

# AROUND Arena

THE HOSPITALITY NETWORK WINTER 2011/12



## THE ARENA CHRISTMAS LUNCH

with **Bill Toner** Chief Executive, Host Contract Management  
Mandarin Oriental Hyde Park, London **Monday 5 December 2011**

It is with great excitement that we welcome back industry veteran **Bill Toner**, Chief Executive, Host Contract Management, to the Arena stage. He will provide the grand finale to the 2011 calendar of events at The Arena Christmas Lunch.

Bill first impressed an Arena audience back in 2002 when he was chief executive of Aramark UK, just three years before he quit the industry, seemingly for good.

Fast forward to 2011 and Bill is preparing to address industry colleagues once more, following his somewhat unexpected, yet impactful return to the industry. In May of this year Bill once again found himself at the helm of a contract catering company when he agreed to take the post of chief executive of independent, environmentally friendly national contract catering company, Host Contract Management.

Bill Toner is a well-known and respected figure in the foodservice industry, having made his name in the field of contract catering where the majority of his 30-year career has been spent. He has held positions of authority and influence with two of the biggest players, namely managing director of Sodexo UK and chief executive of Aramark UK, and made a significant contribution to the sector along the way.

It is Bill that introduced the concept of involving celebrity chefs in a contract catering business to help inspire the staff and boost craft skills, a practice that he pioneered at both Sodexo and Aramark with big names such as Gary Rhodes and Gordon Ramsay.

He is also credited with driving phenomenal growth at Aramark UK. In his five years as chief executive he propelled sales from £100m to £400m, transforming the company from a small player into the UK's third largest contract catering business – an incredible achievement.

So, what made Bill take the decision to walk away from the industry at the height of his career? And, more importantly, what was it about Host and its owner Jerry Brand's proposition that made him come out of retirement to once again take on the many challenges of the contract catering sector – a sector that Bill admits has always been difficult and indeed worsened during his absence?

At the Arena Christmas Lunch these questions will be answered. Bill will talk about how the contract catering sector, and the wider industry, changed in the six years he was away and what he thinks now needs to be done. He will also touch on his plans for growing the Host business and his ambition to turn it into a major market player – and let's face it, with his track record, if anyone can do it, Bill can.

Starting at 12pm, the ever-popular Arena Christmas Lunch will offer superb senior-level networking and a delicious three-course lunch, as well as Bill's enlightening address, all in the luxurious and hospitable setting of the Mandarin Oriental Hyde Park hotel.

We look forward to seeing you there.

### THE ARENA CHRISTMAS LUNCH

**WHEN** Monday 5 December 2011

**WHERE** Mandarin Oriental Hyde Park, London

**COST** £135 plus VAT for Arena members and £175 plus VAT for non members

**BOOK** Online at [www.arena.org.uk](http://www.arena.org.uk) or contact Lorraine on 0203 087 2378 / [lorraine@arena.org.uk](mailto:lorraine@arena.org.uk)

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CHARITY CORNER



MEMBERS' MOVES

# Welcome

I don't know about you but this year seems to have flown by – where has the time gone? I would like to say a big 'thank you' to you, our members, who have supported us throughout 2011, and take a moment to reflect on what has been a great year.

The 2011 Arena networking events have given over 1,000 senior hospitality individuals an inspirational and often entertaining insight into the minds and motivations of some of our industry leaders. April saw the most welcome return of the Savoy Lecture, where Richard Cousins, group chief executive of Compass Group PLC, took to the stage to talk about his three-phase turnaround plan for Compass and his experiences of operating across 50 countries. In July we gave a warm welcome to the managing director of T.G.I. Friday's, Karen Forrester, who brought along "her boys" to entertain and impress us with their bartending expertise and superb cocktails, before Karen herself inspired us with her journey to go 'Back to Basics' and reinvigorate a tired brand. September saw the new chief executive of Elixir UK, Tim Hammond, put through his paces by ITN's Alastair Stewart OBE at the Face to Face Interview & Lunch, and reveal his plans to re-brand the company.

And last but not least, our final event for 2011 sees the man that has enjoyed an incredible 30 years within the industry



share his experiences at the Arena Christmas Lunch. Do not miss Bill Toner, chief executive, Host Contract Management, as he wraps up a year of fantastic events on Monday 5 December 2011.

