate events. The Rooftop is all about the stunning, uninterrupted views across Trafalgar Square and London skyline beyond so we worked to maximise these wherever you were on the Rooftop."

Working with a variety of international and home grown design talent and manufacturers, Hogan and his team selected furnishings for The Trafalgar St James that reflect its unique London heritage. An artfully curated blend of furniture, finishes, and light fixtures set the scene of The Trafalgar St James giving the space an identity fit for its iconic location. "We wanted the space to be engaging and comfortable. The scheme is bold and inviting and the colours chosen are uniquely British. As a guest you'll see a lot of deep blues with highlights of red and burgundy. The unique artwork was designed for the hotel to reflect its iconic location and subtly remind guests of their iconic location."





British craftsmanship in particular makes sense for such a quintessentially British hotel: Leading British design manufacturers were specified by SHH including Brintons who delivered the bespoke carpets throughout the scheme; Peter Millard & Partners, tasked with creating the bespoke art work in the rooms; CTO Lighting who created a show-stopping bespoke drop chandelier upon entry to the Rooftop; textile designers Timorous Beasties' crimson velvet cushions make statement

accents in the bedrooms and Tom Dixon's 'London' scented diffusers are used throughout the bedrooms.

Commenting on the re-launch design, Joanne Taylor-Stagg, General Manager of The Trafalgar St James said: "It was paramount to us that the new look reflected the overall ethos of the hotel – we want guests to feel that every stay with us is a unique London experience. Working in close collaboration with the owners and SHH, we're so

happy with the results and the reaction from our first guests has been incredibly positive."

The Trafalgar St. James is tucked away on the south-west side of the world-famous Trafalgar Square, in the heart of the West End and amidst the hustle of bustle of St. James. This part of London has long been seen as more of a tourist destination but the hotel wants to put it back into the hearts of Londoners and bring a whole new level of excitement to the area.





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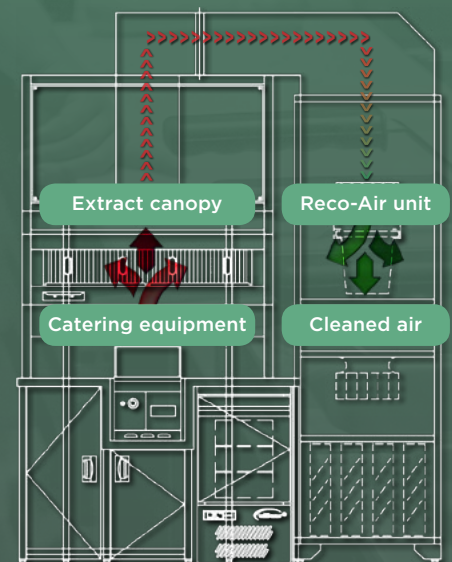


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Kitting out the work force

Dublin based uniform and workwear manufacturer Uniformal have announced the opening of their new showrooms in Fashion City – Dublin. The recently expanded 15,000 square foot facility also includes an in-house design studio and in-house manufacturing facility.

According to Managing Director Barry McCabe – “the new showroom, which is only 15 minutes from the city center will act as a one stop shop for any bar or restaurant owner or hotel manager looking to source premium quality, on-trend uniforms and workwear for their staff”. In addition to designing and manufacturing their own collection of staff clothing and custom aprons, Uniformal also stock a wide range of workwear collections from around Europe that you won’t find anywhere else.

The company specialize in creating contemporary and hardwearing bespoke uniforms for top hotels, bars and restaurants throughout Ireland, The UK and beyond. Their stylish and functional uniform clothing and workwear range spans from couture dresses and hand-tailored frockcoats to their trade-mark hand-crafted leather and canvas bar aprons.

Uniformal collaborates with brands and companies of all sizes and backgrounds both here in Ireland and internationally to create



individual uniform and workwear collections from scratch. The company proudly includes luxury five star hotels such The Shelbourne, The Merrion and The Westin as clients along with international drinks companies such as Irish Distillers / Pernod Ricard, Diageo and Brown Forman and they say that to-date they have gained most of their business through word of mouth.

As a design-focused company Uniformal are constantly working on new and innovative

ways to expand their range. According to Sinead Keegan, head of design and production at Uniformal – “we have recently partnered with a leading Italian tannery to introduce a new collection of stain resistant leather products to our offering. We now carry leather aprons and matching leather accessories across eight colorways in this amazing new leather. We have also added many luxuries premium suiting and dress fabrics to our tailored range”. Sinead is also keen to introduce the latest addition to the design-room staff at Uniformal - Sheila Salvador from Spain. “Sheila is very well regarded in the sector and brings with her a perfect blend of Continental design influence and industry know-how”.

When asked what the year ahead had in-store for the company, Managing Director Barry McCabe explained – “there are a number of existing international hotel contracts in the pipeline for Uniformal and that with this increased ongoing interest from overseas, we have now appointed two new distributors in the UK and are in the process of appointing a number of additional European distributors.

Uniformal will be exhibiting at PUB-19 in the Olympia London on the 5th and 6th of February 2019 however if you can’t wait until then, they can be reached on +353 1 4295730 or sales@uniformal.ie

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the business and the environment. Our Greenline shows a 65% reduction in energy consumption against our standard range while still achieving the very best performance.

The lower operating temperature of the Hydrocarbon refrigerants creates lower heat and noise emissions, improving the comfort of the work place and extending the life of the compressor. Thought goes into every component with our new low energy compressors, large area evaporators and high efficiency fans all working together to keep running costs to a minimum.

Sterling Pro always puts functionality at the forefront and so it is no surprise that the Green range also improves usability. Our new moulded shelf guides in the upright cabinets allow effortless sliding of the

nylon-coated shelves and make cleaning a simple process saving time and effort. Easy-fit magnetic gaskets on all cabinets & counters allow for effortless replacement, increasing hygiene and efficiency. A stamped bottom plate removes any chance for grease and dirt to collect, improving hygiene.

Our front of house refrigeration is stylish and functional and allows us to provide a full solution for gastro pubs. It can be found in a wide range of sites, from large chains to small coffee shops.

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Cocktail Bar and Live Music Venue to Open at The Waldorf Hilton

Hotel

The Parrot, an intimate cocktail bar and live music venue within the Waldorf Hilton, London, opened to the public in November. Opened in collaboration with actor, DJ and producer Idris Elba and identical twin brothers Lee and Nicky Caulfield, visitors to the 60 seater bar can expect a whole host of A-List surprises, from a hidden cocktail menu to regular, unannounced secret shows and an exclusive guest list. The venue also boasts access to the London bar scene's first chauffeur-driven, branded car.

The space is a creative collaboration between the iconic hotel and the co-founders, who were inspired by the history of the building and, particularly, the exoticism of its historic Palm Court. Built in 1908, The Waldorf has been at the heart of London's bustling Theatreland for over a century, and the Yamaha London Stage will once again bring the sounds of the West End to The Waldorf. The professional house band will perform with talent direct from some of London's best-loved stage shows, bringing a unique energy to the venue every evening. The Parrot will also

utilise the co-founders' numerous connections to play host to an array of completely unannounced secret shows, from the stars of stage and screen to the next big thing, and regular DJ sets from Idris himself.

The Waldorf Hilton General Manager, Guy Hilton says: "The Parrot was a natural move for us, building on the history of The Waldorf as an entertainment hub nestled between five major West-End theatres.





In 1908, the hotel was the vision of theatrical impresario, Edward Sanders and has since seen the entertainment offering grow through the ages, from teaching London to Tango in the 1920s to introducing a house orchestra and hosting glittering champagne receptions. Opening its doors to legends such as Sir Laurence Olivier and Dame Julie Andrews, we wanted to grow the star quality even more through the launch of The Parrot.

"Working closely with entertainment experts Lee and Nicky Caulfield, we have embarked on a partnership to draw on the exotic inspiration of the tropically-designed Palm

Court which is where we have traditionally hosted entertainment-filled events. The range of music, theatre and comedy acts The Parrot will promise is an exciting move for us which naturally pays homage to the glittering heritage of the hotel."

The Parrot's cocktail menu will offer an eclectic choice of bespoke mixed drinks, created exclusively by The Parrot's Head Bartender Daniele Panzanaro. Each glass has been inspired by a different member of the Parrot family, utilising premium spirits to offer unique twists on classic tropical cocktails to wow with every sip.



From the short, sharp Parakeet - made with Maker's Mark bourbon, Wray & Nephew rum, banana essence and white Peruvian pepper - to the long and tropical Crimson Rosella - an creative mix of Seven Hills, Pimento Dram spice liqueur, Cranberry juice, vanilla syrup & lemon juice - visitors to The Parrot will find something for everyone on the creative menu.

To accompany the cocktails, Executive Chef Karl Richardson has created a concise menu of vibrant and delicious small plates served on repurposed seashells. Dishes such as Wagyu beef with pickled enoki, wasabi & pineapple and poached lobster with mango, chilli coconut & lime will join Roquito peppers stuffed with cheese, served with edamame beans, macadamia nuts & yuzu and Quinoa with avocado, sesame, pomegranate & mango will bring light, exotic flavours to this tropical hideaway.

To finish, guests at The Parrot will also be able to order up a helping of Cheers Luxury Alcoholic Ice Cream in four indulgent flavours: Toffee+Vodka



(5.8% ABV); Mojito (8.4% ABV); Strawberry Daiquiri (7.9% ABV); and Chocolate Espresso Martini (6.9% ABV).

The bar's exotic namesake is alluded to in the interiors, from walls lined with bespoke, hand-painted palm wallpaper to lush foliage and an abundance of greenery planted throughout the space. The plush velvet seating in rich turquoise and midnight blue alongside on-trend metallic and rattan detailing draw on the opulence of the historic hotel. The bar front itself is decorated in luxurious teal fish scale tiles beneath exposed Edison filament bulbs, conjuring the moody, atmospheric feel of the speakeasy.

In an exclusive partnership with Aston Martin, The Parrot will also be the first bar in London to offer its own chauffeur-driven car. The car will be branded with The Parrot logo, allowing VIP guests to arrive and leave in unrivalled luxury and will be fully stocked with The Parrot menus for pre-ordering food and drinks to be ready on arrival.

Reservations for The Parrot can be made by email (LONWA_TheParrotReservations@hilton.com)





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Restaurant

LA BASTIDE DE MOUSTIERS

The multi Michelin-starred chef Alain Ducasse stumbled upon La Bastide de Moustiers on a motorbike trip and set about renovating the 17th century derelict farmhouse with the intention of making it a home and hideaway for him and his friends. Ducasse entrusted the Michelin-starred kitchen to Frédéric Garnier who has been faithful to him for almost 20 years. The food remains close to the earth and is widely inspired by the inn's vegetable and fruit gardens. La Bastide de Moustiers' 11 unique rooms are set around the property's grounds and reflect the Provencal countryside's white and powdery pink hues.





L'HOTELLERIE DE L'ABBAYE DE LA CELLE

Alain Ducasse's second provencal property is one of southern France's best kept secrets. The restaurant won its Michelin star in 2006 and has retained it ever since. The menu is decided each morning with the delivery of fresh produce from local suppliers and the fish market in Marseille. Chef Nicolas Pierantoni creates modern twists on traditional provencal dishes such as Bouillabaisse. L'Hostellerie de l'Abbaye de La Celle shares its walls with a 12th century Benedictine Abbey and the ten welcoming rooms are named after the nuns who resided there.





AROMA AT PALAZZO MANFREDI

Palazzo Manfredi is a rare and timeless gem in the heart of the historical centre of Rome. The award-winning rooftop terrace and Michelin-starred restaurant Aroma is the most exclusive table in Rome and a once in a lifetime experience with 360 degree views of the Colosseum, the Imperial Forum and the Domus Aurea. Stay the night in one of the 17th century palazzo's 18 unique rooms.





ST HUBERTUS AT HOTEL ROSA ALPINA

St Hubertus restaurant was awarded its third Michelin Star in the 2018 Guide, and retained it in the 2019 Guide. Chef Norbert Niederkofler has a firm commitment to sustainable food and fine dining with his 'Cook the Mountain' concept. When creating his menus, he focuses on three main points: the mountain, the season and most importantly, no waste. His dishes are made using only seasonal ingredients available at an altitude of 2,550m from local farmers. Equally, learning to properly store the ingredients is vital, so that they can be preserved for use at a later date. Stay at Rosa Alpina, the charming 5 star family-owned hotel set in the heart of a small traditional Ladin Village, San Cassiano.



Fresh talent, trade, tastes and talks: The best of The Foodservice Show and The Professional Kitchen Show 2019

Exhibition



Intrigued by the smart kitchen? Hungry for new ingredients and suppliers?

On 22-23 January 2019, The Foodservice Show and The Professional Kitchen Show will bring immersive demos, engaging talks and innovative suppliers from around the country to the NEC Birmingham.

Championing fresh talent, quality ingredients and inventive products, The Foodservice Show promotes the best and brightest of the foodservice industry. Showcasing smart technology and tools that are integral to any kitchen is The Professional Kitchen Show.

KEY SHOW FEATURES

The Spotlight Stage: The main stage will be raising discussion around some of the most thought-provoking topics within the foodservice industry. Staffing and retention will be tackled by a panel including Nikki Kelly (Senior Director, Springboard) and Rakash Nair

(Head Chef, Cinnamon Club) whilst the rise of sophisticated pop up's and street food will involve Lee DeSanges (Owner, Baked in Brick). There will also be conversations had around the future of hospitality experiences and the growth of the out of home market plus many more to look out for.

The Covered Market: A dedicated area within The Foodservice Show championing small, artisanal suppliers. See what's new, hear growers' stories and taste some of the finest fresh ingredients the UK has to offer. Expect mouth-watering bakeries, butchers, fishmongers and hot beverage specialists such as BV Dairy, First Milk, Lower Hurst Organic and R&O Seafood Gastronomy. What's more, all ingredients used in Salon Culinare competition are sourced from and can be found at The Covered Market.

The Staff Canteen Live: The stage will be filled with culinary greats and the hottest new chefs on the scene, discussing the most important

topics in foodservice. The list of inspirational speakers includes James Cochran (Head Chef at 1251 and Great British Menu winner) Danny Parker (Head Chef at Jesmond House and Great British Menu star) and Paul Foster (Chef and Owner at Salt and recent Michelin star winner).

Kitchenology Smart Kitchen: Join a series of smart technology demonstrations and talks showing how businesses can become more efficient and sustainable with the latest technology. The future of the professional kitchen will come alive with a range of cutting-edge and integrated equipment on show including the latest products from Hoshizaki UK, Rational, Falcon and Winterhalter.

