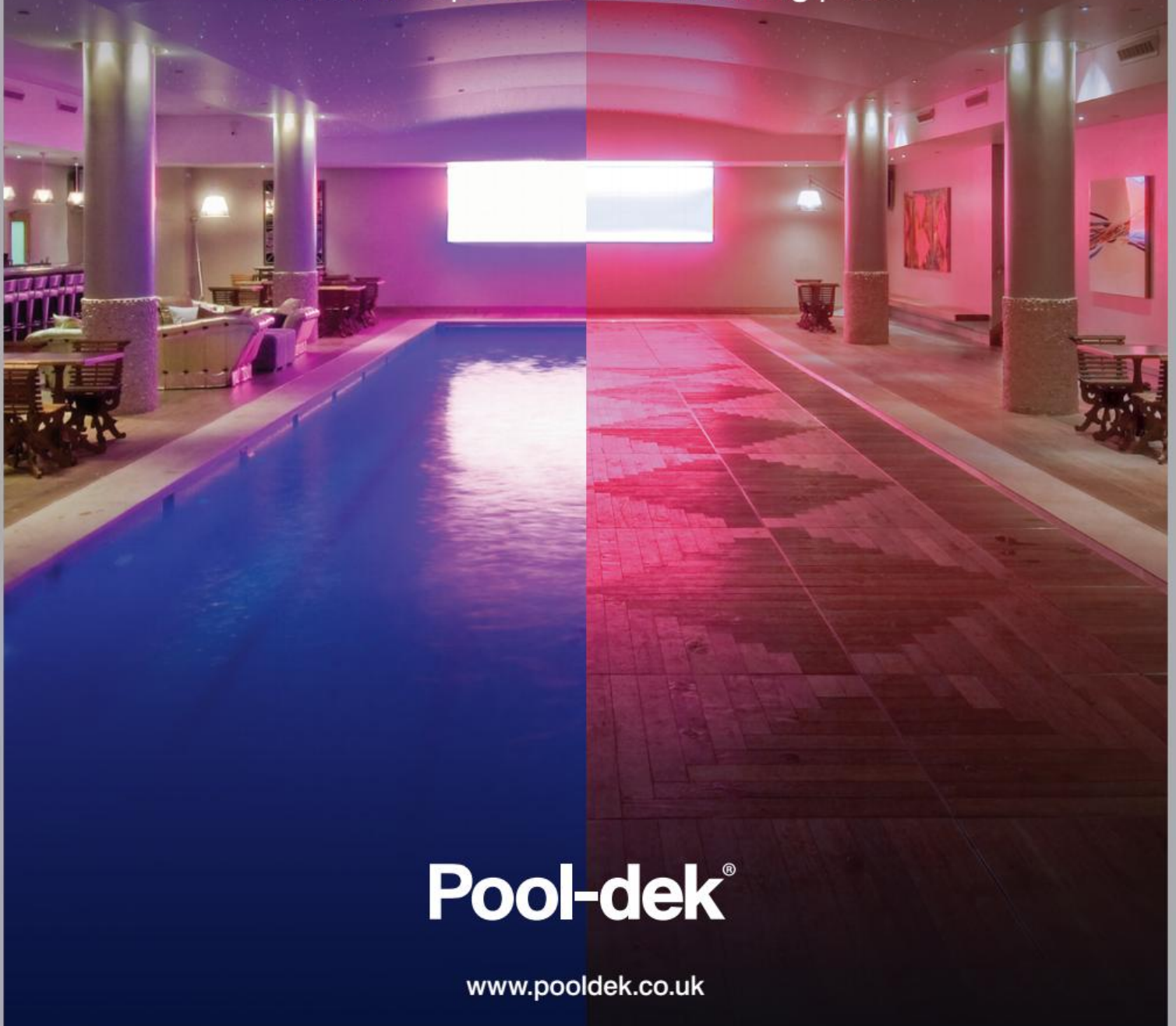


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## HARD ROCK HOTEL LONDON REVEALS FIRST 'INSIDE LOOK' AS IT PREPARES TO CHECK-IN TO THE CAPITAL FOR SPRING 2019

Hard Rock Hotel London today reveals an exclusive first look inside the new hotel, ahead of opening its doors in spring 2019.

Drawing on the legacy of the greats who stayed here in decades past - and an inspiration to those who are yet to write their own story - the Hard Rock Hotel London will stand alone as a haven for music lovers and cultural explorers everywhere.

Designed by the award-winning architectural and interior design practice, Scott Brownrigg, and catering to the needs of both business and leisure travellers, Hard Rock Hotel London will boast around 1000 stylish rooms and suites, together with two vibrant bars and a lively Hard Rock Cafe®. In the lobby, the world famous Rock Shop® will feature Hard Rock's iconic merchandise.

Guests seeking the ultimate experience will have the opportunity to elevate their status and become Rock Royalty®. Taking the London experience to another level, luxurious Rock Royalty rooms and suites offer extra perks including a personal concierge and access to a lavish Lounge.

Built in one of London's most iconic locations - on the corner of Oxford Street and Park Lane - the hotel will

put guests just steps away from the very best London has to offer. The area's chic boutiques, world-famous department stores and legendary restaurants are matched only by its historic West End theatres and the glorious green spaces of Hyde Park. With hundreds of plays, festivals and musical events in this vibrant part of London each year, Hard Rock Hotel London is sure to inspire and excite.

Each Hard Rock Hotel has an incredible memorabilia collection - and Hard Rock Hotel London will pay tribute to former residents such as Jimi Hendrix, Diana Ross, Bob Dylan, Stevie Wonder and Madonna along with the crème de la crème of contemporary artists.

Set to be the ultimate urban hang-out, visitors will experience a true taste of London, boasting a menu filled with new and exciting cocktail creations and fresh, handmade, classic American cooking served with a modern British twist. With 370 seats, the hotel's Hard Rock Cafe will combine an elevated food and drink offering with live events, celebrating both local London and international talent.

**Oliver Kahf, General Manager of Hard Rock Hotel London, said:** "Hard Rock is a world-class institution where contemporary style and comfort meets rock star

*service. This building has stood at the intersection of British music and fashion since the 1930s and when we open in spring 2019, it's sure to become a go-to London hotspot once again."*

Internationally recognised as a world-class entertainment and lifestyle brand, Hard Rock Hotels offer stylish and contemporary design, unparalleled service and the thread that unites them all - music. Hard Rock Hotels' current portfolio is located in the world's most enviable resort destinations, as well as urban gateway cities. Hard Rock Hotels cater to the evolving and distinctive needs of today's cosmopolitan, modern travellers, who seek a reprieve from traditional, predictable experiences, whether for business or leisure travel.

Through music appreciation and an imaginative environment, Hard Rock Hotels deliver products for the varied aspects of life - work, play and personal sanctuary.



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Hotelier & Hotel Design Magazine is the leading publication and established web resource in the business. Providing comprehensive reporting on hotel industry news and exclusive coverage of the latest ecological-friendly green hotels and bar designs, HHD Magazine keeps you updated on the latest hotel trends in technology and innovative ideas.

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# DUKES LONDON

Unveils New Deluxe Room Categorys

**Five-star Mayfair hotel completes renovations to offer guests unrivalled experience**

Following an extensive refurbishment programme which has seen renovations to both the bedrooms and public areas, DUKES LONDON is proud to reveal a brand-new Deluxe room category. Nestled in a quiet, cobbled courtyard, Mayfair's quintessentially British five-star hotel boasts 90 exquisite rooms, all of which have been crafted with care and elegance. The 22 newly-refurbished Deluxe rooms promise a whole new look, with each one being individually designed by DesignLSM.

Those staying in the Deluxe category can unwind in sumptuous surroundings, as each room is decorated in fresh greys and whites, creating a soothing and relaxing ambience. The soft furnishings offer a burst of colour and add a modern twist to the sophisticated and classical tone of the Mayfair bolthole. The attention to detail is evident in all of DUKES LONDON's refurbishment, but special touches in the new Deluxe rooms include matching bedspreads and armchairs, in a variety of colours, including duck egg blue, mustard yellow and slate grey. The luxurious feel continues into the bathrooms, with white marble and timeless fittings throughout.

Commenting on the refurbishment, Sally Peters, Associate of LSM Design, has said, "The bedroom

*refurbishment project with DUKES has been a real labour of love, it was a huge undertaking to give each of the 90 rooms the consideration it deserved, to find fabrics that are beautiful yet resilient and to bring enough change to the rooms to be impactful whilst respecting the much-loved history and guest anticipation of the DUKES experience. DUKES has a very restful atmosphere and we feel we have struck a perfect balance between cool, neutral and vibrant accent. I love the colour palette and the rich textured fabrics. The bespoke artwork maximises the impact of the upholstery tones pulling the whole design together. The rooms are a visual and sensory treat, each one having its own individuality."*

Guests are also guaranteed a good night's sleep at DUKES as each room has a Hypnos mattress. These award-winning mattresses are handmade and Hypnos is focused on the pursuit of perfection and the delivery of a deep, energising night's sleep.

The opening of this new luxurious room category marks the completion of DUKES LONDON's multimillion pound refurbishment and the hotel is delighted to unveil a whole host of changes throughout the property. These include a new-look lobby, renovated bedrooms, the new St James' Suite for events and of course

Great British Restaurant, the hotel's all-day dining experience, headed up by Executive Chef Nigel Mendham.

Managing Director of DUKES COLLECTION, Debrah Dhugga has said of the refurbishment, "Our aim is to enhance and enrich what our guests know and love about the DUKES experience, whilst maintaining our award-winning five-star service and attention to detail that the hotel is so well-known for." The team at DUKES personally invites guests to come and experience the full upgrade for themselves and looks forward to welcoming both old and new faces to the Mayfair institution.

Nightly rates in a DUKES room at DUKES LONDON start from £320 inclusive of VAT and full English breakfast.

**For more information please call 020 7491 4840 or visit [www.dukeshotel.com](http://www.dukeshotel.com)**

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# LUXURY AND SUSTAINABILITY COMBINE AT QO AMSTERDAM

**Featuring pioneering building techniques, the new hotel paves the way for sustainability in the hospitality industry**

QO Amsterdam has opened its doors this spring in the dynamic Amstelkwartier, the 'new city district' in the Dutch capital. QO, an IHG® hotel, seamlessly weaves luxury with holistic wellness and sustainability.

Every aspect of the hotel is designed to reduce environmental impact and to create the best possible guest experience, for international and local guests alike, from the rooftop greenhouse to the intelligent façade and energy-saving features in its construction.

'We want the QO to stand out from other lifestyle destinations. Guests should not have to opt for either luxury or sustainability; we want to show that the two can be perfectly combined. We hope to be a breath of fresh air in the hospitality industry, paving the way for how hotels of the future are built and run,' says Inge van Weert, General Manager, Hotel at the QO.

### SUSTAINABILITY AT ITS CORE

The 21-floor hotel is a unique 'living building'. Its innovative façade consists of individual moving aluminium panels installed on the outside of the building



which respond according to the exterior climate and whether or not guests are in their room. The panels provide additional insulation on cooler days or allow sunlight in for heating purposes, ensuring a consistent room temperature. Buried 70m below the ground is the hotel's energy storage system which holds heated water from the summer months ready to be pumped back in to warm the hotel when the temperature drops. Meanwhile floor-to-ceiling windows and an atrium allow that 80% of the building's lighting is provided by natural daylight, minimising the need for artificial light during the day.

