

AROUND Arena

THE HOSPITALITY NETWORK

SUMMER 2014

THE ARENA SUMMER EVENT 2014

Friday 27 June 2014

The Jumeirah Carlton Tower Hotel, London

ALEX REILLEY

Managing Director & Co-Founder, Loungers

The Arena Summer Event 2014 will be a hotbed of learning and productive networking. The fantastic combination of the latest industry analysis and insight and an inspiring guest speaker, interspersed with ample opportunities to connect with colleagues from across the industry, makes this a beneficial and potentially lucrative day out of the office that you simply cannot afford to miss.

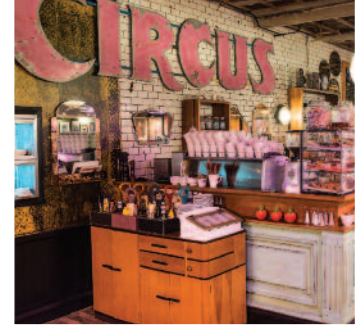
This year's guest speaker is Alex Reilley, the managing director and co-founder of the fast-growing café bar and restaurant group, Loungers, which operates the distinctive 'Lounge' neighbourhood café/bar and the bar/restaurant brand The Cosy Club.

Often described as an entrepreneur, Alex is one of the casual dining and restaurant sector's success stories. He has emerged as a respected industry leader, a status that was cemented in March of this year when he was singled out by his peers and honoured with *Best Individual* at the Retailer's Retailer of the Year Awards.

An inspiring tale

The Loungers' story is simply fascinating. Founded in 2002, with Jake Bishop and Dave Reid, the rapid rise of the group could not go unnoticed or fail to impress. From a humble ten-table 'Lounge' in Bristol, the brand currently boasts 46 sites with a combined turnover in excess of £40 million, and by the time Alex takes to the stage this number will have increased further!

Alex will elaborate on the inspiring birth and growth of Loungers and its place in the wider industry, commenting on the less documented elements, challenges, and highs and lows that shaped the brand. For example, did you know that the multi-million pound business was founded on just a £30K investment and a £20K bank loan, or that the founding trio never intended to serve food?



Loungers' expansion record is impressive and since Piper Private Equity invested in April 2012 the business has more than doubled in size. With the intention to double again in the next three years, Alex will outline his plans to realise this notable expansion.

Alex will also discuss the unique Loungers culture and the value placed on its employees, who have just enjoyed an incredible 'LoungeFest' – the ultimate staff party that cost £80K!

Knowledge is power

Veteran industry commentator Peter Martin will open the event with a specially-developed presentation offering a valuable and up-to-date understanding of the UK eating and drinking out market. Drawing on the latest CGA Peach data and insight, Peter's 'Top 10 Winning Trends for 2014' will map out the defining trends shaping this diverse and ever-evolving market – from health and hedonism to technology and localization to flexibility and brand stretching – as operators strive to enhance the 'customer experience'.

Explaining the motivation behind the presentation, Peter said, "Optimism is high among operators in the UK eating and drinking out market, and it needs to be as competition is unrelentingly fierce. Consumers have never had so much choice and they are taking advantage of it by extending their brand repertoires. So how do operators stand out from the crowd and make sure their brands and concepts are on consumers' rosters?"

The popular networking event starts at 10.30am with Peter's essential presentation. Attendees will then be able to take advantage of the great networking opportunities created by the drinks reception and superb three-course lunch before Alex delivers his fascinating address.

This event is sponsored by:



The event wine partner is:



The event is supported by:



THE ARENA SUMMER EVENT 2014

WHEN Friday 27 June 2014

WHERE The Jumeirah Carlton Tower Hotel, London

COST £145 + VAT for Arena members and £195 + VAT for non-members

BOOK Online at www.arena.org.uk or contact Lorraine on 07803 853 618/
lorraine@arena.org.uk

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RACING WITH ARENA



ARENA FACE2FACE



CHARITY CORNER



Welcome



I cannot believe it's nearly a year ago that the managing director of ASK Italian, Steve Holmes, took to the stage as speaker at our last Summer Event – where has the time gone?

I am sure you are all aware that Alex Reilley, managing director and co-founder of Loungers, will be our guest speaker this year. I had the pleasure of meeting Alex last month at the opening of the new Bacco Lounge in Rugby, and what an amazing concept it is. Alex is a real entrepreneur with a fantastic story to tell, so I do hope you are all able to attend this great event and hear from the man himself. If he's managed to double his estate in two years and intends to do so again in the next three years, he must be doing something right!

