



QuickBite  
magazine



# PITA PIT

the new fast-casual concept proves a success



## COFFEE SHOPS, CAFES & TEAROOMS

A look at this sector and what you should be offering

## AMERICAN INSPIRED FOOD

Britain's foodservice has been taken by storm by American-style cuisine. Read more inside

## MARKETING

Find out how you can make the most of your seasonal sales

## WHAT'S NEW

Featuring some of the latest products available to foodservice

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The only monthly magazine specifically for the food-to-go industry





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# A message from the editor

## Welcome to the September issue

It's been a busy time in the QuickBite office since the last issue. We've been busy preparing for two of the biggest trade shows this year – both coming up in September.

First on the agenda for us is Takeaway Innovation Expo which returns to Olympia London on 17th-18th September. The event is dedicated to providing support for those in the takeaway sector who are looking to grow their business. We'll be on stand 522 so make sure you pop along and say hello!

Next up in the diary is lunch! This year the show will feature around 300 exhibiting companies showcasing a wealth of new food and drink products, packaging, equipment and technologies. You'll find QuickBite there at stand U224.

More information about both shows can be found in the diary dates page (page 50) or read our lunch! preview on pages 30-31.

Moving away from exhibitions to what's inside this month's issue, we've been just as busy! It's another jam-packed issue focusing on lots of the latest trends in the food sector. Get inspiration from across the pond with our American inspired food feature (pages 21-27); find out why coffee shops, cafes and tearooms are continuing to boom (pages 13-20) and discover why adding seasonal products to your menu could mean increased trade for your business in our Marketing feature (pages 28-29).

Brand new for this month too is our new columnist, Ian Dawes, who runs three Subway franchise businesses. In this, his first column, he delves into corporate and social responsibility and the key role that it plays in any business.

We hope you enjoy reading this issue and would love to hear what you think. Just get in touch at [editor@quickbitemagazine.co.uk](mailto:editor@quickbitemagazine.co.uk).

Look forward to seeing you at Takeaway Innovation Expo and lunch!

Happy reading and see you all next time.

*Linda*



### Editor

**Linda McKeown**  
[editor@quickbitemagazine.co.uk](mailto:editor@quickbitemagazine.co.uk)  
Office: +44 (0) 333 003 0499

### Editorial contributors

**Trevor Langley**

### Commercial Manager

**Lewis Wantling**  
[info@quickbitemagazine.co.uk](mailto:info@quickbitemagazine.co.uk)  
Office: +44 (0) 333 003 0499

### Advertising sales

**Ian James**  
[sales@quickbitemagazine.co.uk](mailto:sales@quickbitemagazine.co.uk)  
Office: +44 (0) 333 003 0499

**Sandra Bouillet**  
[sandrab@quickbitemagazine.co.uk](mailto:sandrab@quickbitemagazine.co.uk)  
Office: +44 (0) 333 003 0499

### Finance

**Laura Williams**  
[finance@quickbitemagazine.co.uk](mailto:finance@quickbitemagazine.co.uk)  
Office: +44 (0) 333 003 0499

### Design

**Simon Warbrook**  
[design@quickbitemagazine.co.uk](mailto:design@quickbitemagazine.co.uk)

### Publisher

**MVH Media Ltd.**  
Unit 9 Wilkinson Court,  
Clywedog Road South,  
Wrexham Industrial Estate,  
Wrexham LL13 9AE

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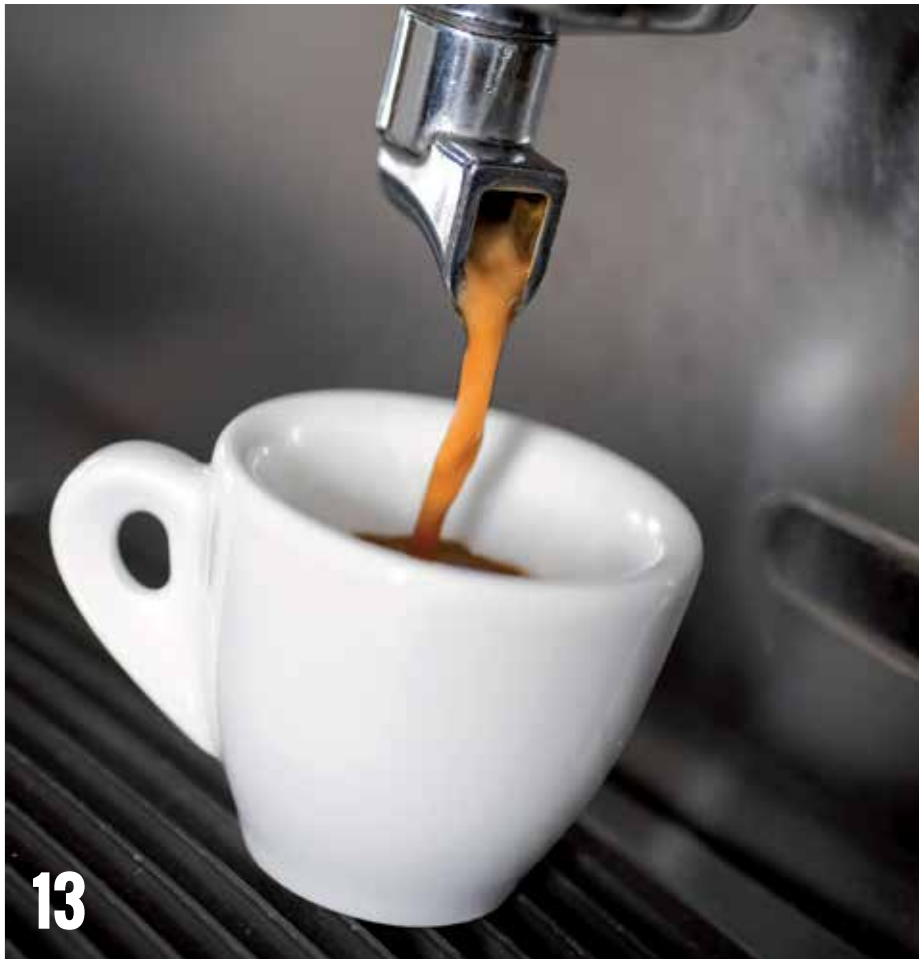


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# Contents



- 06 Industry news**  
Read the latest news on what's been happening in the industry, here
- 12 A word from...**  
Our brand new column, written by Subway franchisee, Ian Dawes

## Features

- 13 Coffee shops, cafes & tearooms**  
Cafés and coffee shops have quickly become somewhat of a British institution over the past few years. We find out more about what you should be offering
- 21 American inspired food**  
With American-style cuisine having taken British foodservice by storm, we take a look at why it's proving so popular
- 30 lunch! preview**  
This year's lunch! show returns to the Business Design Centre in London on 23-24 September. Get a taste of what's on offer, here

- 32 Business profile**  
In the spotlight this month is Andrea Fonseca, Chief Brand Officer of franchise business, Pita Pit
- 38 How to...**  
Advice on how to bank for your business
- 43 Accountancy**  
A look at how can you stay on the right side of the law but still keep your tax bills to a minimum
- 44 Food review**  
Trevor Langley takes a look at the award-winning Osteria Dell'Angolo, an Italian restaurant located in the heart of Westminster, London

## Design

- 34 Design inspirations**  
QuickBite finds out more about Beard in Kingsdown, Bristol – one of a string of successful creations by Simple Simon Design for Bath Ales



## Marketing

- 28 Making the most of seasonal sales**  
QuickBite takes a look the importance of making the most of seasonal sales – and gives ideas and inspiration on how you can do this

## Menu

- 39 Chips & potato products**  
Ideas and inspiration for your menu

## Property

- 46 Property**  
A look at what properties are for sale throughout the country, right now

## What's new

- 48 New products**  
Featuring a selection of new products available for the foodservice sector

## Diary dates

- 50 Dates for your diary**  
Up-and-coming events for your diary!

# Contents





## News in Brief

Danone has launched new Actimel for Kids with a new recipe and characters AC, TI and MEL designed to appeal to children and parents alike.

Actimel, the yogurt drink, is now available in funky bottles designed especially for kids available in Strawberry, Raspberry and Vanilla flavours.

Actimel for Kids combines a new recipe full of great nutrients such as calcium, vitamins and L. casei live cultures with a fun bottle representing three new Actimel Heroes; AC, TI and MEL.

Blandine Stefani, Danone Ltd Marketing Director said: "Actimel for Kids will be supported by a multi-million pound launch campaign including TV for parents and kids, sponsorship and PR."



Birchall Tea has been honoured at the 2014 Great Taste Awards, with ten of the British tea company's products selected as winners from five different award categories, including the blended tea, green tea and herbal infusion classes.

Birchall's signature Great Rift breakfast blend won a prestigious Gold Star award for the fourth year in succession and also scooped best-in-class honours for decaffeinated tea with its new Great Rift Decaf product.

Birchall Organic Redbush won Three Gold Stars - the highest honour bestowed at the awards - and by winning further accolades for its pure Green Tea, Peppermint and Camomile, Birchall teas have now won in every tea category at the Great Taste Awards since 2011.

Daniel Graham, Birchall's Managing Director said: "I am delighted to be celebrating our most successful year at the Great Taste Awards yet and winning ten awards is very special.

"We have always raised expectations with the taste of our traditional black teas, but the recognition of our Organic Redbush and Great Rift Decaf is particularly satisfying as it shows we are redefining expectations of taste in exciting new tea categories."

## Funnybones Foodservice celebrates 30 years

Specialists in American, Mexican and Tex-Mex foods, Funnybones Foodservice, is celebrating its 30th anniversary

Leading importers and distributors of many authentic and innovative products to the UK foodservice market, the Hertfordshire-based company continues to go from strength to strength.

"We're delighted to be celebrating our 30th birthday," said Andy Coult, Funnybones Foodservice General Manager. "We are extremely passionate about what we do, and pride ourselves on the quality of our food, our ability to deliver innovative products and our commitment to our customers.

"In recognition of our special birthday, we've been busy running multiple monthly promotions and give-aways for our customers - which will continue throughout the year.

"From humble beginnings and a product portfolio that focused solely on ribs, Funnybones is now a key supplier to a range of businesses with over 550 products in our portfolio. Thanks to our dedicated staff and fantastic customers we are already looking forward to the next 30 years!"

It was during the mid-1980s

that the owners of a London based American-style restaurant decided to launch a new product called Baby Back Ribs. A hugely popular item on menus in the USA, the ribs soon proved a big hit in London too.

As demand grew and new rib variants were launched, the owners began to give serious thought to the idea of creating an authentic Mexican and American foodservice business aimed at restaurants and caterers. The result was Funnybones Foodservice. The name comes from the fact that restaurant-goers would often refer to the Baby Back Ribs as 'those funny little bones' - and success quickly followed.

Now part of the Grace Kennedy Group, Funnybones' offering has expanded further as a result of new ethnic and global influences, creating an extensive portfolio of quality products suitable for everyone from pubs and restaurants to casual dining and mobile catering outlets.



Funnybones Foodservice is celebrating 30 years in the business

## Lactalis brands celebrate Gold recognition at International Cheese Awards 2014

Lactalis Foodservice is celebrating after achieving significant success at the 'International Cheese Awards 2014' with its key brands; Galbani®, Président®, Lubborn and Seriously® Strong all of which were recognised with a 'Gold Award' at this year's event

Over 200 judges sampled a record-breaking number of entries (almost 4,500) from across 26 countries - selecting only the very best as winners.

Janice Findlay, Marketing Manager for Lactalis Foodservice is delighted with the result: "We hear great things about our range of cheese brands on a daily basis, largely from the work we do with chefs across the industry. However for them to be acknowledged at the World's biggest and best cheese awards is a fantastic achievement and

one of which we are all extremely proud."

Known for its low moisture content, the Gold award-winning 'Galbani® Mozzarella Cucina 400g Block' offers an authentic tasting mozzarella that diners know and love.

Made in the UK at The Lubborn Creamery in Somerset, is the double Gold award-winning 'Capricorn Goat's Cheese 100g'. And the Seriously® Strong Mature Cheddar also won a Gold award.

In addition to five Gold Awards,



Lactalis achieved silvers with Président Light Brie 200g and Président Société Roquefort 150g and two bronze awards with Reduced Fat Somerset Brie 2.35Kg and Somerset Brie 2.35Kg as well as three Highly Commended.

## Eating out up 4% says Horizons' consumer survey



**Consumers are eating out more often this summer, than they did this time last year, with 71% of respondents to a new Horizons' survey saying they had eaten out in the past two weeks, a clear sign that confidence is returning to the sector**

The Eating Out-Look survey, conducted online by YouGov amongst 2,366 respondents, reveals that convenience (27%) and conviviality (26%) are the most frequently cited reasons for eating out amongst those who have done so, but increasingly consumers report that they opt for meals out or takeaways because they don't want to cook themselves (25%), are hungry (20%) or because meals out represent good value for money (17%).

However, while the number of survey respondents eating out in the previous two weeks has risen from 67% in June 2013 to 71% in July 2014, average spend has dropped year-on-year from £13.30 to £12.72.

"Although frequency of eating out is still below pre-recession levels, the increase in penetration and frequency of eating out indicates that the sector is no longer in decline," commented Horizons' director of services Nicola Knight. "The fact average spend has dropped slightly suggests that there is a greater willingness amongst consumers to intersperse special occasion meals with more everyday purchases."

Respondents to the survey reported that over the previous two weeks they had eaten out an average of 2.21 times, up from last year's average frequency of 1.77 times. While pub restaurants continue to take a healthy share of the market, when asked where

they last ate out, takeaway and home delivered food proved more popular at 19% (up from 16%), suggesting that the rise in eating out is consumers 'topping up' with takeaway or delivered food between more formal meal occasions.

According to the survey, the increase in eating out is driven by those on higher incomes (ABC1s), (78% vs. 73% in 2013) and is seen across the nation with the exception of the Midlands (65% vs. 69% in 2013).

While the majority of those dining out do so in the evening (63%), 47% have lunch out and an increasing number eat breakfast out of the home (12%) compared with this time last year (10%). Some 12% of respondents to the survey that eat out said they looked for vegetarian options when choosing where they eat out or what they eat, with 12% saying calorie information affects where and what they choose to eat and 9% looking for low-fat options. Over half of diners (53%) say that it's important for them to know the origin of the main ingredients in a dish they are going to eat.

Women are more likely to mention at least one health or lifestyle issue affecting their choice of eating out venue (37%), with only 25% of men having the same concerns. Younger age groups (18-24 and 25-34) are most likely to eat out at 78% and 79%, with those aged over 55 eating out less frequently, but spending the most when they do (£13.78) with those aged 18-24 spending the least (£10.40).

When choosing somewhere to eat out, the quality of food is the most frequently cited factor amongst respondents (76%), with price second (65%) and cleanliness third (60%). So what puts people off eating out? Of the respondents who hadn't eaten out in the past two weeks (27%), expense was the most commonly cited barrier, with quality and healthiness also having an influence.

## News in Brief

Jim Anderson, who was instrumental in introducing Cimballi's best selling Dolce Vita Series bean to cup coffee machines to the UK market, has retired after 25 years with the company.