Salon Culinaire: The UK's largest and most prestigious chef competition in 2019, putting up-and-coming talent into the spotlight to showcase their skills and techniques to a room full of peers and experts and via social media. The Live Theatre will feature back-to-back competing culinary competitions over two days, including The British Culinary Federation's Young Chef Challenge, The DOLMIO® & UNCLE BEN'S® Foodservice Student Catering Challenge, the Nutella Challenge, and The Association of Pastry Chefs Dessert of the Year



Salon Culinaire also features The Skills Theatre, a dedicated space for chefs at the start of their careers where they can practice some of the essential skills crucial to their career progression. New to the Skills Theatre are also a series of masterclasses; expert sessions held each day and led by Ruth Hansom Winner of TV's Million Pound Menu and the first female winner of Young National Chef of the Year, and Leo Kattou, from Simpson's

Restaurant, BCF Chef of the Year finalist and of MasterChef fame,

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PUB19 registration is open with a stellar line-up of speakers

Food & Drink

This year's show will feature a line-up of over 50 industry experts, senior figures, leading publicans and suppliers discussing a spectrum of topics all designed to help pub operators grow their business. This year's speakers include:

- Tim Martin, Chairman, J D Wetherspoon, talking about Growth in the Face of Adversity
- Mark McCulloch, Founder and CEO of We Are Spectacular, interviewing David McDowall, CEO – Retail of BrewDog, on why 2019 will be the 'Year of the Dog' in the PUB19 interview
- Multisite operators Lee Cash, Owner, Peach Pubs, Charlie McVeigh, Founder of Draft House, and Joycelyn Neve, Managing Director of The Seafood Pub Co, discussing Growing Your Business
- Paul Dickinson, Director of Food, Fuller, Smith & Turner, speaking about why Profit is in the Kitchen
- Power-players Kate Nicholls, CEO of UKHospitality, and Brigid Simmonds, Chief Executive of BBPA, debating Tackling the

Issues: Staff Turnover, Recruitment and Retention

Other key discussion points across the three talks and workshop spaces at this year's show – The PUB Theatre, in partnership with Nationwide Energy, The PUB Trends Bar, in partnership with Fever-Tree, and The Taproom – include:

- Reasons to be Cheerful, and how pubs can capitalise on trends and prosper in 2019
- The PUB Trends Report: What Does the Punter Really Want
- Last Orders – what the new age of pubs need to do to create a customer 'experience'
- Cider, is it the most misunderstood drink at the bar?
- How to sell more 'low and no' alcohol

There are also a number of new and unique features which will be appearing at this year's show, all of which have been designed to help publicans increase sales and drive footfall:

- The Barcade – the show's central networking hub and the place to meet

up, grab some lunch or sip a beer. Visitors can also take advantage of a variety of bar games such as pool, fruit machines and shuffleboard.

- The PUB Trends Report – visitors will be able to grab a copy of an exclusive report providing the latest consumer insight for the UK pub industry. Six-pages of market data, commentary on emerging trends and an analysis of challenges and opportunities for pub and bar operators.
- Thirsty Business – a dedicated drinks area, Thirsty Business will play host to The PUB Trends Bar, in partnership with Fever-Tree and The Taproom, as well as feature a wealth of drink-specific exhibitors including Wolfpack Lager, Salcombe Brewery Co and Jubel.

PUB19 is a key calendar date for the industry, offering an exciting space for networking with likeminded individuals, discovering upcoming trends to inspire and sharing information to help drive businesses forward. Book your free ticket by visiting thepubshow.co.uk and raise a glass with us to the great pub industry on the 5th and 6th February. We'll see you there!

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New-look Hilton Imperial Dubrovnik

Goddard Littlefair revamps jewel of the Riviera

Hotel

Goddard Littlefair has completed the restoration of Hilton Imperial Dubrovnik, re-injecting golden age glamour into one of Europe's most beautiful hotels to appeal to today's cosmopolitan, sophisticated traveller. Hilton Imperial Dubrovnik, situated just above Dubrovnik old town, was originally built in the 1890s and went on to serve the great Mediterranean cruise liners docking in the city in the early 20th century. Then called 'The Grand Hotel Imperial', with a French Riviera feel and the glamorous cachet of an international clientele, the hotel was a roaring success for many decades, but, during the Yugoslav war, it was shelled and then used to house refugees. The hotel was subsequently brought back to active life in 2005.

'When we were first commissioned', commented Martin Goddard, Director and Co-founder of Goddard Littlefair, 'the hotel was already very well established and incredibly popular, with a wonderful location overlooking the old fort and the Adriatic, right on the edges of Dubrovnik's historic old centre. Whilst it had been majorly refurbished in 2005, costly building works meant that the interiors weren't the main

priority at that time and were primed therefore for a completely new treatment.'

Goddard Littlefair was initially commissioned towards the end of 2016 for a phased set of redesign works, with the first two now completed and including the reception and lobby, The Lobby Lounge, The Imperial Bar, The Executive Lounge, all connecting and guest-room corridors and all of the hotel's 149 standard and executive rooms and 9 suites. A refurbishment of the hotel's existing restaurant, Porat, on the lower-ground floor, will follow in late 2019.

The brief to the design team was to unlock the true potential of the four-storey hotel's spectacular location, architecture, reputation and history. 'Our inspiration' Martin Goddard commented, 'lay in bringing back the romance of the hotel's former glories and layering glamour into each individual space by means of a Riviera palette, soft detailing, a 1920s yachting influence and a subtle evocation of the hotel's original elegance, whilst at the same time balancing that with clean and contemporary lines.'

HISTORY OF A FASCINATING HOTEL:

The Grand Hotel Imperial was Dubrovnik's first modern hotel, signifying a historic transformation of the tourist status of this beautiful city. Built by Barn Viktor Kachberg, President of a Trieste steamship company, the ambition was to create a hotel where 'foreign visitors might visit Dubrovnik more often and stay in this gentle ambience in order to improve their health.' When it opened, initially aimed at the winter season tourist market, it was the first hotel in Dubrovnik to feature modern equipment, including electric lighting, steam central heating, hot and cold running water, an electric lift, room bells, reading salons and card rooms, a restaurant, a belvedere on the main roof and an attractive garden. The hotel was an immediate hit, with guests benefitting from the hotel's own boat and fleet of Mercedes cars. A third floor was added in 1905 and, in 1935, King Edward VIII and Wallis Simpson danced in its gardens. During the early 1990s, the Yugoslav wars saw the hotel suffer fires on all three floors from direct hits and mortar explosions. When state property became privatised, Hilton became the hotel's new operator.

The new design scheme walk-through:

RECEPTION

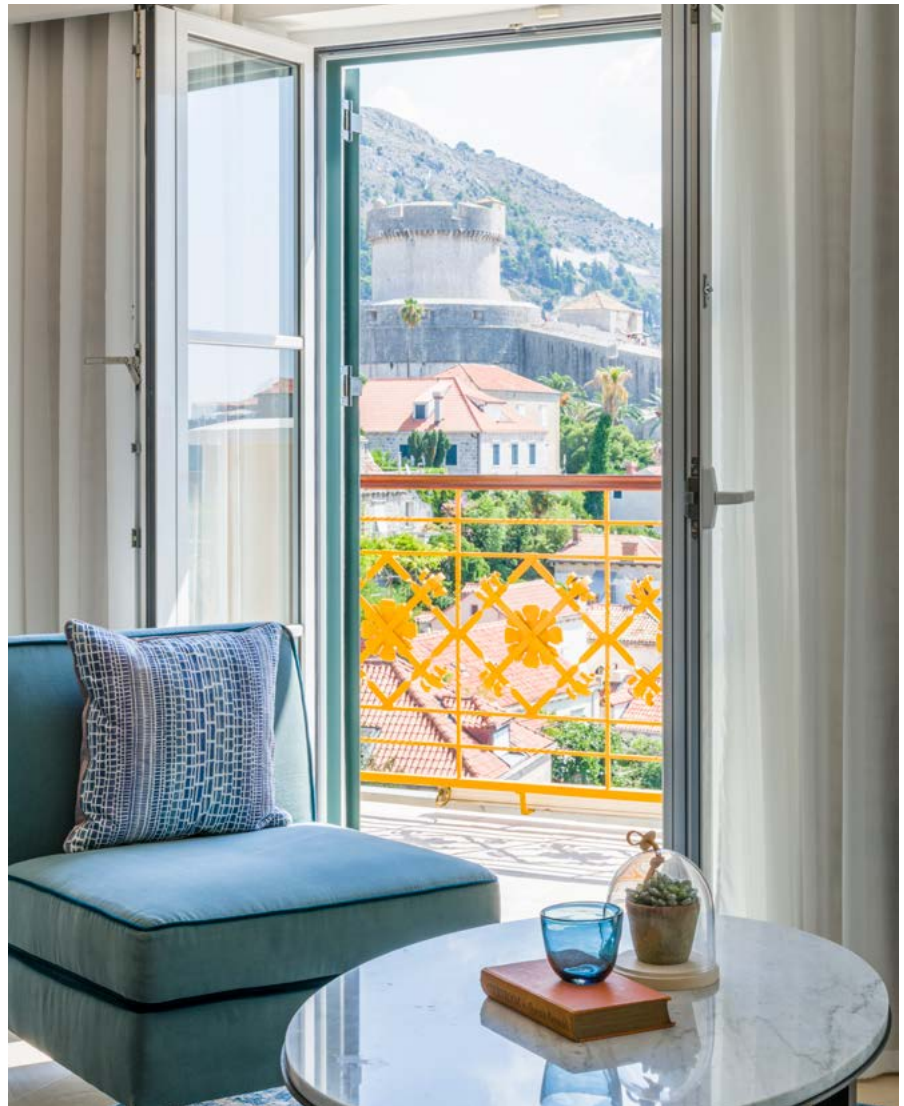
Guests enter via a metal revolving door into a stunning, double-height reception, with tall, arched windows and cool ceramic flooring in a bespoke two-tone diamond pattern, created by Goddard Littlefair and inspired by the old stone streets of the city. The reception is spacious, soothing and calming, so that guests relax instantly, especially during the intense heat of the summer season.

The visitor's eye is immediately taken by a spectacular central chandelier, made up of eleven, sculptural, globe-shaped and antiqued brass pendant lights, hanging from chains in rows of three on antiqued brass rods. Each individual pendant light within the chandelier houses seven fluted, ribbed glass tubes, concealing the bulbs, with the ribbed glass treatment used matching seven bespoke vertical wall lights in the reception's waiting area. The feature light was designed by Jana Novakovic, Interior Designer at Goddard Littlefair and was manufactured by Croatian lighting company Dekor, who worked on most of the lighting on the project. The scheme's overall lighting consultant, especially focusing on architectural lighting, was DPA Lighting Consultants.

The ceilings in the reception feature newly-instated decorative mouldings, whilst the walls are clad in inset dove-grey panels at the upper level, with feature areas of moulded timber panelling at ground floor level, located around and behind the reception desk and also enclosing the lobby waiting area opposite, where huge-scale arched windows – technically at first floor level – flood the space with natural light, with glare lessened by transparent sheer curtain panels and off-white blinds with a striking blue trim at the top of the windows.

A bespoke, 3-person reception desk is to the left of entry. The desk features a Carrara marble top and dark-stained timber panelling to the front, matching the wall panelling behind, with sculptural brass desktop lights by Dekor at each end. Behind the desk, set within timber-panelled wall surround, is a triptych of artworks by Croatian artist Antonia Cacic, specially-commissioned for the project by the scheme's art consultants ARTIQ. The 3m-long abstract triptych incorporates a palette of soft hues inspired by the colours of the Dalmatian coast.

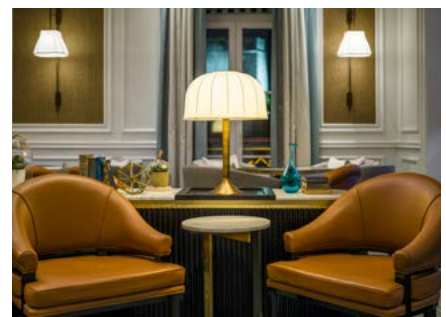
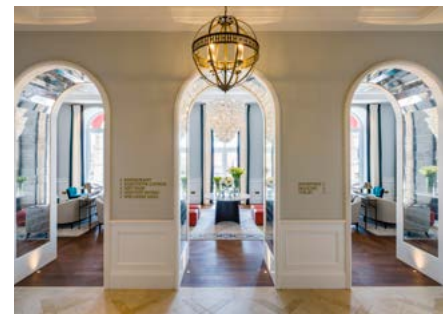
The lobby waiting zone opposite includes a standalone concierge desk and varied arrangements of loose furniture, all bespoke-designed by Goddard Littlefair, as with all the furniture in the scheme, which was manufactured in Croatia by Internova. The furniture includes two sofas and four armchairs,



which introduce elements of the overall colour palette in a series of gentle blues, off-whites and soft pink upholstery, arranged over a bespoke rug from Brinton's in a faded blue and white pattern with a blue surround. The sofas feature arms with elaborate spindles in ebonised timber, whilst a number of low tables of different sizes feature Carrara marble tops with brass detailing and legs.

CORRIDOR LEADING TO LOUNGE AND BAR

Directly opposite the main entrance, to the far side of the reception, is a dramatic archway leading to the ground floor of the hotel. The arch is internally-clad in panels of antiqued mirroring, which are also used for two window spaces on the internal wall of reception. The arch leads up a ten-step stair, with a curving brass handrail, to the main circulation corridor, with the eye drawn down the corridor by seven further pendant lights, identical to those used for the reception chandelier. To the right of the corridor are the main public areas, whilst to the left are a stair lobby down to the lower-ground floor, where a ballroom, suite of meeting rooms and the hotel's existing restaurant, Porat are located, all forming part of a phase three



2019/2020 redesign by Goddard Littlefair (along with an outdoor terrace, winter garden and extension to the Lobby Lounge terrace), whilst a more major stair and lift lobby give access to the upper floors and a further corridor leading off at a right angle leads to the ground floor guestrooms.

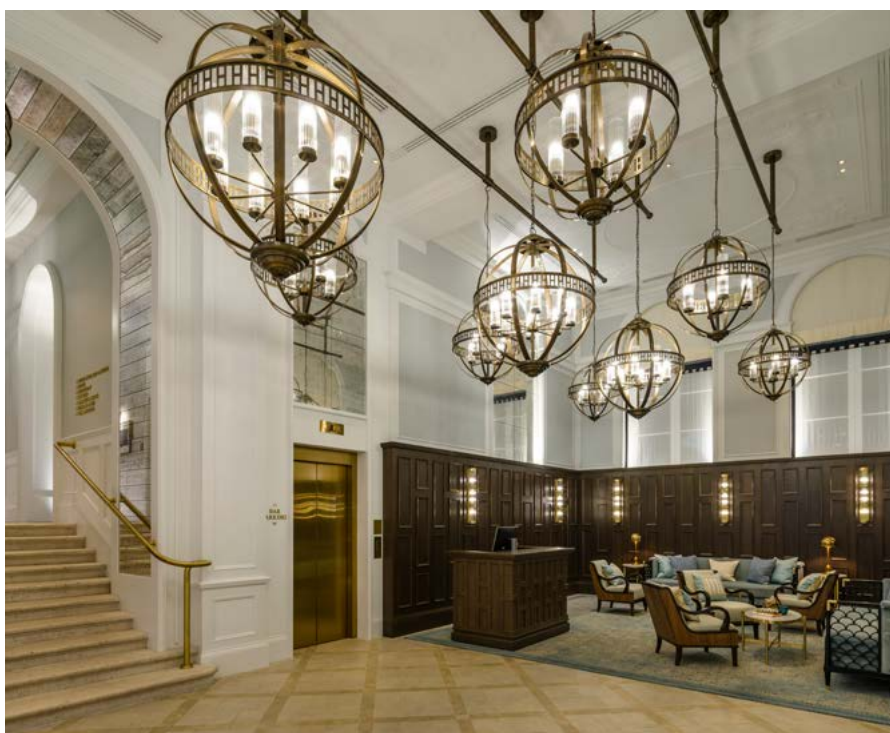
Signage directing guests along the corridor is in elegant brass lettering, whilst the corridors are hung with a mixture of contemporary photography of the Dalmatian coast, alongside prints by Croatian artist Raul Percic, whose paintings have a bold, angular personality that compliments the photography, drawing on and emphasising the extremes of light and shade experienced when walking through Dubrovnik's streets.