Together all these measures will significantly reduce the hotel's power consumption..

### FOR THE COMMUNITY

QO Amsterdam does more than cater to international travellers – it is embedded in the local community. Persijn, with its innovative Dutch cuisine, will welcome guests on the ground floor. Juniper & Kin, kitchen garden & bar on the 21 st floor, will offer a stunning panoramic view of Amsterdam where guests will be able to enjoy tasteful cocktails with a selection of small dishes. Many of the herbs, vegetables, fruit and even fish will be sourced from the greenhouse on the roof. The high-tech greenhouse is almost fully self-sufficient and self-regulating: fish waste provides an organic food source for the plants whilst the plants purify the water for the fish.

The hotel's 20 th floor will feature Embody, a holistic wellbeing studio that offers the latest in fitness and wellness trends with a wide range of group classes, holistic personal training, small group training, nutritional food options and mindfulness. With its fabulous view of the city, Embody will be accessible to locals as well as hotel guests.







The 1st floor features 482 square metres worth of creative and multifunctional areas, perfect for meetings and events. The eight separate areas bear the name of extraordinary pioneers in sustainability. In addition to traditional meeting rooms, the QO will also offer a number of living room-style brainstorm areas. Meetings can be combined with a greenhouse visit, for instance, or a mindfulness workshop at the wellbeing studio Embody.

The restaurant and bar will be operated independently from the hotel, and each have a distinctive identity. The hotel is managed by Inge van Weert, whose impressive career includes stints at leading hotels in cities such as Brussels, London, and Dubai. Pieter Ham, responsible for the restaurant and bar outlets, has gained experience all over the world (including Asia, the Middle East and the Caribbean) before making his return to the Dutch capital.

## DESIGN AND CONSTRUCTION

The hotel's concept and design are a joint project by Mulderblauw architecten, Paul de Ruiter Architects, and Arup consulting and engineering. The TBI-Companies, J.P. van Eesteren and Croonwouter&dros are responsible for the hotel's construction and 4Building is involved in the development as a project manager. QO's 288 hotel rooms, including 12 suites, were designed by the internationally renowned London-based agency Conran and Partners. The award-winning Amsterdam agency, TANK, designed the interiors of the restaurant, bar and public spaces.

QO is an IHG® hotel.

[www.qo-amsterdam.com](http://www.qo-amsterdam.com)

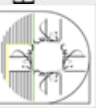


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# ROSEWOOD LUANG

## Now Open in Lush Laotian

First resort with luxury tented villas for Rosewood Hotels & Resorts®

**R**osewood Luang Prabang is now open as an ultra-luxury escape within an idyllic hilltop forest in north central Laos, where guests are able to immerse themselves in the rich cultural history, spiritual heritage and diverse tropical landscape of Luang Prabang, a UNESCO World Heritage Site. The exclusive and charming resort provides a unique vantage point to appreciate this rich destination through the lens of the first tented villa concept and the second Southeast Asia resort for Rosewood Hotels & Resorts®.

The enclave features 23 guestrooms, villas, suites and tented accommodations surrounding the site's natural waterfall, only a 10-minute drive from Luang Prabang, the 14th-century capital of ancient Laos. Located at the confluence of the Mekong and Nam Khan rivers, Luang Prabang is known for its well-preserved French colonial architecture and IndoChinese villas, monk communities and gilded temples, rich historical significance, French and Laotian cuisines, and mesmerizingly serene pace of life.

Bill Bensley and BENSLEY design studio modelled the property on the concept of a Laotian hill station from the turn of the 20th century, in which a grand and gracious home of a French host would be opened to intrepid adventurers and curious travellers from diverse walks of life who managed to make their way to this magical corner of the world.

*"Rosewood Luang Prabang is exotic, intimate and deeply respectful of the destination's culture, history and natural setting,"* says Sonia Cheng, chief executive officer of Rosewood Hotel Group. *"This unique property is not only a wondrous expression of our brand's A Sense of Place philosophy, but also marks a key milestone for our group and the Southeast Asian expansion."*

### One-of-a-kind Suites, Villas and Tented Villas

The 23 accommodations are situated adjacent to a river or waterfall or float above the ground amongst the treetop foliage. They variously include their own private swimming pools, oversized balconies, outdoor wooden bathtubs and other features special to each, yet all provide the experience of immersion in a dense tropical forest. They range from Riverside Rooms, and Riverside Suites that are more than 90 square meters in size, to secluded Riverside Villas, Waterfall Pool Villas and luxury Hilltop Tents.

Each accommodation's design and décor is unique. The rooms, suites and villas subtly recreate the French-Indochine ambiance, grace and hospitality of bygone Luang Prabang with authentic artefacts, antiques and objets reflecting the personalities and interests of travelers who might have stayed here over a century ago. Inspired by the notion of a gracious French host – perhaps a diplomat or retired expatriate of refined taste – the Bill Bensley team painstakingly sourced and collected items for thoughtful placement in specific rooms. Guests may discover newspaper clippings and illustrations from the early 1900s; vintage Kodak cameras, the cutting-edge technology of the time; even croquet mallets from 1900 in homage to French obsession with the sport when a female team from that country competed in that year's Olympic games.

The resort's luxury tented villas, a first for Rosewood, are situated on a secluded hillside and were sensitively built to preserve the site's unique flora and fauna, meld with the environment and bring guests closer to nature. Oversized balconies display mountain and river vistas. Each of the six 75-square-meter tents is dedicated to a specific Laotian hill tribe which still inhabits the surrounding mountains, with its distinctive ethnic pattern adorning individual tent canopies and its colors, motifs and textiles in the interior lending a closer understanding of indigenous folkways.

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# PRABANG

## Forest Setting

### Dining in a Laotian Forest

Dining at Rosewood Luang Prabang delves deep into the rich Laotian food culture and chefs place utmost importance on locally sourced and seasonal foods.

The Great House offers indoor seating and an open-air terrace with large daybeds and sofas overlooking lush gardens and waterfall. Here guests can experience Laotian farm-to-table dining, authentic local specialties and dishes influenced by the cuisine of historic royal courts. Fresh and flavorful ingredients reign supreme: the culinary offerings are guided by the season's harvest, whereby chefs visit farmers and fishermen within the vicinity each morning to determine the day's menu, which also enables the restaurant to provide dishes according to each guest's personal preferences.

The Elephant Bridge Bar overlooks a picturesque river and is perfect for a relaxing evening drink or whiling the afternoon away. It offers light snacks, simple and healthy fare, and refreshing hand-crafted cocktails and beverages. The bar specializes in cocktail classics with a tropical twist, using local herbs and spices that echo Laos' rich and diverse harvests to reflect a true sense of place.

Guests have the option of poolside dining, from sunbeds, cozy cabanas or thoughtfully placed tables that dot the terrace, choosing from an array of comfort food, haute Laotian classics, as well as fresh cocktails, wines and refreshments.





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Resort chefs welcome the opportunity to create bespoke dining experiences for guests within the gardens and at scenic spots throughout the property. They design special French and Laotian menus tied to the resort's frequent celebrations of the festivals and cultural touchstones of each heritage.

## Tented Spa Villas with Traditional and Holistic Wellbeing Programs

Treatments at Rosewood's signature Sense, A Rosewood Spa combine time-honored Laotian healing remedies and Western techniques, performed in three individual tented villas overlooking the river. All therapies draw from nature to support life and healthy living and experts help guests select native herbs, plants and fruits from the resort's organic garden for use in tailored, bespoke services.

"Lost remedies" of Laotian healing practices have been resurrected and include a traditional Lao Herbal Poultice combining heat and freshly picked herbs which is said to have the healing effects of massage and the therapeutic benefits of acupuncture. Special "Hmong Experience" authentic therapies are performed by native villager and healer Mr. Xong, who has more than 25 years' experience and utilizes herbs and ingredients he forages from the surrounding forest.

In addition to a menu of mind and body therapies, all-day, holistic experiences and retreats are offered.

## Leisurely Pursuits Amidst Natural Splendor

The resort's swimming pool is ideally situated in the center of the resort, adjacent to a natural waterfall, in the forest-enveloped setting. Guests can take a refreshing swim and relax on sunbeds or in tented cabanas with oversized day beds, while enjoying the tranquil setting and the relaxing sound of the cascading water nearby. Alternatively, guests can always try their hand at a leisurely game of pétanque or croquet in the lush gardens.

## Tailor-made Experiences

Rosewood Luang Prabang is conceived as an atmospheric and convenient home base to either retreat or explore.

"Our property sets a new dimension for guests to discover the poetry of Luang Prabang -- its natural beauty, spirituality and way of life," says Elias Perotto, managing director of Rosewood Luang Prabang. "We are dedicated to hosting our guests in highly personalized fashion, to help them experience all Luang Prabang has to offer, both on and off-property."

With myriad bespoke experiences available exclusively at the resort, guests may immerse themselves in the rich Lao culture in many forms. They can uncover the traditional crafts and way of life of diverse ethnic hill-tribes and rural farming communities; explore the UNESCO World Heritage Site of Luang Prabang with a guided walk through the atmospheric mix of historic mansions, Laotian architecture and ancient temples; or enjoy a multitude of experiences of the Mekong river life that has sustained the civilization for centuries.

Adventures include trekking through the forest to forage for medicinal and edible flora and fauna, before settling down in a village for a meal made with the



a rich tapestry of remote landscapes; weaving traditional textiles or creating ceramics in traditional hill tribe villages acclaimed for these crafts; harvesting seasonal produce using traditional farming methods in breathtaking agricultural surroundings; and relaxing on a leisurely day cruise along the Mekong River in an elegant Laotian river boat.

Guests are invited to embark on a journey of discovery with a specially curated "Ancient Wonders of Laos" introductory offer. The package includes riverside accommodations with daily breakfast for two at The Great House, an indulgent 60-minute Sense spa experience, as well as memorable personalized excursions, including up-close encounters with majestic elephants, a magical cruise along the meandering Mekong river and a tour of a traditional weaving village in the Laotian mountains. Additional benefits include luxury round-trip airport transfers and more.



Introductory "Ancient Wonders of Laos" rates start from USD780 per room per night for a minimum three-night stay in a Riverside Room for two persons, excluding tax and service charge. The offer is valid March 22 through December 31, 2018 and is subject to availability.

For reservations, please contact your travel professional, visit [www.rosewoodhotels.com](http://www.rosewoodhotels.com), call the hotel directly at +856 7121 1155, or



## Hotel Openings & Refurbishments

# HSBC supports £15 million Carbis Bay Hotel & Estate development

**A £15 million project to add a new dimension to the Carbis Bay Hotel & Estate in Cornwall, UK, which has been eight years in the making, is drawing to a close with the support of a multi-million pound finance package from HSBC.**

The 125-acre Estate, which is already home to the luxury Carbis Bay Hotel, a range of self-catering properties, a privately-owned 25-acre Blue Flag beach, two restaurants and award-winning spa facilities, will soon welcome eight luxury beach lodges and a new 15,185 sq ft multi-use venue to the collection – creating up to 60 new jobs for the local economy in the process.

The two and three storey beach lodges with rooftop or beach gardens and hot tubs are expected to be ready for guests in July 2018, followed by completion of the ocean suites, an extensive events venue and dining and retail facilities towards the end of 2018.