Jim joined Breakmain Ltd in 1988 and at the time the company's main product range was refrigeration based. Following demand, Breakmain was soon selling Cimballi equipment and Jim developed the service, support and training infrastructure for the Dolce Vita Series to support the UK launch.

Breakmain soon became Cimballi's most important distributor outside Italy. In 2004 Cimballi purchased Breakmain Ltd and three years later opened a third office in Coventry.

To celebrate Jim's contribution to Cimballi's UK success, Mr Maurizio Cimballi (grandson of the founder) invited Jim and his wife, Lynda, to visit the company's head office and enjoy a long weekend in Milan. The celebrations included a guided tour of the MUMAC coffee machine museum, a visit around the factory and a presentation of a medal by Mr Cimballi with colleagues who have worked with Jim for over 25 years.



## Square Pie brings new range to the nation via Ocado

**One of London's favourite pie purveyors, Square Pie, is set to launch its restaurant quality pies, for the first time, with Ocado summer 2014**

The brand new and exclusive range will feature multipacks of a totally new breed of mini pie, what Square Pie calls 'Canapies™'. 'Canapies™' are little three-bite pies, said to be perfect for sharing.

Square Pie's mini pie Canapies™ packs come

in four flavours: Chicken & Mushroom, BBQ Bourbon Beef, Steak & Ale and Spinach and Sweet Potato & Goats Cheese.

Alongside the new mini pies will sit regular sized Classics, available in four flavours: Steak & Cheese – a Kiwi favourite, the classics Chicken & Mushroom and Steak & Ale as well as their bestselling vegetarian pie of Spinach, Sweet Potato & Goats Cheese.

Square Pie is the original gourmet pie company and their expertise in pie making is renowned across the capital where they have gained a very loyal following at each of their five shops. Martin Dewey, Square

Pie Founder, comments: "Our restaurant fans have been asking us to create a retail range so they can enjoy a proper restaurant-quality pie at home.

"The response to our mini pies, Canapies™, has been phenomenal; they're perfect for sharing or when you just want to have a slice of pie, not a whole one.

"Launching a retail range with Ocado seems like the perfect next step in bringing great British pies to the nation. As a company we don't cut corners so people can expect quality wholesome fresh ingredients, British when seasonally available."

Sales for Benders Paper Cups' Garda Embossed double wall cup have now passed the million mark.

The success of the Garda Embossed double walled cup is an unprecedented achievement for Benders so soon after product launch. The cup has provided a focal point at recent trade shows, playing a key part in attracting the crowds for the leading paper cup manufacturer, with sales rising steadily after each event.

Benders' Marketing Manager, Adrian Pratt is delighted with its success: "I think a large part of the cup's popularity is down to the actual look and feel of it. We are ruled by our senses and the Embossed double walled cup stands out immediately thanks to its striking, unique, swirl emboss while its surface and structure allows for a superior print finish."



## News in Brief

Macphie, one of the UK's largest independent added-value food ingredients manufacturer, has announced the appointment of Shan Richards as the new Commercial Director on their Executive Board, taking over the role from Andrew Underwood who was promoted to Managing Director in April.

Shan joins from Senoble where she was previously Sales and Marketing Director and brings with her a wealth of experience from previous roles at Dairy Crest, SC Johnson and Unilever.

"I'm delighted to be joining Macphie, a highly successful ingredients business with a great reputation throughout the food industry for quality, innovative products and excellent customer service," commented Shan.

"The company has made a strong start to the year in what have been challenging conditions in today's competitive global food market, and it's an exciting time to be joining the business as it embarks on an ambitious three-year growth strategy."



Macphie Commercial Director Shan Richards

The St Helens site of food packaging manufacturer, LINPAC Packaging, has been announced as a finalist in this year's Best Factory Awards.

The site produces packaging for the UK & European foodservice market including caterers, restaurants and fast food outlets and is one of 14 plants to be shortlisted in the prestigious Best Factory category.

Winners will be announced at a ceremony in London on September 26.

The awards are run by Cranfield School of Management in partnership with industry magazine Works Management and celebrate manufacturing excellence in the UK.

Chris Wright, Operations Manager at LINPAC Packaging, said: "It's great news that we have been shortlisted for this much-respected industry award. It is testament to the hard work put in by the entire team at St Helens that we have been chosen as a finalist."

## New Forest Ice Cream scoops Gold

For the third consecutive year, New Forest Ice Cream has scooped a handful of prestigious Gold Star ratings in the Great Taste Awards

With over 10,000 entries, the Great Taste Awards is widely recognised throughout the industry as a key mark of outstanding quality. This year, it was New Forest Ice Cream's Mojito Sorbet that blew the judges away achieving a highly acclaimed two Gold Stars, while the Coconut Ice Cream variety was awarded an outstanding one Gold Star.

Judged alongside premium food and drink brands from producers across the UK, just 25% of entries were thought worthy of a Gold Star rating, while just 8% of entries received two or three of the esteemed ratings, including the Mojito Sorbet from New Forest Ice Cream.

Making the latest news even more impressive is the fact that, 2014 is the third consecutive year that the Hampshire based firm has been judged amongst top brands in the UK at the awards, as Christina Veal, Director of New Forest Ice Cream, explains:



"Having previously received five Gold Star statuses for various products in the Great Taste Awards 2012 and 2013, we were fully aware of the high standard of judging posed by the award. To now have achieved recognition for two more of our products, including a two Gold Star status for our Mojito Sorbet is a real testament to the ongoing hard work and dedication of our team, which I am very proud to

have here with us. "We have always strived for the best with our range, taking our customers comments on board to produce the varied, hugely popular range we have available today. These awards serve as great confirmation from respected industry experts that New Forest Ice Cream is worthy of the excellent national reputation we have grown to command."

## Chance to win a year's supply of Yorkshire Tea worth £35,000!

Launching now, caterers are encouraged to visit [www.taylorsofhome.co.uk](http://www.taylorsofhome.co.uk) and request their free point-of-sale kits alongside a sample of Yorkshire Tea. The aim is to get their customers to tweet @YorkshireTea, use the hashtag #properbrew and tell the world where they've just enjoyed a cup. At the end of the campaign the outlet that attracts the most tweets will win a year's supply of tea.

John Sutcliffe, Out of Home and Convenience Controller, Taylors of Harrogate, comments: "We know that Yorkshire Tea has a strength and flavour that keeps customers coming back for more, which is why our proper brew can also be a proper earner. Brits love talking about tea, which makes twitter the perfect place to tell the world where you've just had a #properbrew. I urge caterers to get in touch today, request their samples and kits, get the online debate rolling and win big."

The campaign comes hot on the heels of independent research\* confirming Yorkshire Tea's standing as a 'proper earner' for foodservice outlets of all types, while underlining just why it has become one of the top three brands in the UK for the 84% of people who regularly drink tea.

Taylors of Harrogate is giving caterers an even better reason to serve its award winning Yorkshire Tea out-of-home with the launch of #properbrew – a new campaign that could win them a year's supply of its world-famous blend



Its strength and flavour is guaranteed to keep customers coming back for more, with the survey finding that 57% of tea lovers complained that out-of-home tea was too weak and even more - 67% - would boycott an outlet that served them a bad cup of tea. The peril of serving a so-so brew is even higher in the North of England, where 73% would vote with their feet if they were served a mediocre tea.

\*Toluna Research, December 2013



## Winners revealed in Masterchef Restaurant & Bar Online competition

**MasterChef 2014 finalist, Jack Lucas has drawn the names of the four lucky hospitality professionals who entered the Nescafé® Milano competition and have won tickets to the MasterChef Restaurant & Bar – the fastest-selling and most talked-about pop-up restaurant in London this year**

No stranger to competitions himself, Jack Lucas caused a stir when he arrived at Nestlé Professional® HQ in Gatwick to pick the lucky winners at random. Once the draw had taken place, Jack enjoyed having a go at creating some latte art and even found the time to sign autographs and have pictures taken with fans.

Gill Smith (Away2Dine), Jonathan Rond (The Jolly Toper), Clare Skevington (Haskins) and Lee Canon (Diageo plc) will dine at the restaurant, which took 10,000 bookings in just a week and has Nescafé® Milano as its exclusive coffee sponsor. There were hundreds of entries for the competition, which included the opportunity to not only experience the exquisite food inspired by the TV show, but the chance to meet MasterChef

Champions from series past and present.

Running from 2nd September to 5th October, chefs leading the kitchen will include winners such as Ping Coombes (2014), Natalie Coleman (2013), Tim Anderson (2011), Dhruv Baker (2010), Mat Follas (2009) and James Nathan (2008).

“The MasterChef Restaurant and Bar is an exciting way to celebrate the diverse tastes and talents of the Champions of the popular cookery format,” said Cecilia Clement, Nescafé® Milano Category and Brand Development Manager. “We’re delighted to not only be supporting this unique event, but to give trade professionals the chance to enjoy this exclusive dining experience.”

Three runners-up were also selected to receive a Nescafé®

Alegria 510 coffee machine. The machine serves five varieties of speciality coffee, making it a great choice for small businesses.



## Pipers Crisps expands delivery service into Oxfordshire

**Pipers Crisps is further enhancing its customer service by extending its own delivery service to trade customers in Oxfordshire and the surrounding counties**

New warehousing and offices on the outskirts of Oxford will be the base for an initial six new staff members operating three delivery vans serving resellers throughout the area. Customers include foodservice outlets such as pubs, cafés and bars; and specialist food retailers such as farm shops, food halls and delicatessens. However, Pipers say that they are prepared to expand the operation further if demand for their gourmet snacks continues to grow.

The Oxfordshire expansion supplements Pipers’ existing ‘personal’ delivery service which currently operates from two depots; one at Elsham, Pipers’



Lincolnshire HQ, delivering to the north-east midlands; and one in Epping, which opened last year, servicing London and the M25 area. UK customers outside these areas will continue to receive a courier service, or they can source Pipers Crisps through a number of selected regional wholesalers.

Pipers Crisps’ founder Alex Albone explains the rationale behind expanding their own delivery service. “Our success is not just based on our great-tasting crisps; it’s also supported by our unrivalled customer service. Since the company began ten years ago, our own delivery service has been at the heart of this customer-friendly approach, offering a personal touch for customers.

“Our customers build a real rapport with ‘their’ driver. It’s not just about ‘service with a smile’ - it’s also about practical issues such as timing deliveries to suit customers, helping to place the stock where they want it and advising them about merchandising and POS equipment.

“Our customers benefit from our presence on the ground by putting a face to a name, and we gain important direct feedback from the personal interaction,” he adds.

**Pipers Crisps is expanding its own delivery service into the Oxfordshire region**

## News in Brief

Mom’s Fabulous Hot Dogs has launched its fully branded cart for caterers wanting to serve hot dogs anytime, anywhere.

This unique, custom designed cart is available for just £1,500 (plus delivery and VAT) ready to roll. The carts come in Mom’s eye-catching, retro style livery, emblazoned with Mom’s Fabulous Hot Dogs artwork on hardwearing vinyl and with customised menus and POS also available.

The cart is equipped with two bain-maries, which can hold up to 140 hot dogs and is electric powered but if preferred, can accommodate your own gas powered bain-maries and has storage for up to two gas bottles. There is also a waterproof parasol included and it fits inside a Transit/Transporter type van for easy delivery between different venues or locations.



www.barjobsite.com, operated by Spirited Bar Recruitment is the first dedicated bar job board in the world, and is being met with immediate enthusiastic feedback from insiders in the industry.

Putting together the right bar worker/ employer connections has always been something of a challenge in the industry. Stepping up to remove the guess work and streamline the process on both ends of the equation is the innovative minds at Spirited Bar Recruitment. Spirited has recently announced the launch of their new online bar job board, that makes fast and easy bar job connections possible worldwide.

“Our bar job board is an idea whose time has come,” commented a spokesperson from Spirited. “The fact that we’re the first global bar-only job board shows you how much catching up our industry needs to do. We’re proud to be at the cutting edge of putting recruiters and candidates together in a way that’s a win/win for everyone concerned!”

The bar job board is set to feature all bar positions from Bar Back all the way to General Managers and everything in between. Just a few of the cities with participating bars include London, New York, Paris and Dubai.

## News in Brief

Nisbets, one of the UK's largest suppliers of catering equipment, has introduced a Lifetime Edge Chip Warranty on selected tableware lines.

The warranty is applicable to products marked with Edge Chip guarantee symbol in Nisbets catalogue and on Nisbets website and covers edge chipping only on products which are utilised under normal food service conditions such as refrigeration, serving, washing and storage and are used in accordance with Nisbets handling instructions. The warranty is not extended to products that have been in any way mishandled in use and it does not apply to any other type of breakage.



Wholesale ice cream manufacturer Suncream Dairies is celebrating a double success by scooping a prestigious 2014 'Great Taste' Gold star for two of its most popular ice cream and sorbet products.

Suncream's Gelato Gold Coconut Cream ice cream, and the recently launched Premium Mango Sorbet, were each awarded a Gold star for taste and product excellence.

"We're absolutely delighted that these products have been judged to be winners in what is the most respected food accreditation scheme for speciality food producers," comments Suncream Managing Director Rebecca Manfredi. "The Great Taste logo is a signpost to a wonderful tasting product and although we know that these products offer customers a truly authentic flavour and great consistency, it's fantastic that they have been recognised and endorsed by such esteemed food experts."

## Red Hot World Buffet proves popular with Leicester diners

Red Hot World Buffet Leicester has had a successful opening, serving over 25,000 people in its first six weeks

In this initial period, the venue has made 6,000 sushi rolls, which when stacked up on top of each other, would be twice as tall as Leicester Cathedral.

The 400-seater venue, part of the Highcross Shopping Centre, cost £2 million to develop, making it the most expensive restaurant in the city. Offering cuisine from ten different countries, the venue has so far served over 1,000 pizzas, 600 litres of curry and 48 gallons of ice cream.

"It's been an incredible start for everyone involved with the venue," commented Mellissa Rynn, Manager of Red Hot World Buffet Leicester. "The response from diners has been great and they have been impressed with the quality of the food at a price which is great value for money.

"I have been especially happy with how much of a hit we have been with families. The first few



Red Hot World Buffet's group executive chef Paul Miller

weeks of the school summer holidays have been the busiest since we opened."

Jo Tallack, General Manager at Highcross, added: "We are thrilled that our new Red Hot World Buffet has proven to be such a success with Highcross shoppers.

"We pride ourselves on our diverse food offer in St. Peter's Square and Red Hot World Buffet certainly adds to the multicultural cuisine on offer at the centre."

Red Hot World Buffet offers cuisine from across the globe including Chinese, Indian, Mexican, Italian and Thai, with prices starting at £8.99 on weekday lunches for the all you can choose buffet and children under ten always eating half price.

## Latest technology enables new game-changing food service concept

Compass Group UK & Ireland has launched its new 24 self-service workplace catering concept. Driven by advanced POS software from MCR and powered by J2 hardware, the concept's enabler is smart technology to manage payments and customer loyalty

AURES Technologies incorporating J2 Retail Systems and its solutions partner MCR Systems have revealed their role in an important new 24/7 food service concept recently launched in the UK. Branded 24, it is the brainchild of Compass Group UK & Ireland, a world-leading food and support services provider. An innovative technology solution from the two point-of-sale specialists enables payment and supports loyalty and customer engagement.