On a personal note, I would also like to thank every one of you that sponsored my trek along the Great Wall of China in aid of Springboard back in March. I look back and still don't know how I did it, but it was the most fantastic experience of my life and one that I will never forget.

2012 will feature the four key Arena events, plus some new and different ones with totally fresh formats, so watch this space!

Thank you once again for your support throughout 2011, and I look forward to raising a glass or two with you at the Arena Christmas Lunch in the beautiful setting of the Mandarin Oriental Hotel.

*Lorraine*

**Lorraine Wood**  
Director Arena

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## Support your Hospitality Action this Christmas!

Christmas can be a particularly tough time of year for many of Hospitality Action's beneficiaries. Here are a few effective and fun ways that you can help ensure they are not forgotten this festive season...

### Text to donate

It's so easy to remember fellow industry members finding themselves in crisis this Christmas - simply text: **SEND11 £5** to 70070 to donate £5 to Hospitality Action.

### Christmas cards and e-cards

Christmas is the perfect time of year to re-connect with business contacts or to send a festive message to hardworking staff via an all-staff e-card. With a proportion of the proceeds going straight to Hospitality Action there's no better reason to wish someone a Merry Christmas! To place an order for corporate cards or to send an e-card visit [www.somethingseasonal.com/hospitality\\_action/hacards.html](http://www.somethingseasonal.com/hospitality_action/hacards.html)

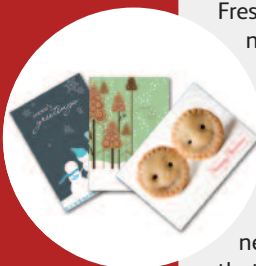
### Santa 5K Run

The Doitforcharity.com Santa 5K is a fantastic running event taking place in both London and Manchester on 4 and 11 December, respectively. Over 1,000 'Santas' are expected to take part in both races, raising funds for hundreds of different charities. Why don't you join them on behalf of Hospitality Action?

### A festive fundraising dinner

Join Hospitality Action on Monday 28 November for an exclusive fundraising dinner at Roux at Parliament Square. All guests will be treated to a unique dining experience and will enjoy the finest cuisine prepared under the direction of the outstanding Michel Roux Jr. Tickets are £100 per person and make the perfect early Christmas present.

For further information on any of the above please contact Emily on 0203 004 5503 or visit [www.hospitalityaction.org.uk/seasonal](http://www.hospitalityaction.org.uk/seasonal)



## Hotelympia 2012 Promises Fresh Innovation and a Brand New Layout

With a new look and feel, Hotelympia 2012 - 26 February - 1 March at ExCel, London - will be the place to source new product innovations and ideas from some of the most successful and ground-breaking suppliers in the business.

Fresh RM's five-day show is set to unveil a brand new layout, a host of new initiatives and even more visitor interaction, with a focus on "delivering innovation to your hospitality business."

The 2012 highlights include the return of the highly successful *Innovation Awards* – with a new twist; the launch of the *Hot Talent Awards* that will search for tomorrow's industry stars, today; *The Hotelympia Design Awards* that will reward the UK's most luxurious and desirable hotel suite; and the new *Wine+* section, introduced in response to industry demand. The Hotelympia staples will also be back in force, including the popular *Salon Culinare*, *The Stage* and *The Skillery*.

For more information on exhibiting at Hotelympia or to register for a free ticket visit [www.hotelympia.com](http://www.hotelympia.com).



The new chief executive announces the re-branding of Elinor UK at the

# FACE 2 FACE

## Interview & Lunch

Elinor UK is to re-brand. Work is already underway to re-brand each currently individually-named sector of the Elinor UK estate – Avenance, Digby Trout and Elinance – to Elinor UK.

This major development was announced by the new Elinor UK chief executive, Tim Hammond, during an in-depth conversation with the talented Alastair Stewart OBE at the 2011 Arena Face 2 Face Interview & Lunch.

In front of over 220 senior industry professionals gathered at The Dorchester, which included many of Elinor UK's industry partners, suppliers and indeed competitors, Tim revealed the first momentous change taking place under his leadership.