The venue will enhance the Estate's current offer and promote it as a must-see destination stop for tourists to the region. Additionally, it will be possible to hold larger prestigious corporate and society events and weddings with a capacity of up to 200 guests.

The Carbis Bay Hotel & Estate is also using some of the HSBC funding to install two combined heat and power (CHP) units at the development. The units will recycle waste energy generated at the site and use it to power the existing hotel, the beach lodges and the multi-use venue, in turn helping reduce energy costs and its overall impact on the environment.

Stephen Baker, owner of Carbis Bay Hotel & Estate, said: "Work began on our ambitious redevelopment project in November 2015 but it was 2010 when we first started the planning application process, so this really has been a labour of love for us for almost a decade. The scheme has been heavily supported by HSBC and in particular our

*relationship director, Martin Rowe, who alongside his team, has fully understood the complexity of our finance requirements throughout, which is allowing us to future-proof the hotel and Estate by making better use of the site and improving the wide-ranging facilities for our guests."*

James Jordan, HSBC's Area Director for Devon, Cornwall and Somerset, added: "HSBC has a long history of supporting businesses in the leisure and hospitality industry, not just here in the South West but right across the UK. Carbis Bay Hotel & Estate is an outstanding example of an ambitious and forward-thinking business which we are proud to have supported over the years. As Stephen says, his funding requirements have been complex at times, but our team has been able to get under the skin of the business and showcase the experience we have in the sector. We look forward to seeing the project when it's complete and supporting the business with future ventures...although we suspect it may be some time before they embark on something of this magnitude again!"

**Carbis Bay Hotel & Estate is set in Carbis Bay near St Ives, Cornwall which is a UNESCO World Heritage Site.**

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## Malmaison to open in Edinburgh's historic New Town

### BRITAIN'S ICONIC BOUTIQUE HOTEL BRAND HAS SIGNED A DEVELOPMENT AGREEMENT TO RENOVATE A GRADE A LISTED PROPERTY IN ST ANDREW SQUARE

Multi million pound investment will see 50 jobs created ahead of hotel opening in 2019

Malmaison Hotel du Vin Group, the leading lifestyle hotel brand, is delighted to announce that it has signed a development agreement with S Harrison Developments to transform the Grade A listed Buchan House, adding a second Edinburgh location to its collection of boutique hotels. Planning permission was granted for the redevelopment in November 2017 and renovation work on the historic St. Andrew Square venue will begin in the first half of 2018.



Malmaison will restore the building's period features and inject its distinctive, design style to make Buchan House a unique hotel offering within the famous Georgian architecture of Edinburgh's New Town. It is estimated that the development will create approximately 50 new jobs.

Offering 72 luxurious bedrooms and iconic suites, the new hotel will suit stylish, modern travellers, who after a day of work or play will be able to kick back and savour the inspiring, modern cuisine and carefully crafted cocktails of the Chez Mal Bar and Brasserie.

The new hotel will complement the popular Malmaison Edinburgh Leith – the first ever Malmaison to open, in 1994 and which famously occupies the site of a former "house of ill-repute". It also marks the latest development in a period of significant growth and investment for the brand. This includes plans to introduce Malmaison to Bournemouth and York, as well as the continued roll-out of its contemporary Chez Mal bar and brasserie and its innovative Work + Play meeting and events concept.

Guus Bakker, Chief Executive Officer, Malmaison Hotel du Vin, said, "Edinburgh is a much loved global destination for tourists and businesses alike, and Malmaison is a great fit for the City and its visitors. We are delighted to be complementing our very first hotel, in Leith, with a great venue for visitors to the city centre. Where better to demonstrate our commitment to Scotland than with the opening of Malmaison in the famous St Andrews Square?"

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# 'SUITE' NEW LOOK @ AWARD-WINNING KNOWSLEY HOTEL

### A six-figure sum refurbishment project is underway at Suites Hotel & Spa.

In line with ongoing company expansion, the refurbishment is set to bring the property firmly into the present day and includes the creative overhaul of 76 standard suites within the hotel.

With 40 suites already fully updated, the venture is scheduled for completion in May of this year.

**Sales & Marketing Director Lyndsay Stanistreet-Tyer said:** *"Following a particularly exciting 12 months for the team at Suites Hotel & Spa, we are delighted to announce the refurbishment of the property to bring our offering firmly up to date.*

*"Our plans are to remodel all of our standard suites so that their aesthetic is in line with our award-winning in-house spa, with the end result being a bright, modern, airy and uplifting space to eventually create fluidity throughout the whole hotel.*

*"What sets us apart is that we offer each of our guests individual suites to ensure maximum comfort, whether you are joining us as an individual, couple or family.*

*"In order to get the most out of the project, we looked carefully at how we could maximise our unique spaces to offer guests a truly luxurious experience whilst our refurbishment*

*was in the initial planning stages. With this in mind, our new look bedrooms offer relaxing comfort with the use of our signature lilac and grey tones to offer tranquillity and a guaranteed good night's sleep, while traditional tartans throughout the soft furnishings provide an elegant finish."*

Each of the suites within the hotel combine comfort with high-end facilities, housing a super-king size bed, en-suite bathroom, interactive television and spacious lounge area.

The four-star hotel is also home to an in-house eatery, Handley's Brasserie, and the esteemed Bollinger Bar alongside the indulgent Spa @ Suites Hotel.

**Lyndsay added:** *"Of course, our makeover isn't all about the aesthetics, as we have also updated our in-room technology with the introduction of two 32-inch televisions alongside our existing super-speed WiFi to offer our guests ease and efficiency.*

*"As a family-run business, our ethos is all about creating a true sense of 'home away from home' and we hope that the remodelling of our suites will certainly enhance our offering."*

**For more information visit [www.suiteshotelgroup.com](http://www.suiteshotelgroup.com)**



SUPERIOR SUITE 1 2018



SUPERIOR SUITE BUSINESS AREA 2018



SUPERIOR SUITE LOUNGE 2018



# Curio Collection by Hilton Debuts its First Hotel in Paris

*Niece Paris Hotel, named after influential French photographer Janine Niece, invites guests to capture unique experiences of Montparnasse*

Hilton (NYSE:HLT) announces the opening of Niece Paris Hotel, Curio Collection by Hilton (Hilton Worldwide Group). The hotel was handpicked to be a part of the exclusive collection of independent hotels and resorts, all of which are celebrated for their individuality. The hotel joins nearly 50 upscale Curio Collection by Hilton properties worldwide.

Located in the heart of Paris, the new hotel offers guests close proximity to the unexpected treasures of Montparnasse. Guests can delve into the area's rich art and culture at the Cartier Foundation for Contemporary Art or beat the Eiffel Tower crowd with panoramic views of Paris from the Montparnasse Tower. The hotel is also conveniently located a few metres from Montparnasse train station, giving guests easy access to the most iconic monuments and sites in the city.

*"We are delighted to welcome Niece Paris Hotel to Curio Collection by Hilton, as we make our debut in the iconic city of Paris" said Mark Nogal, Global Head, Curio Collection by Hilton. "The opening of Niece Paris highlights our commitment to expand our collection in key destinations around the world, and we look forward to providing our customers with an unforgettable experience in the district of Montparnasse."*

Niece Paris Hotel, Curio Collection by Hilton takes travellers on a journey to the 'Roaring Twenties', thanks to one of the most influential photographers of the time – Janine

Niece.. Janine's famous shots are featured in the hotel's public areas, in the corridors and on ceiling displays, adding an artsy touch to the hotel's ambience. Guests can choose from 52 elegant and chic rooms, including three of the finest suites. The spacious rooms feature the latest technology with tablet control systems and high-speed internet. Suites also feature a separate living area.

## Hotel highlights

- **Culinary experience:** Guests can cosy up at the hotel's main restaurant, La Verriere Paris. Located in the heart of the hotel, its stunning glass roof lets in natural daylight – a grand backdrop for a memorable dining experience. On the menu, guests can choose between an array of French and international cuisines, all prepared with the freshest ingredients. In addition, La Galeria welcomes guests to a friendly atmosphere with a selection of the finest wines and cocktails, which accompanies the nutritious culinary options.
- **Sophisticated events:** The hotel caters to small meetings with a 73-square metre conference room boasting the latest technology, including a 55-inch flat screen, wireless video projector and Wi-Fi.
- **Wellness area:** For those looking to stay fit during their stay, the hotel offers a hightech gym.



*"Last year, Paris welcomed 16 million travellers, a record number of visitors for the past 10 years. In light of this increase in tourism, we are very excited to develop our portfolio of hotels in the city and we are delighted to open our first hotel for the Curio Collection by Hilton brand in the capital city", says Simon Vincent, Executive Vice President and President, Europe, Middle East and Africa.*

Niece Paris Hotel, Curio Collection by Hilton is also part of Hilton Honors, the awardwinning loyalty program for Hilton's 14 distinct hotel brands. Members who book directly have access to instant benefits, including a flexible payment slider that allows members to choose nearly any combination of points and money to book a stay, an exclusive member discount, free standard Wi-Fi and the Hilton Honors mobile app.

For more information, or to make a reservation visit [www.news.curio.com/nieceparis](http://www.news.curio.com/nieceparis) or call +33 (0) 1 8375 6920.

The property is managed by Naos Hotel Group. More information on recent and upcoming Curio Collection by Hilton openings is available. Click here.

**CURIO**  
COLLECTION  
BY HILTON™



location for another MEININGER hotel in the UK. The Glasgow hotel is an excellent addition to our portfolio, due to its prime location in the heart of the city centre."

The MEININGER Hotels Group continue to expand. This year another six hotels are going to open in Europe, including Glasgow, and a total of 15 projects are currently under development. "The focus is still on Europe, but we are also looking for opportunities in North America and South Asia," says Hannes Spanning.

Craig Westmacott, Senior Fund Manager, LGIM Real Assets, said: "We are pleased to be working with MEININGER Hotels as they seek to expand their successful brand into the UK. This site is an excellent location for a new hotel and together with the redevelopment of Queen Street station will bring significant improvements to this key area of Glasgow city centre."

Derek Reid, Project Director for Architects NORR Consultants, stated "We are immensely proud to have assisted Legal + General and MEININGER Hotels in achieving not only this milestone, but also the recent milestone of securing Planning permission. Our design for the building provides an appropriate response to the hotels strategic location within Glasgow City Centre's Conservation Area while capturing the exciting dynamic of the MEININGER Hotel brand. We look forward to continuing our role on the project right through to its completion and opening."

# MEININGER to open first Scottish hotel

MEININGER Hotels and investor LGIM Real Assets (Legal & General) have signed an agreement to open a new hotel in Glasgow.

The hotel will be located on West George Street opposite Queen Street train station and will offer 160 rooms and 590 beds. The opening is scheduled for 2020.

Designed by the architectural practice NORR, the new MEININGER Hotel will have 160 rooms and 590 beds, spread over five floors of the brand-new building.

There will be a variety of room types on offer, from classic double rooms through to private multi-bedrooms and single beds within a dorm style room

Public areas will be located on the first floor of the building and are all typical features of a MEININGER Hotel, including a reception, lobby, lounge, breakfast room and bar as well as a guest kitchen and game zone.

At basement, ground and mezzanine levels the scheme will also create around 1,400 sqm of new retail space.