Nicola Morris, Managing Director of 24 commented: "There's been a need for a revolution in workplace

catering for some time to address longer working hours and greater employee diversity and preferences. Our new solution appeals to everyone, from fussy eaters to night owls. 24 can be a stand-alone, employee self-service facility or can complement a main workplace restaurant out-of-hours and for the majority of our clients, 24 is completely free."

Matthew Gatter, Managing Director of solutions company MCR Systems explains: "We have customised our technology to run 24. This comprises our SymPOS solution at the front-end, which we've enhanced with cashless payment functionality, which feeds into our Symphony Enterprise in the back-office and integrates with 24's ERP system, SAP"

He continues: "We've embedded the latest touchscreen hardware, J2 225 EPoS terminals, into the purpose-made kiosk shells together with a scanner, contactless card reader and receipt printer. The whole operation can go live in less than 24 hours. Knowing reliability is critical, we recommended the J2 225 with its modern, slim design."

Much thought was given to the ergonomics of selecting and paying for purchases says Morris: "The MCR system flow is intuitive and the J2 touchscreens are very natural to use. The design and colour of the bright LED screens guide customers to scan or select and then pay for their items. This is usually via a contactless 24 card onto which they've already loaded funds, or an alternative is to use a contactless debit card. Both card processes are integrated within our POS solution but we advocate use of the 24 card as it enables us to build a relationship with the customer, capture valuable sales data and drive value."

Key to the overall concept is customising the product to reflect the client demographic and keeping it refreshed, and then personalising engagement to help drive loyalty.





## La Marzocco UK, in partnership with SCAE UK, to host 2015 UK Latte Art Championship

The day-long event has been scheduled for Saturday, 13th December and in addition to the competition itself, La Marzocco UK will organise pertinent workshops and talks throughout the day, which will be open to the public

The day's program aims to be in line with the goals of SCAE UK, to share quality coffee knowledge as well as share a La Marzocco experience with the barista, the people who are actually using the machine. Over the years, the barista's hands-on experience has played and continues to play a key role in the thought process within the company's R&D department.

"It's a pleasure and an honour to host the UK Latte Art competition at a London location," says Paul Kelly, La Marzocco UK's Sales Manager. "One of the core values of La Marzocco, and possibly the one we appreciate most, is building community. The UK Latte Art competition is a perfect opportunity," says Paul.

The UK Champion taking home the prize at the end of the day will attend the World Latte Art Championship in Gothenburg, Sweden in June 2015.

### About the SCAE UK

The overriding goal of SCAE UK is to spread the knowledge of great coffee. Whether this is through entering any of the competitions the organisation oversees or by attending any of the training events it



**LA · MARZOCCO**  
UNITED KINGDOM

hosts throughout the year. SCAE UK is also about fun and friendship. The competitions are not only a great way to learn but also about meeting other people in the UK's ever expanding coffee industry and forging great new friendships and contacts.

SCAE UK is an association with a growing number of members, who are looking for coffee excellence. Members come from all areas of the coffee industry, from machine manufacturers to roasters, café owners and ancillary suppliers.

Find out more at [www.scaeu.com](http://www.scaeu.com).

## New brand of steak and lobster restaurants Bourgee launches in UK

Launching its first venue in Southend On Sea, Essex, Bourgee will provide beautiful food with impeccable yet unfussy service in sumptuous settings. Their promise of affordable luxury for all will be consistent throughout every venue across the UK.

The first Bourgee venue is a £1 million flagship Steak-Lobster-Luxe Lounge situated on Southend's famous seafront and other venues are already in development and are set to open in 2015. Southend was picked because Bourgee is a brand that recognises the potential in a very upcoming and affluent area of the UK – the huge amount of

footfall, regeneration, investment and growth in the borough also signifies a bright and successful future for this famous Essex landmark.

Bourgee recognise the popularity with diners for top quality steak and lobster within the restaurant business – and above all, the draw of a smaller menu with large appeal. Beef has been a staple of British dining for hundreds of years, still remaining incredibly popular – Bourgee believe that the quality of their steak and the way it will be cooked and presented via a Jospier grill is amongst the best you will experience anywhere in the world.

A new chain of affordable luxury steak and lobster restaurants, Bourgee, headed up by a renowned Great British Master Chef Mark Baumann, is hitting the UK this month

Bourgee's beef is from Northern Spain where the husbandry of the product is second to none - their meat also comes recommended by 3 star Michelin eateries which is a sign of its superiority. Likewise, Bourgee are introducing lobster from UK shores to demonstrate to diners further that you can experience world class food at affordable prices for the first time on a National scale.

James Welling & Mark Baumann, Co-Owners & Directors at Bourgee comment: "We are thrilled to finally see our vision of the Bourgee concept launch in the UK and are confident that our innovative menus, sumptuous and vibrant destinations coupled with our sensible pricing strategy, will strike a chord with diners across the country and prove that there is no reason why superb product, service and venues should not be available to everyone."



## News in Brief

Domino's Pizza UK is returning as the sponsor of The X Factor app for the second consecutive year.

The Domino's brand will continue to run across the app, as well as within bespoke second screen ad formats and unique interactive features.

The partnership was negotiated by ITV Commercial, FremantleMedia UK and Arena on behalf of Domino's.

Viewers will once again have the opportunity to directly engage with the new series of The X Factor via the app. Interactive features will return such as in-app voting, quizzes and the Fifth Judge where users can predict which acts will make it through each stage as well as give real-time feedback on each performance during the show.

As part of the digital partnership, Domino's and ITV will also run a number of interactive campaigns throughout the series using ITV's dual-screen ad format, Ad Sync, where users will once again be able to bag themselves additional Domino's deals. Last year, Domino's launched the mini skill game, Fiery Fingers of Fire, which invited users to win a money-off coupon if they tapped a pizza 500 times in one minute. Engagement figures were impressive, revealing 63% of users played the game and 18% succeeding to claim the voucher. The game returns this year with a brand new feature allowing users to save their vouchers using the Domino's wallet.

Within the app, users will also be able to access a Domino's hub incorporating additional engaging content and receive a range of Domino's rewards, designed and built by iris Worldwide. The partnership will also be amplified via social media platforms.



Volvic has launched a brand new look across its entire plain, sparkling, Juiced and Touch of Fruit ranges. The new look gives the brand a fresh, modern twist and creates a more consistent, iconic look across Volvic's different ranges.

Alastair Strang, brand lead for Volvic said: "We are thrilled to be bringing this new look for Volvic to British consumers. Consumer testing has shown us that this fresh new look differentiates Volvic from its competitors and has a much stronger stand-out on shelf.

"But this is just the beginning. Beginning this autumn, Volvic will launch a £1 million (Media equivalent value spend) new 360 degree campaign across TV, social and above the line advertising to launch our new positioning."

A word from...

# Corporate and social responsibility key to success



Ian Dawes, Subway franchisee, talks here in his brand new column for QuickBite magazine, about corporate and social responsibility and the key role that it plays in any business

Corporate and social responsibility seems to be a hot topic these days which just won't go away – and quite rightly so.

In an age where we throw away so much packaging and use so many resources that we know won't last forever, we need to be very mindful of what we do. Consumers these days are a savvy bunch who want food at lower prices and are willing to shop around to find the right products that fit in with their own ideology.

**“Always make sure your menus are clear and precise and show customers what you want to shout about”**

Whilst there may be a rise in the number of smaller discount supermarkets opening up offering lower cost foods, customers still want products they can trust and feel good about. In recent years many TV adverts from popular brands tell us about sustainability, Fair Trade, ethically sourced, buy British, eco-friendly and reduced CO2 emissions, rather than actually trying to sell you a particular product. Subway® Restaurants have spent the last two years signing up to

the UK Governments 'Public Health Responsibility Deal' and are currently the only QSR brand to have achieved six of these pledges.

As a franchisee of three Subway® stores I feel a lot safer knowing that we have something positive that we can communicate to our customers and offer them the re-assurance they so often need. As a brand we've also reduced our salt content by 48% across our product

range; we only use free range eggs; support sustainable Palm Oil practices and 97% of our packaging items are fully recyclable. Our tea and coffee is rain forest alliance certified, the hot chocolate is Fair Trade, our kids' pak range offers children two of their five a day and our Subs offer you as much Salad as you want making it one of your five a day. In store we always stock leaflets and tent cards telling customers about what we do, our menus display the calories in our

Subs and there's even a full list showing our nutritional.

If you're a non-branded restaurant or small business owner what can you do about it? Trade area surveys are a fantastic way of finding out what customers consider important to themselves. Try writing a short questionnaire to discover their needs and then act upon it. Many food suppliers already do a lot of the hard work for you – all you need to do is stock their products. Consider changing your tea and coffee to Fair Trade or rain forest alliance by stocking a better known brand.

And speak to your existing suppliers and ask what products they stock that could help increase your ethical standards. If they can't help you could consider a new supplier or someone more local. Always make sure your menus are clear and precise and show customers what you want to shout about. No matter what you do, ensure it's correct and approved by the appropriate body if you plan to use their logos. Make sure you shout it from the rooftops because, after all, it's the discerning British public who will be choosing you over your competitors!



# Coffee shops, cafes & tearooms

“Cafés and coffee shops have quickly become somewhat of a British institution over the past few years, with the increase in the consumption of hot beverages having a knock on effect to smaller independent outlets as well as some of the large international trends. Making the most of this trend for delicious hot beverages and the associated spend on food is key to running a successful café or coffee shop,” says Diane Ho, Commercial Product Manager at Glen Dimplex Professional Appliances. QuickBite finds out more about what you should be offering [→](#)

# Coffee shops, cafes & tearooms

⊕ Including a whole range of different products, selling a selection of hot beverages requires the operator to consider the best equipment for the expected job. This becomes even more key with the increase in commodity prices, with customers now expecting that if they are paying a premium price, the quality of the beverage is second to none.

“In order to ensure a consistent quality, leading to maximising on sales and make the most from the provision of hot beverages, caterers should consider the type of equipment used and how this can directly relate to the quality of the beverage being served,” explains Diane. “With commercial equipment available in all shapes and sizes, it can often be a challenging task to know which particular appliance is most suitable for the job; however when it comes to making the perfect cup of tea or speciality hot beverage, a dedicated hot water boiler is essential.”

Designed to provide water at higher temperatures than traditional coffee and espresso machines, yet still able to effectively make delicious coffee based drinks, operators will be surprised just how much of a difference a dedicated hot water boiler can make to hot drink sales.

Burco has been a name synonymous with high quality, robust hot water boilers suitable for both front and back of house beverage making in all types of pub and restaurant setup for over 50



35% of customers consider themselves adventurous in their coffee choices, says DaVinci Gourmet



Burco's new British manufactured range includes auto-fill boilers with built-in filtration

“The power of coffee and cake as an additional source of revenue shouldn't be underestimated by operators”

years. Renowned for consistency and reliability from the outset, caterers have had much acclaim for the new range of British manufactured manual and auto-fill commercial water boilers with built in filtration from Burco.

Taking the traditional commercial water boiler market to the next level, the new British manufactured range includes auto-fill boilers with built-in filtration, said to be ideal for cafés and coffee shops in hard water areas; as well as standard auto-fill and manual fill boilers, available in a range of sizes.

“The power of coffee and cake as an additional source of revenue shouldn't be underestimated by operators,” says Andrew Ely, Managing Director of Almondy. In fact, recent independent research has found that 65% of people are likely to treat themselves to a slice of cake when visiting a cafe, meaning there is a huge opportunity to upsell to customers.

The latest research delved into the habits of the 90% of people that visit a coffee shop at least once a month and the 38% that visit at least once a week. While almost two-thirds of people are likely to buy cake while there, 41% said the primary reason for not buying a sweet treat is that the products don't offer good value for money.

Research shows the majority of people^ spend between £2.50 and £3.50 on each visit to a coffee shop. “There is a huge untapped opportunity to upsell and offer cakes as an additional purchase,”



# Coffee shops, cafes & tearooms



BRITA says that water used can make such a difference to the quality of coffee and the consumers' experience

To request your free POS material, email [Lucy@jellybeancreative.co.uk](mailto:Lucy@jellybeancreative.co.uk) with your name, business address and Almond POS in the subject heading.

## Drinks offering

“Creating a great cup of coffee starts with the beans you choose, but the quality of the final drink is determined by the water you decide to brew it with,” says Miles Dawson, Sales Director, BRITA Professional. “This is the same for all hot beverages. As consumers become more discerning about what they drink out of home, water treatment is becoming even more important for operators – it makes up to 98% of espresso, black coffee and

explains Andrew. “Value is a key driver so caterers must consider this and get the right products in place when constructing their menus.”

Ranked as a top five dessert<sup>†</sup>, Almond believes it delivers on value, taste and quality. Underlining the power of brand appeal, 24% of people said they had heard of the crunchy, almond biscuit-based (and naturally gluten-free) desserts, while 50% stated that they would order the Swedish cakes, which are topped with popular confectionery brands Toblerone and Daim, if they were on the menu.

“Getting your tea wrong can be a costly mistake so it’s essential to choose a tea that delivers a proper brew and a proper earner”

“Caterers need to appeal to their target market,” says Andrew. “Customers know and love Almond from buying the products in supermarkets so caterers have a real opportunity to build on this out-of-home through clever marketing in their coffee shops.

“To support caterers with their marketing initiatives, we offer a range of free point of sale material to ensure customers know exactly what is on the menu, and to help caterers cash in even further.”



Afternoon tea has made a comeback!



# Coffee shops, cafes & tearooms

⊕ tea after all. Top baristas across the world are increasingly looking at the impact water can have and there is starting to be better recognition that water can make such a difference to the quality of coffee and the consumers' experience."

In the UK we have very safe, high quality water. However, though our water is perfectly safe to drink straight from the tap, this doesn't mean it will create the perfect hot beverage. Water needs to be filtered properly in order to reduce the variables that affect the look, smell and taste of the final drink and, in areas that require it, protect your equipment from a damaging build up of scale.

"The make-up of the water varies depending on where you are geographically located – in hard water areas you will be more susceptible to scale than in soft water areas," explains Miles. "We often find that there's a misconception in soft water areas, for example the West Scottish Coast, that no filter is required as there is minimal risk of scale. But, even in soft-water areas operators require a carbon-only filter to guarantee consistently great-tasting hot beverages."

## Innovation

With a high customer demand for high quality coffee, this means that quick service operators need to offer innovative



DaVinci Gourmet boasts a Sugar Free range of syrups, perfect for operators to create a selection of guilt-free hot drinks



Taylor's of Harrogate have forged a partnership with Davenport's Tea Room

**“When it comes to making the perfect cup of tea or speciality hot beverage, a dedicated hot water boiler is essential”**

speciality drink menus to keep up with and rival high street chains.

“The number of consumers that like to try new beverages is growing as more options become available,” comments Steph Goldie, Brand Manager for DaVinci Gourmet. “In fact, 35% of customers consider themselves adventurous in their coffee choices. Lattes are proven to be the most popular, with 29% of consumers having enjoyed one on their last visit to a coffee shop, according to the Allegra Project Café13 Report.