THE LOBBY LOUNGE AND THE IMPERIAL BAR

Leading off from the right of the ground floor corridor and instantly visible through a series of galleried archways are the scheme's stunning new public spaces – The Lobby Lounge and The Imperial Bar – followed by the members-only Executive Lounge. The entry arches are clad, as per the corridor entrance arch, in antiqued glass mirroring, with some arches serving as entrances/exits and others as feature decorative spaces, fully inset with brass-framed shelving units that are filled with eye-catching accessories. Both public areas, which form a single, flowing space, are open all day, serving, coffees, drinks and light lunches, serviced by the bar located at the far end.

Two lighting features immediately take the eye, one at the centre of each area. First, a bespoke chandelier in The Lobby Lounge, inspired by 1950s bathing caps, has cascading white porcelain petal shapes set on a brass framework and was made by Imagin. Secondly, The Imperial Bar meanwhile features a bespoke, six-armed chandelier in brass with spherical opal glass shades, designed by Goddard Littlefair and manufactured by Dekor. Wall lights in the space, with ribbed, cylindrical glass surrounds are identical to those in the reception waiting area.

The ceiling in The Lobby Lounge area is painted white with new added decorative mouldings. The right-side wall is painted a pale shade of blue, as are the inner arches of the French doors that line the wall and open out on the



terrace. Pole-hung curtains line the French doors in off-white, with a blue leading edge.

The spaces feature three zoned seating arrangements, demarcated by individual rugs in blues and whites with a touch of coral, in a take on an antique Persian rug, set on top of timber chevron flooring that runs through the entire space. The three rugs were designed by Goddard Littlefair and made by Brinton's. The two end ones are identical, whilst the central one is subtly different. Each seating zone features a table, with a Carrara marble top and either fine brass legs or a more substantial dark-timber pedestal, and each has a different seating arrangement. Chairs at both the end-of-room set-ups are scoop-back armchairs in a blue-grey velvet with a woven pale grey fabric back, whilst the central chairs are all in grey with a contrasting dark blue piped edging and antiqued brass studs. Sofas are in upholstered in a linen fabric, whilst scatter cushions are either in blue with contrast piping or else in blue or

rust, introduced here in small doses for contrast, with a central textile-design panel. A number of higher tables for dining line the inside wall of the space, in Carrara marble and brass, with peacock blue velvet-upholstered 'shell' design chairs with ebonised timber legs.

The Imperial Bar, located at the far end of the space, is announced via a demarcating, stand-out brass surround screen, featuring brass shelving and fretwork panels set within its side arches and across its top section, where LED lights are also concealed. The screen was manufactured, along with all joinery, mouldings, case goods and furniture on the project by Internova. Dark timber detailing links the screen to the dark timber used for the furniture legs. The brass screen was also specially-designed to house a spectacular art piece – a second commission by Croatian artist Antonia Cacic, which sits at the centre of the screen and is in fact a triptych once more. Two of its three sections sit within the screen, with one facing each way, with the third at the other end of the space, to the rear of The Lobby Lounge. Further artwork in the bar area includes a series of 12 specially-commissioned monochrome photograms of local flowers, printed as negatives and arranged on unique, vertical-rod brass picture rails.

The Imperial Bar has a pronounced deco feel, with its shapes inspired by the arched windows along the outside of the space. It has a glass lightbox treatment for the rear bar wall, featuring backlit ribbed glass set within a brass framework and the lightbox area is contrasted with a bespoke-designed blue wallpaper to the sides and above, which continues round the upper section of the walls in the bar space.





The lower wall treatment throughout the bar space features white timber panelling, with the same raised pattern as for the dark timber panelling in reception. The bar itself is curved, with a Carrara marble top and a patterned, mosaic bar front, also in Carrara marble with inset brass detailing. Seven bespoke bar stools have a brass frame and seat backs, with pads in ribbed, sand-coloured leather.

The ceiling in The Imperial Bar is painted blue, for added drama and a moodier feel. The windows in the bar all have classic, white-painted shutters at their sides, for a subtly different feel from The Lobby Lounge. The bar also has its own table and chair arrangements with a more silky, cocktail feel to the furniture including a 'love seat' sofa, banquettes by the windows and small, round scatter cushions in gathered brown velvet with a trim and central large button either in the same brown or contrasting orange piping.

THE EXECUTIVE LOUNGE

Immediately beyond The Lobby Lounge and The Imperial Bar is the 88 sq m Executive Lounge, a further long and slim space, with entry through a double door. Hilton grades its rooms as standard, executive or suites and The Executive Lounge is for the exclusive use of guests who have booked executive rooms or suites. Essentially, rather like an airport lounge, this

space offers a quieter area for guests, who can to use the space all day long and have breakfast here in the morning for example or make use of the complimentary afternoon wine and cheese served here.

The Executive Lounge features a refurbished white ceiling and applied mouldings to the walls, with inset panels in a rattan wall covering from Phillip Jeffries. Flooring, for the upper two thirds of the space, is an inset carpet with a timber outer layer and brass trim from Ulster Carpets. Two gilded mirrors at the far end are by Water Gilders, with a small salon-hang arrangement of art between the mirrors, once again curated by ARTIQ. Bespoke tables run along the far end and down both sides of the room, with table tops featuring two different designs in Carrara and Nero Marquina marble, with ebonised timber pedestals. Bespoke seating includes three sofa seats below the antiqued mirrors in a peacock-blue velvet with ribbed scroll backs, with chairs opposite featuring a pale blue leather seat pad, a dark timber frame and a cane back. Seats accompanying the tables down the sides are in a dove grey with an ebonised timber frame and scatter cushions feature fabrics from Tissus d'Hélène. Curtains on the outer side of the room are full-height in an off-white with a blue leading edge, featuring the same design used for The Lobby Lounge.

A long, thin island credenza runs down the centre of the space, with timber ribbing and brass detail shadow gap, a Carrara marble top and integrated timber trays, accessorised by a small terrarium of succulent plants set beneath bell jars, as well as a number of books and geometric objects of interest. Table lamps here have a brass stand and ribbed ivory shades. Armchairs to either side feature a dark timber frame and caramel leather upholstery, whilst small accompanying incidental tables have a Carrara marble and timber top with criss-cross brass and bronze legs. Above the central credenza is the room's major lighting feature – a four-part brass ring chandelier with crystal elements and inset LED lights, bespoke-designed by Goddard Littlefair and made by Northern Lights.

The final major feature in the room is an almost sculptural communal table in marble and timber, with striking brass supports, located at the bottom end of the room. The bespoke-designed piece has softened deco cues and is accompanied by bar stools in caramel leather and dark timber, with dark brass feet and circular footrest supports. Flooring in this area is a timber herringbone pattern, with the rear wall made up of a bespoke joinery unit, housing fridges and other operational items, with blue painted wooden fronts or else panels, once again covered in the Phillip Jeffries rattan wall covering.

GUESTROOMS AND CORRIDORS

The hotel features an Imperial Suite, together with eight other suites and 149 executive and standard rooms. Linking corridors are inset-carpeted with timber borders in light oak and carpet runners, with a bordered bespoke design in a subtle colourway running from greys to varying shades of blue, so that it seems to fade at the border, made specially for the project by Brinton's. Walls are in a pale off-white wall covering from Muraspec. Room numbers are announced via bespoke wall lights in a brass finish, with layered bronze plates announcing the room number via a cut out number in the front plate, visible against the second plate thanks to a subtle shadow. These were made to Goddard Littlefair's design by Dekor.

The design feel of all the rooms is light and fresh, with classical clean lines and a refined and elegant colour palette of blues and silvers, plus the sparing use of pale pinks. Flooring is a natural light oak, supplied by a local company in Dubrovnik and arranged in a herringbone pattern. Each room features a bespoke Axminster rug from Brinton's, with two used for the suites. The rugs in the suites are in a pattern that suggests the Middle East, with a whipped-edge border and the colour palette inverted from one to the other in blues, turquoises and ivories, with a touch of gold, whilst the standard room rugs have a more abstract, floral pattern.

In the guestrooms hang a combination of prints by Raul Percic and another local artist, Branka Ridicki. Hanging squarely above the bed, Branka's paintings imagine townscapes in abstract composition and were selected for their success in capturing the feeling of Dubrovnik's winding streets and undulating roof-scapes. Photos and prints of Dubrovnik centre on the sea and seaside life, with blues and oranges giving way to some hints of orange. The pictures hang in pairs with brass picture lights above, whilst the suites feature four works of art each.



The beds feature full-height panelled headboards with the panels arranged in a single 'bird's beak' pattern, with a blue-painted frame and upholstered in a soft gold silk-linen. The bed linen is all in white and the bedside tables alongside are oval-shaped, with a small inset drawer and open shelf, in dark-stained timber with a timber top and drawer, along a laminate body in grey with a linen texture and timber plinth. The bedside lights are fixed to panels and are in a geometric leaf print on linen with antiqued brass, made by Dekor. A floor light has a metal base and is finished in bronze and a softly-curved geometric four-section shade in ivory linen. Some rooms alternatively feature a fully-metal, slightly shorter floor light with a demi-globe rounded head. The hotel bathrooms were also lightly refreshed in the scheme, with new wall-lights, mirrored panels and decorative mirrors with brass frames and leather-hooked top detail.

Circular dining tables/desks are in timber with a bell-shaped solid wood pedestal and additional gilding at the pedestal neck. The minibars are rectangular and panelled with chamfered edges, finished in dark-stained timber, together with a lacquered, low-sheen turquoise finish, with circular pulls for the drawer handles in a dark metal. Furniture in the rooms also includes an armchair and, depending on the room, a mix of other items including a stool, chaise or bench. The chaise, where present, is upholstered in a textured grey fabric with a ribbed back, a bolster and scatter cushions, which are made up of a variety of silk and linen materials with either

geometric or abstract prints with a deliberately 'worn-in' look to the textile pattern. The bench is in a pinkish blush faux leather with tufted buttons and piping details, whilst the stool is in a turquoise faux leather with a turquoise top and piping and a base upholstered in a sandy colour. The armchair is upholstered in sky blue velvet, with ribbing to the inside of the back with a double-layered rear detail.

Curtains are a mix of white sheers and a silver-grey material, with a very slight sheen to the material to aid reflection. They hang the full length of the wall behind the ceiling soffit, so that the header area is disguised. Quite a lot of the rooms also have balconies with window-swing doors to the front-facing rooms. Wallcoverings, by Muraspec, are in an off-white and all ceilings are white.

The Imperial Suite contains a living room, dining room, bedroom and bathroom and has great views out from the front second storey of the hotel, overlooking the town's famous old fort and the sea.

For this and other suites, the design treatment links to the standard rooms, with subtle differences, including a marble-print fabric for the wall-lights, for example, and headboards with a padded chevron treatment in a light blue faux leather and a brass trim between the upholstery and the framing timber surround. Curtains in the suites uses the same fabric as the wall lights, coupled with white sheers. All suites have applied moulding and panelling featuring a pale grey wallcovering and a white paint surround.

All the suites also have sofas, upholstered in a very light off-white linen-type material with arms that splay outwards and a long and loose back cushion. Armchairs in the suites are slipper-style, upholstered in duck-egg blue velvet with a contrast trim. Bedroom armchairs are curved with vertical piping detail to the interior of the back panel that looks like ribbing and are upholstered in a grey woven material, whilst a rectangular ottoman features a turquoise faux leather top and fabric sides that match the textile used for the armchair.

Lighting for the suites includes four-armed chandeliers, suspended on a chain, with a linen shade. A table lamp has a faux-leather wrapped brown base, a linen shade and a contrast trim to the top and bottom in dark brown. A coffee table has a Carrara marble top and timber legs, whilst two side tables are black-lacquered demi-lunes. Bedside tables are in a linen-effect laminate with brass legs and handles and a timber trim.



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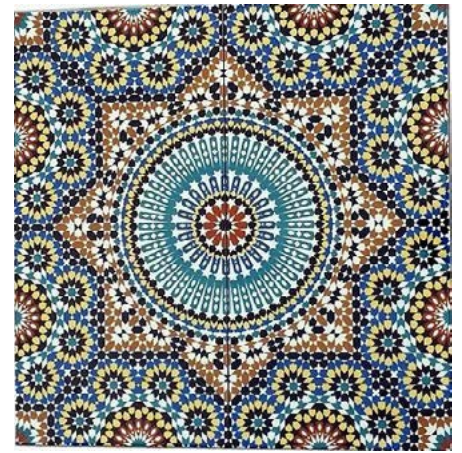
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Radisson Blu Hotel at London Stansted Unveils Two New Restaurants in 2018

Hotel

Radisson Blu Hotel London Stansted is delighted to introduce its two new restaurant offerings, Station 169 and Collage Restaurant, designed to cater to every guest – whether travelling for business or pleasure. Developed as part of the hotel's exciting £6M refurbishment plan, the two new restaurants will be run by Executive Head Chef, Ben Nottage. Having worked at a number of exceptional restaurants, Ben brings a wealth of culinary expertise and passion to Radisson Blu Stansted.

Executive Head Chef, Ben Nottage
Having started his career at 16, Ben has worked with a number of incredible chefs and restaurants including Le Gavrouche with Michel Roux Jr., The Cumberland Hotel with Wayne Tapsfield, as well as fourteen years alongside acclaimed celebrity chef Gary Rhodes. Known for his simple and seasonal approach to cooking, Ben played an integral part in creating the menus for both Station 169 and Collage Restaurant, stating "I love getting creative with the produce available in each season. For both restaurant offerings, we wanted to keep the dishes simple yet full of flavour and to offer guests that traditional home cooked style."

Anglo-American Dining at Station 169
Named after Stansted Airport's fascinating history as the site of the United States Army Air Force Base during WWII, Station 169 serves traditional and sophisticated Anglo-American cuisine. Ben and his culinary team have put together a decadent menu offering an eclectic mix of popular American and British dishes, in a nod towards Stansted's historical heritage.





Dishes vary depending on the season and local produce, with appetizers ranging from Devon Coast Crab Cakes served with turmeric infused 'slaw' and lime dressing, to wonderfully simple Leek & Potato soup. Main dishes include high quality grilled meat and seafood such as a Oz Club Steak or succulent BBQ Marinated Pork Ribeye, and Char-Grilled Swordfish. Vegetarian menu options are also available. The desserts are also sure to delight with classic staples including Lemon Meringue with mojito ice cream and Apple Pie with custard. The extensive cocktail, beer and wine list similarly includes wines from England and America, as well as other global wine regions.

As part of the restaurant's refurbishment, an impressive new entrance orientated toward the Atrium space was introduced, as well as increased tables and seating, a private dining area and a revamped bar and kitchen. A sleek restaurant with a delectable menu to match, Station 169 offers guests comfortable seating, relaxed dining and delicious cuisine accompanied by the soundtrack of smooth Jazz.

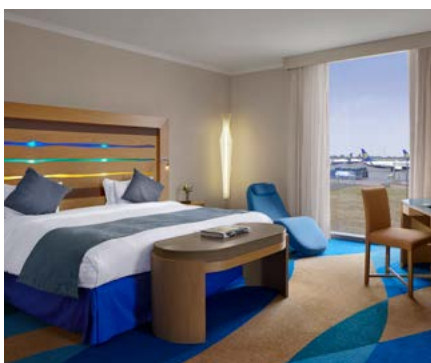
BRITISH CLASSICS WITH A TWIST AT COLLEGE RESTAURANT

Labelled a "Quintessentially British Brasserie", Collage Restaurant offers flexibility for breakfast, and meetings and events usage.