Due to its strategic location in the centre of Glasgow, many of the city's sights, museums and monuments are within walking distance from the hotel. Equally, there are numerous

restaurants, pubs and venues nearby. The Scottish National Gallery of Modern Art is a three-minute walk from the hotel and the Glasgow Royal Concert Hall is just nine minutes away.

The hotel is well connected to both local and long-distance destinations. As well as being opposite Queen Street station, the nearest underground station is only 160 meters from the hotel.

The hotel in Glasgow will be the second hotel for the MEININGER Group in the UK, which has operated the MEININGER Hotel London Hyde Park since 2006. **Hannes Spanning, CEO of MEININGER Hotels**, is pleased about the new project: "Great Britain is a very important market for us and as Glasgow is Scotland's largest city, it's the perfect

Not for publication before:  
01:00 hours on 21st April 2018



**counterline**  
A British Manufacturer



THE QUEEN'S AWARDS  
FOR ENTERPRISE  
2018

## PRESS ANNOUNCEMENT

**Knowsley-based Counterline Limited has won the prestigious Queen's Award for Enterprise for outstanding continuous growth in international trade.**

The £12 million turnover company designs and manufactures bespoke and standard food service counters and display units. Initially serving the UK hotel industry Counterline was soon asked to design, manufacture and fit out the food service areas of corporate headquarters, prestigious sports venues and leisure complexes. The recent consumer trend for "grab & go" food has enabled Counterline to further show off their design capabilities in well-known supermarkets and coffee franchises, whilst also investing in ever-more environmentally friendly materials, technologies and manufacturing processes.

Counterline's reputation and pride in their "Made in the UK" credentials now have them exporting to countries across Europe, the Middle East, Africa, Far East, Central Asia and Australasia. Export sales have more than trebled over the last 6 years and now represent 25% of total turnover. Managing Director, Tim Flood, states, "*It is unusual for a UK company in our line of business to export at such high levels, let alone report continuous year-on-year growth for export sales over 6 years*".

The Queen's Award for Enterprise is the UK's highest accolade for business success. Our award for outstanding continuous growth in international trade rightfully acknowledges the dedication of all our staff and partners across the globe who continue to build Counterline's reputation as the "go to" company for quality products and design solutions within the food service counter and display market.

We couldn't be prouder...and yes, we will be celebrating!"



**Counterline Limited**  
Randles Road  
Knowsley Business Park  
Merseyside  
L34 9HZ  
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آموزشگاه انعکاس منبع جدیدترین اطلاعات، مقالات و دوره‌های آموزشی دکوراسیون داخلی



# DELIVER UNMISSABLE HD CONTENT WITH SKY SELECT

According to research, three quarters of hoteliers agree that their guests expect Sky TV in their bedroom<sup>1</sup>. It's therefore no surprise that 75% of current hotel customers say that Sky TV improves their guest experience<sup>2</sup> and with guest satisfaction top of the list for hoteliers, Sky can help play a big part in creating the perfect home from home experience.

Sky Select is the new, simple way for hoteliers to deliver unmissable content in stunning HD to every hotel room from one centralised system. It helps hoteliers benefit from more bookings, increased loyalty and top reviews while their guests enjoy an unrivalled choice of the latest blockbusters, award-winning dramas and world class sport with up to 96 channels all in stunning HD.

Crowne Plaza London – The City, have recently upgraded to Sky Select and General Manager, Paul Watson provides his verdict.

## **Can you tell us a bit about the Crowne Plaza London – The City, and your current in room entertainment offering?**

We are a Crowne Plaza Hotel, part of the IHG brand and we are centrally located in the City of London, straight opposite Blackfriars station. Within our guest rooms we offer Sky Select. We have a varied demographic of people in this hotel, including business travellers and a lot of families, and Sky offers the variation that we need to satisfy them all.

## **How have your guests reacted to the Sky Select offering?**

If guests know they can watch Sky Atlantic in their room, and watch their favourite TV programme, Game of Thrones for example, they'll choose to stay at our hotels versus another.

## **What made you want to offer Sky Select in your hotel rooms?**

One of the key selling factors of Sky Select was that we can easily review the most popular channels and swap them in and out very quickly with Sky directly. Another benefit is the Sky Bright Box system which delivers the content. Previously, we would have had several boxes in our comms room which took up a lot of space. The Bright Box is one server and took less than a day to install. One day the Sky team came in and the next, we had 30 new HD channels. It's simple to maintain and it's good to know that if we have a problem, we can call on Sky to help resolve any issues quickly.



Paul Watson - General Manager -  
Crowne Plaza London - The City





Club Room at Crowne Plaza London - The City



Galadari Suite at Crowne Plaza London - The City

## Have you seen an increase in room service revenue?

There is a restaurant in the hotel which we encourage our guests to use. However, if people decide they want room service, they'll stay in the rooms and watch the range of content provided by Sky from sports to entertainment. It has benefitted our room service revenue which is a golden nugget for us all!

## How have your guests been reacting to Sky Select?

We monitor guest satisfaction of our in-room entertainment systems and it has gone from a 55% guest love score to 79%.

## Would you recommend Sky Select to other hoteliers?

I would wholeheartedly recommend Sky Select to other hoteliers. I don't think there is another system that give us the same level of flexibility to meet our guest's expectations. What we like about Sky Select is the flexibility to swap channels in and out, add more channels and the fact that the system is fully HD. Most importantly, it gives our guests a great experience.

**To find out more about Sky Select, please call 0844 644 8086.**





# How technology brought the Oxford and Cambridge Club into the 21st century



Steve Drozdiak, Financial Controller at 186-year-old Oxford and Cambridge Club, discusses how he uses new technology for a better business overview and employee morale.

## The problem

The systems and processes when I started here were somewhat old-school. For example, as recently as five years ago, the then-Financial Controller was doing accounts in a handwritten ledger book, and payroll was done on an elaborate Excel spreadsheet.

## What are the biggest improvements since you started using Planday?

As a Financial Controller, everything is about accountability and managers taking ownership of their areas. I can ask managers questions like, "why do you have three people on tonight with only ten bookings?". We didn't have nearly as much information in our old systems to make decisions, so Planday has been a huge help in that area.

Planday has also been very good for morale. Staff are communicated to directly and they are getting information on their own. They can see how many vacation days they have at any time, and ask for time off from the app. It tells them, if you work eight hours extra this week, you can flex it next week. In the past they didn't really know.

The system lets you sort documents and payslips as they come through the app. The information is there in their hands, and they can also see everybody else's schedule, which is very useful. If the employee has transparency and can see what's going on, that will increase their morale.

## How has technology changed the way you work?

In the past, a manager may have managed staff and payroll with a notebook. Today, we use Planday's online staff management software, which allows us to connect with our staff and control our payroll costs. We can also react faster to changes, which is critical these days.

## How do you use Planday?

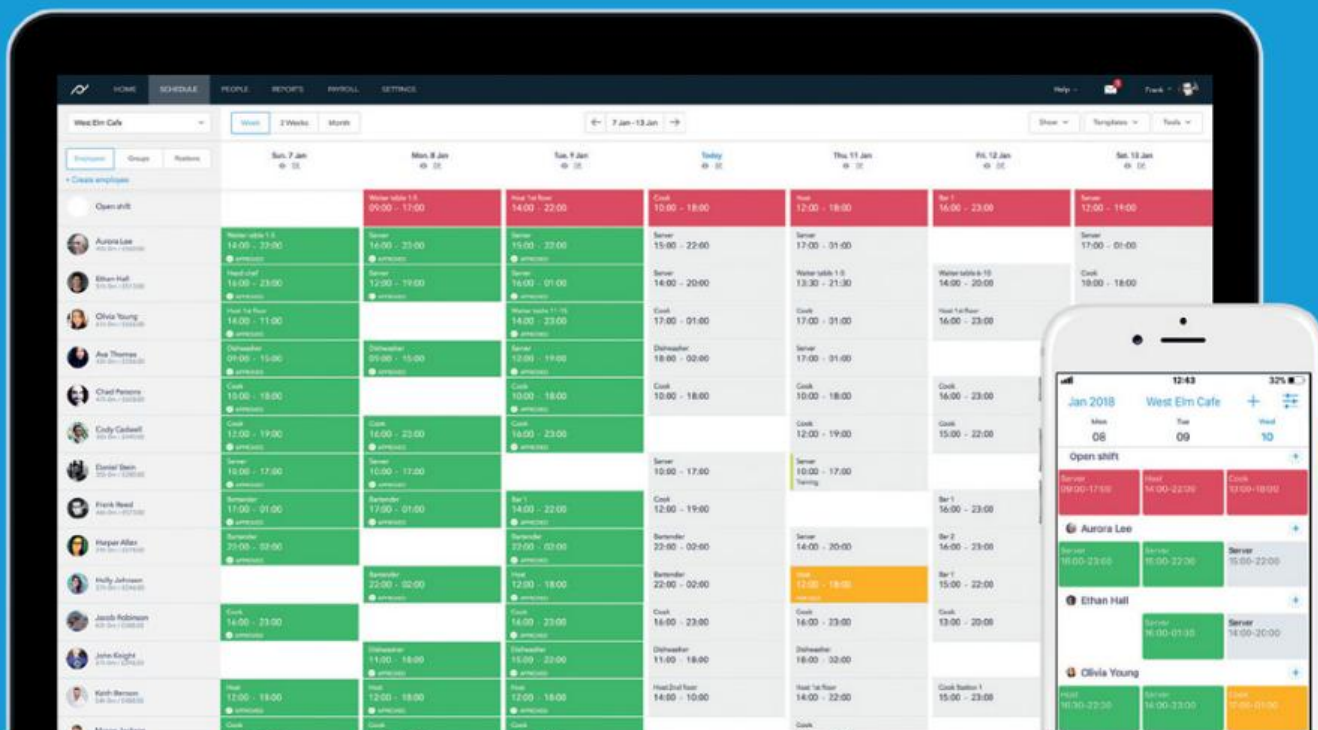
We use Planday for payroll and various HR elements. The Planday app has also been especially helpful as a communications tool. 100% of our staff are glued to Planday. It's a great way to communicate.

“

***As a communications tool, 100% of our staff members are glued to Planday. It's a great way to communicate.***



# All the Features You Need to Run Your Business



- ✓ Easy employee scheduling
- ✓ Time clocking from app & desktop
- ✓ HR functionality
- ✓ Built-in communication
- ✓ Payroll integration
- ✓ Powerful reporting

## Learn more:

Sign up for a free 30 day trial at [planday.com/uk](http://planday.com/uk)





## The Vivo Cero PoE Guestroom Telephone from Hotel Technology International

Your hotel guests deserve a home from home hotel guestroom experience that is as luxurious as the ambience of your hotel. Hotel Technology International is forging new ground in providing technology that combines elegance of design with unstinting functionality, a classic combination to suit the most discerning of hotel guests.

The Vivo Cero IP telephone with Power over the Ethernet offers your guests a stylish guestroom phone that provides ease of use, flexibility and complete mobility, giving your guests a touch of home comfort, because it's this kind of attention to detail that counts. With the Vivo Cero PoE, you won't even need a power outlet; the new all in one charging stand works with PoE\* to recharge the DECT handset.

Designed to meet the needs of a new generation of customer, The Vivo Cero PoE is available in night black or crisp white and includes options for customised guest service keys giving your clients ease of access to the services your hotel offers. It is no wonder that Vivo Cero PoE has fast become the ultimate choice of guestroom telephone for boutique and luxury hotel groups.