“By using DaVinci Gourmet syrups and sauces, quick service operators can

capitalise on the UK's growing café culture and move towards flavoured drinks, which have been highlighted as one of the fastest growing beverages in the UK.”

With an increased focus on health and wellbeing, consumers are more nutritionally aware than ever, and this has led to a 54% increase in ‘natural’ launches in 2013, compared to the previous year – and beverages are no exception.

“In response to this demand, DaVinci Gourmet has reformulated its syrups portfolio to become the largest brand free from artificial colours and flavours, while still delivering the great taste experience consumers know and love,” says Steph. “This development is being made at no extra cost to operators, and is set to help outlets boost profit margins as Datamonitor research has shown that 67% of consumers are willing to spend up to 20% more for a beverage labelled ‘natural’.”



## CASE STUDY

### Tea & Tårta prove a hit at award winning café

Tea Monkey – a contemporary and funky tea café – and its founder, Tracey Bovingdon, are giving the coffee boys a run for their money.

Winner of the 'Best Tea Experience' at the Lunch Business 'Grab and Go' Awards and recipient of a '5 cups accreditation' from the Beverage Standards Association (BSA), the café is stirring up a storm with its impressive collection of 40 tea blends, premium speciality coffees and high quality food offering. Tea Monkey even boasts iPads which customers are encouraged to use at their leisure, over a relaxing flowering tea or Chai Latté, accompanied by their favourite cake.

"I wanted to bring tea to the high street," explains Tracey. "I've never been a coffee drinker and felt there was a real gap in the market. We're a nation of tea drinkers and yet there was nowhere to go for a good cup of tea. So I set up Tea Monkey in 2010 with the focus to make tea modern and re-create that community feel – tea rooms were the original chat rooms after all!"

It's Tracey's determination to make Tea Monkey a place for everyone which led to her developing a gluten free menu that includes the popular Swedish cake, Almondy.

"I'm vegetarian so I appreciate how difficult it can be for customers to find something they like when eating out – you get bored of seeing the same uninspiring products all the time. This was why it was so important that people with gluten intolerance could come to us and treat themselves to a drink and a proper slice of cake.

"I was aware of Almondy after living in Sweden and I knew when I opened Tea Monkey the Almondy Cake with Daim Bar would be on the menu."

With the gluten free market forecast to be worth £519m by 2016\*, a rising number of caterers are realising the profit opportunity of special dietary needs.

"73% of people feel catering outlets could be doing more for gluten intolerance, so there's a huge opportunity for operators to get involved and drive additional profits they may otherwise miss out on," says Andrew Ely, Managing Director, Almondy.

With plans for expansion and a UK franchise in the pipeline there's no monkeying around for Tracey!

"We're looking at London, the Middle East and New York; we want Tea Monkey to be a high street and international brand that gives people something new and original in the café market.

"The key to our success is to focus on quality, from the food and drink to the service – every aspect of the operation is important. I have an amazing team and we put a lot of care into what we do; drinking tea or coffee out-of-home is a real treat and should be a special experience for the customer – I think sometimes the big coffee chains forget this."

\* Kantar Worldwide



"The key to our success is to focus on quality, from the food and drink to the service"

"People like to indulge and an afternoon tea is the perfect way to do this"

Having a good range of tea is also essential for any operator and the profitability of a proper brew shouldn't be underestimated. The fact is it costs pennies to make a cup of tea, so get your offering right and the profit on every cup sold can mean serious business. Taylors of Harrogate believes it is a one stop solution for cafes and tea rooms

looking to take their tea menu from breakfast to evening with their range of speciality teas, newly launched Kew Fruit and Herbal infusions and green teas, as well as one of the nation's favourite brew – Yorkshire Tea – meaning that cafes can have it covered when it comes to tea.

"Nearly two-thirds of tea sales are made up of standard black tea (64.2%), so it is essential for cafes to get the basics right," explains John Sutcliffe, Out of Home & Convenience Controller, Taylors of Harrogate. "Independent research has revealed that 57% of UK tea lovers feel that tea served out-of-home is too weak,

and a whopping 67% of consumers say they would never return to an outlet that served them a bad cup of tea. Getting your tea wrong can be a costly mistake so it's essential to choose a tea that delivers a proper brew and a proper earner."

#### Furniture design

The current trend in furniture design is all about new combinations of novel and traditional materials in order to create innovative and individual styles to suit the needs of different hospitality interiors.

# Coffee shops, cafes & tearooms

☞ The choice of materials used in furniture design has never been greater; elegant woods, trendy weaves and futuristic stainless steel are all available in an unrivalled variety of forms and colours. “These define not only the form of the important pieces of café furniture such as tables, chairs and stools, but are also important in characterising the ‘feel’ of the pieces too; the robustness, the build quality and the luxuriousness,” explains Jan Dammis of hospitality furniture supplier GO IN.

“For upholstered pieces, the choice of covering material is even wider, from imitation leathers, leathers and fabrics in different colours, patterns and textures. The choice of upholstery material is perhaps the most important selection to be made because your guests will not only see these elements, but they will also touch and feel them. So the choice of material - perhaps high quality leather or velvety soft velour - will speak volumes about your establishment. The bold use of colour or patterns on furniture, or subdued tones, can define a whole interior.”

## Tableware

With Afternoon Tea Week held from 11th-17th August, the typically British tradition of afternoon tea has made a comeback with a bang. Steelite International has created a new brochure that showcases all the tableware available to make the afternoon tea the perfect experience.

Afternoon tea is a very easy way to add a premium product to your menu and its current popularity is sure to make it a best seller. As well as the delicious cakes and perfectly made tea of course, ☞

## CASE STUDY

# Taylor's of Harrogate forges award-winning partnership with Davenport's Tea Room

A sense of theatre and heritage looms large at the family-owned Davenport's Tea Room at Northwich in Cheshire – named Top Tea Place 2013 in the annual Tea Guild awards. Its extensive range of loose-leaf teas and locally-sourced food from a small number of specially selected suppliers, themed rooms and attention to period details such as the lace tablecloths, fine bone china and silver plated scone servers has enabled owner Belinda Davenport to create a truly special tea experience that fully celebrates the resurgent tradition of afternoon tea.

Northwich has hosted a Davenport's bakery and tea room since 1927, but the current tea room launched with just 12 covers in 2007 alongside the newly-opened family farm shop. It grew organically through word of mouth, learning its craft with the help of customer feedback – and invaluable knowledge and advice courtesy of Taylor's of Harrogate from nearby North Yorkshire, which has partnered Davenport's from its first year.

Belinda came across Taylor's in her search for a supplier of an unusual South African black tea blend, Kwazulu, and discovered a like-minded business that shared many of her values. Also family-owned, Taylor's has built up its expertise in tea and coffee since 1886 and developed practical shop-floor knowledge through operating its own tea room, the world-renowned Betty's.

“Having exotic teas puts us on the map in terms of our range – it encourages people

to talk about us to friends and relatives, which was until the award, our only form of marketing,” says Belinda.

However, as customers were initially wary of ordering from a menu that they had never heard of, Taylor's ability to provide the Davenport's staff with a compelling origin and story behind each variety proved an effective way of communicating the breadth of blends on offer. Such knowledge was also a crucial factor in the Tea Guild's decision to award Davenport's Best Tea Room. The Guild upholds a strict marking criterion that encompasses the quality of both tea and service.

“Having exotic teas puts us on the map in terms of our range”

With quality top of mind, Belinda opted for Taylor's premium Tea Room loose-leaf blend as well as Taylor's popular Yorkshire Tea and Yorkshire Gold varieties to bolster the menu options.

Davenport's amplifies the theatre inherent in its loose-leaf teas with regular special events at its two themed dining rooms, such as the Mad Hatter Tea Parties held in the Alice Room (a nod to author Lewis Carroll who was born nearby). Belinda has also found that period dramas such as *Downton Abbey* have revived interest in the



afternoon tea experience and the costumed Victorian Christmas teas – complete with period candelabras and flowers – hosted in Davenport's Queens Room which has been known to attract up to 200 bookings in a single month.

“With less money in people's pockets, they want that experience and the theatre,” she adds.



— NEW —

# Salted Caramel

Introducing DaVinci Gourmet's new, Salted Caramel syrup, a great addition to your winter beverages menu.

The salty-sweet aroma perfectly complements the bitter coffee taste, allowing you to create a range of tempting lattes, mochas and cappuccinos; delivering a taste sensation for your customers and generous profit margins for you.

All DaVinci Gourmet syrups use only natural colours and flavours, yet still deliver the same great taste as ever.



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at [www.davinci-gourmet.com](http://www.davinci-gourmet.com) or email [info@davinci-gourmet.com](mailto:info@davinci-gourmet.com) [@DaVinci\\_Gourmet](https://twitter.com/DaVinci_Gourmet)

# Coffee shops, cafes & tearooms

## CASE STUDY

### FCB specifies Drury Tea & Coffee for its artisan coffee bars

Waging war on bland and 'formulaic' chain brand coffee shops is Barny Clevely. Already a successful coffee entrepreneur with his DP coffee cart business, he is now focusing his attention on developing his new and individual brand of coffee shops, The Flying Coffee Bean (FCB).

For over 20 years, Barny has purchased his tea and coffee from The Drury Tea & Coffee Company, so it comes as no surprise that he is using them again in the new venture. FCB already has six coffee bars, each situated at rail terminals in the south east of England. The number is set to double this year as he rebrands six existing DP sites as FCB Artisan Coffee Bars.

The latest opening is at Denmark Hill station in south London. Here, the old ticket hall has been transformed using new, hand crafted and recycled materials into an appealing and refreshingly different and individual coffee shop. The flooring has been salvaged from Chelsea Barracks; the tables and chairs are old school furniture; the antique light shades have been refurbished from Brighton station and the kiln shelves are from Nottingham.

Centrepiece of the entire coffee bar is a magnificent run of solid light oak countering hand crafted and purpose-built by skilled woodturners in Suffolk. This acts as a divider separating the public side of the coffee bar from the station side. It means that the coffee bar is open to passengers and the general public alike.

#### The coffee

Besides offering a house blend of coffee, the FCB in Denmark Hill gives the choice of several other options, many of which are regularly changing 'guest coffees'. Most of these are sourced from the Drury Tea & Coffee Company which has been blending tea and roasting coffee in the UK for almost 80 years.

The FCB House Blend is Drury's Caffè Cuidado. This is blended from coffees sourced from Rainforest Alliance Certified™ farms. The aim of this organisation is to improve the livelihoods of coffee farmers and their workers, giving them access to decent housing and medical



“Waging war on bland and ‘formulaic’ chain brand coffee shops is Barny Clevely”

care whilst at the same time striving to arrest deforestation and environmental destruction.

#### The tea

When it came to selecting a tea, Barny had a particular problem. He was anxious to use a quick brewing blend so that rail passengers did not have the problem of disposing of a dripping teabag after they boarded their train. He consulted Drury, who came up with an effective solution. They first of all recommended using their pyramid style of teabag. This gives the tea more room to infuse effectively and enables Drury to use larger leaf tea.

They then turned their attention to the tea itself. They included some large leaf tea which gives an abundance of flavour, but added some small leaf fannings, for strength. Finally, they increased the bag weight to 4 grammes. The combination gives a strong, quick brewing cup, which means that passengers can deposit the spent bag before they travel.

☛ an afternoon tea has to be beautifully presented.

Heather Lovatt, Head of Marketing at Steelite International, said: “People like to indulge and an afternoon tea is the perfect way to do this. It’s well worth investing in stylish crockery for serving the tea for maximum customer satisfaction and to make the most of this popular premium experience. We have something suitable for all occasions and budgets.”

^ 38% - source: Toluna/Almond Consumer Insight March 2014

† The Grocer's 2013 Top Products Survey



Buy the highest quality furniture you can, as it will stay looking good for longer, advises GO IN



# Be inspired by food from across the pond

American-style cuisine has taken British foodservice by storm, as many customers continue to increasingly indulge in either modern cuisine from the USA or nostalgic comfort foods, with a gourmet twist



# American inspired food

“Undoubtedly burgers remain the favourite American dish for customers, and Technomic’s MenuMonitor identified a 9.7% increase in the amount of burgers introduced on menus in 2013 compared to the previous year,” says Grace Keenan, Brand Manager for Kerrymaid. “Burgers in all their varieties – beef, chicken, vegetarian and so on – form a quintessential part of any menu.

“Research has shown that 95% of American burgers sold in QSR in the UK last year was with a slice of cheese, so it’s very beneficial for outlets to upsell this as an extra, alongside relishes and salad. Kerrymaid has seen heightened interest in its Kerrymaid Original Slices as a burger topping, with their appeal stemming from the level of quality and consistent creamy taste developed for consumers, and equally in their functionality for chefs.”

## “American-style cuisine has taken British foodservice by storm”

Kerrymaid Original Slices also prove to be an ideal choice as a gluten-free burger topping. With 1 in 100 people in the UK having coeliac disease, it’s important that pubs tap into the £120 million market and the increasing consumer demand for gluten-free products.



Mom's offers a range of hot dogs which it says can help combat menu fatigue

“Kerrymaid Original Slices can help speed up service, as they are easily peelable providing a quicker and more efficient product in often-hectic environments,” advises Grace. “The slices provide a consistent melt; which helps improve the structure of the burger and with less mess is a convenient option for customers.

“With the proliferation of American-style cuisine in the UK, pubs will be

increasingly challenged to serve burgers that stand out from the crowd and meet customers’ rising burger expectations. Creative offerings such as festive burgers, global flavours and seasonal offerings that incorporate different toppings such as salsa, jalapenos, or bacon along with a Kerrymaid Original Slice will ensure pubs satisfy customer’s need for a succulent gourmet burger.”

Grace goes on to suggest that pubs should offer discount vouchers for their lunchtime or evening sales to encourage custom or advertise a promotion such as a free coffee, tea or juice with a burger to entice customers. “Once initial visits have been made, a loyalty scheme can work well to generate repeat visits from these customers,” says Grace.

Many of today’s consumers are well travelled and savvy when it comes to knowing good food and tasty meals, which is why it’s important to keep on top of the ever-changing demands from society. “Having recently developed three new ranges, all of which are being introduced to the American market, it’s clear to see that Major International are ahead of the game in the stocks and sauces arena,” says a Major International spokesperson.



Major International's marinades are said to be ideal for quick, grab 'n' go menus



The new liquid seasoning range includes a Hickory & Applewood Smoke and a flame roasted Chargrill flavour. Both are said to be ideal for enhancing sandwiches, burgers and dips or brushed directly onto chicken or meat for a griddled, straight from the rotisserie flavour. Ideal for that all American taste, why not try dipping your fries into a hickory smoke mayonnaise to really tantalise your tastebuds?

“The three Pan Asian Broths flavours have also taken the foodservice market by storm since their launch in May 2014,” continues Major’s spokesperson. “Inspired by the popular street food and noodle bar phenomenon, people that sample the aromatic and fragrant flavours just can’t get enough. The Beef, Chicken and Vegetable broths transport you to the Orient with flavours of lemongrass, coconut, chillies and ginger.

**“With the proliferation of American-style cuisine in the UK, pubs will be increasingly challenged to serve burgers that stand out from the crowd”**

“With ease of use in mind these 1kg pastes are healthy, fun and tasty with fresh vegetables being the main ingredient when used as a broth.”