He acknowledged that the current branding structure is confusing and declared that, with the exception of Azure, the essential re-branding project will be completed within six months. The re-branding of Azure, Elinor UK's stadia, sports and leisure division, will have a longer time scale of approximately two years due to its exceptional nationwide reputation.

In addition to the highly-significant topic of branding, other key issues covered included customer service, staff training, food concepts, the economy and leadership. The dialogue between Alastair and Tim was fast-paced and relevant, and despite the often serious nature of the subject material, the pair also succeeded in injecting some welcome and appropriate wit along the way.

## Members' News

**Creed Foodservice** and **Leapfrog PR** co-hosted a Sustainability Matters Forum. Some 50 regional foodservice operators, including cafes, retail coffee shops, restaurants and schools, were introduced to a raft of ideas for reducing their environmental footprint. Topics such as responsible food sourcing, energy supply, recycling, ethical business, and energy efficiency were on the agenda.

**Wenlock Spring** was recognised by the BRC (British Retail Consortium) and the BBI (British Bottlers' Institute). It achieved BRC Grade A, for the fourth consecutive year, demonstrating its commitment to maintaining the highest standards and quality for the bottling of its spring water, and three awards from the BBI - two Gold and one Silver, for Wenlock Spring Still, Wenlock Spring Packaging and Design, and Wenlock Spring Sparkling, respectively.

**Elinor UK** signed up to the Responsibility Deal, volunteering to work with the Government to improve public health. So far it has made six pledges, including a commitment to salt reduction, the removal of artificial trans fats from meals served and the provision of healthy food and drinks to the company's 10,000 staff.

**Azure**, Elinor UK's stadia, sports and leisure division, secured a new ten-year deal, worth £13 million, to provide match- and non-match-day event catering at the soon-to-be-opened Salford City Stadium. In addition, Azure will be responsible for marketing and selling the stadium's conferencing offer for non-match day use.

Events company **McCullough Moore** delivered another successful National Association of Care Catering (NACC) Training & Development Forum on behalf of the industry association. The two-day event, which enjoyed an increase in attendance,

featured an action-packed programme that educated delegates, tackled key issues in the care sector such as malnutrition in older people, and celebrated the sector's unsung heroes through the NACC Awards.

McCullough Moore has also been chosen to work with the Craft Guild of Chefs to organise its inaugural conference in 2012.

**Best Western** embarked upon a nationwide brand enhancement strategy with the launch of three hotel tiers – Best Western, Best Western Plus and Best Western Premier. The tiers give customers more choice and clarity and are defined by the six key areas of welcome, food and drink, customer service, bathroom, sleep, and work and entertainment.

Workplace catering specialist **Catermasters** is sponsoring a 100-metre hurdler in her bid to secure a place in the Great Britain squad for the 2012 Olympic Games. Sara McGreavy, who hails from Catermasters' hometown of Leamington Spa, recently scooped bronze at the England Athletics Championships and finished third at the GreatCity Games.

The **Glin Institute of Higher Education** added to its portfolio of online programmes that are designed to enable busy working professionals to improve their prospects in the hospitality, travel, tourism and wider service sectors. More information on the courses, which include The Glin Online MBA in *International Hospitality and Service Industries Management* and the *Post Graduate Diploma in International Hospitality Services Management*, can be found at [www.glinonline.com](http://www.glinonline.com).

In September an intrepid team from **Jellybean Creative Solutions** joined teams from across the industry to take on the 3 Peaks Challenge in aid of Hospitality Action. They battled inhospitable weather conditions and obstacles such as ankle-high water to raise valuable funds for the industry charity. Donations to support the team's efforts can still be made at [www.justgiving.com/jellybean-3peaks](http://www.justgiving.com/jellybean-3peaks).

Congratulations to Brian Joffe, chief executive, **Bidvest**, who was recognised at the Sunday Times Business Times Top 100 Companies awards banquet on 26 October 2011, where he received the 2011 Lifetime Achiever Award.

**Learnpurple** launched its first book – *Purple your People: the secrets to inspired, happy, more profitable people*. The practical, fun and easy-to-digest guide to 'the people stuff' features hints and tips to help create a happier workforce, improve recruitment, reduce labour turnover, significantly enhance employee engagement levels, produce a more productive, less stressful and highly motivated environment, and ultimately add to the bottom line.