I'm also very excited to announce the new Racing with Arena charity event at Epsom Racecourse in July. Exclusively for

Arena members, the event will raise vital funds for Hospitality Action and Springboard and also presents a fantastic opportunity to entertain clients or reward employees in a fun and relaxed environment. Read all about it in this issue and make sure you get your tickets early as there are strictly limited numbers.

I look forward to seeing many of you over the summer – and let's hope it's a scorcher like last year!

All the best

Lorraine

Lorraine Wood
Director Arena

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VIEW FROM THE CHAIR



I am sure I am not alone in thoroughly enjoying this year's Savoy Lecture, delivered by Alex Fisher.

It was both insightful and thought provoking. It brought home to me how

dynamic our industry is on so many fronts, and that we have to be constantly thinking how we can add value for our customers and partners. If half of Alex's predictions come true, there is much for us to think about and address both individually and as an industry!

At Arena we are trying to do our bit in adding value for our members. We are evolving and enhancing all of our events going forward with the addition of in-depth industry analysis and insight from well-respected research consultants.

I hope you can join us at The Arena Summer Event on Friday 27 June for what promises to be a really great day that will add value for you and your business.

I look forward to seeing you there.

Jan

Jan Matthews
Chairman Arena

E jan@arena.org.uk

A warm welcome to our new corporate members

Focused on delivering excellent service to independent caterers, **Country Range Group** provides its 16 members with all the benefits of a professional buying group including exclusive access to the Country Range professional catering brand. The Stir It Up magazine also gives caterers the latest news, products and promotions.



Futura Foods is one of the largest suppliers of continental cheese to the UK and Ireland. Its range includes Greek, Cypriot, Italian, Spanish and Northern European cheeses from carefully selected partner dairies across Europe. Its flexible distribution network enables the supply of an extensive range to retailers, wholesalers, food manufacturers and foodservice.

KP Snacks is part of the Intersnack Group, a family owned, private company that is a long-term investor in its brands, factories and people. KP Snacks has an extensive portfolio of iconic UK brands for all of the family, including McCoy's, Hula Hoops, Pom Bear, KP Nuts, Phileas Fogg and many more. KP is the chosen snack experts, enriching lives every day.



iTradeNetwork is a global provider of e-commerce and purchasing technology to the foodservice and hospitality industry. Its e-commerce platform 'Storefront' has been created for foodservice wholesalers, suppliers and distributors who want to trade online using a secure, professionally-built website. Its e-procurement technology provides multi-site hospitality operators with increased visibility and control over their purchasing processes, enabling them to become more efficient, reduce costs and operate more profitably.



Build your business at The Restaurant Show

Designed exclusively for the UK's restaurant and foodservice industry, **The Restaurant Show** is the only destination for suppliers and foodservice professionals from across the sector to come together, discover, develop and celebrate the industry.

Held at Earls Court 2 from 6-8 October 2014, The Restaurant Show is the definitive platform for the restaurant and foodservice market to meet. Each year suppliers offering everything required to run a successful and profitable business exhibit their latest products to thousands of restaurants, pubs, bars, caterers and hotels.

Visitors can sample and taste, make new connections while gaining knowledge, discover product innovations, and amass solid commercial advice from those that are leading the way during this time of rapid and exciting change in the UK industry.

Find out more and register at www.therestaurantshow.co.uk

Follow us on Twitter:
[#restaurantshow](https://twitter.com/restaurantshow) #TRS2014

THE RESTAURANT SHOW
6-8 OCTOBER 2014
EARLS COURT 2



RACING with Arena



*in association with Jockey Club
Catering and Epsom Racecourse*

Be part of Arena's exciting and exclusive charity and networking event – Racing with Arena in association with Jockey Club Catering and Epsom Racecourse – on Thursday 17 July 2014.

The event promises to deliver a fun and thrilling evening packed with insight, interaction and incredible hospitality, all to raise vital funds for Hospitality Action and Springboard.

Guests at the VIP event will enjoy private hospitality at the famous Epsom Racecourse with great views of both the finishing line and parade ring. Highlights of the evening include a fascinating presentation from the COO of Compass' Jockey Club Catering and the General Manager of Epsom Racecourse on the unique requirements of racecourse hospitality, lively

fundraising activities, the thrill of the races with private betting area, and live entertainment from none other than The Beach Boys!