Lloyd Child, Catering Manager of Dautseys School, Wiltshire is pretty impressed with the clean flavours and aromatic aromas of the broth: “They are truly amazing and provide that certain edge to the school meals that I try to achieve.”



Mom's unique, custom designed carts, which sports eye-catching, retro styled livery, is now available for sale

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AT THE HEART OF EVERY BUSY KITCHEN

# American inspired food

“All three flavours are fantastic for my menus as they’re gluten free and free from any artificial additives. The simplicity of the product means that any of my team can follow the recipes and ensure consistency throughout the lunchtime service. I like the fact it can be made up on its own or mixed into other dishes to add an extra dimension which is great when menu planning.”

“There aren’t many products out there that can offer me so many benefits, so I’ve ensured they are embedded into our everyday menus.”

“Theming a standard ‘fast food’ menu in the style of an American diner... as well as tweaking the way in which you write menu descriptions, can instantly raise consumer perceptions of quality”

Due to recently becoming one of the first in the industry to receive the Food For Life Catering Mark, the Broths, Liquid Seasonings and of course the existing range of 11 Mari Base marinades are



Consumers grabbing bite sized food on the go is the reason why their products work so well, says Major International

being implemented more and more across the menus of schools, hospitals, food-to-go establishments and restaurants up and down the country.

“We are now officially a nation of snackaholics with consumers grabbing bite sized food on the go which is the reason why our products work so well. Majors bespoke menu development has benefited many of our customers as we come in and work with the chefs to create simple dishes tailored to the needs to the establishment. This coupled with the fact that we can design and supply all of the signage and menus means all you have to do is cook... It couldn’t be simpler!” comments David

Bryant, Managing Director of Major International.

The Marinades are said to be ideal for quick, grab ‘n’ go menus where an array of different flavours can be marketed using just one protein, thus cutting down on wastage, time and effort. For example colleges, universities and pubs love the idea of ‘a bucket of Major chicken wings or strips’. Here, 11 different flavours can be offered including Caribbean Jerk, Piri Piri, Honey, Lemon and Mustard or Barbecue and all the caterer has to do is brush on the selected flavour at time of ordering. This creates a quick, simple and really tasty dish, great for people on the go or a social bite to eat.



Empire Dogs’ hot dogs are made from the finest cuts of Red Tractor farm assured pork, beef and chicken, blended with exotic spices

## Hot dogs

According to Mintel research last year\*, where once the basic burger and chips was satisfying British diners’ palates, we now look for more premium ‘junk food’. That research from Mintel found that over one in ten (13%) British diners have already tried ‘gourmet’ junk food – with nearly half (46%) who have not ordered before saying they would be interested in trying ‘posher’ junk food such as hot dogs with better quality ingredients.

Theming a standard ‘fast food’ menu in the style of an American diner by the simple addition of authentic sides such as BBQ Baked Beans, Mustard Slaw, Corn Relish, Ranch Dressing and Mac ‘n’ Cheese, as well as tweaking the way in which you write menu descriptions, can instantly raise consumer perceptions



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## BBQ Ben Bartlett

Celebrity barbecue chef and head of the British Barbecue Association, Ben Bartlett, has teamed up with Kerrymaid, the professional dairy range for chefs, to create brilliant summer barbecues inspired by Kerrymaid products.

### Ben's top tips for a great barbecue include:

Less is more. When it comes to your menu, choose four or five great dishes and do them really well – both you and your customers will appreciate this simplicity of choice

Customise for success. It's estimated that 95% of burgers are sold with toppings, such as cheese. They're a very simple way to add taste as well as profit. Kerrymaid Original Slices are convenient and taste great.

Try something new. Ben suggests a spray of unsweetened apple juice on any barbecued meat to keep the meat moist, as well as encourage that all important caramelisation for an amazing taste.

# American inspired food

of quality. And by including foods that customers are already familiar with, but ensuring they are more innovative and of a higher quality than the conventional high street offering, means you will be more attractive than the competition and will be able to charge more.

Nick Pagett, Business Development Director, Mom's Fabulous Foods said: "We were delighted to learn from reports last year that hot dogs were leading the Americanisation of UK menus and had knocked scampi and chips from their top 20 ranking of the most popular dishes out of home.

"Research from Horizons also revealed that hot dogs, albeit with a gourmet twist, were featured on 85% more menus than they had previously. We have seen evidence of this too in the growth of our sales over the last twelve months and customer feedback tells us that they are realising the benefits of serving a top notch hot dog. If ever there was a time to introduce an innovative, gourmet hot dog concept, it's now!"

Mom's has just announced a major roll-out with one of the largest contract caterers in this sector by seeing off the competition with a quality hot dog that offers improved profit potential and an eye-catching branding. Nick adds: "The market is clearly ready for a new eating concept; in the UK we've always liked the appeal of a hot dog but until now,



Kerrymaid says their Original Slices can help speed up service

**"Hot dogs, albeit with a gourmet twist, were featured on 85% more menus than they had previously"**

there hasn't been a viable offering as the quality hasn't been that appealing to the consumer or the profit potential for the operator."

Renowned for using authentic recipes and the finest cuts of coarse ground meat for a firmer texture and superior flavour, Mom's offers a range of hot dogs to combat menu fatigue, including the Chilli Cheese; made with chunks of Gouda, the Mom's Original Hot Dog; Mom's Bad Boy®, a huge mean and meaty dog big enough for the hungriest appetite, and by contrast, the Dinky Dog® – petite and perfectly sized for sharing platters and snacks. There is also the newly launched Junior hot dog which caters for the smaller appetite so the whole family can enjoy the experience together.

To accompany its gourmet hot dogs Mom's now offers three sauces; Tasty Tommy Sauce, Mellow Mustard Sauce and Bad Boy Chilli Sauce. All of these delights can now be served from one of Mom's unique, custom designed carts, which sports eye-catching, retro styled livery and is now available for sale so



The new liquid seasoning range from Major is said to be ideal for enhancing sandwiches, burgers and dips or brushed directly onto chicken



# American inspired food

you can serve up the American Dream anywhere, inside or out!

“Regardless of where or how gourmet hot dogs are served, the emphasis is on freshness and quality,” comments Mark Yates, founding Director of Empire Dogs.

“Since the horsemeat incident, people are more conscious than ever about the food they are eating, and in recent research by Horizons, 56% of consumers said they wanted to know the origin and provenance of the main ingredients used in dishes.

“Therefore, it’s important that cafes meet this demand by offering quality, suitable and local produce that customers now expect. Empire Dogs’ pioneering recipe of 100% British hot dogs – made entirely from the finest cuts of Red Tractor farm assured pork, beef and chicken, blended with exotic spices – is truly unique.”

Empire Dogs’ Red Tractor approved products guarantees they have met the expected responsible production standard on safety, hygiene, animal welfare and environment. It also highlights that these products are fully traceable back to independently

“Many of today’s consumers are well travelled and savvy when it comes to knowing good food and tasty meals”

inspected farms in the UK. These allows operators to charge a premium for the product as Mintel has shown, one in three customers are willing to pay more for food with a ‘made in Britain’ label or Red Tractor symbol, either

on the packaging or within the menu description.

“Alongside the growing demand for American-style foods, pubs need to also consider the rising trend for healthy options, as it has been identified as the most significant long-term consumer trend according to The Taste of the Future 2020 report,” continues Mark. “This means many consumers will begin to seek alternative meals that are perceived to help them improve their diet, health and overall lifestyle.

“With less than 350 calories including the bun, Empire Dogs have 50% less fat content than any other brand on the market, virtually no salt and are without any preservatives, additives or colourings – but still have a premium taste that customers expect.”

\*Mintel research published August 2013



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THE HOME  
OF  
GREAT  
TASTE

## Making the most of seasonal sales

One of the easiest ways to help increase sales is to plan your products and menu depending on seasonal events – whether it be Valentines, Halloween or the start of the football season. So get planning!

Capitalising on the football season, Sizzling Pubs has launched the ultimate discount for football fans, The Green Card.

The card, which can be picked up for free behind any Sizzling Pub bar with Sky Sports and BT Sports now, allows 20% discount off selected drinks 45 minutes before, during and 45 minutes after the whistle blows.

The offer is valid during the televised Barclays Premier League, The FA Cup, UEFA Champions League, Capital One Cup, Home internationals and UEFA Europa League matches.

Consumers can enjoy the matches with thirst quenching discounted drinks such as pints of Carling, Strongbow Original and Smoothflow Bitter, 175ml glasses



Snowbird foods has already put together a hamper full of seasonal specials ready for Christmas

of Barefoot wine, plus bottles of Peroni, Kopparberg and J20.

Not only does the card offer discounted drinks, there's also exclusive offers, competitions, prizes and rewards available to all Green Card members. Plus, like all good loyalty cards, the more it's used, the more it'll give back.

### Get ready for autumn

And as autumn approaches and the days get brisker, DaVinci Gourmet is helping to ensure that operators' profits don't catch a chill with ideal autumn recipes that will help get customer's tastes buds tingling and outlets' tills ringing!

Using its current Liquid Assets Calendar, the syrups, sauces and smoothie brand advises outlets to avoid menu fatigue by introducing three or four speciality drinks, using the season for inspiration.

For autumn, nutty, sweet and spicy flavours regularly prove to be popular choices, and, as DaVinci Gourmet has recently become the largest brand free from artificial colours and flavours,

**“Avoid menu fatigue by introducing three or four speciality drinks, using the season for inspiration”**



consumers can expect a great tasting, long lasting flavour experience, from the first sip to the last.

Steph Goldie, Brand Manager for DaVinci Gourmet, comments: “By using our Liquid Asset Calendar, operators can showcase a new and enticing menu, while also reflecting seasonal tastes. For example, delicious warming options like a Raspberry Chai or an Orange Ginger Hot Chocolate are perfect for bringing in the crowds.”

With events like Halloween and Guy Fawkes Night falling in autumn, operators can also use this as an opportunity to offer themed drinks that coincide with these dates. For example, a Toffee Apple Frappe makes a great spooky choice, while Spiced Peach can be a refreshing choice for customers after a bonfire. These can then be renamed and offered as a ‘special,’ allowing outlets to charge a premium.

Steph says: “We understand the changing seasonal tastes of customers, and want to ensure that operators fully grasp these opportunities. DaVinci Gourmet can help outlets capitalise all year round, by providing guidance, support and suitable products that periodically change according to customer demands.”

DaVinci Gourmet offers a complete beverage solution that includes Classic



syrops, Fruit Innovations syrups, Sugar-Free syrups, sauces and smoothies – all of which are free from artificial colours and flavours, which they say can help boost profit margins by up to 80%.

## It's never too early to prepare for Christmas!

“When it comes to seasonal sales opportunities, nothing comes bigger than Christmas,” says John Sutcliffe, Out of Home & Convenience Controller, Taylors of Harrogate. “It’s the time of year when customers really want to get into the spirit of the season and will pay that little bit more to enjoy it – especially affordable treats such as tea and coffee. It’s a hugely profitable time for operators and it’s essential to maximise the opportunities available to them.”

## “When it comes to seasonal sales opportunities, nothing comes bigger than Christmas”

Taylors of Harrogate’s festive blends aim to offer caterers a solution to rival high street competitors; a new coffee for winter 2014. The limited edition Christmas Blend - made from a combination of Latin American beans for a smooth chocolate flavour and East African beans for a crisp citrus note - is said to be a perfect match for winter nights or after a rich Christmas dinner.

“The beauty of the blend is that it instantly brings seasonality to hot drinks menus and because it’s only around for a limited time, it allows operators to price the drinks that bit higher,” explains John.



DaVinci Gourmet says that a Toffee Apple Frappe makes a great spooky choice at Halloween



Sizzling Pubs is capitalising on the football season by launching The Green Card

For tea lovers, Taylors of Harrogate’s recently launched Spiced Apple which combines a rich, deep blend of spices including star anise, ginger root, cardamom and cinnamon with sweet apple pieces, to make a sweet and spicy Christmas option. “This winter-warmer would stand out on any festive menu and help caterers maximise their return during the highly profitable celebratory season,” says John.

One food producer more than ready for Christmas is Snowbird foods. The processor of fully cooked and frozen products has put together a hamper full of seasonal specials, using both new and

established ideas from its range of fully cooked and frozen products for caterers and ready meals manufacturers.

With a record of past success are two Stuffing Balls – Pork & Cranberry and a meat-free version which blends a traditional stuffing spice mix of sage and parsley with cranberries, rusk, oats and onion.

Another award winner is Turkey Tuckers. Breast and leg meat is flavoured with mint, chilli, cumin, fresh and ground coriander, salt, onions, garlic, figs and apricots with the fruit delivering a level of sweetness which complements the heat of the chilli.



## Leon, Starbucks & EAT. to host Keynotes at lunch! 2014



Henry Dimbleby, co-founder of Leon and a founding director of the Sustainable Restaurant Association, Steve Flanagan, UK Marketing and Category Director at Starbucks, and Sarah Doyle, Brand Director at EAT. are just three of the big name Keynote speakers set to appear at this year's lunch! show, which returns to the Business Design Centre in London on 23-24 September

Martin Hambleton, Head of Procurement & Innovation at En Route International, will also be adding lunch! speaker duties to his impressive resume (he has held senior buying positions at Elior UK, EAT. and DO&CO). As a buyer, Hambleton has been a keen supporter of lunch! for years, calling it, "the best trade show a buyer can attend". As a speaker, his 'Buying Masterclass' looks set to prove just as essential.

Running throughout the two day show, lunch!'s free business seminars are renowned for attracting a host of high-profile brands and industry leaders

from across the food to go retailing and contract catering industry. With past speakers including representatives from Pret, YO! Sushi, Subway, M&S Foods, Caffè Nero, AMT Coffee and the Compass Group UK & Ireland.

### Creating an appetite for change

"We all like to think we're open to new ideas and like to experiment, but then we seem to eat the same sandwich from the same place most days," says EAT.'s Brand Director Sarah Doyle, speaking ahead of her 11am opening day Keynote (Tuesday 23 September).

Given that many people's eating habits can be firmly ingrained, the first step for lunchtime retailers looking to boost their customer base is "not scaring them off before they've walked through the door".

Drawing on over 18 years of experience as a marketer in the food industry, working on FMCG brands such as Hula Hoops, Typhoo Tea and Quorn, and overseeing EAT.'s recent brand revamp, Doyle will divulge strategies on how retailers can maximise their sales by persuading these "creatures of habit" to change their routines.



## Independent and thriving

The Working lunch! Theatre (sponsored by Magrini) will also include sessions by entrepreneur Tim Hall, creator of healthy fast-food brand Pod, and Richard Garcia, founder and owner of Cook & Garcia.

Discussing 'How to become the best independent sandwich shop in the UK' is a bold undertaking for any operator. But if anyone's in a position to give advice, it's Garcia – winner of 'Best independent Sandwich Bar in the UK' for two years running at the BSA's Sammies Awards (2013 and 2014).

With over 25 years' experience as a chef, Garcia will be sharing some of the key lessons he's learned along the way, with a focus on how to compete and thrive as an independent on a high street full of the global brands.