As part of the refurbishment Radisson Blu Stansted were the first to launch Collage, which is now a staple restaurant for the Radisson Blu properties.

Whilst better suited to a more casual dining affair, Collage does not compromise on top quality food, as served by Ben and his team. The restaurant features a separate dedicated buffet station for breakfast open from 4am, with a 'grab & go' option for travellers en-route to catch their flight. Meanwhile the dinner menu favours classic British brasserie served with a unique twist, kicking off with Very Sophisticated Pork Scratchings with Apple Sauce and Crispy Chicken Wings. The variety of burgers, char-grilled English beef and other creative main courses include rich flavours and sumptuous textures, such as Rump of Lamb with gratin potato, broad beans, peas and asparagus in a red wine and olive oil sauce. Likewise, the British desserts go above and beyond the classics with a Strawberry and Raspberry Eton Mess Sundae and Lemon and Ginger Treacle Tart.





Radisson Blu Hotel London Stansted Airport (www.radissonblu.com/en/hotel-stanstedairport; 01279 661012) offers standard rooms from £119 on a B&B basis. All-inclusive day delegate packages for groups of ten or more begin at £37 per head and include room rental, buffet lunch, two snack breaks, unlimited tea and coffee, sparkling and still water, whiteboard, stationery box and 100% satisfaction guarantee. Prices will vary depending on proposals.



Contract trail for January Furniture Show

Along with requests for more beds, more accessories and more lighting at the January Furniture Show (JFS), the organisers also received many requests for companies who supply contract furniture and furnishings to be identified.

The organisers listened and acted. JFS in 2019, which takes place at the NEC in Birmingham from 20th-23rd January 2019, will introduce its new Contract Trail. It is the last piece of the jigsaw puzzle to fulfil all of the major requests received from visitors and it will identify all of the 150+ exhibitors who either regularly, or occasionally supply contract orders.

On arrival at the show visitors will be able to collect a handy fold out map which identifies the contract supplying companies in each hall. The Contract Trail will also be available on the JFS website in advance of the show, making it easy for buyers to plan their stand visits in advance.

Show Director Cleere Scammell said of the Contract Trail, "It is important that we give our buying visitors as much useful information as is feasible, to make their



visiting time at JFS as productive as possible. Adding the Contract Trail was an easy decision given the number of requests we received for the information - and given the large number of contract suppliers that we have among our exhibitors."

Across the board in upholstery, cabinet, beds, lighting and accessories there are both UK and International suppliers who are fully apprised of the particular requirements of supplying contract and interior design orders.

Many of the main contract suppliers are also leading names in the UK furniture industry including Duresta, Kingstown, Whitmeadow, Ashley Manor, Firstlight Products, The Libra Company and Silentnight. Leading international companies including Weimann, ALF UNO S.p.a. and Hartman are also on the Contract Trail list.

Other new initiatives introduced at JFS in response to visitor requests include the new lighting sector – LIGHT, which features both UK and international companies showing everything from garden lanterns and bedside lamps to futuristic LED lights and statement chandeliers. BEDS at JFS brings together the largest number of bed companies ever seen at the show and will contain every kind of bed and mattress type available in the UK, with options for every budget level.

Finally the space for accessories has increased by 20% with new exhibitors and some regular exhibitors taking extra space to show their abundant collections.

To register to attend JFS and so see the full list of companies on the Contract Trail please go to: www.januaryfurnitureshow.com

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Designing authentic spaces with flame

Restaurant

There's no disputing the power of flame. It's striking, eye-catching and enticing. Picture a hotel lobby, bar or restaurant; nothing says welcome better than the warm glow of a fireplace. But using flame as a design element and incorporating it into some spaces can come with challenges around health and safety, cost and building regulations, to name a few.

One way to overcome these challenges is to use electric flame technology. It provides the same authentic experience as real flame; a sense of warmth, comfort and belonging - adding ambience to a space and making guests feel welcome. Developed to mimic real flame, these electric fires can be used in a variety of ways and offer much more flexibility than traditional gas or real fires.

One of the most realistic flame effects is three-dimensional, such as Glen Dimplex's Opti-myst, where a smoke effect is created in addition to the flame. There is a realistic log bed and the amount of 'smoke' varied to create a truly unique and realistic fireplace.



In addition to the flexibility of electric fire installations, there are also other benefits. There is no requirement for a chimney or flue, the product is safe because it's cool to the touch and the technology is energy efficient and low maintenance, leading to low running costs. These are some of the reasons why Novotel London Canary Wharf installed flame technology in its hotel lobby.

The £90-million, state-of-the art, Novotel London Canary Wharf opened in April 2017 and

is part of the AccorHotels group. AccorHotels UK commissioned a bespoke flame installation using Glen Dimplex's Opti-myst technology to create a warm, welcoming and unforgettable first impression for their guests.

Joey Goei-Jones, project manager for AccorHotels, explained his reasons for using flame: "For the lounge area, we wanted a fire that would entice guests to linger and enjoy the hotel facilities. However, a real fire wouldn't have been feasible due to health and safety considerations, not to mention the extraction required. We've received great feedback from guests who clearly enjoy the ambience and lovely effect that it creates."

As Novotel London Canary Wharf is finding, the lounge area has a big influence on a guest's experience of their hotel. In the hospitality sector there is a trend towards these smaller, more authentic spaces rather than vast, open plan, anonymous facades. People are looking for more intimate and personalised interactions. Electric flame technology is one way to ensure this experience for your guests.

Salice launch 'Excessories' - The Night Collection

Salice opens a new world of elegance and refinement, enriching its existing wide products range, with the launch of Excessories, its first collection of accessories designed specifically for bedrooms.

An infinite variety of solutions designed to optimise space and to facilitate the perfect arrangement of wardrobe interior fittings, offering infinite possibilities of exquisite style and convenience. Excessories - Night Collection allows wardrobes and walk-in wardrobes of all styles to accommodate elegant hangers, scarves and tie hangers, bag hangers, cotton garment holder bags, trouser hangers and shoe racks, all elements of singular refinement and efficiency. Furthermore, Glovebox trays, watch-holder trays, ring-holders and earring-holders are all available in various dimensions, multiple finishes from fabrics to leather and a variety of beautiful colours from Racing Green to Maron (brown) and luxurious rich cream. To complete the Excessories collection, an elegant drawer

system, finished in Titanium which co-ordinates with Salice's Titanium hinge, is available in three heights and can accommodate base panels in 18mm and 12mm wood-based material, or 4mm glass. They are also available with premium leather inserts if desired. A fixed shelf system, fully compatible with the drawer system, is available with adjustable integrated lighting.

Commenting on this exciting new addition to the Salice range, Walter Gosling, UK Branch Director said, "Our new Excessories - Night Collection is a very high-end market product. The accessories are so elegant that they work well in luxury hotels and high end retailers. In addition, we also anticipate demand from bespoke manufacturers working with interior designers whose brief it is to offer something exquisite and unique".

For further information on the Salice product range please telephone 01480 413831, email info.salice@saliceuk.co.uk or visit www.saliceuk.co.uk



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Luxury Hotel & Resort Photographer Antonio Cuellar Interviewed by Lara Flanagan

As someone who has worked with luxury hotels for most of my adult life, it was a pleasure to interview Antonio Cuellar. Antonio is a gifted photographer who specializes in the most extraordinary photography of luxury hotels and resorts. After a stint in architecture and interiors photography, the idea of photographing luxury hotels and resorts appealed to Antonio, as this field of endeavour also managed to incorporate his love of travel and lifestyle photography. Antonio is one of the leading luxury resort photographers in the world who has won countless awards and is also a regular judge for the Luxury Travel Guide's International Awards.

WHY DID YOU CHOOSE HOTELS AS YOUR MAIN FOCUS AND HOW DID YOU GET STARTED?

I chose to focus on hotels because it combined two of my favourite obsessions, which are

travelling and creating beautiful images. I initially started in lifestyle photography, but most of the jobs I landed at the time came from my network of friends. Most of them were real estate developers and, as a result, I developed some skills in photographing architecture. After years of improving my skills in this field and producing a sizeable architectural portfolio, I decided to focus exclusively on hotels. I knew the best way to get started and create a portfolio was by creating a personal project. The project consisted of producing a coffee table book showcasing boutique hotels on the magical city of Cartagena Colombia. The project received an overwhelming amount of attention, and I was honoured by the American Society of Media Photographers when they selected me as one of the top 20 photographers for that year.

HOW IS PHOTOGRAPHING HOTELS AND RESORTS DIFFERENT FROM REGULAR ARCHITECTURAL PHOTOGRAPHY?

That is an excellent question and one that I get asked repeatedly by other photographers. There are quite a few differences. The most obvious one is that hospitality photography is not only about photographing architecture and interiors. It can also involve lifestyle and sometimes food photography. When it comes to shooting a hotel's interiors and architecture, a photographer must possess highly advanced lighting skills. We have to be able to shape the light in a restaurant to make it seem romantic and cosy. Additionally, most hotels like to feature the views from their suites. Shooting in such a way often requires us to position the camera toward the only light source, and this style of photography can be very challenging without the proper experience.



WHY DO YOU THINK PHOTOGRAPHY IS SUCH AN ESSENTIAL PART OF THE HOTEL BRANDING STRATEGY?

Historically hotels have heavily relied on name recognition for strong and regular bookings. Even though this is still an important factor, times have changed. We now live in an age of “do it yourself online travel agencies” and massive brand proliferation. More than ever before, travellers are expecting top quality images to match their expectations of established luxury brands. In an effort by big brands to segment every corner of the market, there are now over 270 brand trademarks worldwide and counting! There is also a noticeable trend whereby many big hotel chains are trying to present themselves as a more “boutique” chain.

Consequently, customers have become increasingly indifferent to brand selection, and are more focused on the immediate hotel perception they perceive at time of booking. Images of the hotel generally enhance this perception.

This indifference to brand recognition has created an opportunity for new and more boutique brands to compete with the bigger chains. High-quality photography is a significant reason as to why un-established brands can break into the market and compete with established brands.

WHAT ADVICE CAN YOU GIVE HOTELIERS WHEN LOOKING TO HIRE A PHOTOGRAPHER?

That is an interesting question because I recently wrote an article for a hospitality publication

titled “10 “not so obvious” considerations before hiring a photographer to enhance your brand”. I received more praise for this article than for anything else I have written in the past.

Following are what I consider to be the most important considerations when hiring a photographer:

- Choose a photographer that specializes in your field. Although this may sound obvious to many, I often get hired to re-shoot a job where the original photographer came highly recommended because they did a great job at someone’s wedding. Or a well-established fashion photographer failed to capture the emotion necessary on a lifestyle shoot.
- Avoid requesting a large number of images.

Asking for too many photos is a common mistake made by hoteliers and one that I have to deal with on a regular basis. Commercial photography is very elaborate and requires a lot of production. A good photographer with plenty of assistance can probably deliver a maximum of eight architectural or food images per day and a few more if we are also dealing with lifestyle requirements. A lot of times I get requests to photograph 80 images because the hotel wants to choose and narrow down the selection. Expecting a large number of photos is a costly proposition. If one has a limited budget, then this expectation will result in you using a cheaper photographer who may well deliver the number of images required but not at the standard that you need for successful marketing activities. It is a clear case of quantity vs quality.





Trust me when I say there is a much better chance of influencing bookings positively with ten memorable images than with one hundred mediocre ones.

WHAT WOULD YOU SAY IS YOUR BIGGEST STRENGTH THAT SETS YOU APART FROM OTHER PHOTOGRAPHERS?

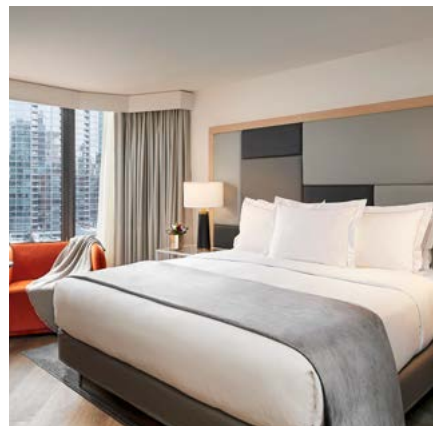
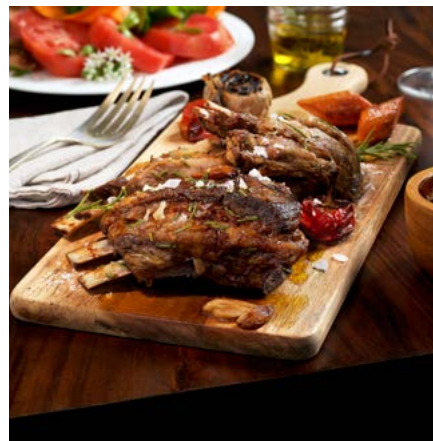
I have always been very technically oriented when it comes to photography, and I also have 15 years under my belt of working with demanding clients who possess high expectations. Aside from all of that, I have a Masters in Business, and I have a strong ability to understand brands and strategies. As a commercial photographer, It is essential to understand what it is, that the hotel is trying to sell and their plan to achieve it. Understanding these different factors, my fifteen years of experience and my business background is what sets me apart from other photographers.

WHAT IS YOUR PRODUCTION PROCESS AND HOW MUCH OF YOUR WORK IS INVOLVED WITH POST-PRODUCTION?

When I first started, almost two decades ago, photographers that spent too much

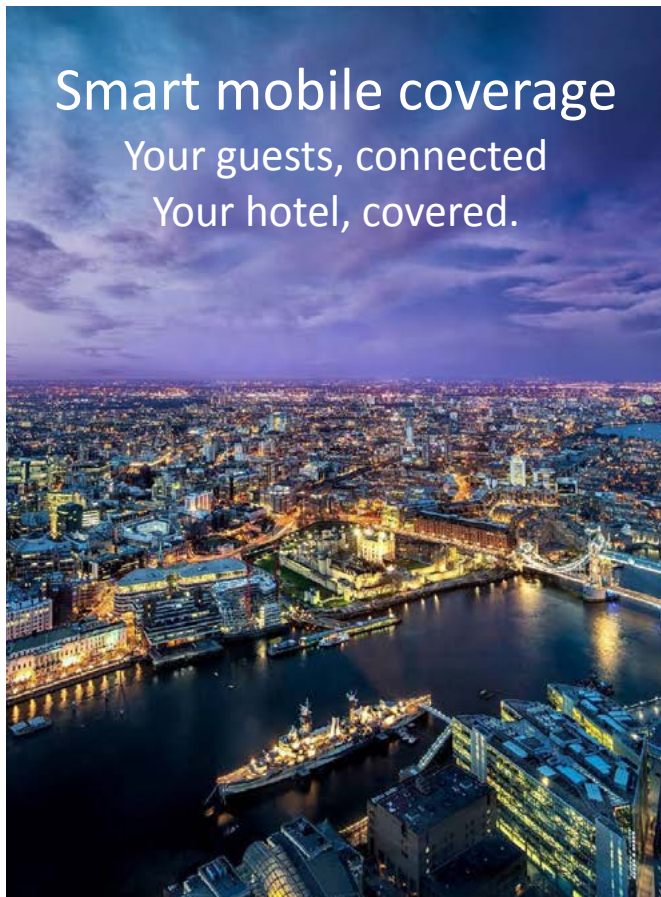
time behind a computer editing their images, were virtually looked down on. There was this idea going around that a great photographer should capture a great picture on their camera alone. I still agree with that statement to a certain extent, but the level of photography has skyrocketed since then, and photographers must excel in both areas. This concept is almost hard to conceptualize now as some of the best photographers today have a team of retouchers doing things that they probably couldn't do themselves. It is almost as if two artists are working as one with the photographer taking all the glory.