The festivities also include champagne on arrival, a fine three-course dinner with wine, and a private bar.

With only 50 places, tickets to this amazing event are limited to Arena members and their guests.

Do not delay! Tickets are available on a first-come-first-served basis now at www.arena.org.uk or directly from Lorraine at lorraine@arena.org.uk / 07803 853 618.



Hospitality Action

York to London Cycle Challenge - 12-14 September 2014

An event to remember! Follow in the remarkable pedal-steps of the Tour de France cyclists who will be cycling through the best known parts of the Yorkshire Dales and surrounding countryside. This race promises to be tough, challenging and exhilarating – what more could you expect from such an iconic event? We are looking forward to supporting our cyclists all the way and have spaces still available for those who haven't yet got themselves into gear!

Sporting Legends Lunch – Friday 17 October 2014

Meet your all time sporting heroes during this special lunch at the five-star Jumeriah Carlton Tower, where guest speaker Matt Dawson MBE, will entertain with his sporting tales and memories. With legends such as Bob Champion, John Conteh, Bobby George, Matthew Hoggard MBE, Derek Redmond and Willie Thorne, to name a few, this will be a luncheon to remember! The afternoon will also be a great opportunity to meet up with industry colleagues and raise crucial funds for the charity.



Hospitality Action's Christmas Dinner

We are delighted to announce that Nathan Outlaw, Simon Hulstone and Eric Lanlard are teaming up to create the ultimate festive feast this Christmas. The event promises to be a highlight of 2014 as its popularity amongst industry members grows bigger every year. The event will once again take place at the gorgeous Brasserie Joël in the Park Plaza Westminster Bridge, with Big Ben looking on in envy!

For more information about these events visit www.hospitalityaction.org.uk/events or email fundraising@hospitalityaction.org.uk



Springboard

We have been busy at Springboard over the past few months with our involvement in the exciting Hotelympia at the end of April. Springboard was involved with activities ranging from the Hot10K run to our annual fund raising dinner - The NEXT Big Event.

The evening showcased the fantastic work of the Springboard charity coupled with a night of carnival celebrations, dancing, feasting and some famous faces from the world of football. Billed as the official Charity Gala Dinner of Hotelympia 2014, the event was held at the striking Platinum Suite, ExCeL, and raised an amazing amount on the night with funds going towards supporting the vital work of the charity.

A number of Springboard beneficiaries took centre stage to talk about how the work of Springboard has changed their lives.

Stacey Haskey said: "Springboard helped me into work placements and has given me inspiration for my future. Without the help of Springboard I don't think I would be in the place I am now in life."



If you like what we do, look out for:

Team Velo Challenge – the London to Paris cycle ride takes place between 18-21 September and is the Charity Cycle of the Year. Teams of four compete to be the first to get from the Pullman London St Pancras to the Pullman Eiffel Tower.

Your support of any of our activities is greatly appreciated. To get involved or find out more visit www.springboard.uk.net or contact 020 7921 0420

Face2Face

Monday 22 September 2014
The Dorchester, London

The Arena Interview & Lunch 2014

It's official! Debbie White, chief executive, Sodexo UK & Ireland, will take the interview hot seat opposite ITN's Alastair Stewart OBE at this year's Arena Face2Face Interview & Lunch.

With Debbie and her business the fascinating subject of the ITN anchor man's inimitable interview style and expertise, this is sure to be a popular event.

The live action will take place at The Dorchester on Monday 22 September 2014 and tickets are available now at www.arena.org.uk/event/886 or direct from Lorraine at lorraine@arena.org.uk / 07803 853 618.





THE SAVOY LECTURE 2014

ALEX FISHER

Group Managing Director, Bidvest 3663

The foodservice and hospitality professionals seated in the ballroom at The Savoy on the evening of Monday 24 March got a little more than they bargained for when Bidvest 3663's group managing director, Alex Fisher, took to the stage to deliver Arena's Savoy Lecture 2014.

Introducing the presentation theme of looking at the key challenges, global issues and opportunities facing the industry, he invited the audience to tuck into a selection of delicacies he had brought with him – namely dried and flavoured critters, including crickets and grasshoppers. His explanation for asking people to step out of their 'food comfort zone' was to highlight concerns for the increasing shortage of global resources and the potential future need for alternative proteins. The more adventurous attendees threw caution to the wind and courageously tucked in – but there were no signs of this new 'bar snack' catching on anytime soon!