### About Hotel Technology International

Hotel Technology International provides cutting edge technology solutions for the worldwide hotel and hospitality industry via a network of established and trusted channel partners. With headquarters in London, United Kingdom and offices in New York, USA and Beijing, China, classic design is at the heart of our business. As well as an extensive range of beautifully crafted telephones, we supply media and WIFI connectivity panels, alarm clock radios, switches, in-room controls and revenue generating Internet Access gateways. Our client list includes some of the world's most famous hotel brands including Accor, Banyan Tree, Comfort Hotels, Hilton, IHG, Jumeirah, Lucien Barrière, Marriott, Meliá, Starwood, Virgin and Wyndham.

To see our full range of luxurious hotel  
technology visit [www.hotel-tech.com](http://www.hotel-tech.com)



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# HOSPITALITY PROVIDERS GET SMART THIS SUMMER WITH LOLLY'S 'RENT A TILL'

- Only UK provider to integrate EPoS and payments rental services through its Lolly Smart-

The summer is peak trading season for many businesses and entrepreneurs. From festivals to fayres, exhibitions to concerts - with such a huge variety of events up and down the country, the opportunities to reach new customers are endless.

Many hospitality providers maximise sales by using their outdoor space for barbecues and pop-up stalls during the summer months.

But these exciting opportunities also present challenges, especially for small businesses who want to provide high levels of service, yet need to keep their costs low.

In order to facilitate the flexibility needed to trade at these events Lolly, the Point of Sale (PoS) and payments specialist, has launched a 'rent a till' option through its LollySmart offering.

By the week, month, or the season, with delivery and collection, it provides a hassle-free answer to boosting sales and quality of service.

The company is the only UK provider to link EPoS and payments rental services without the need for a third party. Through this offering

hospitality providers are able to take all card and contactless payments (Apple Pay & Android Pay), even on the move.

They can also save valuable time with automatic reconciliation of their PoS and payments in a single action, each day.

The portable LollySmart till means there is no need to let slow payment or overcharging be the cause of poor customer service.

Compact, lightweight, and with a touchscreen that utilises software specifically designed for ease-of-use, it offers the perfect opportunity for any business to get up and running for the busy summer season.

Outdoor events mean traders are often challenged by the delightful and changeable British weather. Relying on generators or long cables to keep them going, they risk losing a lot of custom if the power cuts out.

However, with seven hours battery life, the LollySmart till means power issues will not prevent trading. Additionally, data and transaction records are kept secure and safe with an SD card.

**Peter Moore, CEO at Lolly, said:**

*"It's a fact that people carry far less cash with them today, and the expectation is that even small businesses will offer card payments. However, without serious investment this is not always possible, especially for pop-up style caterers."*

*"At events such as festivals, fast and efficient service is crucial for providing excellent customer experience. Consumers want speedy, practical methods of payment so they can enjoy their food - without wasting time. Competition and expectations are high. It's a challenge to keep up with demand, which is why we have developed a rental option to support these businesses and help them to maximise their sales and thrive."*

For further information, please visit [www.itslolly.com/epos-rental/](http://www.itslolly.com/epos-rental/).





# YOU'RE GREAT!

– so where are all those positive reviews of your business?

By Luis De Souza, CEO of NFS Technology Group

Tragedy hit a Connecticut restaurant earlier this year when the manager, incensed by a bad food review, shot and killed his chef. An outrageous and rare occurrence, thank goodness. But it does go to show how high passions can run when it comes to online reviews.

**Y**ou might have a good location, lovely rooms, fantastic food and great customer service, but you're operating in a competitive world that just keeps on getting tougher.

So you need good online reviews to draw in new customers. With diners making enthusiastic use of review sites ranging from TripAdvisor to Yelp and TrustPilot, they're the modern equivalent of word-of-mouth, which has always been the most potent marketing tool.

Reputation revenue expert Sanj Naha is Head of Sales Support and Enablement, B2B Marketing and International Groups, at The Fork, a TripAdvisor company.



He says: "You might say: 'Online reputation – why bother?' but this is why: 90% of consumers read online reviews.

"Would you want to do business with a company linked to ratings of 1 out of 5 and phrases such as: 'Bad service', 'Terrible experience', 'Horrible food'?"

Good reviews, of course, have quite the opposite effect. A good example of a restaurant that receives great reviews is the Covent Garden branch of Dishoom, an NFS customer, currently rated in the top three by Yelp in London. That can't be bad for business...

So how do you go about encouraging your customers to log on and leave positive online reviews? It's an area where ethics are important – fake reviews are usually easily spotted and should never be considered.

So first, make sure your hotel, restaurant or venue is genuinely operating an excellent service and making customers happy. Without that, nothing will bring you positive reviews.

Many savvy businesses are keeping their operations in tip-top condition with the support of management software – restaurant POS systems, for instance.

They capture real-time information that helps you check the performance of every aspect of the business, from online booking to stock and labour control. They also provide significant insight into your guests so you can provide a personal service – a highly valued commodity.

And – importantly – a restaurant management system has social media tools that can help you monitor your online reviews, alerting your management team if a diner is posting a negative review.

That way, you can put any issues they have right before they even leave the restaurant, turning a negative into a huge positive.

Once you're sure your business is operating well and generating happy customers, what can you do to encourage them to post the kind of reviews that will persuade others to follow?

Sanj says the modern customer wants a personalised offering, responsive communication and staff empowered to give them great customer service. Mobile access is incredibly important in these app-friendly days, and they want everything quickly, with no delays.



### Sanj recommends several tips on how to improve your online reputation and find your place as a top ranked business:

1. **Create amazing service and food**
2. **Make the most of your listing content**
3. **Create a great first impression**
4. **Go for picture power**
5. **Be contactable**
6. **Take charge of your reputation**
7. **Offer free wi-fi**
8. **Increase the number of reviews**
9. **Engage with every review**

**Create amazing service and food:** As we've just discussed, the right restaurant POS software can help.

**Make the most of your listing content:** Claim your page and give it more information and identity, so it's more engaging.

**Create a great first impression:** Make sure the first thing potential customers will see reflects well on you.

**Go for picture power:** We all look at posts with good or unusual images more than those without. Find pictures from all kinds of sources and make sure you have permission to use them.

**Be contactable:** Make it easy to find your contact details.

**Take charge of your reputation:** You can create 'promoters' by asking loyal customers to post reviews praising your restaurant. Minimise 'detractors' by taking action to put negative experiences right before customers post downbeat reviews – your restaurant management software can help you spot this situation.

**Offer free wi-fi:** You can collect data by using a wi-fi gateway service and encourage Facebook likes and posts.

**Increase your reviews:** Use your software to collect email details for TripAdvisor Review Express, a free email service that allows hospitality businesses to send customisable bulk emails to up to 1,000 guests asking them to submit reviews.

**Engage with every review:** If you do get a negative review, it's not the end of the world. Respond in a way that shows empathy, and provides an explanation and assurance. With positive reviews, say thanks, offer further information and look out for cross-selling opportunities.

Get into the habit of doing these things regularly, or delegate a trustworthy member of staff to do it for you. Building your online reputation is worth spending some time on – and Sanj says there's even more you can do.

*"You can use review feedback to enhance your value proposition. Track which of the review sites your online traffic comes from, and learn how people navigate your website. After that, you can use the information to optimise the user journey."*

*"You can also use the review information to target messaging that will convert your online traffic into leads, bookings or calls to action."*

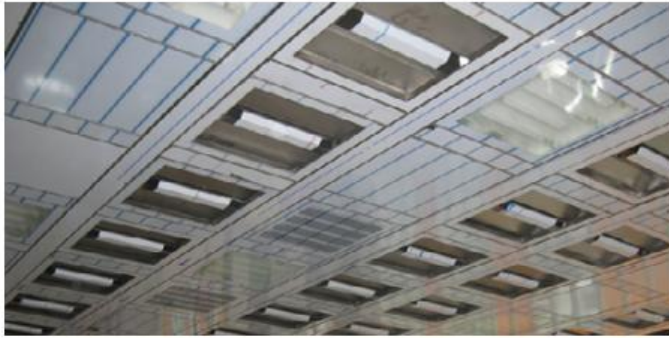
**That's got to be worth a little effort...**

\* For more information about hospitality technology and reviews, visit

[www.nfs-hospitality.com](http://www.nfs-hospitality.com)

CK Direct have had the amazing opportunity to implement brand new Ventilated Ceilings and Air Jet Canopies in a 3 Michelin Star restaurant.

# CK Direct technology enhances 3 Michelin Star restaurant in London



## How do these new installations improve the restaurant?

### Ventilated Ceiling

The modular ventilated ceiling system is perfect for kitchens with an extensive range of cooking surfaces. It's recommended for kitchens where natural points of extraction such as windows cannot be utilised—in other words, places like a residential area in London.

The ceiling system is ideal for cooking areas that are viewable to the public. The consumer can see the staff hard at work, whilst the staff retain a safe and clean environment.

### Air Jet Canopy system

CK Direct's Air Jet Canopy System allows the kitchen ventilation system to provide sufficient capture and containment at a minimal exhaust flow rate. It creates negative pressure along the front edge and side of the hood, assisting in containment of heat and effluents in the critical work area.

The high efficiency of Air Jet kitchen ventilation systems reduces the effective net exhaust volumes, whilst improving extraction efficiency and minimising fan and ductwork size.

Air Jet hoods prevent the heat and impurities produced by cooking appliances from spreading

to the work area. The hoods deliver a small air flow to push the upward-flowing thermal current toward the filters.

Included inside CK Direct's hoods are unique Franke Cascade filters, which remove 95% of grease particles sized eight microns and above. These save on energy and maintenance, as the pressure loss is low, and the stainless-steel filters are easy to clean.

CK Direct Senior Design Engineer, Martin Culham was thrilled to see their new products in action at such a high-profile establishment.

*"In this, and also past cases where CK Direct have had the opportunity to introduce our services to a renowned restaurant, we've relished the chance to show what we're capable of. Time and again we've seen that our innovations in ventilation are exactly what these establishments are seeking."*

Martin continued and explained that refurbishments like this one will not only benefit the restaurant's employees, but their customers too. Cleaner and safer kitchens are a win-win!

You can find out more about CK Direct's commercial kitchen ventilation and extraction systems on their website: [www.ckdirect.co.uk](http://www.ckdirect.co.uk)

The London-based restaurant was the perfect candidate for the latest additions to CK Direct's product range. During the restaurant's 8-week refurbishment, the existing extract systems within the kitchen and rooftop were stripped out and replaced.

Roof Mounted Air Handling Units, Extract & Supply Fans, Air Conditioning and Toilet Ventilation - All of which was fitted to service the launch of the showpiece Ventilated Ceiling, Air Jet Canopy System and the new Air Jet Extract Hood.