In my case, I like to focus on quality and not quantity, and this allows time for me to do my post-production. My work, along with many other photographers today, requires a lot of post-production. Especially my architectural work. I often light different areas of a room with artificial lighting on multiple different frames, and I then merge them in a single image. This process is called image compositing, not to be confused with HDR, and it results in beautiful pictures. This sort of production would've been impossible to achieve 20 years ago on a single frame.



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The Perfect Ingredient for Sizzling Workforce Management

Crown Workforce Management is providing just the right ingredient to help the UK's leading oriental grocer turn up the heat on its business processes with the introduction of its time and attendance and rostering software.



Wing Yip, which was founded in 1970 in Birmingham, supplies authentic ingredients to the UK's Chinese and Asian restaurants, discerning chefs and food enthusiasts through its stores and wholesaling operation.

Its national distribution centre spans approximately 200,000 square feet on a 10-acre site and manages a range of 4,500 different products.

The family-run business was keen to streamline its processes and reduce administration while ensuring high payroll accuracy. The introduction of a Crown Workforce Management system – which began implementation in July 2018 – will allow Wing Yip to schedule staff and manage its time and attendance more effectively.

Employees will also benefit through the introduction of self-service access which can be used on mobile phones and tablet devices. This will allow staff to view information on rotas, time worked, holiday entitlements and balances, and to request holidays through the system.

For more information about Crown Workforce Management Systems visit: www.crownworkforcemanagement.com or email: info@crowncomputing.co.uk

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NEW HOTEL APP TAKES ROOM SERVICE TO THE NEXT LEVEL

Room Service - There's An App for That!

The days of 'ringing down for room service' may be numbered, thanks to a brand new app. The appropriately-named Room Service App is a beautifully simple idea wrapped up in some serious, multi-layered technology that delivers a complete package of services to users.

The app takes the concept of hotel room service into the 21st century, combining it with user-friendly tech that guests will already be familiar with. It's fast, it's responsive, and it enhances the guest experience. From the moment a booking is made through to ongoing Room Service Club deals that encourage customer loyalty, the app is a ground-breaking piece of tech that works on a very simple and fundamental principle - delivering exceptional customer service.

Room Service is effectively a concierge service, your hotel service brochure, check-in and check-out service, your in-house restaurant menus, and just about any other provision you can think of, all available to guests at the tap of a screen. It also provides in-house platforms for monitoring and assessing staff performance.

This multi-layered app allows you to customise it to suit your exact specifications, and for a small initial registration fee of £500, it costs just £20 per room, per year. Room Service is suitable for any type of establishment, from a small B&B with under 10 rooms, to a large complex or multinational chains.

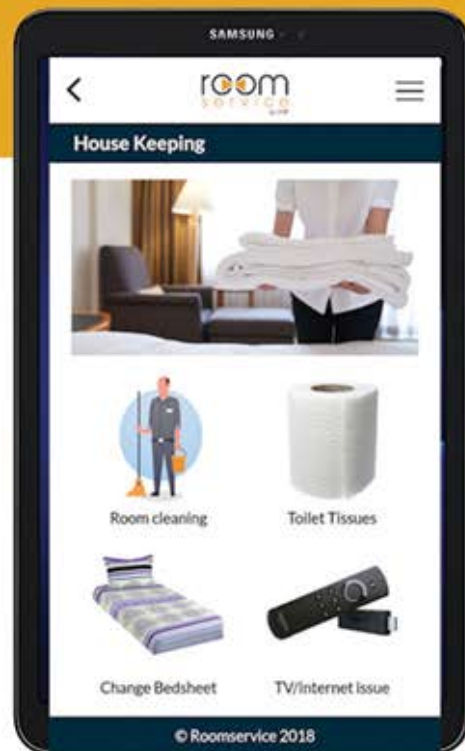
"We've designed Room Service to work as a virtual concierge that has one purpose - to improve and elevate the customer experience," explains CEO Hugh Johnson.

"Apps should have a relevance to users, they should be functional, and improve the life of the person using it. Room Service does exactly that, whether you're ordering a wake-up call, booking a session in the hotel spa, or making a booking," he adds.

How does it work?

The Room Service App uses innovative interactive software to connect hotels to their guests via smartphone or tablet. Guest orders are received by the software and then instantly upstreamed to the relevant hotel staff. So, for example, if your hotel has a golf course attached then guests can book a round using the app. That booking is directed straight to the golf course manager.

Any service can be incorporated into the app. For example, a restaurant booking made while the client is in the lobby can be directed instantly to the Maître d's receiver tablet, without the need to go through reception or your hotel concierge service.



This app doesn't remove the need for a 'real life' reception or concierge, but is designed to enhance the service offered to guests, and to streamline tasks that can be dealt with electronically. This leaves your front-of-house staff free to provide guests with a premium quality personalised service.

How much does it cost?

Room Service costs a one-off fee of £500 and then an ongoing annual charge of £20 per room. Local businesses can also pay to advertise on the service, while membership to the exclusive Room Service Club is £25/year.

Benefits for the hotelier

Not only does Room Service improve your guests' experiences, but it also helps hoteliers to monitor and assess the performance of staff with a series of bolt-on tools not accessible to the general public. This makes the app multi-layered and multi-functional, providing real value for money. The EPOS software and instant messaging SMS food ordering system streamline the service even further. There's no need to invest in additional support software as the app is a stand-alone that can be used with both iOS and Android operating systems. Robust firewalls and security ensures that it's also GDPR-compliant, and offers total protection for guests' details.

Encouraging customer loyalty

Room Service can also act as a virtual 'Loyalty Card', where users can become members of the Room Service Club, which provides access to exclusive deals and special offers from hotels around the world. Guests can earn loyalty points, which can be offset against future bookings, making it even more attractive and reinforcing customer loyalty.



The app is available in various languages, making it viable for chains with hotels around the globe.

"We've trialled the app at the Queen's Hotel in Leeds, a 215-room hotel and part of RBH Management Group, which has a portfolio of 70 hotels around the world. It will be used for food and drink ordering in three Banqueting rooms during the Christmas period, so we're excited to see how well it performs during high-demand periods and processing demands from both the rooms and at the tables. So far, we've received excellent feedback from both management and guests," explains Hugh Johnson.

"While there are other apps in the market that can do one or two tasks, there are none that currently offer such a comprehensive and multi-layered service functionality to both customers and hoteliers. We believe that this app represents a new innovation and a technologically advanced way of looking at what has been traditionally a people-based service industry," he adds.

"It's not our aim to put concierge services out of a job, but to make it easier and more streamlined. With a compact and user-friendly system like this, we believe that customer satisfaction levels will exceed expectations, ensuring customer loyalty into the future," he concludes.

Queens Hotel:
<https://www.qhotels.co.uk/our-locations/the-queens/>

RBH Hospitality Management:
<https://www.rbhmanagement.com/>

Room Service App Ltd wants to market the App in the USA and is looking for partner hotels. If you would like more information, please contact Hugh Johnson, CEO.
hugh.johnson@roomservices.app
Telephone: 0845 301 1600

**Room Service -
There's An App for That!**

About Room Service App Ltd

Room Service App Ltd leads the industry with the latest hotel mobile app technology to help enhance hotel customer experience.

Mobile app technology has become indispensable and features such as direct guest messaging, check-in/check-out and the option to select their native language, have brought it even more into focus. Consumers continue to demand new and innovative technologies from hotels. Room Service App can help you present these new hospitality technologies to your customers and help keep your hotel competitive.

The app works seamlessly with your existing hotel systems including billing systems. Room Service App incorporates all available hotel guest services into the app. It also helps to increase guest engagement through beacon technology and loyalty schemes, and hotel revenue through shop sales and restaurant promotions to non-staying guests, including food and drink ordering from anywhere in the hotel.





Run Your Entire Business with Tillpoint EPOS & Star Micronics

Reduce costs, increase efficiency and boost business growth with Tillpoint, the only software required for complete hospitality operation.

Throughout the last decade there has been a steady, unrelenting decline in traditional point of sale systems. The slow death of the cash register is due to the increasing amount of companies that are adopting mobile point of sale systems to take payments and complete transactions.

These POS systems transform iPads and tablets into sophisticated point of sale devices that possess innovative features not found with a standard cash register, some being uniquely

designed or customised to their respective business types. Merchants can expect to see startling results after implementing such a system; greatly reduced costs, improved efficiency, and an increase in turnover are just some of the benefits of switching to a mobile point of sale.

Quick to setup and easy to use, Tillpoint's award-winning hospitality POS optimises all aspects of operation, from point of sale to table management. With an abundance of features, Tillpoint is so much more than just an EPOS for hospitality. Its powerful and complete system provides everything you need to run your business.

The innovative iOS application contains over 20 specialised modules, each to manage a certain aspect of hospitality operation, including point of sale, inventory management, table reservations, tab manager, staff timesheets, customer loyalty, promotions, kitchen display, and reporting. All modules are included in every subscription plan, with no restrictions on features or functionality.

The unprecedented degree of customisation allows for users to easily create their own bespoke hospitality system through activating and deactivating included modules, changing layouts to better suit the user, and rearranging the home screen to meet the individual needs of the business.



The ability to adjust the system extends to all areas of the application with users able to create custom reports, data fields and to personalise customer receipts - a feature highly augmented through Star Micronics' printers.

DISRUPTIVE HOSPITALITY TECHNOLOGY

In order to keep up with rapidly changing consumer behaviour, businesses require increasingly advanced software, such as Tillpoint, which can be very useful in automating many of the day-to-day operations of a store. The next-generation in hospitality software is quickly becoming widespread and continues to displace many of the traditional business systems by providing a complete solution which centralises management operations and enhances customer experience and engagement, something an old, clunky POS unit is incapable of doing.

THE FIRST COMPLETE EPOS SYSTEM

The majority of enterprise software is typically single-purpose, only performing one business function. Store owners were previously required to utilise, and pay for, multiple systems, each to handle a different aspect of operation. These systems include accounting, inventory management, point of sale, purchase ordering, and so on, resulting in high costs and wasted time needed to train staff in multiple interfaces, and the constant need for data entry which is not automatically reconciled between systems.



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WORK WITH BEST-IN-CLASS HARDWARE

Combining Tillpoint with the leading POS hardware provider Star Micronics provides business owners with a powerful and reliable hospitality system. Integrating Star kitchen and receipt printers is easy and takes less than 30 seconds, providing users with a smooth and straightforward setup process and allowing you to start trading right away.

A COST-EFFECTIVE HOSPITALITY SOLUTION

Run every facet of business activity without any

additional software through the only complete, cloud-based iOS platform that seamlessly integrates with Star's extensive printer range which offers a number of connectivity options, including Traditional USB, iOS USB 'Data & Charge', Ethernet, Cloud and Bluetooth. Their latest edition, the mC-Print3™ (as shown in the images), has all these 5 interfaces as standard! This printer can be integrated into Tillpoint with ease.

- Plug & Play Hardware
- Personalised Receipts
- Unbeatable Printing Speeds
- Complete Hospitality Management
- Centralised Workflow
- Robust POS Devices

Top Service and Smooth Scheduling



We spoke to Jonathan Davis, General Manager at Riddle and Finns in Brighton, about running two high-end seafood restaurants. Jonathan explains how he's leveraging Planday to get a better overview of HR operations and make better business decisions.

Approachable seafood with service to match

Riddle and Finns have two restaurants in Brighton and employs between 60 and 70 members of staff all year round. Although some staff work across both locations, kitchen staff stay only at one, which helps with maintaining consistency and quality. The aim at both locations is to provide an accessible seafood experience with consistently excellent service.



Managing staff rota with ease

Before Planday, Riddle and Finns manually created their rotas using Excel, taking management a whole day to schedule and plan everything.

Jonathan explains, "Planday is such a massive help, as it's the first time in my career in hospitality that I have everything in one place. Before working here, I was used to staff writing down their hours on pieces of paper, which I had to then store, count up and process manually. They would sometimes get lost and it would take weeks for us to approve staff holidays. Now, with Planday, the staff are especially glad that they

can see how many holiday days they have left at the click of a button." Using Planday, it is instantly possible to see shift patterns, holiday requests and generate accurate payslip information that is ready to go to the accounting department.

Reduced admin time, increased efficiency

With Planday onboard, it takes management a maximum of three hours to do all of the admin work, freeing up time for other important tasks. Jonathan explains, "the system is really easy to use and innovative, because you can clearly see who you are working with and what their needs are at any given time."

Communication is key

When a restaurant has up to 70 staff, it's not possible to catch up with every individual every week, so communicating through Planday's messaging feature is key: "When we change the menus or have new wine tasting notes to remember, we are able to upload PDF documents for everyone to review before coming for their shift, so they are fully prepared ahead of time."

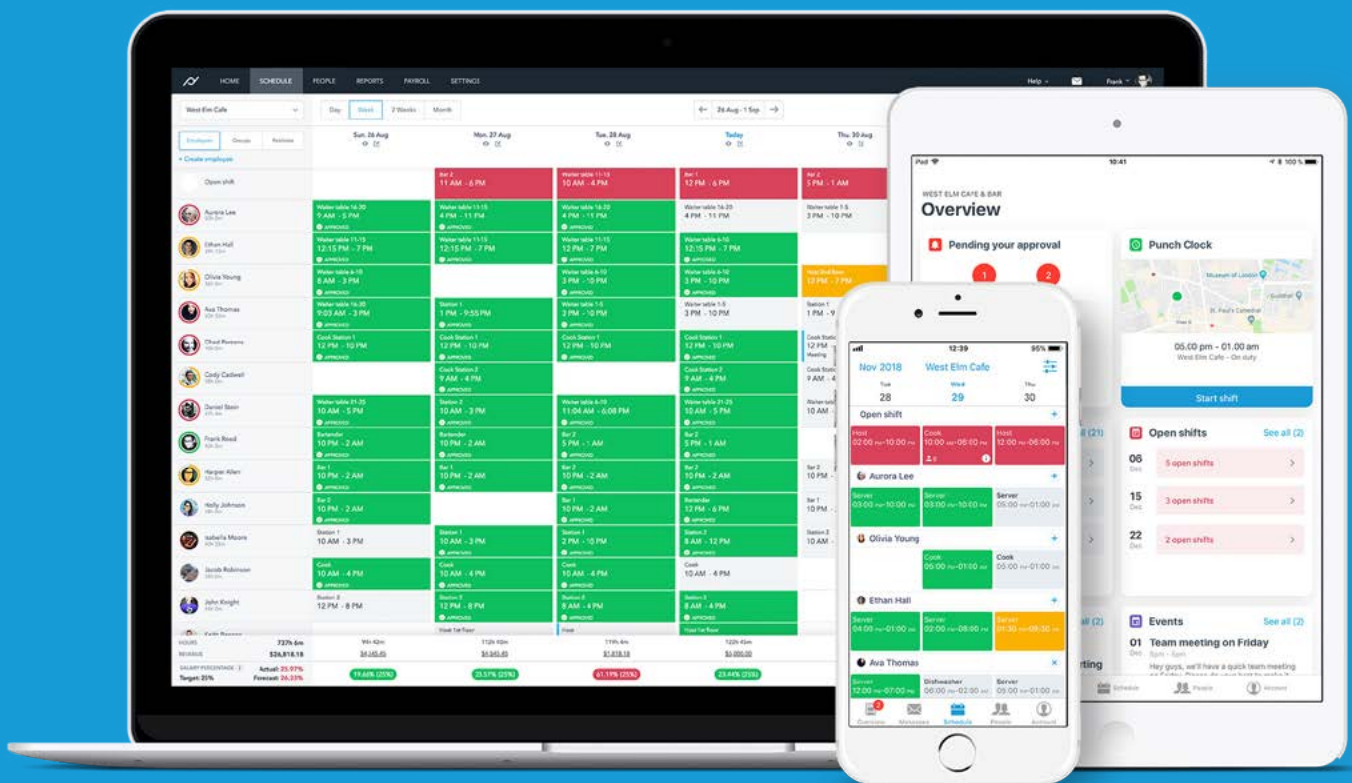
Planday is such a massive help, as it's the first time in my career in hospitality that I have everything in one place.