## Fresh market insights

Other sessions include 'Lunch as we knew it... A post-recession review of the lunch market,' hosted by Emma Read, Director of Marketing and Business

Development for foodservice analyst Horizons.

This essential market update will give an overview of established and upcoming trends in the vibrant food-to-go sector, and look ahead to what's likely to happen to the market now that the UK is out of recession.

"Read will also be using the Horizons' latest data to review how the upcoming allergen regulations, which come into force in December, are likely to impact lunch menus.

Returning to the Business Design Centre in London on 23-24 September, the multi-award winning lunch! show will feature 300 exhibiting companies showcasing a wealth of new food and drink products, packaging, equipment and technologies. Show features include the Working lunch! Keynote Theatre, Innovation Challenge Live, Innovation Challenge Showcase, and the British Smoothie Championships.

To register for a free trade pass, visit [www.eventdata.co.uk/Visitor/Lunch.aspx?TrackingCode=PR](http://www.eventdata.co.uk/Visitor/Lunch.aspx?TrackingCode=PR)

**"lunch!'s free business seminars are renowned for attracting a host of high-profile brands and industry leaders from across the food to go retailing and contract catering industry"**



## New launches for 2014

The following is just a taste of some of the exciting, new innovations being showcased this year:

**mini NOM NOMS** is looking to broaden kids palates, with its new, authentic world cuisine, ready meal range. Launching at lunch!, products include tiny tiffins, little laska, tiny thali and tiny tagine.

The new Impulse range from **Willie's Cacao** launches this month with seven flavours of 26g bars. Made 'bean to bar' from the world's great single estate cacaos, flavours include Venezuelan Gold, Peruvian Gold, Café Negro, Luscious Orange, Milk of the Gods, Sea Flakes, and El Blanco.

Gluten free specialist **Glebe Farm Food** is expanded into food service. Its range includes 5kg bags of porridge oats, muesli, granolas, flours, cake and bread mixes, plus beer and flavoured ciders (elderflower, strawberry, medium).

**Packwood** will be showcasing its new range of street food packaging, including kraft cardboard boats for fish & chips, hot dog trays, newspaper style deli containers for salads and soups, paper cones, wrap cups and more.

**Glen Dimplex Professional Appliances** will be demonstrating the latest in display refrigeration, with its new Lec Commercial bottle cooler range. Burco's popular range of Auto-fill filtration boilers will also be on show.

New concepts from **Tri-Star Packaging** include the Tri-Pot™ deli pots range, and clever one-fingered drinks carrier Handle-It, which enables customers to carry drinks when their hands are full.

**Around Noon Sandwiches'** new launch for 2014 is Artic Deli – a premium range of frozen, filled hot deli items (including paninis, wraps and burritos).

The Krüst-Cronut from **Krüst Bakery** (its take on New York chef Dominique Ansel's famous croissant-doughnut fusion) will be launching in the UK at lunch! They're currently one of the only European suppliers that who can produce this 'must have' treat on a large-scale.

# Business profile



## Exciting times ahead for Pita Pit

Pita Pit is a new fast-casual dining concept which launched to great success in Canada in 1995 when Nelson Lang set up shop on a university campus selling Mediterranean style pitas – and it's already going down a storm since it opened in the UK in October 2013 and today it operates in 520 locations around the globe. QuickBite's Editor, Linda McKeown, finds out more from Andrea Fonseca, Chief Brand Officer for Pita Pit UK and Pita Pit International

### So Andrea, what makes Pita Pit so unique?

Our brand is really about creating a dynamic and delicious experience. Our customers and crews must 'get it' and be part of an inspiring and leading edge culture of care and service. We truly aim to lighten and brighten our customers' days through our restaurant designs, our culture and our food and beverage offer. We want to do our part to make the world a better place. And have I mentioned how great our food is? Have you tasted our amazing coffee?

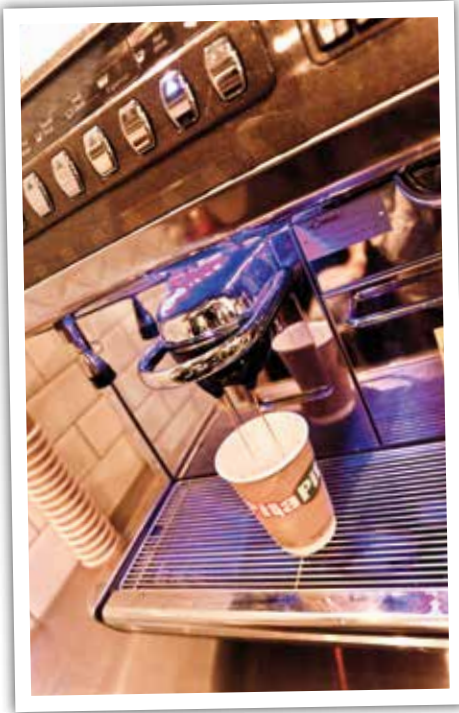
Pita Pit is a concept that has developed over twenty years across 11 countries. In that time we have built up an awful

**“Our development schedule is to open a minimum of 100 sites across the UK within five years”**

lot of customer knowledge – it's that understanding of what makes our customers tick that makes us better able to do our job. It's the key to our success.

Our pricing structure is also paramount. Our pitas come with no hidden costs. Customers play a flat rate for the pita (typically £4.95) and then they can choose as many toppings and sauces as they like at no extra cost. This is what sets us apart from other food to go operators who charge for any extras and that bumps up the cost to consumers.





## Tell us a little about what you offer in terms of menu choice

Pita Pit was founded on a simple idea – fresh thinking, healthy eating. An idea that encompasses what hungry people want. A fresh alternative to typical fast food restaurants – a place with great tasting food that’s healthy, fresh, but still served fast. So Pita Pit ditched all the heavy breads and buns – along with the higher carbs and fat that today’s health-conscious customers are trying to avoid.

We offer a fresh alternative to typical fast food restaurants: Mediterranean style pitas, delicious anytime snacks, which are made to order on the grill in front of the customer. Think lean, savoury meats, flavour packed cheeses, crisp, fresh veggies and more zesty sauces than customers know what to do with. The flavour combinations are endless!

The menu includes: grilled halloumi, souvlaki, tikka and falafel, turkey club and breakfast options such as scrambled eggs, English breakfast plus seasonal specials. The soft and light Mediterranean style pita is filled and rolled securely into a self contained easy to handle, fully compostable package of awesomeness!

“Given the whole ethos, there was no way that Pita Pit would settle for anything

“We truly aim to lighten and brighten our customers’ days through our restaurant designs, our culture and our food and beverage offer”

less than great tasting coffee,” says Matthew Tuffee, Sales and Marketing Manager, Cimbali. “We supplied our best selling S39 superautomatic which is designed for quick serve operations where quality is a priority. A key feature is the Turbosteam wand which heats large volumes of milk to a velvety cream completely hands free.

“Although the food offer is clearly the priority at Pita Pit, Andrea has placed great emphasis on the quality of coffee too, turning to artisan roaster, Union in order to identify coffee blends that ticked all the boxes in terms of flavour, quality and ethical sourcing.”

## How do you promote the business to new customers?

We have avoided the big, multi media promotional campaigns that some

brands use when they first launch into a new market. We hand pick our franchisees and they must really buy into the brand and understand our ethos – their positivity has an impact throughout the operation.

Choosing a good location with good visibility and high footfall is also critical. Plus, we focus on developing relationships within local communities and this generates a lot of positive ‘word of mouth’. Social media is also very powerful and has always worked incredibly well for us.

## Tell us about Pita’s plans for expansion

The first UK franchise to open was Manchester – run by Simon Vardy who also has 17 Costa franchises, and hot on the heels followed Leeds and London. A second London site is opening on 8th September in Holborn and in October two further sites – in Harrow on the Hill and another site in Manchester – are set to open.

Our development schedule is to open a minimum of 100 sites across the UK within five years. Given the response to our brand so far, I can see no reason why we would not achieve this and much more. It’s an exciting time – the UK just love our Pitas!



Photography:  
Frances Taylor  
Photography



## Simple Simon Design and Bath Ales at forefront of pub and bar trends

Beerd in Kingsdown, Bristol is one of a string of successful creations by Simple Simon Design for Bath Ales. QuickBite finds out more

Beerd was the West Country's first dedicated craft beer venue when it opened in March 2012, and was designed to deliver both the very traditional and the very latest in beer flavours to a wider audience.

It was designed to appeal to a new breed of beer drinkers, bright young things, with a thirst for bright tasting hoppy beers more used to finding out

the latest news on twitter than the broadsheets.

Simon Jones the Beerd designer says: "We decided to go back to basics,

although we only had three weeks and a limited budget, there was a big rip-out. We threw out the old bar – it was too big and in the wrong place – and we removed years of plaster, added new

"The eclectically assembled bar was built on site from reclaimed timber, which even included an old door that came from a skip outside the neighbouring pub"





chunky beer shelves and then called-in the sandblasters.

“When we came back in the morning the original brick was clean and softened and the beer shelves had a fantastic grain like driftwood.”

The eclectically assembled bar was built on site from reclaimed timber, which even included an old door that came from a skip outside the neighbouring pub – the pub where Bath Ales’ founder Roger Jones had pulled pints years previously! The unique barrel-shaped back bar with its nine taps was built to mimic the water towers, like those found old apartment blocks in New York,



“Featuring bare floorboards, exposed brick and enamel factory lights which give an industrial chic look”

where Craft Beer has its routes, and featured in the Beerd logo.

The finished interior delivers plenty of “bang for the buck”, featuring bare floorboards, exposed brick and enamel

factory lights which give an industrial chic look, that is complimented and softened by the bespoke wallpaper that Simple Simon created using old beer label designs – as well as adding a few new ones of their own.

Mismatched seating using iconic 20th century chairs and simple laminate faced tables along with more luxurious upholstered booths create a relaxed welcoming feel, which is enhanced with character features such as the 30’s log burner, Victorian fire surround and lights and portholes from marine salvage. ➔



# Design inspirations



## ☺ The Beerd food and drink offering from Bath Ales

The bar delivers a diverse range of British, European and American beers from bottle, keg and cask. Beer can be bought in the new 1/3rd and 2/3rd pint measures as well as the more traditional sizes, enabling customers to sample a range of beers on a single visit.

The beer offering is paired with a concise range of expertly made to order Neapolitan pizzas from authentic Naples ingredients, as well as perfect beer partnered snacks such as bar sausage, bar dough and Padron Peppers, (the Russian roulette of barsnacks).

Commenting at the time of the launch, Bath Ales Managing Director, Robin Couling, said: "We love great beer and we want Beerd to become a vibrant, exciting venue that gives the consumer something different. We are delighted with Beerd we hope and expect beer enthusiasts will enjoy it just as much as us."

As a tongue in cheek nod to the clichéd image of real ale drinkers, the staff wear T-shirts printed with the legend "beerdly weirdy", but that's where the

joke ends. The team is picked for their knowledge of the beer on offer, and they enthusiastically guide novice and experienced drinkers around the range.

"Mismatched seating using iconic 20th century chairs and simple laminate faced tables along with more luxurious upholstered booths create a relaxed welcoming feel"





# serve more product & save money



1 Put liner in pot

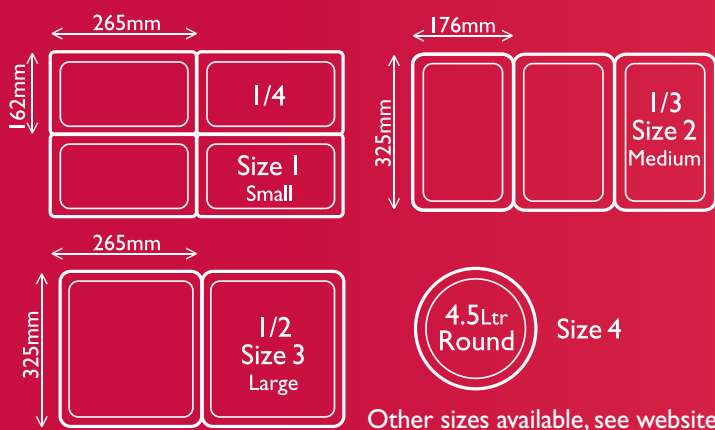


2 Food remains in liner



3 Dispose of liner

Any food product burnt onto a Bain Marie pot can't be served. Using a Potliner keeps your food moist so that every last drop can be used. That means more PROFIT & YIELD from each pot you serve.



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## Bank for your business

### A look at what you need to consider when banking for your business

Most business owners will understand the need for an independent bank account for their business; it means that you keep the money from your business separate from your private money. If you don't keep it separate, then the tax man might just assume that all the money in your account belongs to you – or worse – your business.

Individuals pay tax on income but businesses only pay tax on their profit; if you can't prove where the money comes from you might end up paying too much tax.

In the past business owners have sometimes used their personal accounts instead of setting a business account so that they don't have to pay charges, but charges are tax deductible, and in any cases many banks will give free banking for a period of time.

Setting up a business account can be quick or painfully slow. Some banks have a long a process involving proof of income, assets, business plans and cash-flow forecasts whilst others, APS for example, let you set one up online and your account can be up and running within three minutes.

**“Setting up a business account can be quick or painfully slow”**

Some people find it difficult to open bank accounts, but in fact it is a requirement that banking facilities be offered to everyone, including bankrupts. Only those guilty of fraud are excluded. It might only be a basic account that provides no overdraft, or credit, but these often are all that is needed.

Most fast food outlets don't take cheques so you don't need this facility (cheques are likely to be withdrawn within the next three years anyway as it cost banks £200 million pounds to operate their systems).

The main reason a business owner will want separate accounts is if they ever wanted to borrow money, their bank will want to see statements showing that their account has been properly managed. Many business owners can't borrow because their accountants reduce their profits to minimize tax, thus leaving them no means of repaying the loan!