Alex's strong message throughout was the absolute need for the industry to be completely aware of and prepared for the emerging global macro trends, and the implications for the future of foodservice, so that we don't get caught out.

With the use of eye-opening, and at times alarming, statistics Alex took the audience through the five core trends, planting possible scenarios and championing positive action.

Population growth was the first of the trends touched upon. By 2020 the world will be home to 750 million more people than in 2010. Putting this figure into perspective, Alex stated that by the end of his 25-minute lecture the population will have increased by

3568! The growing population will put pressure on food supply and drive changes on what we eat – a consequence that naturally feeds the second trend of the increasing shortage of global resources.

As the vital resources of energy, water and land for agriculture are squeezed, food security will become a growing issue. Alex asked if as an industry we are taking this seriously as part of wider CSR policies. Giving water as a prime example, he explained that 1kg of wheat needs 3000 litres of water to produce and 1kg of meat needs 15000 litres – quantities that in the long term are simply not sustainable, and present a real need to reduce the water footprint of menus.

Attitudes to food waste also need to be urgently addressed. Shockingly, over half of food produced in the world is lost. In restaurants, analysis has shown that 65% of food waste occurs in

preparation and the UK foodservice industry wastes some 3.4 million tonnes per year. The annual waste cost has been estimated at over £720 million! Alex called for better waste plans, for more industry players to sign up to the WRAP agreement, and for a united goal of zero waste.

Alex explained that overcoming food security concerns will demand a different approach to food supplies. Replacements for meat proteins will need to be introduced, including

meat-free days, more unusual fish species and even the critters sampled earlier in the lecture. Alex argued that we will also need to open our minds to GM foods as a solution, such as a potato that is resistant to blight, stating: "If we can be assured of the safety of GM why shouldn't we support it?"

Pharma foods is another development that could be a reality by 2020, with products combining food in the fields with drugs in laboratories, and boasting clinically enhanced properties to improve health, featuring on our menus.

Growing affluence is creating its own huge and growing global costs. It is feeding the growth of obesity and Type 2 diabetes, which have ceased to be rich countries' diseases. Alex warned that something needs to be done. More interesting and healthy food is required or we face taxation on unhealthy foods.

In addition to the growing population, the steadily ageing population presents new opportunities. By 2020, one billion people will be over 55 years old, and as more and more people continue to work into their 70s the perception of the grey market needs to change. They will hold 70% of all disposable wealth and Alex declared: "There will be a huge prize for those who identify and crack the demands of this market and get there first."

The final trend is that of the growth of mobile technology. By 2020, everyone will have virtually all the information they need at their fingertips – including price transparency. This will change the face of competition as the only thing that will differentiate businesses will be service and customer experience. This will become the core driver of value and the consumers' willingness to pay.

The networking opportunity was excellent and gave us all plenty of time.

Dave Mossman Business Unit Director – Foodservice, Dairy Crest



"We thought the whole event was exceptional with a strong speaker in Alex Fisher."

Roy Anderson
Commercial & Marketing
Director, Snowbird Foods



Alex confirmed that social media will continue to play a significant role in hospitality and foodservice. It has already demonstrated its power through sites such as TripAdvisor, which has transformed the hotel sector. He said: "Social media is going to grow in importance for our industry. So the sooner we get to grips with it the better."

Speaking passionately about his desire to promote the industry as a career of choice, Alex said: "It saddens me that our industry is not a first choice industry."

As the third biggest employer in the UK and a key player in the economic recovery and future growth, contributing 4.9% of economic output, there is real need to nurture talent and publicise the sector. With decreasing training funding potentially compromising its future, Alex urged the industry to pull together its resources. He praised the likes of Springboard for its great work but asked: "Are we doing enough as an industry?" He also challenged manufacturers on the common practice of poaching talented employees who have 'cut their teeth' in foodservice, and paying them more to work in retail.

In conclusion Alex posed three fundamental questions. How well do you recognise the challenges on the horizon? How well do you understand what action is needed? Are you equipped to respond to future changes? These questions sparked enthusiastic discussion during the drinks reception that followed, and over dinner.

Thank you to the
event sponsors



and the wine partner



Arena Events

JUNE

- 27** The Arena Summer Event, with Alex Reilly Managing Director & Co-Founder, Loungers – The Jumeirah Carlton Tower Hotel, London

JULY

- 17** Racing with Arena in association with Jockey Club Catering and Epsom Racecourse – Epsom Racecourse, Surrey

SEPTEMBER

- 22** The Arena Face2Face Interview & Lunch with Debbie White, CEO, Sodexo UK & Ireland – The Dorchester, London

DECEMBER

- 1** The Arena Christmas Event – The Mandarin Oriental, London

Visit www.arena.org.uk for information and tickets.