Jonathan Davis

General Manager, Riddle and Finns



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Kilkea Castle Valentine's Packages 2019

Hotel

This Valentine's Kilkea Castle is inviting couples to come make memories this February. Take a break with your significant other and enjoy being treated like royalty at the luxurious 12th century castle this February. Take a stroll around the 180-acre estate, sip bubbly by the blazing fire, enjoy a romantic dinner à deux, or perhaps just sneak off together for a lovely evening together in your luxuriously appointed room.

Enjoy a one- or two-night escape at Kilkea Castle filled with love and romance at the 12th century fortress:

Dates Available:

- Friday 8th & Saturday 9th February 2019
- Friday 15th & Saturday 16th February 2019

Two Night Package Includes:

- Two night's accommodations in the Castle or Carriage Rooms;
 - Full Irish breakfast both mornings;
 - Bubbly & chocolates upon arrival;
 - Champagne Afternoon Tea Experience in the Castle Drawing Room on one day of your choice;
 - Romantic dinner in Castle Restaurant on one evening of your choice;
 - Round of golf for two included;
 - Carriage Bedroom Experience - €495 for a 2-night stay;
 - Castle Bedroom Experience - €695 for a 2-night stay;
- * Price is for two sharing room. Single supplement applies. Prices are inclusive of tax and quoted in euro. Call or email Kilkea Castle to make reservations.



**KILKEA CASTLE & ESTATE:**

Kilkea Castle, which dates back to 1180, combines history and mystical charm with the allure of timeless sophistication and luxury. One of the oldest inhabited castles in Ireland, the medieval fortress and estate was sold by the Fitzgerald family in the early 1960s. It was run as a hotel for decades but entered examinership in 2009, as a result of the Irish financial crisis. It has undergone a five year, \$30-million renovation and restoration and today stands ready to extend a 5-star welcome to travelers from around the globe. The estate, which is located one hour from Dublin, includes the castle, the carriage rooms, a grand function hall, restaurants and bars, the spa, and the golf club with self-catering suites. It sits on 180 acres of lush woodland, lavish, rose-filled gardens, a serene river, and a world-class golf course.

OWNERS:

In 2012, Boston construction mogul Jay Cashman and his wife Christy purchased Kilkea Castle, which had been owned by the state since 2009. Mr. Cashman is the founder and CEO of The Cashman Companies, which employs more than 1,000 people in the marine construction, dredging, vessel leasing, renewable and wind-powered energy, real estate development, environmental remediation, heavy/civil construction, water storage, and power plant maintenance. Mrs. Cashman is an actress, writer, producer, philanthropist and entrepreneur who has appeared in over 20 films, including American Hustle, The Forger, Joy, and Ted 2. In 2014, she founded of Saint Aire Productions and co-founded Charity Warriors Challenge, an annual competition that provides a platform for women and their charities.





ROOMS & DÉCOR:

The 12th century castle has been fully refurbished and the result is an intriguing mélange of medieval décor and modern chic. Guests may enjoy a variety of offerings in the castle itself, including a luxurious Drawing Room, perfect for afternoon tea, and a grand Dining Room for sumptuous meals and gatherings. Other areas to enjoy include the Castle Lounge, with its roaring fireplace, and The Keep, an authentic Irish pub where guests may enjoy Irish whiskey and Guinness after a full day of activities. There are 11 beautifully appointed bedrooms in the castle, including the Fitzgerald Suite that features sweeping vistas of the landscape that encompasses the estate. In the court yard, the original Carriage House and stables have been converted into 31 lovely bedrooms, many of which showcase original features including bespoke wrought iron and exposed wooden beams.

GOLF CLUB & COURSE:

Kilkea Castle's new clubhouse proudly overlooks the 9th hole of its private golf course with the majestic castle visible just beyond. The 18-hole, par 70 parkway course



features the River Greese as a natural hazard flowing throughout with two different lakes included in the design. Additional offerings include a driving range, practice putting green, fully stocked golf shop and, overlooking the course, 18 newly renovated, self-catering, three-bedroom lodges are available, perfect for families or a group of avid golfers.

DINING:

Using seasonal local produce from ethically sourced suppliers, the culinary team at Kilkea Castle delivers superb traditional Irish cuisine with a hint of international flavor. Options include The Bistro, an informal dining experience that seats 68 located in the clubhouse which offers a selection of healthy breakfasts, lite bites and hearty main dishes. A sophisticated setting, Hermione's Restaurant, which accommodates 110, offers a mix of haute cuisine with seasonal specials and Irish favorites. In the Castle, guests can enjoy High Tea in the Drawing Room, with specialty teas or a glass of bubbly and delicate finger sandwiches, homemade scones with jam and a lashing of fresh cream. For a sophisticated culinary experience, guests may also enjoy



the grandeur found in the Dining Room and Restaurant 1180, which overlook the Rose Garden and 18th hole.

BANQUET HALL & FITNESS CENTER/SPA:

The first building that greets visitors at the main entrance to the castle is the new Baronial Hall, a grandly appointed event space that accommodates up to 280 guests, perfect for wedding receptions, live concerts and performances, conferences and conventions, and fetes and celebrations of all kinds. Just behind in what was once a nightclub is the luxury spa and fully appointed fitness center, scheduled to open in July 2018.

PURSUIITS & PLEASURES:

In addition to golf, Kilkea Castle hosts a variety of pursuits and pleasures including Tennis, Archery, Falconry, Skeet Shooting, Horseback Riding, Swimming, Tubing, Cycling, Fishing, Birdwatching, and a variety of tailored Spa Treatments. Nearby, guests can enjoy Sightseeing, Shopping, Hiking, Live Music, Art Exhibits, Theater Performances, Horse Racing, Museums and more.





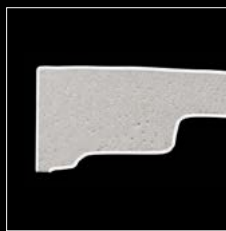
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5 Hotel Bathrooms With Amazing Views

The international hotel industry is rediscovering the bathroom: What used to be little more than a windowless tiled room is now staged as a world of well-being. From luscious views of green jungle to panoramas of Singapore skyscrapers, bathing has never been more inspiring. The following hotels, located in picturesque destinations and exciting cities, kick-start their guests' day by bringing the outdoors in. Here, guests will not fall asleep in the bathtub, because the view is so spectacular that even after an eventful day they won't even think of a nap.

HOTEL MADERO, BUENOS AIRES, ARGENTINA

At Hotel Madero, guests can transform from day-to-day drudgery to a memorable experience. The bathrooms look out over this bustling city. There's no denying it's revitalizing to start the day at this city hotel. Guests who want to enjoy the skyline while taking a bath, need to check into the Diplomat Suite. The luxurious suite has an outdoor Jacuzzi and a striking bathroom overlooking the docks of Buenos Aires. Such enchanting views that you could spend your holidays here.



HOTEL FORT CANNING, SINGAPORE

Enough of urban views? The open-concept bathrooms of Hotel Fort Canning turn something as ordinary as brushing the teeth into an unforgettable experience: the luxurious all-marble bathrooms feature signature large

picture windows offering refreshing views of Singapore's historic hilltop park. After exploring Singapore, guests relax their sore muscles with a lavish soak in the deep-set, free-standing bathtub available throughout the 86 rooms of the hotel.



CARLTON HOTEL SINGAPORE, SINGAPORE

In the suite of Carlton Hotel Singapore guests have unobstructed views of the city. This view is also available from numerous viewing platforms. The advantage of the bathrooms is that guests relax in a tub in front of huge panorama windows without squeezing themselves against the parapet with others. A deep-soaker tub with candles, bubbles, a glass of champagne and a sweeping view of Singapore skyline is the truest hotel indulgence.

THE ANAM, LONG BEACH CAM RANH, VIETNAM

If you prefer lush green gardens to urban panoramas, head to The Anam. The villas' bathrooms open to a private garden. All of the bathrooms in the villas, rooms and suites feature deep soaking tubs and separate rain showers. The bathrooms can be partitioned from the rest of the interior space with folding, wooden doors. To create candle-lit ambience, the bathrooms are also decorated with flickering candles during the turndown service. A range of French tea-inspired lotions and toiletries exemplify The Anam's attention to detail.



GRAND HÔTEL CRAVAT, LUXEMBOURG, GRAND DUCHY OF LUXEMBOURG

The Grand Hôtel Cravat Luxembourg is the only 4-star Luxembourg hotel in the city center. The best view of the Adolphe Bridge, one of the main tourist attractions of the city and an unofficial national symbol representing Luxembourg's independence can be experienced in the Junior Suite 668. There's something cozy about this bathroom, it makes sure to take full advantage of the surroundings.





Iconic Balham venue The Bedford is back with a bang

Restaurant

On 3rd December, London's much-loved pub, grass-roots music venue and comedy club, The Bedford, reopen following a multi-million-pound refurbishment. The newly renovated Grade II listed building has been restored to its former glory and now features five bars, four private rooms, a ballroom and a 250-capacity live music club as well as the addition of 15 individually designed en-suite bedrooms.

Having played host to some of the country and world's best-known acts including Ed Sheeran, Sam Smith, Eddie Izzard, Michael McIntyre and Frank Skinner - The Bedford is proud to be restablisng itself as the ultimate must-visit venue. Guests can expect a roster of exciting events, from rip-roaring stand-up, courtesy of London's longest running comedy club*,

Banana Cabaret, burlesque shows, DJ nights, as well as incredible live music and much more.

A riot of art deco and 70s style, there is an element of performance and glamour which runs through the design, just like the building itself. Expect re-discovered listed features alongside contemporary opulence. Marble bar tops, velvet booth seating, and gold ceilings marry with exposed plasterwork, original parquet flooring and vintage punk art. A lavish colour scheme runs throughout, with emerald greens, burnt oranges and dusky pinks taking centre stage, alongside brass, copper and gold accents. Contrasting modern touches such as bespoke print wallpaper and elegant trims and tassels reflect The Bedford's theatrical background.

With the spotlight on fresh, seasonal British produce, choose from tasty burgers such as a buttermilk chicken with red slaw and chipotle relish, or the vegan Moving Mountain® B12 with fries and house relish. Other tasty mains include pork schnitzel with a fried egg, fries and caper butter, and a grilled halloumi and aubergine wrap, as well as a selection of salads, and a large choice of artisan pizzas. Small plates include burrata with marinated aubergine and oven-dried tomato jam, alongside half-pint lamb or chicken skewers with miso mayo. The extensive drinks list will feature award-winning craft ales, fine wines, cocktails and premium spirits, as well an excellent selection of non-alcoholic drinks.

*Banana Cabaret at The Bedford is London's longest running comedy club in one venue.



In 1992 Demista revolutionized the bathroom mirror market by introducing a heated mirror pad which adhered to the back of the mirror to prevent condensation from forming on the glass. The inconvenience and frustration of these foggy mirrors was therefore eliminated forever, giving you a clearly perfect steam free mirror without the need for time consuming wiping or costly cleaning products. Demista has been proven and accepted nationally and internationally and through its unique reputation and unblemished track record has been the number one choice for specifiers of mirror defoggers for over 26 years. Demista has been fitted in hotel developments globally and has become the industry standard. With over 400 sizes now available, Demista can cover virtually any mirror in 230V, 120V, 24V, 12V, Demista can also make bespoke sizes if required.

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Vision Support Services is delighted to partner with Marriott International Procurement, to offer an approved range of filled bed linen.

An exclusive range of duvets, pillows and mattress toppers, has been developed to Marriott brand standards. Each of these products has been tested and approved by the procurement team who have sanctioned Vision to offer these products to Marriott hotels across Europe, the Middle East and Africa.

Vision is a leading supplier of textiles to the global hospitality market. With hundreds of years of manufacturing experience, Vision is a trusted textile expert.

With a winning combination of local expertise and outstanding technical knowledge, Vision ensure every product they provide carries their trusted Seal of Approval, a guarantee of assurance, reliability, fair and responsible dealing.

Sales Director for Vision UK Hospitality,

Jacqui Hurst, said: "We're delighted to have won the nomination for Marriott International and look forward to working in partnership with them to demonstrate the assured quality behind our products.

We're confident we will deliver the highest quality filled bedding items to Marriott International in accordance with their exact requirements and we're equally confident that we'll build upon our promise of "Delivering Marriott Brand Standards."





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With hundreds of years of manufacturing experience, Vision is a trusted textile expert; sourcing, supplying and distributing millions of bed, bath, spa and table linen products to the biggest names across the world.

We're honoured to serve some of the most prestigious names in hospitality.





Celebrating the best in new and innovative surfaces

Surface Design Show 2019

From 5-7 February Surface Design Show 2019 will take place at London's Business Design Centre to provide a platform for architects, designers and specifiers to explore the best in interior and exterior surface materials, lighting design, development and innovation.

Surface Design Show is the only event in the UK that focuses solely on interior and exterior surfaces.

For more than ten years Surface Design Show has been the place where industry professionals immerse themselves in the latest materials for the built environment, gain new insights and network with like-minded designers, architects and suppliers.