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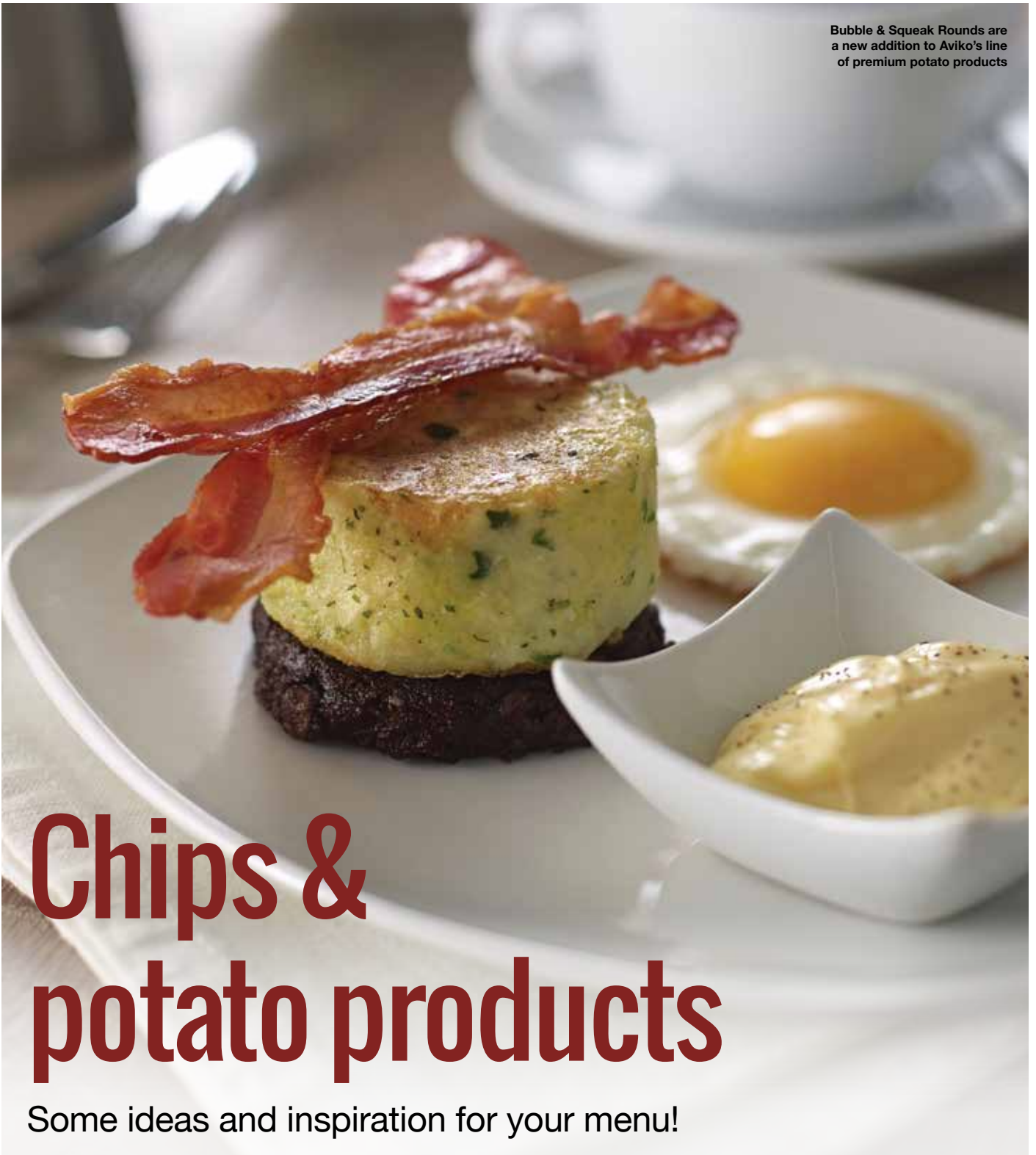
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today for more info**



Bubble & Squeak Rounds are a new addition to Aviko's line of premium potato products



# Chips & potato products

Some ideas and inspiration for your menu!

McCain Foodservice is calling on operators to maximise profits and stand out from competitors by serving their roasts, their way, but with a little help from premium McCain Signatures Roasts.

The company says that operators should capitalise on the increased consumer demand for roast dinners. However,

“Operators should capitalise on the increased consumer demand for roast dinners”

research from McCain shows that the fluctuating seasonal costs and quality of potato and the time roast potatoes take to prepare from scratch, can eat heavily into profit margin. The difficulty of preparing premium roast potatoes from scratch to a consistently high standard can also affect customer satisfaction and return visits. McCain believes that their Signatures

# Menu ideas

☞ Roasts, made with 100% quality potato, simply peeled, chopped, blanched and frozen, enable operators to prepare premium roasts in their own signature style (duck fat, sunflower oil) in under 30 minutes, with no waste and minimal preparation required.

Because of the short cooking time, Signature Roasts can also be cooked while the meat for the roast is resting, ensuring oven space isn't an issue.

"The Roast dinner is an integral part of pub menus and new McCain Signatures Roasts ensure operators can stand out from competitors with consistently fantastic roast and benefit from healthy profit margins and happy customers on a long term basis," says McCain.

Bubble & Squeak Rounds are a new addition to Aviko's line of premium potato products, developed to help caterers profit from all-day dining, while providing consumers variety out-of-home. This contemporary twist on a classic dish can work equally well as a starter, a side, or as a component of a signature breakfast with a difference.

**"With consumers demanding more healthy choices on food-to-go menus, it makes sense to add the humble baked potato to your menu"**

The new Rounds certainly aim to help caterers cash in on the breakfast boom (12% of people that dine out do so at breakfast\*) – and not just in the morning as the rising incidence of brunch and brinner (breakfast-dinner) highlights the breakdown of traditional meal times and the rise of all-day dining.

Made from mashed potatoes, Aviko's Bubble & Squeak Rounds combine 100% real cream, savoy cabbage, fried onions, parsley, chervil and black pepper for maximum flavour.

Aviko General Manager, Mohammed Essa, comments: "Our mash was the first frozen product ever to win endorsement by the Craft Guild of Chefs for its taste and flavour, while our Cream & Cheese Gratin was the second and allowed chefs to offer something a little bit special that helps justify a premium price.

"We believe this new addition to the range combines the best of both and builds upon the established favourites to give our foodservice partners even more opportunities to improve sales and profits throughout the day."

## Jacket potatoes

Victorian Baking Ovens Ltd is the oldest established specialist manufacturer of potato baking ovens and bakers in the UK – having been active since 1980 manufacturing Potato Ovens and Bakers for customers Worldwide. The company specialises in potato baker counter-top catering equipment for sandwich bars, pie warmers, snack bars, cafés, pubs, schools, hospitals and fast food outlets, not to mention mobile potato baking ovens and bakers for all types of outdoor events. Most of their potato baking ovens are built in an attractive traditional Victorian style to exacting standards that look stylish in any environment. And with ETL on some of their Potato Bakers, and CE accreditation on all products, buyers can rest assured that their baking ovens are rigorously tested to ensure they meet the highest standards.

"We have always been very passionate about the humble spud," says a Victorian Baking Ovens spokesperson. "We have developed a range of jacket potato ovens that cook potatoes perfectly with a crispy skin. The ovens are very decorative, mainly in the Victorian style, but all are excellent merchandisers of this great vegetable.

"As soon as the customers see these ovens they know they're going to get a beautifully cooked jacket potato."

With consumers demanding more healthy choices on food-to-go menus, it makes



**Victorian Baking Ovens Ltd is the oldest established specialist manufacturer of potato baking ovens and bakers in the UK**

sense to add the humble baked potato to your menu. "Potatoes, particularly jacket potatoes, are very good for you because one medium potato, 250g, with the skin contains over half of the recommended daily intake of vitamin C and more potassium than even bananas, spinach, or broccoli!" says Victorian Baking Ovens' spokesperson. "About 20% of the potato's nutrition is also found in the skin. In fact, most of the vitamin C and potassium is found in the potato's flesh, but that good-for-you fibre is found in the skin. That's why it's best to enjoy every part of the spud!"

The company says that there are easy and healthy ways to prepare potatoes to help ensure that they stay nutritious. They advise topping a baked potato with salsa, steamed vegetables or add low-fat sour cream or Greek yogurt – or just add a firm favourite of baked beans for a nutritionally balanced meal.

\*Horizons 2014



## CASE STUDY

## Chesters Fast Food Distribution

Chesters Fast Food Distribution was founded ten years ago by Mozambique-born, food industry veteran Khalid Yussuf to plug several gaps in the market. It's a mix of quality halal fast food that caters for everyone, a one-stop shop amalgamating the perennial favourites of fried chicken, burger and pizza, and a grill that feeds the trend for healthier, more wholesome alternatives such as grilled chicken, wraps and rice dishes.

"Quality is the foundation of our food and our ethos – to provide that quality we only use fresh ingredients; we cook the chicken

to order on the premises, and there is nothing pre-prepared," explains Distribution and Purchasing Manager, Saeed Atcha. There was just one thing letting the side down – the fries supplied by a market-leading brand were failing to keep their crunch on home deliveries, which form 40% of Chesters business. "We need these orders to be on time and when they do get there, the fries need to be as crunchy and as tasty as when they left the shop," said Saeed.

So ten months ago, Chesters turned to Aviko for help with its flagging fries and found the quality, consistency and crispness it needed in Aviko's Julienne, Supercrunch and – especially – its premium Superlongs options. "With the Superlongs, we are getting a great product; the branches and the managers are happy and, above all, the customer is satisfied. We get a good yield out of each packet of Aviko fries, so it's a win-win situation," Saeed enthuses.

His delight is echoed by Mohammed Zarif, Branch Manager at Chesters' Blackburn site which employs 20 staff and serves around 500 portions a day to 300 to 400 people a day as he thinks that Superlongs are a "brilliant product".



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## Is there nowhere to hide from the taxman?

Every month, Peter Watters, ACA, shares some useful financial tips especially for QuickBite readers. This month, the focus is on HMRC Tax Investigations. HMRC's determination is to get its pound of flesh from the middle class. How can you stay on the right side of the law but still keep your tax bills to a minimum?

The taxman is now going after the middle classes, no longer targeting just the super-rich, but everyday professionals are now feeling the pressure of this greater scrutiny with an increased likelihood that their tax returns will be challenged.

HM Revenue & Customs (HMRC) has doubled the number of inquiries into taxpayers it feels are not paying enough tax over the past two years. When such inquiries become in depth investigations they can take years to conclude.

New powers have been proposed to allow HMRC to take money directly from taxpayers' bank accounts, including joint accounts, without first obtaining a court order. If the proposals, which are subject to a consultation, are approved, there are concerns that HMRC will withdraw incorrect sums from accounts before giving taxpayers a chance to argue their case.

HMRC says that they do not plan to empty bank accounts completely as rules are in place to ensure that, after the tax owed is taken, a sum of £5,000 must remain in the individual's bank accounts. The money can only be taken after four requests for the tax owed have been ignored.

Other existing measures, such as the creation of special 'task forces' to target

certain job sectors such as freelancers and buy-to-let landlords, have also helped boost the Revenue's total tax take.

HMRC has beefed itself up by doubling its use of bailiffs and debt collection agencies over the last two years. Its focus on evasion and non-payment looks set to gather force.

One of the most controversial snooping powers the taxman uses to spy on individuals is obtaining information from

**“New powers have been proposed to allow HMRC to take money directly from taxpayers' bank accounts, including joint accounts, without first obtaining a court order”**

third parties, including banks, credit card providers, employers and other government agencies such as the Land Registry.

This policy is seen as hitting the 'easy' target, using all its powers to crack down

on individuals, rather than companies or other better resourced institutions. The sums involved may not be huge when compared to going after a major corporate, but individuals are a much easier target to squeeze and collectively they are now paying out a huge amount of extra tax. They are more likely to have made tax return mistakes but they are also more likely to capitulate without arguing, making HMRC confident of success.

### Need more help?



Peter Watters,  
Director at  
mcphersons  
chartered  
accountants

Email Peter Watters  
[p.watters@mcphersons.co.uk](mailto:p.watters@mcphersons.co.uk) or call our  
Head Office on 01424 730000 for a free  
consultation at mcphersons' London,  
Bexhill or Hastings offices.



# Food review



## Cuisine matters

Trevor Langley takes a look at the award-winning Osteria Dell'Angolo, an Italian restaurant located in the heart of Westminster, London

London has many areas of ancient, historical, modern and contemporary interest and the area of Westminster, situated on the north bank of the River Thames, has numerous historic landmarks, including the Palace of Westminster, Westminster Abbey, Westminster Cathedral, the Houses of Parliament, Big Ben and Buckingham Palace.

The elegant Osteria Dell'Angolo serves regional and classic dishes, with excellent service. The impressive wine list has something for all palates. From a coffee, to a full à la carte meal, Osteria Dell'Angolo will not disappoint, with quality and presentation, being unsurpassed. A private dining area is available also, with modern facilities, for business lunches and events.

“Dessert temptations include the ‘classic’ Tiramisu”

Starters include Seared Scallops with paprika, mix vegetables ‘caponata’ and black olives. Sicilian Octopus carpaccio with new potato, celery, carrots and lemon dressing, is another very popular dish. Pasta e Risotto includes choices of Aubergines and smoked scamorza cheese ravioli with tomato sauce and basil. Scialatielli from Sorrento with fresh crab meat and grilled courgettes is a favourite with many regular clientele.

Main courses are plentiful and fish dishes include Marinade Grilled Tuna Steak and Roast Fillet of Wild Sea Bass. Meat main courses have Roast Cannon of Lamb and Grilled Fillet of ‘Galloway’ Beef with rosemary potatoes and asparagus. Dessert temptations include the ‘classic’ Tiramisu, amongst several choices, which are wonderful and should (or should I say, must) be tried, to be believed!

Osteria Dell'Angolo also has set menus and with ample choices of dishes, including Pan-Fried Prawns with green beans and orange supreme, Roast Chicken Breast with spinach and mash potatoes. Head Chef, Massimiliano Vezzi, with the aid of his team of chefs, helps to ensure that everything is cooked and presented to perfection.



## Where you'll find them

### Osteria Dell'Angolo

Osteria Dell'Angolo  
47 Marsham Street  
Westminster  
London SW1P 3DR

020 3268 1077

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## Property

Our property pages highlight businesses for sale, nationwide!

### Hartley's Kitchen, Binegar, Somerset

**Highly profitable daytime licensed cafe and bistro with the potential for evening opening.**

Set in a lucrative and busy trading position, at Rookery Farm, Binegar, Somerset, Hartley's Kitchen is part of a unique and well established complex with a popular auction house and various other businesses. Started by the owners 5 years ago from scratch, the licensed cafe and bistro is now for sale through licensed property specialists Stonessmith of Exeter.

The business is now very well established and boasts a profitable trading history. Hartley's is still growing and benefits from the attraction and draw of the surrounding businesses.

There is though still an opportunity to increase many aspects of the trade, including evening opening, as previous special events in the evening have proved very popular.

Businesses such as this, offering low overheads, high turnover, the potential for growth and the chance to start trading from day one, rarely come to the market. Therefore, viewing is highly recommended to fully appreciate all that this catering business has to offer.

Hartley's kitchen is well positioned between Shepton Mallet and Wells, in a popular tourist area and in the heart of Somerset. It is a unique trading position within Rookery Farm and offers year round trading.

The owners have continually invested in the business and it now



provides a main restaurant/dining room seating 80, fully equipped catering kitchen, office/galleried landing with the potential for extra seating and outside a patio trade area provides further seating for 30 customers.

A leasehold business, Stonessmith are looking for offers off a guide price of £75,000. Details can be downloaded from the website [www.stonessmith.co.uk](http://www.stonessmith.co.uk) and viewings arranged by calling 01392 201262



### Lock-up café/restaurant, Hampshire

SET IN LANDSCAPED GROUNDS, OUTSKIRTS OFFAREHAM, HANTS. Character freehold property – part Grade II Listed. Modern, timber clad barn seats 12 with display fridges & serve-over counter, together with catering kitchen. Glass walkway to adjacent listed building has ground floor seating for 20 with 1st floor functions room seating 30. Brick patio seats 48. Easily manageable menu with lunch time take away trade and profitable cold food buffets. Same hands for 10 yrs. Open 6.30 am to 3.00 pm Monday to Friday. Scope for licence and to extend opening hours. Recorded T/O £110,483 (ex VAT). GP 56.5%. - £250,000 + S.A.V. (Ref. C.3567) \*NEW INSTRUCTION\*

### Sandwich Bar/Restaurant Altrincham Cheshire Freehold

Sovereign Business Transfer take great pleasure in offering for sale this profitable Sandwich Bar / Restaurant which is situated in Altrincham. This business has been in our clients hands for over 21 years and in that time has established an enviable reputation. The trading/kitchen is fully equipped to a high standard and caters for 50 diners. A beautifully presented, spacious 2 storey end terrace property with 2/3 bedroom family living accommodation located to the first floor. Turnover IRO £65,000.00 and there is vast scope to extend trading hours.