*Trusted by  
Michelin Star  
Chefs*



**THEIR STANDARDS ARE  
OUR STANDARDS**



Commercial Kitchen Ventillation & Stainless Steel Fabrication specialists

**DESIGN, MANUFACTURE, INSTALL, MAINTAIN**

 **CK Direct**

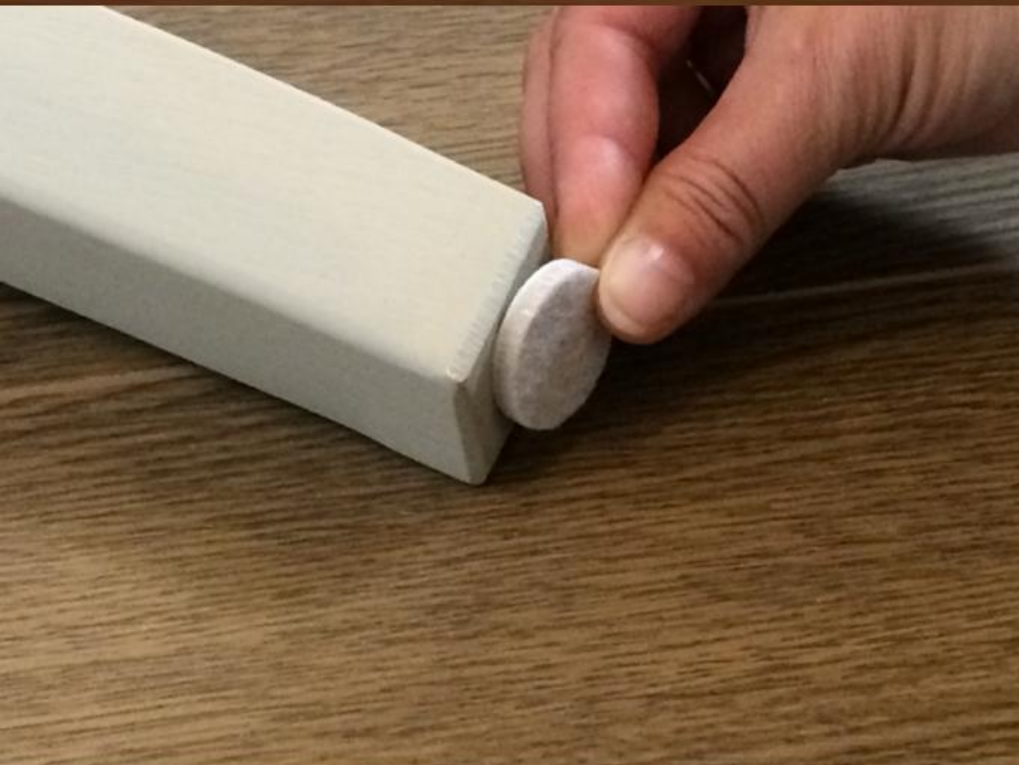
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 [Enekas.Academy](http://Enekas.Academy)

 [Enekas.Academy](https://www.instagram.com/Enekas.Academy)



# Act before you scratch.....



**S**troolmount have been helping designers, manufacturers and retailers solve problems and finding solutions for over 12 years.

Moving heavy furniture can play havoc with your beautiful wooden flooring.

The decision to move your sofa could prove to be one you regret if it carves a scratch across your floor and it's not much better if you have carpets,

Moving that heavy wardrobe can cause your carpet to ripple or, even worse cause its joints to fatally lurch to one side, that's if you can budge it at all, of course.

Often friction will anchor it to your floor as surely as half a dozen 6in nails, but all that is in the past, for there is now a simple solution which makes moving furniture a breeze.

Stroolmount offer a nifty and thrifty range of protective glides, felts, move-it pads and recliner cups.

Whether you're in manufacturing, retail, hospitality, nursing home or end user we will have a solution for you.

## Designer floor or design flaw?

You plan.  
You design.  
You install.

You worry about every little detail to make sure it's perfect.

Now you can protect your investment in flooring and furniture with cost-effective ideas from solutions specialist Stroolmount.

Peace of mind protection pays dividends **says Stroolmount's Gill Finch:** "We save architects, designers and refurbishers thousands in costly repairs, replacements and insurance claims with simple protection solutions costing as little as 1p".

As well as innovating to solve customer problems, Stroolmount is a one-stop solutions shop for all these and more: *Short and long term solutions available.*

*Available in bulk for manufacturers, POS retail with own branding also available.*

**Furni-Glides:** Made with Teflon -Self-adhesive or screw into very heavy furniture so it slides easily across carpet or hard surfaces.

**Quickclick glides:** Multi-award-winning long-term solution. Its click-in interchangeable and replacement base glides help protect wood, laminate, vinyl, carpet and tiled floors.

**Self-adhesive felts:** Short-term high quality anti-scratch solution to cushion floors from heavy furniture with the added bonus of a strong adhesive.

**Move it pads:** Temporary solution so anyone can easily glide heavy furniture across hard floors and carpet like magic.

Watch our video's online to see how easy it can be....

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# COFFEE.

FLAT WHITE

CAFFE LATTE

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AND

ETTO

DS.  
N COLOMBIA  
A ANTIGUA  
NSOON  
PEABERRY  
A BLUE MOUNTAIN

Gg\*  
Grahame Gardner

## Grahame Gardner - sophisticated workwear solutions for all hospitality environments.

As one of the UK's leading workwear providers Grahame Gardner certainly knows its market!

Combining more than a century of industry experience with the latest innovations in fabric, design and manufacturing, the Leicester-based organisation has positioned itself at the forefront of helping businesses across a variety of different sectors meet their workwear needs.

From the more traditional and classic uniforms, through to modern, bright and fully bespoke garments that push the boundaries of uniform and workwear design, Grahame Gardner prides itself on its ability to capture an organisation's personality and ensure that any team stands out from the crowd and is a true representation of their business and culture.

The Grahame Gardner uniform collections for the hospitality industry offer an extensive

quality and standard. Synonymous with style and innovation our exclusive ranges are ideal for organisations seeking to create a luxurious identity for staff and enhance their brand by providing customisable uniforms throughout the entire property; from management, front of house, concierge and spa staff to housekeeping, kitchen, bar, restaurant and banqueting teams through to your maintenance and gardening staff – we cater for all departments.

With a vast range of choice, styles and colours including options for fully customisable garments in their Vitality, Advance and GFORCE Corporate ranges, the Grahame Gardner collections present an exceptional range of flattering and stylish workwear solutions ideal for the Hotel, Spa and Hospitality environments. Our wide range of styles, extensive colour palettes, design options and in-house embroidery services will help bring your



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through quality, innovative garments that combine style and comfort with practicality and form. We work closely with you to ensure the garments, designs and styles are perfectly suited to your establishment. From initial consultancy to identify your requirements, through to a presentation of options, all with a FREE design service to ensure we work as part of your team to deliver exactly what you need.

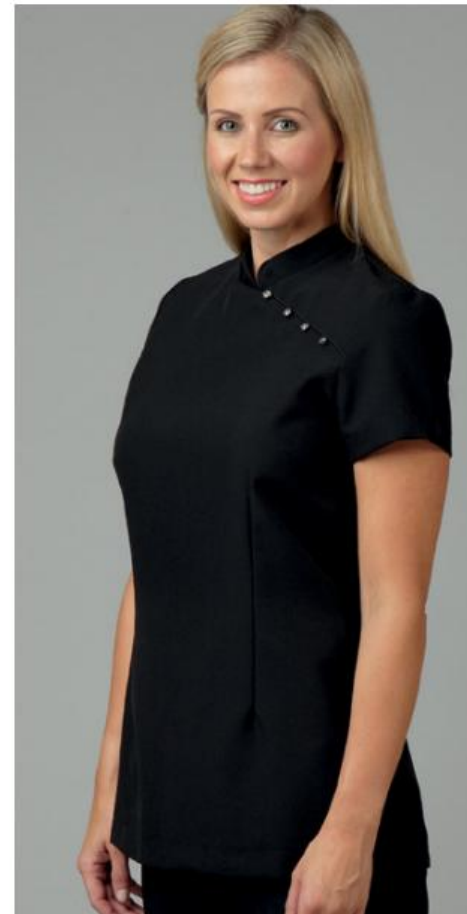
Gemma Puffer, head of marketing at Grahame Gardner, said: "For more than a century we've been helping organisations bring their professional identities to life through quality, innovative workwear that combines style and comfort with practicality and form. As a family business, founded in 1906 with family values at our core, we never compromise on customer service. We truly value the people who choose to purchase our products and we'll always go the extra mile when it comes to providing the flexibility and quality they deserve.



Image courtesy of QMS Skin Spa at The Lowry Hotel, Manchester

"We offer one of the largest ranges of workwear in the UK, providing garments in a wide variety of colours, styles and sizes, using the latest fabrics and printing technologies to meet any company's individual requirements. Not only that but our uniforms work for everyone seeking to create a professional identity for staff across an entire organisation.

"With our long history of providing uniforms, we ensure every item we offer our customers is made to the highest quality and offers both style and comfort – something that's vital not only for the wearer during the busy working day, but crucial when it comes to making a great first impression on the customer."



# Chef Works expands UK footprint as part of ambitious growth strategy

**Chef Works UK and Ireland has expanded its distribution network from one to 12 to significantly increase the availability of its products and grow its customer base in the UK.**

The UK and Ireland arm of Chef Works, a leading manufacturer and distributor of chef clothing and hospitality uniforms for restaurants, cafes, bars and hotels worldwide, has ambitious plans to grow its business by 200 per cent over the next three years.

The new distributors now selling Chef Works products include Burlington Uniforms, Corprotex, First Corporate Clothing, Reuniform, Inline London, Tailored Image, Coppinger, Vissi, Uniformal and Tibard.

Speaking about the new UK-specific sales strategy, Emma Cohen, marketing manager at Chef Works, said: *"Our increased distribution network and new website will significantly extend the reach of our products here in the UK and across Ireland to enable us to achieve our ambitious growth plan"*.

*"Each year we see an increase in sales, so product availability is key to meet increased demand. The select group of distributors we have partnered with are uniform specialists, and we've chosen them as they are like-minded companies who recognise the value that our product range offers their existing range and network."*

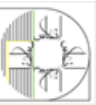
The distribution expansion ties in with the launch of Chef Works new 2018 range, which includes front and back of house uniform options for men and women. Ranging from traditional butcher aprons to cutting-edge denim chef coats, all products are available in a wide range of fabrics and fits.

Ian Mitchell, Director of Tibard, said: *"We are delighted to be a distributor of Chef Works in the UK and Ireland. Their diverse and dynamic uniform collection is the perfect addition to our already extensive catalogue."*

*"Tibard are experts in the hospitality sector and that involves incorporating the best brands into our range. It is great news for our customers who can now buy Chef Works' high-quality chef and front of house designs with Tibard's signature uniform services."*



For more information about Chef Works UK & Ireland and its full range of market-leading hospitality uniforms, visit [www.chefworks.co.uk](http://www.chefworks.co.uk)



*Heritage is a big thing  
these days, and at  
Burlington Uniforms it's  
a very important factor  
in defining who we  
are as a company..*



**Burlington Uniforms Ltd** is a family company founded in 1974. When the business first started over 40 years ago it was based in Savile Row and its main activity was supplying uniforms to front of house staff in renowned hotels such as the Ritz, Churchill Hotel, and Hyde Park Hotel. Uniforms supplied were very often bespoke and included those traditionally worn by Commissionaires, Front of House, Waiting and Bar staff and Management. During these early years the company operated alongside the well-known bespoke tailoring company Anthony J. Hewitt Limited. So you can see that Burlington Uniforms has its roots in the heart of a street which has an international reputation for housing the best tailoring establishments in the world.