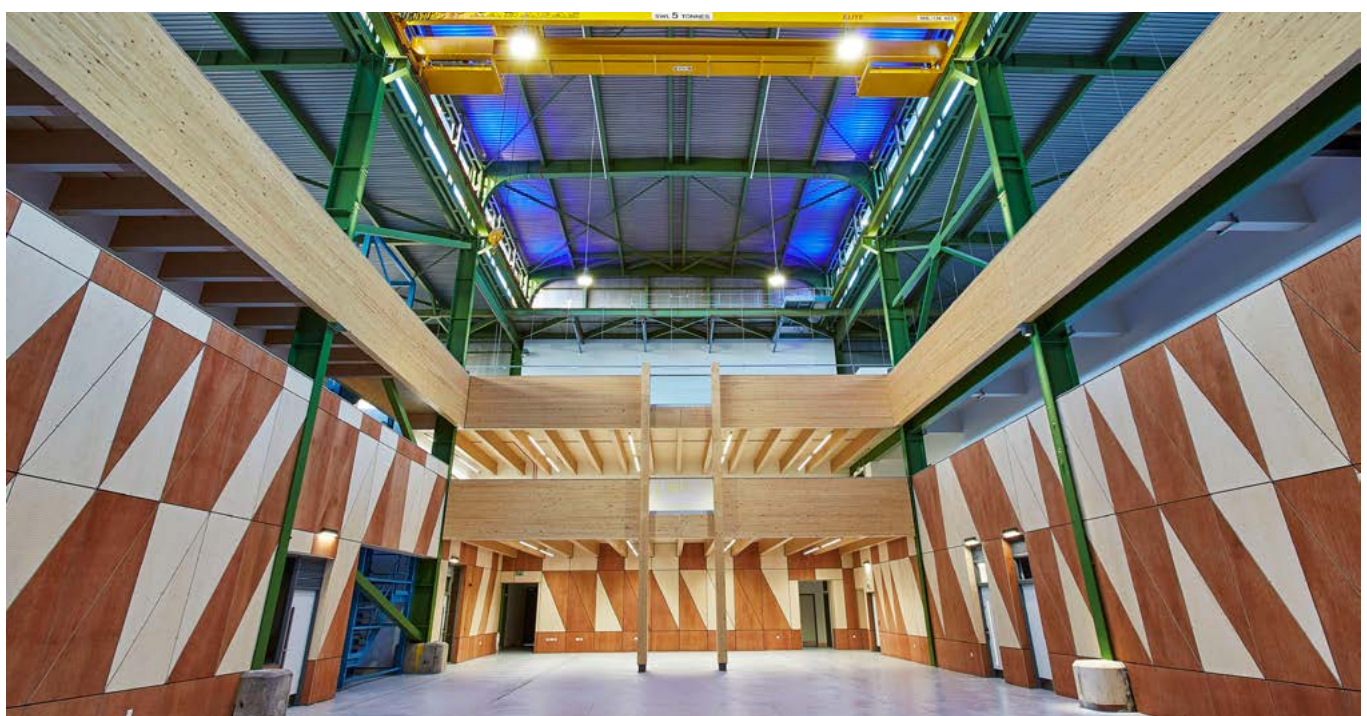


Surface Design Show 2019 also features some 40 talks from over 50 industry professionals, all designed to engage and inspire.

The Opening Night Debate returns from 6.30pm on the first day of the Show, Tuesday 5 February. Organised in association with the Royal Institute of British Architects (RIBA) and New London Architecture (NLA) it will discuss whether factory-made housing can provide Londoners with better places to live. The panel will be chaired by Peter Murray of NLA, with Ben Derbyshire of HTA Design and RIBA President, Carl Vann of Pollard Thomas Edwards and Hazel Rounding of shedkm debating the topic 'Factory-made Housing: is this the solution to building better homes long term?'

Returning for 2019 is the ever popular PechaKucha Evening, hosted by Chris Dyson of Chris Dyson Architects on 6 February from 6.30pm. Speakers include Nigel Ostime of Hawkins Brown; Soraya Khan of Theis and Khan Architects; Alex Scott-Whitby of ScottWhitbyStudio; Stuart Piercy of Piercy and Co; Simon Fraser of Hopkins Architects; Alison Brooks of Alison Brooks Architects; Lucia Berasaluce of Haptic Architects and Ben Cousins of Cousins & Cousins Architects. Presenters will discuss 'Identities and Boundaries: site specific responses to modern architecture' in an exciting and inspiring format using 20 images, each discussed for 20 seconds.

Stone Gallery, which is officially supported by Stone Federation GB whose Stone Knowledge Hub forms a focal point for the event, will also be returning to Surface Design Show 2019.





Stone Gallery, which is also supported by media partner Tomorrow's Tile & Stone, is an industry-leading event for architects and designers to meet and specify natural stone. The Stone Hub stage will host a series of presentations curated by Arup.

Now in its fifth year Light School, the home of architectural lighting, allows architects and designers to touch, compare and learn about innovative lighting and technology products. The Light School arena, Light Talks, will return once again supported by the Institution of Lighting Professionals and LED Linear.

Since 2013 the Show has hosted the Surface Design Awards, now recognised as one of the most respected events in the design calendar. The 2019 Awards received 197 entries from 22 countries, including America, Italy, China and India. There are 13 awards that recognise exterior and interior surfaces for different



sectors of design, including commercial, housing, light and surface, public building, retail, sustainable, and temporary structure.

The shortlist for this year's Surface Design Awards consists of an impressive 43 categories across seven categories, including entries from Zaha Hadid Architects, Studio Egret West and Chris Dyson Architects from the UK, Rockwell Group from the USA, and Kengo Kuma & Associates from Japan. Each entry is an exemplary example of creative and innovative use of materials and lighting in both interior and exterior schemes. Some projects received nominations across several categories, resulting in 48 finalists. The Awards Presentation will take place on the morning of Thursday 7 February, at Surface Design Show. Tickets to the Presentation are available via the Surface Design Show website. Award partners include; James Latham, Finsa, Business Design Centre, Soluis and Roof Maker.



King of Cotton January sale

King of Cotton, the premium linen and towelling specialist has launched into the guest amenities market with Spa Essential, a new luxury bath and body care brand which capitalises on the growing demand for indulgent skincare that combines all natural ingredients with strong ethical credentials.

The first collection to launch under the Spa Essential brand is Argan Meadow Neroli & Wood, a 100% natural, organic range with a base of active ingredients including Argan Oil, Aloe Vera and pure essential oils offering a top note of grapefruit, with Neroli and Gaiac wood. Expertly blended, this super rich formula provides intensive body care and is quickly absorbed to leave the skin cleansed, moisturised and revitalised with a deep, floral freshness.

Neroli & Wood is available as a body cleanser, body lotion, shampoo and conditioner, all available in either 40 ml or 60 ml bottle sizes, plus face and body soap bars are both on offer. Attractively presented in leaf green packaging to reflect the botanical element, Neroli Wood

will compliment most contemporary bed and bath rooms.

Also available from Spa Essential, Allure is a collection of two super rich formulas: Peppermint, an invigorating, uplifting fragrance to awaken the senses and by contrast, White Tea offering a calming, relaxing experience. Both options hydrate the skin, delivering luxurious moisturising with lasting skin freshness and are available as a 40g face soap and 40ml shampoo; conditioner; shower gel and body milk.



"Whether travelling for business or pleasure, guests like to feel indulged during their stay and the toiletries on offer in 4* and 5* bedrooms and guest suites are not to be skimmed on because they play a significant part in that so important feel good factor, said Hector Gauld, director King of Cotton.

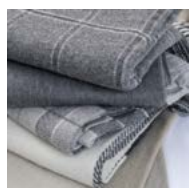
"With a high percentage of active plant extracts and exceptional fragrance, we think customers will really appreciate the natural appeal of our collections. Not only does the packaging look great, the non-greasy formulas are easily absorbed into the skin for gentle cleansing and maximum hydration, all at a very competitive price."

To mark the launch of the Spa Essential brand, King of Cotton is offering customers a 30% discount on all orders placed before 28 Feb 2019. To take advantage of this introductory offer please contact King of Cotton on 020 8332 7999 or order online at <http://www.kingofcotton.com> quoting reference SPAESS30

WEBSITE: www.kingofcotton.com

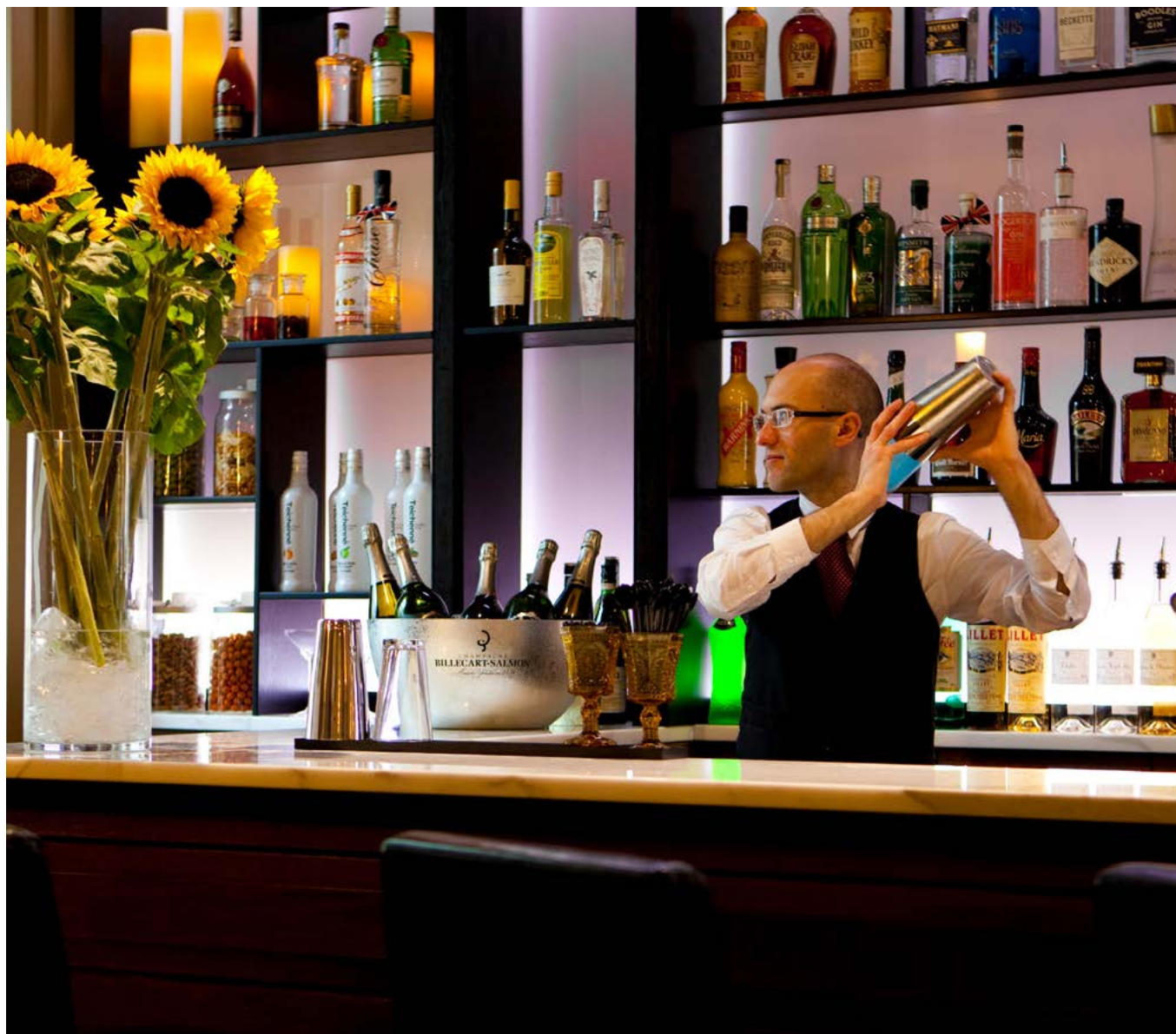


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The Gainsborough Bath Spa introduces Get Real Wellness Retreats

Spa

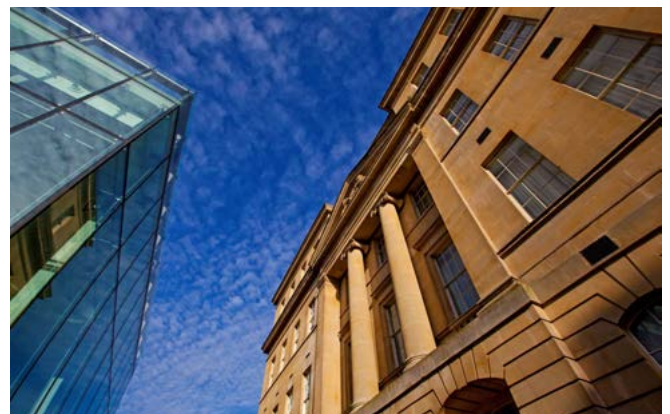


The five-star Gainsborough Bath Spa, voted second best UK Spa in the Conde Nast Traveller Readers' Travel Awards 2018, is proud to launch a new Get Real Wellness Retreat, bucking the trend for restrictive diets and intensive exercise programmes, and focusing on holistic health and happiness. Rather than setting unachievable goals and promising unrealistic results, the retreat, launching in February, will focus on health-boosting activities that combine spa, fitness, delicious food and cocktails, to show how wellness is achieved from the inside out. YTL Hotels' first property in the UK, The Gainsborough is Bath's leading luxury hotel, famous for its award-winning Spa Village, which is now enhancing its offering with these all-encompassing retreats.



Created by YTL Hotels' Spa Consultant, Melissa Mettler, The Gainsborough's new condensed, 2-day 1-night retreat ensures guests experience the total tranquillity of a longer stay, whilst limiting the disruption to everyday life. The two-day itinerary will kick off with an extensive experience of the famed Spa Village, with a traditional Bath House Circuit around the Roman-inspired pools followed by a personalised aromatherapy massage, the ideal activity for reducing stress levels.

An energetic Aquasana session will take place in the natural mineral-rich waters, known to aid muscular relief as well as softening and nourishing the skin. To keep the body moving, guests will experience a yoga class in the serene Chapel space, and an expert Qui Gong session with personal trainer Arron Collins, which aims to train the mind as well as the body in the art of conscious movement.



With a number of movement classes included, guests will need an excellent night's sleep to remain energised, and The Gainsborough's luxurious bedrooms ensure just that. To send guests off to a deep night's slumber, a Crystal Sound Bath Bedtime session will be hosted to prepare both the mind and body for intense rest and relaxation.

Throughout the stay, guests will dine at Dan Moon at The Gainsborough Restaurant, which was recently awarded 3 AA Rosettes for its exquisite fine dining menu. Dan's theatrical dishes and innovative flavours will be combined with consciously healthy choices to deliver meals that are fully in line with 'Real Wellness.' Guests will sip on Super Green Juice, Ginger elixir, and even superfood cocktails during their stay, further emphasising Spa Village's mission to combine wellness with a five-star luxury hotel experience.



Since opening in 2015, The Gainsborough has continued to innovate and excite guests, and has maintained its position as one of the UK's best spas, with the Get Real Wellness Retreat demonstrating the next step in their aim to enhance the health and happiness of all guests.

Get Real Wellness Retreats at The Gainsborough Bath Spa can be booked at £500 per person based on a sharing room for 2 days, 1 night, with a £150 single room supplement.

The first retreat will run 4th-5th February 2019 and will involve a whole host of relaxation and wellness focused activities.

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On most ranges, Bridgman are able to offer fully waterproof cushions that are ideal for commercial use, particularly around a swimming pool or spa area. These cushions can remain outside during the Spring, Summer and Autumn months whatever the weather. Before the acrylic fabric is woven the yarn is coated in Teflon and sealed, enabling them to repel almost any stain – even red wine.

Holding vast stocks in the U.K. means that Bridgman outdoor furniture is normally available for delivery within days. The furniture can be viewed online or in a Bridgman showroom across the UK. For more information visit www.bridgman.co.uk or call +44(0)20 8804 7474 to speak to a sales

Established in 1977, Bridgman has been supplying quality commercial outdoor furniture to the hospitality and leisure industry for over 40 years. As a business built upon family values, Bridgman put their customers at the heart of everything they do,



offering the advice that's right for you, every step of the way.

Whether you are a quaint B&B seeking a couple of cosy armchairs to enjoy sunset views, or a large 5 star hotel looking to re-invigorate your restaurant terrace, Bridgman have an unrivalled collection of lounging and dining furniture featuring high quality Rattan, premium grade Teak or modern Aluminium or Resin. With constant innovation and British designed collections, Bridgman remains the leading name in commercial outdoor furniture, using quality materials and some of the world's finest craftsmen.