**Acquire Services'** alliance with the epsys e-procurement system ([www.epsys.co.uk](http://www.epsys.co.uk)) continues apace. 3,500 catering units are now using epsys to trade with their respective supply chains with over 8,000 transactions traded through the system every day. A mind boggling 650,000 items are also price checked on a daily basis to ensure users are presented with up-to-date pricing.

Compostable packaging pioneers **Vegware** launched compostable food prep gloves. Non-eco single-use gloves smeared with food can be tricky to recycle and often end up in landfill. Instead, Vegware's compostable gloves are made from cornstarch and are widely accepted for organics recycling together with food waste.

The **Craft Guild of Chefs** crowned Frederick Forster, head chef at Nuovo Restaurant, *The National Chef of the Year 2011*. Frederick triumphed in an exhilarating competition final at The Restaurant Show where his menu, style, and execution of ingredients impressed the judges.

*The Young National Chef of the Year 2011* competition was also contested at The Restaurant Show, with Charles Smith, junior sous chef at Marcus Wareing at The Berkeley, scooping the top prize.





Attendees at the successful and popular Arena event enjoyed an enlightening and thought-provoking interview that gave a good insight and understanding into the man, Tim Hammond, his career path and experiences that have shaped his leadership style and business philosophy, and his plans for Elinor UK that will see it embrace the ever-changing world of hospitality and ride out the current economic storm.



Thank you to the event sponsors:



**Huhtamaki** announced that its BioWare paper hot cups are PEFC (Programme for the Endorsement of Forest Certification) accredited. This is testament to its commitment to sourcing from suppliers who promote good forestry practice.

**Pelican Buying Company** secured a three-year contract, worth £42million, to manage the supply of food and food-related products across the UK's largest local authority, Birmingham City Council (BCC). Pelican is responsible for tendering and managing supply chain contracts for food and drink, catering disposables and light catering equipment for all directorates of BCC, including, elderly people's homes, leisure centres and civic and hospitality catering.

Research by **Fourth Hospitality** revealed that 67 % of UK diners would like to receive nutritional information - including calorific content - before ordering food in a pub or restaurant. The study of 3,000 adults also uncovered some startling perceptions among the public over what types of foods are healthy - with 60 % believing pizza could be healthy if topped with vegetables, for example.

Chris Kenny, junior sous chef at Le Manoir aux Quat' Saisons, Oxford, and Sophie Henderson, commis de rang at Coworth Park, Ascot, were named **Young Chef Young Waiter 2011**. Chairman of the competition, Bob Walton, described this year's event as the most hotly contested finals in its history.



**Beacon Purchasing** launched a new division aimed specifically at the healthcare sector at the Care Show at Olympia. Beacon Healthcare will provide consultative purchasing strategy and solutions to help care home operators identify opportunities to improve buying efficiency, reduce overheads and save money, and to help improve the days of residents and staff alike.

**The Restaurant Show 2012** team celebrated success at Earls Court 2. Exciting cook-offs, highly coveted culinary competitions, inspirational commercial advice from market-leading experts and some of the most innovative products launched exclusively at the show, combined to deliver a show that some are hailing its best yet.



**Unilever Food Solutions** called for the foodservice industry to unite and tackle the issue of food waste with a single voice. At the *United Against Waste* launch event one hundred of the industry's leading operators and associations gathered to look at the issues of avoidable food waste. The company also released the findings from its second World Menu Report *Sustainable Kitchens: Reducing Food Waste* and launched its waste reduction toolkit, *Wise up on Waste* - both are available at [www.unileverfoodsolutions.co.uk](http://www.unileverfoodsolutions.co.uk).

**Keystone Distribution UK** and McDonald's UK were named winners of the 2011 *Environmental Improvement Award* at this year's Chartered Institute for Logistics and Transport Awards for Excellence. Their joint winning entry focused on OSCAR, their innovative reverse logistics used cooking oil solution that has significantly reduced distribution carbon emissions.