As the decades rolled on, it became apparent that bespoke garments were becoming a niche enterprise, with a dramatic increase in need for stock garments and the rise of suiting Manufacturers such as Brook Taverner, Skopes and Clubclass. We ensured that Burlington Uniforms stayed at the forefront of the demands in regards to new styles, fabrics and fashions whilst maintaining continuity with our customers.

Moving forward to 2017 we have combined the wealth of experience the company has gathered over the years when it comes to the bespoke side of uniforms, with us manufacturing our bespoke suiting in the UK, along with keeping abreast of new innovations in fabric and styles we can offer you from stock. We now offer a true one-stop shop for all uniform requirements, from suiting, workwear and outerwear through to footwear and PPE garments.

We take pride in the fact we can cater for your hospitality requirements, whether you are 5 star international hotel requiring bespoke garments rolled out across your hotel; or a boutique restaurant in the heart of West End needing that little something different from stock, we can offer a solution for all your uniform needs. From all your customer facing roles through to those that work behind the scenes, we can work with you to help produce a uniform that will enhance the image of your brand, and enable you to stand out from the crowd.

Please do not hesitate to contact our Sales Team on [sales@burlington-uniforms.co.uk](mailto:sales@burlington-uniforms.co.uk) or 08707300150 and they will be able to



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## wi-Q Technologies partners with Aircharge to boost F&B revenue through wireless charging

wi-Q Technologies has announced a partnership with fellow British technology company, Aircharge. Together, the two companies are exploring using wireless chargers in hospitality venues – and hotels in particular - as access points or triggers for seamless access to device-based ordering.

The dual solution will allow hospitality venues to create an additional revenue stream from on-table wireless charging as part of their digital guest engagement. With a rapidly increasing number of devices now supporting Qi wireless charging, consumers are driving demand for this hyper-convenient charging facility in coffee shops, restaurants and hotels. The partnership between wi-Q Technologies and Aircharge will enable venues to boost revenue, by simultaneously connecting customers to mobile ordering menus through QR codes and NFC tags, which can be built into and around wireless chargers.

Menus for food, beverages and services will load instantly, allowing customers to browse and order in their own language, filter by allergen and dietary requirements, and pay via debit/ credit card, PayPal, Apple Pay or via integration with leading hospitality

systems, charge the bill to their hotel room. wi-Q Technologies reports that, due to its convenience, ease of use, and extensive upselling capabilities, its app-free solution is delivering average order uplifts of up to 60% and is boosting order numbers by up to 35%.

**Graham Cornhill, Co-Founder and Managing Director of wi-Q Technologies commented,** “There is undoubted synergy between Aircharge and wi-Q in meeting consumer demand for next-generation technology at their fingertips. The partnership allows both companies to add tangible value to hospitality venues and deliver instant ROI with a seamless technology solution.”

**Steve Liquorish, CEO and Founder of Aircharge said,** “Hospitality operators are constantly looking for innovations to drive growth opportunities and the partnership with wi-Q strengthens our position as the leading supplier of smart wireless charging solutions for public venues.”

For a product demo or more information on either of the two solutions, please email either [info@wiq.com](mailto:info@wiq.com) or [info@aircharge.com](mailto:info@aircharge.com).



# CONTRACT

FURNITURE GROUP



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Kitchen Energy Recovery Systems Is a brand that has been developed by Ecovery Innovations to maximise the exploitation of discarded waste energy from cooking equipment, by converting it into free heating and food-safe hot water.

KERS is a truly unique system which is a true retro-fit, with no modifications required to the existing cookline, and offers a fast return on investment. Potential CO2 emissions can be reduced by up to eight tonnes per year

A KERS F1 Collector is capable of rising up to 3,000 litres of water per day to 65 degrees without the use of fuel purchased from utility companies. KERS captures the waste energy and converts it to use it to heat up potable hot water, make-up air, wet heating systems or grey water for cleaning down.

The KERS control panel can be used to connect the system to any existing water heating boiler or thermal storage with safe compliance. The four KERS Control Panels are designed to control systems with variants including controlled or uncontrollable heat sources, existing electric and gas heaters, and vented or unvented systems.

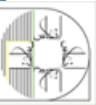
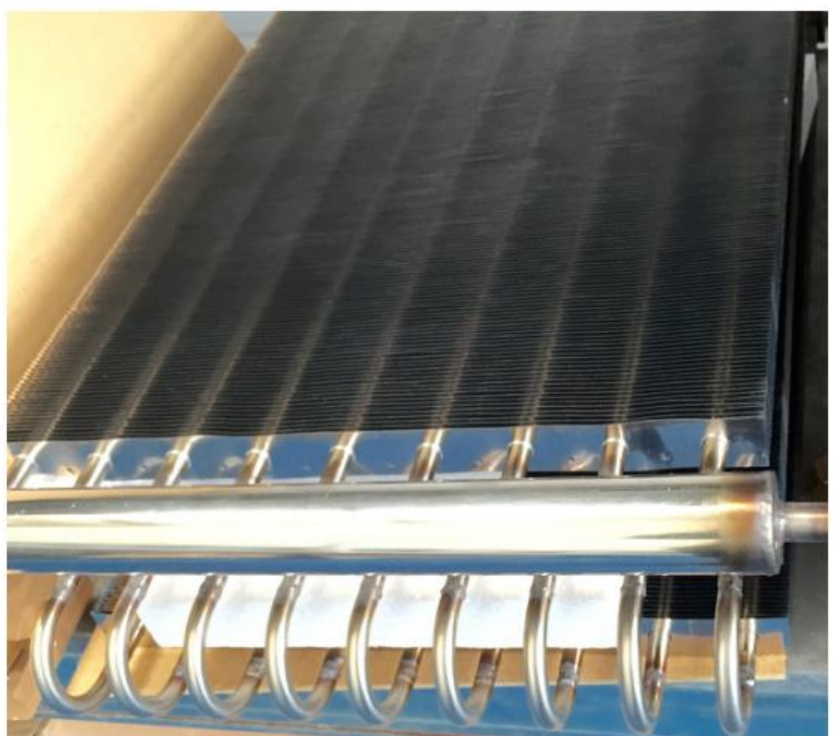
Currently KERS is being used to heat water for kitchens, bars and toilets, preheat kitchen make-up air, heat underfloor, wet heating systems and reduce the running cost of dishwashers.

The average ROI period for a KERS installation is between 12 and 20 months for a new build installation and between 20 and 30 months for a retrospective installation, retrospective installations can be achieved over three nights and maintenance of the full continuity of the hot water supply is guaranteed throughout the installation period.

The KERS Range of heat exchangers currently comprises of four purpose designed and built units all manufactured under Licence in the U.K. from either 316 Stainless Steel or Titanium. Each exchanger under goes extensive testing and is supplied complete with a serial numbered safety certificate.

The KERS Heat Recovery system was conceived, designed, developed and is now manufactured in the U.K.

11 Little Balmer, Buckingham, MK18  
1TF. Telephone 0845 1220724.  
info@ecoverinnovations.com.  
www.ecoverinnovations.com



# Caffè Culture Show

## – Serious Coffee Business

16-17 October 2018 | The Business Design Centre | Islington | London



### Informative content is on the agenda

- **The Caffè Talks Programme** will consist of panel discussions and lively debate focusing on the hot topics in the industry. Nick Mabey will be collaborating with Maxwell Colonna-Dashwood to create and host the programme to ensure the challenges facing the industry are truly addressed.
- **NEW - World Barista Champion Dale Harris's Sensory Experience** will be a celebration of coffee that involves embarking on a journey along two pathways, focusing on the flavour developments of coffee and how taste works.
- **NEW - The finals of the SCA UK Latte Art Competition.** SCA UK's National Coordinator Mat North comments, "I'm thrilled that we can bring one of our events to the relaunched Caffè Culture. One of our goals was to bring the SCA UK competitions to a wide range of both the industry and coffee curious public, so working with events such as Caffè Culture is a great way of achieving this whilst giving the competitors the platform they deserve";
- **The Roasters Village curated by Maxwell Colonna-Dashwood and sponsored by La Marzocco** will host the UK's finest roasters and will offer visitors the chance to observe the tastes and aromas of the coffee on show through a programme of Cupping.
- **NEW - An 'Exit Strategy Workshop' hosted by John Richardson** aimed at café chains and multiple-site operators looking to sell their businesses. Taking place on Wednesday 16 October for one day, this workshop is only available to attendees, and booking in advance to secure a place is advisable. Cost £55 per person.

**C**affè Culture, the UK's premier trade exhibition for the coffee bar industry, returns this year from 16-17 October in its new home at the Business Design Centre in central London. Over 4,000 decision makers consisting of independent coffee shops owners and buyers from the multiples and high street chains will visit the show to source the latest products and services needed to run a successful operation.

With specialty coffee at its core, Caffè Culture's exhibitors will also showcase products ranging from tea, artisan food, bakery and chocolate right through to equipment, technology and packaging. Some of the exhibitors already on-board for this year's show are:

Matthew Algie, Union Hand Roasted, Assembly Coffee, Roastworks, Colonna Coffee, Climpson and Sons, Metropolitan Tea Company, Redemption Food, Rude Health, Birchall, Tea Drop, Kokoa Collection, Coco Chocolatier, WBC, DCA Equipment, Coldpress Foods, Caffè Di Artisan and Casa Espresso.

Register free to attend at  
[www.caffecultureshow.com](http://www.caffecultureshow.com)

**Caffè Culture Show 16–17 October 2018**

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# PYROGUARD DELIVERS FIVE STAR S

When the Indian Hotels Company Limited commissioned the design of their Vivanta by Taj – Dwarka, the latest luxury five-star business hotel just outside New Delhi, fire safety regulations scuppered the use of lifts which opened directly into the corridors of the hotel. With the architects hoping to realise their vision of space and light on the ground floor, but the fire officer demanding fire safety partitioning around the base of the lift shafts, world-renowned manufacturer of fire-resistant glass, Pyroguard, tendered a stylish, high-performance solution.

## Striking a balance between practicality and aesthetic excellence

Taking on board the design aspiration of the team at Indian Hotels, combined with the fire-safety requirements needed for design approval, Pyroguard envisaged a lobby encased in glass and steel, capable of delivering best-in-class performance credentials and aesthetic appeal in abundance. Working closely with steel frame and glazing specialist Pacific Fire Controls, Pyroguard designed a

modern glass wall, with a glazed door and stylish, thin steel frames which were independently fire tested by Efectis France. The scheme amendment was accepted by both the architects and the fire officers, declaring Pyroguard as their manufacturer of choice for this flagship leisure development.

## Meeting the highest of standards

A subsidiary of India's largest business conglomerate, the TATA Group, the Indian Hotels Company is known for its relentlessly high standards, which are visible across its portfolio of hotels. Meeting this quality benchmark head on, Pyroguard supplied 390m<sup>2</sup> of ultra-thin lightweight Pyroguard Integrity Plus, which offers protection from flames, smoke and radiant heat for between 30 and 120 minutes.

This EW classified product is UV stable and offers exceptional light transmission, making it the perfect solution for encasing the lift lobby, which still needed to



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# SERVICE TO LUXURY INDIAN HOTEL

be flooded with light. The toughened glass was installed in fire-resistant steel screens and door frames around the lobby, providing protection for hotel occupants making their escape in the event of an emergency.