No matter the size of your business or your outdoor space, Bridgman offer a completely bespoke service and make recommendations to suit your budget. If required, we can visit and assist you with designs and layouts to

maximise your space, providing full plans and visualisations. For larger projects a senior designer can provide 2D and 3D visualisations to help you truly envisage your perfect solution.

Bridgman also offer fully waterproof cushions on a wide selection of furniture, ideal for commercial use inside or out, particularly around a swimming pool or in a spa area. These cushions are virtually stain-proof and can remain outside during the spring, summer and autumn months, whatever the weather. Protected against April showers and sudden downpours thanks to woven Teflon coated yarn and a waterproof membrane backing, this double protection means that not only will water never reach the cushion foam, the sealed and treated yarn also enables our cushions to repel almost any stain – even red wine.

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New Cucina Menus for Winter

Restaurant



Award-winning Cucina restaurant and the Royal Mile's only five-star hotel, Radisson Collection Hotel, Royal Mile Edinburgh, are delighted to welcome new Head Chef Andy McQueen. Andy is bringing Scottish brasserie style dining to the restaurant, with a new menu that is now available.

Andy McQueen brings over 20 years of Head Chef experience to the team and is best known for his homemade, locally sourced recipes. Andy's new recipes are based around fresh Scottish herbs grown in-house in the hotel's EvoGrow hydroponic, equipment normally only seen in Michelin starred kitchens. Each dish will be meticulously garnished and flavoured by these homegrown herbs.

Highlights of the menu include a venison tartar with wild mushroom sorbet, traditional Scottish Cullen Skink, and a delicious pork fillet with pork belly, mini Stornoway black pudding, apple



and red endive. For dessert, a brioche bread pudding with beer ice cream and oat tuile is a chef favourite, whilst sticky toffee pudding will tempt those even too full to contemplate dessert.

Andy comments: "To be Head Chef at one of the top hotels in Edinburgh and part of the new Radisson Collection is an honour, I am really excited about this new challenge. I look forward to cementing Cucina's reputation as one of the best restaurants in Edinburgh and to working with the fantastic team here."

Andy's former experience includes Head Chef roles at Malmaison, Carnoustie Golf Course Hotel & Resort and Macdonald Hotels & Resorts amongst others.

With entrances on the Royal Mile and George IV Bridge, Cucina is a vibrant restaurant in the heart of Edinburgh, designed by Scottish design duo Timorous Beasties. Under Andy's guidance Cucina will cater to all forms of dietary requirements, including serving a vegan afternoon tea – one of the first in Edinburgh.

Andy McQueen's new menu is currently available at Cucina restaurant, Radisson Collection Hotel, Royal Mile Edinburgh. To make a reservation or for further information please contact +44 (0)131 2206666; <https://www.radissoncollection.com/en/royalmile-hotel-edinburgh/dining>





CTO Lighting add illumination with a botanical twist

Gravetye Manor is small hotel in the Sussex countryside with a Michelin starred restaurant. In 2018 it celebrates 60 years of Gravetye Manor being open as a hotel. To commemorate this landmark anniversary they have built a new restaurant with views of the award-winning garden, and where Nelson Design has waved its magic to recreate its world class dining room that links traditional design with contemporary interiors.

The brief for the new Michelin star restaurant was to maximise the garden views as well as blending the contemporary new build designed by the renowned Architect, Charles Knowles with the historic features of the country hotel. Entering the hotel, the interior features a contemporary twist which combines solid wood with bronze detailing.

Blending elements of the garden into the interior was an essential part of the brief. Nelson Design believed a collaboration between Gravetye Manor and the renowned French artist, Claire Basler, whose own unique style, inspired by the gardens at Gravetye Manor, feature on the restaurant walls.



"Bold, inspiring and botanical elegance" is how interior design practice Nelson Design describe its recent completion of the Gravetye Manor project, a Grade II* listed 16th Century country house hotel. Originally built in 1598 for local landowner Richard Infield, its now world-famous

garden was created by its owner William Robinson in 1885, a pioneer of the English natural style of gardening. For the last 60 years Gravetye has been an exemplary hotel and award-winning restaurant.



Nelson Design has worked closely with CTO Lighting to identify the most stunning and complementary collection of lights for Gravetye Manor. CTO Lighting is a British luxury brand that designs and manufacture contemporary lights from its own factory using the finest materials available from solid brass to hand blown glass and honed alabaster. CTO lighting has had the honour of supplying site specific lighting for the project including the IVY - a meandering, horizontal contemporary chandelier.

Ivy takes its form from plant shoots bursting forth, with an asymmetric, free-flowing shape. Handcrafted in bronze, with hand-blown glass spheres, the IVY wall and floor lamps echo the pendant's stems rising vertically from the ground or trailing down a wall, with an organic fluidity that instantly softens a space. IVY is available in horizontal and vertical pendants, plus wall and floor versions. echo the pendant's stems rising vertically from the ground or trailing down a wall, with an organic fluidity that instantly softens a space.

In addition CTO Lighting have supplied the delicately carved alabaster Acropolis table lights, that softly illuminate the restaurant at eye level when seated. These white opaque lights are perfectly sized to sit elegantly yet unobtrusively amongst diners, allowing enough light to shine through.

www.ctolighting.co.uk

Interior design by www.nelsondesign.co.uk



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Hartley Botanic Glasshouse upgrades visitor offer at Wynyard Hall

Wynyard Hall, a luxury restaurant and hospitality destination, has added a glasshouse to its gardens to enhance its offer.

The glasshouse by Hartley Botanic stretches over 31 metres and is being used as a multi-use space, including a shop and event area. It will also be used for 'farm to fork' growing, supplying the hall's AA rosette restaurant.

Allison Antonopoulos, Managing Director of Wynyard Hall said; "It provides us with a lovely light and airy space, allowing visitors to enjoy our gardens throughout the seasons."

Founded in 1938, Hartley Botanic is one of Britain's oldest and most trusted greenhouse manufacturers.

In 2017 its product range was endorsed by the RHS: <http://www.hartley-botanic.co.uk>

WEBSITE: www.hartley-botanic.co.uk



Need help sorting out your vegetarian and vegan options?

When you run a busy café, restaurant, or in-house kitchen, there are always a million things to do. The Vegetarian Society Cookery School's Veggie Training for Catering Staff is delivered in-house, so they'll come to you at a time that suits you best.

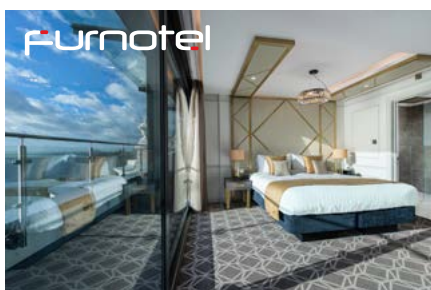
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Bespoke Hotel Bedroom Furniture An eye for detail

Furnotel prides itself on being a well-established British manufacturer of contract quality bedroom furniture (casegoods) and bespoke joinery for public areas, such as reception desks, wine walls, fixed banquette seating and bar counters for the hospitality industry.

Our wealth of design expertise and manufacturing knowledge has helped us to produce some stunning fitted furniture for our hotel and leisure clients throughout the UK and overseas.

Furnotel's in-house team of creative Technical Designers have worked with many of the world's leading multi-sited hotel operators and interior designers, as well as smaller independent hoteliers to design some exquisite bespoke furniture.

Combining the use of traditional craftsmanship coupled with cutting-edge technology allows us to turn your design ideas into beautiful pieces of bespoke furniture.

WEBSITE: www.furnotel.co.uk



Lyndon in full bloom at The Flower Bowl

Lyndon's luxurious handcrafted and bespoke seating solutions have been specified throughout a premium cinema and bowling alley at The Flower Bowl in Preston, Lancashire. Comprising of one large, single storey 4,200m² building with an undulating grass roof to give a natural appearance, The Flower Bowl boasts a state-of-the-art cinema with three screens. To create an intimate and sophisticated viewing experience, each screen is adorned with Lyndon's plush two-seater sofas and armchairs that are finished in opulent velvets and patterned fabrics. Offering optimal space and comfort, each sofa and armchair incorporates an oak side table, whilst complementary bespoke footstools in the same fabric grace the front row seats.

Lyndon bespoke banquette seating was also specified within the venue's ten pin bowling alley. For further information contact 01242 584897, or visit www.lyndon.co.uk

WEBSITE: www.lyndon.co.uk



Would you like FREE first aid training?

If a customer, or employee, was suddenly unwell would you want to help? Of course you would!

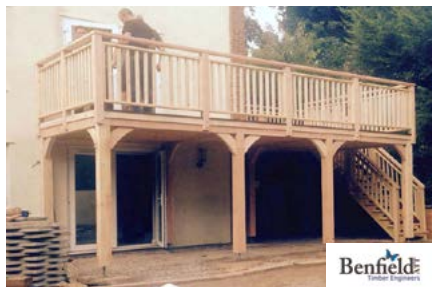
Lifesaver Technology are offering the hotel & leisure industry an opportunity to improve, on-site H&S provision with a new, and unique, first aid product.

Anyone agreeing to rent their new, unique equipment for a 12 month trial period, can claim a FREE one day Emergency First Aid at Work course for up to 12 staff at any time during the period. With average UK training costs for this training at £80 per person, your savings can be considerable.

Contact us, let's have a chat over coffee, and discover a new initiative in customer/employee care.

Email: info@lifesavertechnology.co.uk
Tel: 0333 772 0308

WEBSITE: www.lifesavertechnology.co.uk



Off-Site "GREEN BUILDINGS" - an elemental approach

As demand for their bespoke timber and SIP frame building systems grows, Benfield ATT's flexible approach to design and manufacture is finding increasing favour with architects, builders and self-builders.

As nationally recognised timber engineers, their innovative ability to deliver solutions for 'difficult-to-build' projects, is progressively offering standardised, modular components for designers to 'plug-in' to their projects.

Attributing this to his firm's Value Engineering approach, CEO Professor Dr. K. Michael Benfield asserts that: "While prefabrication is the way to solve many of the UK's construction issues, taking an elemental approach means this does not have to be boring, or over prescriptive."

5 - 6 Castle Way, Severnbridge Industrial Estate, Caldicot. Monmouthshire/ NP26 5YG
T: +44 (0)1291 437050
Email: info@benfieldattgroup.co.uk

WEBSITE: www.BenfieldATT.uk



Romano P.I.D: the perfect espresso every time

Fracino's Romano P.I.D - which can deliver up to 400 espressos every hour - is designed for venues committed to consistently achieving the highest quality drinks.

Integrating cutting-edge technology for precise temperature control and pin-sharp timing, most features are controlled by a simple and easy to use LCD display mounted on the front panel.

Available with 2 or 3 groups, finishes include gloss white, burgundy, black, stainless steel, with all versions featuring an illuminated back panel.

Each group has its own boiler, with hot water and steam provided by a large 14 or 20 litre boiler. Fracino's training includes programming the machine, setting/adjusting the grinder along with cleaning and routine maintenance.

Contact sales@fracino.com, 0121 328 5757.

WEBSITE: www.fracino.com



A Glamping experience with a difference

Camp Katur is a Glamping experience with a difference, set within the beautiful 250 acre Camp Hill Estate of North Yorkshire. Camp Katur offers a truly memorable Yorkshire Glamping holiday.

Our Glamping Village has many types of accommodation. We have Safari Tents, Bell Tents, a Tipi, Unidomes, Hobbit Pods, Geodomes and Bears Place Lodge. Each accommodation comes with individual furnishings and accessories making them truly unique.

We also have our Eco Spa with wood burning hot tub and sauna for guests to relax in after a day of activities and exploring.

The Camp Hill Estate is an activities estate so there is plenty to do whilst you are here such as Quad Bike and Segway Treks and children can enjoy the Adventure Park.

info@campkatur.com | 01845 202100

WEBSITE: www.campkatur.com



Renée Pfister Art & Gallery Consultancy

Renée Pfister has been working with and supporting private, corporate and institutional fine art and antiques collections for more than twenty years. She makes it her mission to protect and to care for your artworks, photography, antiques and objets d'art during transit, at your home, corporate headquarters, museums and storage facility.

Renée's extensive training and experience enables her to offer effective measures and solutions for long-term strategic collection care planning, special projects, exhibitions, acquisitions and loan requests.

From assessment to delivery she is always on hand to communicate with her clients on progress and agreed outcomes.

info@reneepfister-consultancy.com

07773 360187

www.reneepfister-consultancy.com



CNM Natural Chef & Vegan Natural Chef Diploma training

Attitudes to food are changing. You can expand your business by gaining the skills to meet the growing demand for food that supports and promotes health.

CNM (College of Naturopathic Medicine) is the UK's leading training provider in natural therapies. Students on CNM's unique Natural Chef or Vegan Natural Chef Diploma Courses learn about digestive processes, nutritional values, foods to enhance health, therapeutic menu planning, preserving nutrient content, and how to prepare delicious gourmet meals for all types of dietary preferences or allergies, all in addition to cheffing skills.

The Vegan course focuses on 100% plant-based produce. Study is part time, in London or Dublin.

Tel: 01342 410 505

www.naturopathy-uk.com/naturalchef



Hotel Uniform Shop

The award winning luxury uniform designers, Fashionizer, have launched their new market leading e-commerce solution: Hotel Uniform Shop.

This new site offers classic & fashionable uniform styles for:

- Housekeeping
- Doormen
- Hospitality Staff
- Accessories such as hats, belts & shoes

The site offers clients the opportunity to receive ready to wear uniforms within 48 hours, along with a customised service, with a smooth and intuitive shopping experience.

The Hotel Uniform Shop forms part of the Fashionizer brand offering along with their sister site Fashionizer Spa.

WEBSITE: www.hoteluniformshop.com



Direct Bookings on Autopilot

Hotel

"Today's hotel websites provide the same static experience for every visitor, which is bizarre given how different guests and their preferences are," says Kristian Valk, CEO of Hotelchamp.

Hotelchamp is set to change that with the introduction of Autopilot, an artificial intelligence engine trained to recognise and personalise the experience of every visitor to a hotel's website.

Hotels already spend huge amounts of time and money on guest personalisation – from email campaigns and communication, to advertising and loyalty programs. But most if not all these efforts are funnelled to static, one-size-fits-all websites.

"Personalisation is already the standard that guests have come to expect from hotels. The challenge has always been how to deliver that

on a website in a scalable and meaningful way," says Valk.

"The truth is, only A.I. can deliver a truly adaptive website experience tailored to every single website visitor. One that brings the right information, interaction or offer, to the right person, and at the right time."

Hotelchamp's Autopilot is not a chatbot or 'digital concierge' – it customises static hotel websites using a range of marketing techniques and tools. With a seamless integration, the result is a living, responsive and personalised experience, guiding guests through the entire direct booking process depending on their characteristics and needs.

Hotelchamp's data science team developed Autopilot using years of data and hundreds of millions of A/B test impressions on what exactly convinces guests to book direct.

Autopilot applies this knowledge against a range of factors; including real-time data from a hotel's website, GDPR-compliant visitor insights and behaviour, and best practices from amongst Hotelchamp's thousands of hotels.

Whilst this may sound complicated, all the hotelier needs to do to activate Autopilot is literally flick a single switch.

"We developed Autopilot to make it easy, not just for hoteliers, but also for guests to see the best information on the website. Autopilot makes direct bookings smarter – not harder," says Valk.

"We believe that with this type of technology now available to the hotel industry, hoteliers can bridge the gap between the online experience and the personal service hotels are famous for – a website that knows what guests are looking for, even before they do."



Diamond Spas

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