Duncan Marsh and Chris Walkden from **Bernard Matthews** will be climbing Mount Kilimanjaro on 15 January 2012. The dynamic duo will be taking on the five-day ascent to raise money for Caister Life Boat, Kent Hospice and Ty Hafan Hospice. You can pledge your support for Duncan and Chris at [www.justgiving.com/Chris-Walkden-Duncan-Marsh-climbingmountkilimanjaro](http://www.justgiving.com/Chris-Walkden-Duncan-Marsh-climbingmountkilimanjaro)

**3663** launched a British-themed hub on its website to help customers capitalise on the growing trend for British produce during September's British Food Fortnight and beyond. Find it at [www.3663.co.uk/British-Food](http://www.3663.co.uk/British-Food).

The foodservice wholesale distributor also announced its 2011 Christmas range, which includes new products, market-leading deals and its first ever '12 Days of Christmas' own-brand range.



## Arena Contacts

### Chairman

Mat Baker

### Director

Lorraine Wood *Arena*

### Treasurer

Peter Green *Fusion FSM*

### Founding director

Naomi Arnold MBE *Naomi C Arnold Consultancy*

### Executive members

Peter Backman *Horizons FS*  
Karen Browne *William Murray Communications*  
Ann Elliott *Elliott Marketing & PR*  
Andy Kemp *3663*  
Mark Lewis *The Caterer Group*  
Shabaz Mohammed *Pelican Buying Company*  
Diana Spellman *Partners in Purchasing*  
Neil Stephens *Nestlé Professional*  
Ian Stone *apetito*  
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# CharityCorner

## Springboard Awards for Excellence

Over 600 VIP guests from across the industry turned out for the 2011 Springboard Awards for Excellence. The glittering awards event took place at the Park Plaza Westminster Bridge and succeeded in celebrating and rewarding inspiring people, organisations and initiatives that work hard to

elevate the profile of the hospitality industry as an employer and attract and retain talent.

The big winner of the night was Bartlett Mitchell who walked away with two of the top honours - *New Media* and *Best Employer* - after impressing the judges with its use of social media and the quality of its initiatives in workforce demographics.

Another Arena Corporate member to triumph at the event was Elixir UK who lifted the *Corporate Responsibility Award*.



## The Hospitality Action Ball

The industry was out in force on Friday 21 October at The Hospitality Action Ball. The evening celebrated the work of the charity and raised an incredible £100,000 to help those who have worked or are working in the hospitality industry, in times of crisis.

Hundreds of guests gathered at the Lancaster London, including top chefs Jason Atherton, Brian Turner and Silvena Rowe, for a night to remember. As well as the superb hospitality and gourmet meal, guests enjoyed an exciting charity auction and recognised and celebrated the contribution of those that have delivered exceptional support to the charity with the presentation of four prestigious awards.

*The Hospitality Action Ball 2011*



## New Corporate members

**GLION's** industry-leading 100% Online MBA and Professional Development programmes are dedicated to developing executive talent for the hospitality and wider services industry. Programmes are designed for industry professionals who seek continuous education and career development in a flexible, interactive, and international setting. Visit [www.gliononline.com](http://www.gliononline.com) for more information.



**Wrapex** is the largest independent convertor of cling film and aluminium foil in the U.K. An innovative Bristol-based customer-focused company, Wrapex invests in



innovation, producing excellent products such as the SPEEDWRAP catering dispenser for cling film and foil. SPEEDWRAP is compact, durable and simple to use. Wrapex products are supplied under the PROWRAP brand name featuring Premium, Professional and Value ranges catering to all sectors of the market.

Here at **innocent**, we're all about making healthy, natural food and drink which is why we use 100% pure fruit in all of our smoothies, and absolutely nothing else. And that's not all, our award-winning new juice range is available in orange (both bits and smooth) and apple. It's never concentrated, never sweetened (not now, not ever). Giving you, and your customers, an easy way to 5-a-day.