Guide Price: £615,000.00 + SAV  
Details: [www.sovereignbt.co.uk](http://www.sovereignbt.co.uk)







under 40k

## LICENSED RESTAURANT

Sheffield, South Yorkshire

**Type:** Fully Furnished 50+ Cover Restaurant In Prime Trading Position

**Guide guide:** £35,000.00+SAV

**Details:** [www.sovereignbt.co.uk](http://www.sovereignbt.co.uk)



under 350k

## THE BARTON INN

Somerton, Somerset

**Type:** Quirky and unique village pub enjoying a strong all year round trade

**Guide price:** £335,000 Freehold

**Details:** [www.stonesmith.co.uk](http://www.stonesmith.co.uk)



under 17k

## THE REAL MCCOY CAFE BAR

Exeter, Devon

**Type:** Established daytime cafe bar and restaurant within Exeter's City Centre

**Guide guide:** £16,500

**Details:** [www.stonesmith.co.uk](http://www.stonesmith.co.uk)



under 50k

## CHINESE TAKE AWAY

Christchurch, Dorset

**Type:** Fronting busy main road amidst a desirable neighbourhood

**Guide price:** £45,000 + S.A.V.

**Details:** [www.acgreenwood.co.uk](http://www.acgreenwood.co.uk)



under 100k

## CHINESE 'BUFFET' RESTAURANT

City centre, Southampton

**Type:** Tastefully furnished air-con restaurant with seating for up to 140 covers

**Price:** £99,000 + SAV

**Details:** [www.acgreenwood.co.uk](http://www.acgreenwood.co.uk)



for tender

## VISITOR CENTRE CAFÉ PLANNING PERMISSION

Bedgebury Pinetum, Kent

**Type:** Lakeside location within stunning and unique landscape of the National Pinetum

**Price:** For tender

**Details:** [www.stonesmith.co.uk](http://www.stonesmith.co.uk)





# What's new

## We take a look at some of the latest products available!

### Beverage syrups

**Company:** DaVinci Gourmet **Product:** Natural syrups range  
**Contact:** [www.davinci-gourmet.com](http://www.davinci-gourmet.com)

DaVinci Gourmet is re-launching and reformulating its extensive range of beverage syrups to become the largest brand free from artificial colours and flavours.

By combining craft and science in tandem with in-depth consumer and customer insight, DaVinci Gourmet has reformulated its syrups portfolio to include only natural colours and flavours while still delivering the great taste experience consumers know and love.

The development is being made at no extra cost to customers, and is set to help operators increase their price point on speciality beverages.

The portfolio of syrups for hot and cold beverages comprises Classic, Fruit Innovations and Sugar Free options, with flavours including Hazlenut, Caramel and Vanilla.



### Whipped cream

**Company:** Carpigiani  
**Product:** MiniWip  
**Contact:** 01432 346018  
[www.carpigiani.co.uk](http://www.carpigiani.co.uk)



The inventive MiniWip from Carpigiani is a compact countertop appliance that is ideal for chefs making a range of homemade desserts as well as ice cream parlours. Its 2litre capacity is perfect for decorating pastries and gelato to give them a real artisan quality.

Carpigiani conceived the ingenious idea to mix cream with air by means of their own patented Carpigiani steel gear pump to push the mix through a winding, narrow passage called the texturiser. Capable of achieving up to a 300% overrun, meaning every 1litre of fresh cream produces 3litres of whipped cream with a consistent smooth texture and great taste.



### Dessert sauces

**Company:** Macphie  
**Product:** Maple Flavoured Syrup and Salted Caramel  
**Contact:** [www.macphie.com](http://www.macphie.com)

Macphie of Glenberrie, one of the UK's largest independent, added-value food ingredients manufacturer, is adding two new flavours - Maple Flavoured Syrup and Salted Caramel - to its popular range of O.T.T.® dessert sauces. They will join the existing range of Strawberry, Raspberry, Butterscotch, Chocolate and Toffee, renowned in the Food Service sector for their versatility, high quality and convenient squeeze bottle packaging.

The Macphie range of O.T.T.® dessert sauces has a long shelf life and is free from artificial colours, flavours and hydrogenated oils. There is also 10% less wastage due to convenient top down squeeze bottle.

### Disposable tableware

**Company:** Tork  
**Product:** Mix n' Match disposable tableware  
**Contact:** [www.tork.co.uk](http://www.tork.co.uk)

Tissue and hygiene brand Tork, part of SCA Hygiene Products UK, has updated its range of Mix n' Match disposable tableware, introducing two new designs in four style-conscious colourways.

The collection has been put together to give industry professionals the option to pick and choose from a range of colours and designs to create their own customised table settings, or, to opt for a ready co-ordinated design range. This allows cafés, restaurants and other food outlets to create an individual design combination to reflect and enhance the identity of their brand.



### Tartlets

**Company:** Chapman's Seafoods **Product:** Seafood tartlets  
**Contact:** [www.chapmansfishcakes.co.uk](http://www.chapmansfishcakes.co.uk)

Chapman's Seafoods is launching its new range of seafood tartlets. Using only the finest local ingredients for their handmade products, including fishcakes, wellingtons and pies, Chapman's Seafoods has an established reputation for high quality fish dishes.

The range includes:

- Mediterranean Salmon Tartlets – Packed with salmon in a rich tomato sauce, topped with roasted peppers, sun-dried tomatoes and feta cheese.
- Smoked Haddock Florentine Tartlets – Filled with smoked haddock in rich béchamel sauce, topped with spinach and gruyère cheese.
- Salmon, Prawn & White Wine Tartlets – Taste the sea with prawns and salmon bound in a light white wine sauce.



## Gourmet hot dogs

**Company:** Mom's dogs **Product:** Junior Classic  
**Contact:** 0845 548 2100 [www.moms-uk.com](http://www.moms-uk.com)

The Junior Classic from Mom's caters for the smaller appetite, being just 12cm of skinless, pork hot dog.

This family friendly dog is offered in a size that is manageable for junior consumers (ideal for those aged between 4-10 years old) and is available chilled, in packs of 10 x 50g, from £4.30 per pack and is fully cooked, made from gourmet cuts of pork and a significantly lower salt level of just 1.5%.

Mom's Junior Classic joins the successful range of Mom's hot dogs which includes the Chilli Cheese, Mom's Original Hot Dog, Mom's Bad Boy™ and the Dinky Dog™.



## High chairs

**Company:** Magrini  
**Product:** Texas high chair  
**Contact:** 01543 375311  
[www.magrini.co.uk](http://www.magrini.co.uk)

The Magrini Texas high chair is manufactured from solid wood and combines convenient stacking with a hygienic wipe-down finish and stacks for easy storage and has a wide-stance leg design for maximum stability.

The high chair pushes up to the table to enable your smallest guests to join the meal as well as conserving valuable aisle space. It also features an adjustable 3-way safety strap with forward restraint. In addition the Texas high chair is fully compliant with BS EN 14988:2006 +A1 2012

Available in dark or light wood finish and is supplied fully assembled and ready for use.



## Sushi display units

**Company:** Hoshizaki **Product:** HNC Sushi Case range  
**Contact:** 0845 456 0585 [www.hoshizaki-europe.com](http://www.hoshizaki-europe.com)



The HNC Sushi Case range from Hoshizaki, enables sushi ingredients or pre-made sushi to be held in perfect condition for the longest time while providing a visually stunning showcase to appeal to customers.

The cases are designed to maintain stable humidity and temperature at all times without the use of forced air circulation that could dry or affect the sushi's quality.

A curved glass window within a stylish black frame maximises the display area while sliding rear doors provide easy access to the display. It can be sited on a counter or even on a shelf providing that a 13 amp power point is available.

## Compostable disposables

**Company:** Cream Supplies  
**Product:** Compostable disposables  
**Contact:** 0845 226 3024 [www.creamsupplies.co.uk](http://www.creamsupplies.co.uk)

To keep abreast of the growing demand for a readily attainable range of environmentally friendly disposables, Cream Supplies is continuing to add more products to its range with all items available for next day delivery.

The range includes: single & double wall hot cups in various sizes; wide, clear cups in various capacities; slim, clear cups in various capacities; white, lidded deli containers in various capacities; clear deli pots in various sizes; clear beer and wine glasses; flat and domed lids; holders; stirrers; carry-trays; straws; napkins; kitchen roll; J-cloths; large waste bags and even sugar sticks.



## Recipe ideas

**Company:** Paramount 21 Ltd  
**Product:** 'Little Fishes' recipe booklet  
**Contact:** 01626 837650  
[www.paramount21.co.uk](http://www.paramount21.co.uk)

Paramount 21 Ltd has launched a free little recipe booklet called 'Little Fishes' to the trade.

The booklet features 'On-trend' recipe ideas for little oily fish such as whitebait, sprats and mackerel as well as white fish. Recipes include bespoke batters using local ales or ciders, fish burger relishes, hot and cold tapas and delicious sauces such as bloody Mary ketchup.

The booklet has been developed to help caterers stay ahead of the market, offering new ideas and serving suggestions in line with how consumers eat today. To obtain your free copy, visit [www.paramount21.co.uk](http://www.paramount21.co.uk) or telephone 01626 837650.



## Deli pots

**Company:** Tri-Star Packaging **Product:** Tri-Pot™  
**Contact:** 020 8443 9119 [www.tri-star.co.uk](http://www.tri-star.co.uk)



Tri-Star Packaging has introduced an exclusive new range of deli pots for salads, desserts and snacks that will help food-to-go retailers add more 'zing' to their takeaway offer.

The Tri-Pot™ is stylish, sturdy and versatile, and perfect for products such as pasta salads, couscous, olives, yoghurt & granola, Bircher muesli and chopped fruit. It offers superb presentation on-shelf and excellent levels of clarity, making it ideal for encouraging impulse purchases.

Available exclusively from Tri-Star, they come in three sizes – small (170cc), medium (300cc) and large (440cc) – with separate one-size lids and inserts. It's stackable, has plenty of room for labelling and branding, and makes portion control easy.

See your  
product here!

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of equipment in What's New?

Then call sales 0333 003 0499



# Dates for your diary

## Diary dates

Make a date in your diary! Find out what events are taking place over the next few months – there's plenty to keep you busy!



### Takeaway Expo

Visit Takeaway Expo and you'll be given all the tools you need to grow and to develop your takeaway – whether that is franchising your restaurant, adding an automated online ordering system or re-branding yourself to move to the top of the food chain.

technology, marketing, maximising your output, new food and menu ideas as well as the Keynote Theatre.



**Location**  
OLYMPIA, LONDON

Here you'll be able to talk with peers and suppliers, hone your business skills and take away a wealth of free expert advice on everything from Murgh Masala to e-marketing.

The Show aims to bring you the widest range of products and services from leading lights in the catering and business world. With everything from shop front signage to online ordering systems, to food wholesalers; to help you find the perfect way to diversify your business.

There'll also be a series of 'How To...' workshops which aim to give you the inside track on how to grow your takeaway; find out from the experts exactly what will be involved and how to make it work for you.

And in the Keynote Theatre, you'll be able to hear from some of the UK's leading experts in business and catering as they impart their skills, knowledge and expertise on how you can improve your takeaway – as well as speakers from catering offering some fascinating insights into the food service industry.

Plus 85 free seminars will be run by some of the foremost experts in the food industry; they'll be speaking from seven theatres that cover new food

Find out more and to order your free ticket, visit [www.takeawayexpo.co.uk](http://www.takeawayexpo.co.uk).



### lunch!

lunch! 2014 will feature around 300 exhibiting companies showcasing a wealth of new food and drink products, packaging, equipment and technologies. The 2014 exhibitor list is available to view and search at [www.lunchshow.co.uk](http://www.lunchshow.co.uk).

"lunch! just gets bigger and better each year," says Andrew Rose, head of purchasing at Caffè Nero. "It has a great mix of suppliers covering a range of categories, enabling me to keep up with trends and innovation within the industry."



**Location**  
BUSINESS DESIGN CENTRE,  
LONDON

Show features include the Working lunch! Keynote Theatre, Innovation Challenge Awards, Innovation Challenge Showcase, and the British Smoothie Championships.

For more information about the Show, turn to pages 30-31 for our lunch! preview. And to register for a free trade pass, visit [www.eventdata.co.uk/Visitor/Lunch.aspx?TrackingCode=PR](http://www.eventdata.co.uk/Visitor/Lunch.aspx?TrackingCode=PR)



### Welcome Italia

Welcome Italia, the show that brings together food, wine and the excellence of Italian cuisine under one roof, has added a trade day after its successful debut in September last year.

The show will also offer a Theatre of Cooking featuring the UK's best Italian chefs, led by celebrity chef Francesco Mazzei, chef-owner of L'Anima restaurant and frequently seen on television cookery programmes. There will also be food seminars to introduce participants to the origins of Italian products, and wine tasting events.



**Location**  
ROYAL HORTICULTURAL HALLS...  
THE LINDLEY HALL,  
ELVERTON STREET, LONDON

Leonardo Simonelli-Santi, President of the Italian Chamber of Commerce & Industry for the UK, said: "Italy's closest trade ties are with other members of the EU, with the UK receiving 7% of their food and drink export. Consequently, we have invested heavily in a 'Made in Italy' strategy to build consumer loyalty.

Trade visitors will have exclusive access to the tutored demonstrations and tastings, and will be able to sample products new to the UK, talk directly to the producers attending, and pursue business opportunities in an un-hurried, professional and dedicated environment on the trade day, Friday 26 September 2014.

"Products with specific geographical roots represent a significant segment of the overall value of Italian food production, and play a major role in Italy's national food export marketing strategy. They are testament to that fact that our products are 'high quality', and that is what Welcome Italia is all about."

Register for your complimentary trade media ticket on [www.welcome-italia.co.uk/index.php/2014-01-10-09-52-08/press-accréditation](http://www.welcome-italia.co.uk/index.php/2014-01-10-09-52-08/press-accréditation). Trade visitors should register on [www.welcome-italia.co.uk/index.php/it/progetto-buyer/programma-buyer](http://www.welcome-italia.co.uk/index.php/it/progetto-buyer/programma-buyer).



### The Restaurant Show 2014

The Restaurant Show is a unique trade event that caters for the needs of those owning and working in restaurants, hotels, dining pubs and catering companies in the UK.

Held at London's Earl's Court 2 from 6-8 October 2014, this year's event is set to be bigger and better than ever before. The Show is constantly evolving to deliver the very best and up to date information for today's restaurant market.



**Location**  
EARLS COURT,  
LONDON

Over 300 suppliers use the event to promote their new products and services to the industry whilst visitors can gain new ideas and inspiration from successful and recognised personalities in the business.

The Show will be open 10am-5pm each day.

Find out more information at [www.therestaurantshow.co.uk](http://www.therestaurantshow.co.uk).





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