The leadership team at Vivanta bu Taj , Dwarka commented on the success of the scheme adaptations: "From the product credentials to the combined design talents of Pyroguard and Pacific Fire Controls, the adaptations made to the lobby area were of an exceptionally high standard.

"Pyroguard understood our drive for relentless quality – something which we work hard to reflect in all of our Indian Hotels Group designs. We were more than happy with the revisions, which not only satisfied our aesthetic criteria but met the fire safety regulations set out by the enforcing officers too. It was a win-win situation."

Upon completion of the project, the main contractor congratulated Pyroguard on its excellent levels of

customer service, citing that their timely follow-ups and rapid response to queries were critical in driving the project forwards.

Ritesh Chhadwa, Sales Representative, for Pyroguard India concluded: "Specifying Pyroguard products for such a prestigious hotel environment is a real testament to our quality standards and showcases the aesthetic finish that can be achieved with a product which is essentially designed to save lives.

"Protecting the lift entrances from fire risk at ground floor level was essential for ensuring that, in the event of a fire, flames and smoke did not rise up through the shafts to the floors above. This doesn't mean the client should have to compromise on style though, as demonstrated so well with this project."

For more information on Pyroguard's Integrity Plus range, and other fire-glass solutions visit [www.pyroguard.eu](http://www.pyroguard.eu)

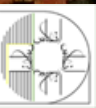


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Hotelier & Hospitality Design





# HOT NEW BRANDS AND HOT NEW STYLES AT THE MANCHESTER FURNITURE SHOW

It's a new look and new brands at this summer's biggest furniture and interiors event - the Manchester Furniture Show (15-17 July, Manchester Central).

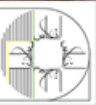
Partnering for the first time with the high-end MidPoint Furniture Exhibition, exclusive names will show their latest designs alongside returning Manchester favourites and new exhibitors.

Italia Living, Kesterport, Chelsom and Gala Collezione are just some of the new UK and International names that will welcome buyers in the MidPoint section of the show. Design led and trend leaders in upholstery, cabinet and lighting, their collections will feature mixed textures, colourful fabrics and futuristic designs.

**Chelsom** is well known in the hotel and leisure trade,

successfully undertaking design projects in many prestigious international hotels and restaurants including the Mandarin Oriental in Hyde Park and the Ritz Carlton in Dubai. Extending its furniture division, it is already having an impact on the contemporary furniture trade and is becoming a go-to brand for commercial appeal and design quality. At Manchester it will introduce new living furniture that compliments current trends in upholstery and modern living.

**Gala Collezione** is one of the largest upholstery producers in Poland with over 150 sets of furniture leaving their factories every day. Producing sofas



# Manchester FURNITURE SHOW

MANCHESTER CENTRAL  
15-17 JULY  
2018

# January FURNITURE SHOW

NEC  
20-23 JAN  
2019

and chairs in leather and fabric for over 20 years, they focus on developing diverse, functional and highly attractive furniture. Their latest collections, to be unveiled at Manchester, will include motion recliners and modular furniture in both soft and bright leathers, and contemporary fabrics.

**Kesterport** are another name well known to the hospitality industry, supplying many high-end hotel projects like the Burj Al Arab and prestigious landmarks like the Houses of Parliament. With a client list that also includes prominent retailers such as Selfridges and Furniture Village, they are renowned for seeking out new materials and constantly evolving their trends. On show will be chic new styles in dining, living and upholstery as well as a collection of new decorative accessories.

Away from the MidPoint section of the show Manchester has plenty more big names including Westbridge, Gallery Direct, VIDA Living, Furmanac and Alpha Designs. For buyers of furniture and decorative furnishings at every level of the market there will be a great spread of new products in beds and mattresses, sofas and chairs, tables and cabinet furniture and all those final flourishes, lighting, mirrors, art and glassware.

It is no wonder that **Westbridge** manufacture over 10,000 pieces of upholstery every week. Gathering trends from all over the world, they have a passion for design and have over 1200 fabric and leather options

available sourced from Europe and Asia. Offering sofas and chairs at different price points and with a multitude of designs from classical to contemporary available at any one time, they are a choice brand for upholstery buyers. At this year's show they will introduce 3 new shapes and 30 new leathers and fabrics in their Elements and Westbridge ranges.

**Gallery Direct** are rapidly becoming one of the UK's most successful furniture and furnishing brands. Continually developing new collections in wood, metal and mixed textures they are a one-stop shop for all things interior. From French influenced designs to paired back Scandinavian influences, their new ranges in living and bedroom furniture will delight and inspire in equal measure.

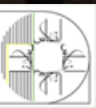
For all things beds, **Furmanac** with their 5 recognisable brands including the high-end **Hestia** and mainstream **MiBed** brands is definitely the stand to visit. Making beds for over 50 years they are the UK's largest producer of adjustable beds and are also highly regarded for their upholstered bedsteads, divans and upholstered headboards.

They will be showing dozens of new fabric choices and new mattresses in their Hestia's Nature's Comfort range, as well as new innovative MiBed styles.

**The Manchester Furniture Show will be full of hot designs this summer, to see the full exhibitor list and to register go to [www.manchesterfurnitureshow.com](http://www.manchesterfurnitureshow.com)**



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# Equipline takes a glimpse foodservice market and explores

As a nationwide commercial catering equipment Distributor we have been able to maximise opportunities and capture some major concerns of foodservice operators through personal contact with customers either by visits, or conversations while attending our relaxed Open Kitchen Live events. These were ultimately distilled to the same fear: *"loss of customers"*.

**There are multiple reasons to be fearful:** loss of customers can be the result of many, complex, factors: the following were the foremost areas of concern:

- How to stay ahead of – or at least keep up with competitors
- How to offer wider day-part appeal to generate sales during quiet hours
- How to speed up service at peak times, particularly during precious short lunch periods
- How to maintain quality when trying to speed up cooking/re-heating/Hot Hold processes

**Shortages of skilled staff** can probably be attributed to most of the fears outlined above plus the further fear of a reduced pool of potential employees.

**To harness lesser skilled staff savvy Operators have been investing** in the latest technological advances - unsurprising from large chains with very deep pockets.

Interestingly, smart smaller start-up companies 'bit the bullet' and made substantial investments in equipment and so evaded several threats by either increasing their ability to employ unskilled staff, or enhancing or preserving their brands' product consistency and quality into the foreseeable future.

**One result of automated technology** is BK, a major in every sense, uses conveyerised char broiling platforms worldwide to cook its burgers.

One (smaller) customer visited Equip Line's Live Kitchen intent on speeding up service by introducing a Hot Grab & Go. The interactive live demonstration proved that we could simplify the system, significantly speed up their production process, and enhance its product.

The customer invested in the system including a Nieco automated conveyor char broiler, an Antunes 'Cheese Melter' and a VCT Hi-Speed Vertical Contact toaster for toasting their buns - their burgers sell at a whopping £14.75each.



## Seeing is Believing!

See Left for comparison of customers' fresh burger cooked on Nieco conveyor char-broiler in 3.45 mins vs cooked on customers' own chargrill in 8 minutes (cooked by its own Chef) to same internal temperatures

See right for one of our companion pieces for the Nieco Broiler - **Hi-Speed Vertical Contact Toaster VCT2000** - never proven by us but said to toast around 750 buns per hour - all we know for a fact is that in continuous production a single person cannot feed the unit fast enough!

**10/12 second drop** - its auxiliary heaters ensure super-hot buns



**Automation ticked all 'fear' boxes for 3 Ethnic Operators.** Visiting from the North East each were seeking a solution that would release them from the tyranny of char-griddles dogged by a lack of skilled staff, and to improve product consistency and temperature control.

# at deepening fears within the means of minimising them.

They brought their own products - spiced Burgers, marinated Chicken Tikka, marinated cubed lamb, spiced minced lamb kebabs, whole muscle marinated chicken breasts, a variety of mixed vegetables - to the Live Kitchen and tested the Nieco conveyor char-broiler:



equipline

nieco  
THE TASTE YOU CAN COUNT ON

Our team quickly established optimum temperature and belt speeds and produced each product to consistent core temperatures and an authentic finish comparable with that of a tandoor.

All 3 invested to speed up their production, achieve product consistency, and easily train lesser-skilled staff to use this simple automated system.

**Sometimes Hot Holding is the answer to speeding up service** and many customers use the visual attraction offered by presenting products in Hot Multi-Deck display units.

A 'Grab & Go' system is a real time-saving boon to time-poor customers who just want to run into your store, grab their favourite lunch, pay and go!

Can't ignore retail sector giants such as Tesco, Waitrose, Morrison's, which primarily sell cooked Chickens, and passing their rigorous design standard testing processes acts as a testament to the efficiency of equipment, in this case Fri-Jado Hot Multi-Deck units.

**Says Equip Line MD, Jacki Walker:**

*"Our experience proves these innovative technologies are not just for major operators, but are equally applicable to small and independent operators.*

*We have really enjoyed being challenged this past year, and look forward to working with customers to develop solutions to their specific challenges in 2018".*



## A 'Grab & Go' is not just for Chickens!

These household name retailers, together with many high street icons including Pret A Manger, Greggs, Itsu, Abokado, and many more are all further testament to the efficiency of the units when holding a great diversity of products.

A few examples includes Soups, one-pot Stews, porridge, pastries & pies, hot sandwiches, - and not to forget Wraps which actually started the craze! All offer their customers high quality products held at correct legal temperatures that they can literally just Grab 'n' Go.



(L-R) Alexandra Henderson, NatWest Relationship Manager; Brendan McGee, Co-owner and Lucy McGee, Co-owner, standing outside The Ilchester Arms alongside its newly acquired hotel extension.

Ilchester hotel and restaurant, The Ilchester Arms, is to re-launch following a refurbishment and expansion funded by NatWest. Situated in the picturesque village just north of Yeovil, the Church Street hotel officially reopens later this month following a £250,000, three-year redevelopment.

Husband and wife owners Brendan and Lucy McGee were supported by NatWest in acquiring the business' neighbouring residential dwelling. The property has since been converted following a large scale refurbishment project which started in 2015. The development includes nine new en-suite rooms, some of which are equipped with specific facilities to enable them to better cater for disabled visitors, families and dog owners. The couple have also finished refurbishment of the reception and garden areas as well as two new meeting and private dining rooms.

Brendan and Lucy also own the nearby Bull Inn – another successful pub and restaurant. Both sites currently employ 28 members of staff, which has increased now that The Ilchester has grown its restaurant capacity from 60 to 100 covers.

The Ilchester Arms' official reopening takes place on 25th March.

Lucy McGee said: "From the start, we were intent on acquiring the next door residence to expand our business. We're thrilled that we are now able to re-launch The Ilchester and expand our offering to our customers."

"Without the care and attention of the NatWest team we wouldn't have received the support we needed. We're now looking forward to delivering an enhanced experience and attracting new customers."

Alexandra Henderson, NatWest Relationship Manager, added: "Brendan and Lucy have worked extremely hard to develop The Ilchester Arms into a strong and popular business. Following its expansion, the venue now has the facilities to build on its success by offering a heightened customer experience which will help to attract visitors from far and wide."

## Ilchester hotel officially reopens following a £250,000 redevelopment

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For more information, contact us via [info.uk@flexfurn.com](mailto:info.uk@flexfurn.com) or visit our website

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