## Arena Events

### DECEMBER 2011

**5** The Arena Christmas Lunch with Bill Toner Chief Executive, Host Contract Management - Mandarin Oriental Hotel, London

### APRIL 2012

The Arena Savoy Lecture - The Savoy, London

### JULY 2012

The Arena Lunch - The Jumeirah Carlton Tower Hotel, London

## Hospitality Events

### NOVEMBER 2011

**28** Roux at Parliament Square in aid of Hospitality Action - Parliament Square, London [www.hospitalityaction.org.uk](http://www.hospitalityaction.org.uk)

### DECEMBER 2011

**2-4** Taste of Christmas - ExCel, London [www.tasteofchristmas.com](http://www.tasteofchristmas.com)

**4** Santa 5K Run - London [www.hospitalityaction.org.uk/seasonal](http://www.hospitalityaction.org.uk/seasonal)

**6** Springboard Christmas Carols 2011 - Parish Church of the Annunciation, London [www.events.springboarduk.net/christmas-carol](http://www.events.springboarduk.net/christmas-carol)

**11** Santa 5K Run - Manchester [www.hospitalityaction.org.uk/seasonal](http://www.hospitalityaction.org.uk/seasonal)

**11** The Craft Guild of Chefs Christmas Lunch - Crown Moran Hotel Cricklewood, London [www.craftguildofchefs.org](http://www.craftguildofchefs.org)

### JANUARY 2012

**16-17** The 19th Annual Hotel General Managers' Conference - The London Hilton Park Lane [www.masterinnholders.co.uk](http://www.masterinnholders.co.uk)

**22-24** Scotland's Speciality Food Show - SECC, Glasgow [www.scotlandsspecialityfoodshow.com](http://www.scotlandsspecialityfoodshow.com)

**27-28** Kitchen Science and Molecular Gastronomy Seminar - Westminster Kingsway College, London [www.westking.ac.uk](http://www.westking.ac.uk)

### FEBRUARY 2012

**26-1 March** Hotelympia 2012 - ExCel, London [www.hotelympia.com](http://www.hotelympia.com)

**26** Hotelympia 10K in aid of Springboard - ExCel, London [www.hotelympia10k.com](http://www.hotelympia10k.com)

**27** The Big Event at Hotelympia - ExCel, London [www.thebigevent.uk.net](http://www.thebigevent.uk.net)

**27-28** Careers in Hospitality - ExCel, London [www.careersinhospitality.co.uk](http://www.careersinhospitality.co.uk)

## CORPORATE MEMBERS

3663

AAK Foodservice

AB World Foods Ltd.

Acquire Services Ltd.

ACT Clean

Admiral Group

Ardo UK

apetito

Avenance

BHA (British Hospitality Association)

Barbican Centre

BaxterStorey

Beacon Purchasing

Bernard Matthews

Booker Direct

Brakes

Britvic Soft Drinks

Bunzl Catering Supplies

Caterer &amp; Hotelkeeper

Catermasters

Cirkle Communications

Coca-Cola Enterprises

Collins King &amp; Associates

Compass Group – UK &amp; Ireland

Contract Options

Cost Sector Catering

Creed Foodservice

Dairy Crest Ltd.

DBC Foodservice

Delice de France

Dewberry Redpoint

Discovery Foods

Diversey Ltd.

Douwe Egberts Coffee Systems

Electrolux Professional

Elior UK

Essential Cuisine

Food and Drink Expo

Food Alert

Foodservice Packaging Association

Footprint Media Group

Fourth Hospitality

Fresh RM

Frobishers Juices Ltd.

Fusion FSM

Glion Institute of Higher Education

Gram (UK) Ltd.

Gourmet Foods

H2O Publishing Ltd.

Hamilton Mayday

Harrogate Spring Water

Heinz Foodservice

Horizons FS

Hospitality Action

Hotelympia

Huhtamaki

The Ice Company

IFE

Innocent Drinks Ltd.

Invest Northern Ireland

International Paper Foodservice Europe Ltd.

The Institute of Hospitality

ISS Facility Services Food and Hospitality

Jellybean Creative Solutions

Johnsons Stalbridge Linen Services

Kellogg's

Kerry Foodservice

Keystone Distribution UK

Kraft Foods UK

Krombacher Brauerei

Lakeland Dairies

Leapfrog Public Relations

Leatham's

Lexington Catering

McCullough Moore

Merrychef

Macphie Foodservice

Nestlé Professional

P &amp; G Professional

Pelican Buying Company

People 1st

Pepsico

Premier Foods

Prep Foodservice Solutions

Prestige Purchasing

Pritchitts

Publicasity

Purchasing Support Services

Ramada Jarvis Hotels

The Restaurant Show

Reynolds Catering

Rollover

The Hub PR &amp; Marketing Ltd.

The Splash Partnership

The Russell Partnership

SHS Sales &amp; Marketing

Silver Spoon Company

Sodexo UK &amp; Ireland

Solo Cup Europe

Springboard UK

Support Training Services

TATA Global Beverages GB Limited

Tchibo Coffee International

Tilda Foodservice

TSC Foods

Twinings Foodservice

Unilever Food Solutions

United Coffee

Vegware Ltd.

VION Food Group

Vista Foodservice Solutions

WARL

Weetabix

Wenlock Spring Water Ltd.

West Sussex County Council

William Murray Communications

William Reed Exhibitions

WRAPEX Ltd.

Young's Seafood

## MEMBERS' MOVES



Boutique contract caterer bartlett mitchell appointed **Jeni Edwards** as sales director. Jeni - a well-respected figure in the contract catering sector who for the past ten years has played a critical role in the development of independent caterer Holroyd Howe - will be responsible for driving the company's sales growth. Contact Jeni on 07977 426 884 / jeni@bartlettmitchell.co.uk.



Former Arena speaker **David Clarke** joined the hotel management company Bespoke Hotels as non-executive director. This is David's first role as a professional non-executive director after stepping down as CEO of Best Western Hotels earlier this year, where he was responsible for the brand's rapid growth. Contact David on 07816 688 218 / davidclarke2000@gmail.com.



Elior UK appointed **Tim Bowley** as managing director in a move that will further strengthen the contract caterer's customer service offer. Tim, the former managing director of Whitbread-owned Beefeater Restaurants, will be responsible for Elior's B&I, Defence, Vending, Heritage and FM business. Contact Tim on 01784 426 800.



Leatham's boosted its Foodservice team with the appointment of experienced chef **Alessandro Cristiano** as head of food. He will focus on continually innovating the foodservice offering, researching market trends, and supporting business managers in each of their sectors. Alessandro was previously food training and menu development manager for Young & Co's Brewery PLC. Contact Alessandro on 0207 635 4000.



**Richard Lewis** took the reins as CEO of Interchange and Consort Hotels, the parent brand of Best Western Great Britain, Beacon Purchasing and Innfutures. Richard brings to the business over 35 years experience in the hospitality and travel industries, including over thirteen years in international markets. Contact Richard on 01904 695 418.



**Richard Small** joined Prestige Purchasing as consulting director. Richard has been instrumental in developing the Total Cost Management programme at Prestige - a new set of skills, tools and techniques to deliver cost reduction through the elimination of costs throughout the supply chain - and his appointment is a result of this. Contact Richard on 07766 317 523 / richard.small@prestige-purchasing.com.



Another new arrival at Prestige Purchasing is **Nigel Draper**, client services director. Nigel has immediately set about raising the bar further on both Prestige's well-established procurement capabilities, and on the project management and operational models that underpin them. Contact Nigel on 07810 057 798 / nigel.draper@prestige-purchasing.com.



Macphie of Glenbervie has strengthened its Board with the addition of **Andrew Underwood** as sales and marketing director. He is responsible for developing the company's sales, marketing and customer services teams, and expanding its £41 million revenue. Andrew brings 27 years of food industry experience, having held a number of senior roles, most recently with Authentic Foods. Contact Andrew on 01569 740 641 / andrew.underwood@macphie.com.



**Jag Ram** became head of development at software supplier Fourth Hospitality. The appointment supports the company's plan for global expansion and the launch of new 'game-changing' software innovations to join the existing line-up of award-winning products. Jag brings more than 18 years of ecommerce, retail, travel and leisure experience. Contact Jag on 07877 024 418.



**Andrew Fordyce**, previously of VION Food Group, has launched his own company, Masande Ltd. Let us prosper! The business specialises in export strategies and the transfer of market knowledge from Continental Europe to UK and Ireland, and vice versa, for the hospitality industry. Contact Andrew on 07923 236 539 / andrew@masande.co.uk.



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