Hospitality Events

JULY

- 1** Cateys 2014 – Grosvenor House Hotel, London
www.cateys.com
- 9-11** LACA – The Main Event 2014 – Hilton Birmingham Metropole
www.laca.co.uk/events/conference
- 9-10** Skills for Chefs Conference – Sheffield
www.skillsforchefs.org.uk
- 10** FWD Annual Conference – St George's Park, Burton-on-Trent
www.fwd.co.uk/FWD-Events.asp
- 13** The British 10K Run for HA – London
www.hospitalityaction.org.uk/events

SEPTEMBER

- 7** HA Charity Polo Day – Beaufort Club, Gloucestershire
www.hospitalityaction.org.uk/events
- 7-9** Speciality & Fine Food Fair – London Olympia
www.specialityandfinefoodfairs.co.uk
- 12-14** HA's York to London Cycle Challenge
www.hospitalityaction.org.uk/events
- 20-5 Oct** British Food Fortnight - Nationwide
www.lovebritishfood.co.uk
- 18-21** Springboard Team Velo Challenge – London-Paris
www.springboard.uk.net/events
- 23** Lunch Business Grab & Go Awards – London Art House
www.lunchbusiness.co.uk/awards
- 23-24** lunch! – Business Design Centre, London
www.lunchshow.co.uk

Members' News

Pelican Procurement's 'Purchasing Intelligence (Pi)' online portal was adopted by The Great Little Pub Company to provide full visibility, management and control over the purchasing, budgets, stock and supplier invoices for its entire estate. The management team is able to instantly review or track purchasing expenditure, analyse spend by category, monitor supplier contract compliance and track purchases against set budgets.

Pelican is also providing procurement expertise to The Click Restaurants to generate financial savings and efficiencies across the organisation.

United Coffee UK & Ireland rebranded and changed its name to **UCC Coffee UK & Ireland**, with the strapline 'The Total Coffee Solution'. The move aligns the brand globally and reflects the expanding portfolio of products and services.

The coffee company's latest research into the nation's coffee drinking habits revealed that contract caterers face a continual battle to keep coffee drinkers on site. The survey of 1,000 coffee-drinking consumers found that up to 31% of total sales are being lost to the high street.

Two new varieties of Lyons hot chocolate were also launched – Classic and Fairtrade Dark.

Elior UK reported contract success, including a new five-year, £25m deal with BAE Systems to deliver a range of catering and retail services across Portsmouth Naval Base; a five-year contract with The University of Dundee to provide hospitality and catering across two sites on campus; a further contract

with Wakefield and District Housing to operate its high street coffee shop, Coffee Connection, in Wakefield city centre; and a five-year partnership with support service provider Carillion to take retail catering to a new level for visitors and staff at the Royal London and St Bartholomew's hospitals.

The business also secured two consecutive awards for health and safety – a *RoSPA Gold Award* for Occupational Health and Safety and a *Merit* by the British Safety Council for the International Safety Awards 2014.

The inaugural Casual Dining Show proved a big hit with buyers. The two-day show attracted 3,655 attendees (excluding revisits) from across the casual dining sector and was hailed as a significant and overwhelming success by its organiser,

Diversified Communications UK. Praise for the launch described it as busy, vibrant, relevant, innovative, excellent, and essential.

Diversified Communications enjoyed further success when its lunch! show was named *Best Trade Show* at Exhibition News Awards 2014 – its third Best Trade Show award to date!

Smart Group's Smart LIVE launched its range of themed summer party packages designed to create a fun and imaginative experience for guests in locations around the UK and London. It was also confirmed as production partner for the Ryder Cup Travel Services Guest Events at The 2014 Ryder Cup at The Gleneagles Hotel, delivering a series for large-scale parties for up to 2000 guests each night.

Elsewhere in the Smart Group: Smart Christmas Parties opened bookings across all its venues earlier than ever before due to demand; Smart Experiences announced a new partnership with Temple Island Enclosure during Henley Royal Regatta 2014, offering premium hospitality packages to private and corporate groups; and Smart by Angela Hartnett was commissioned by Royal Ascot to design bespoke menus for the Winning Post Gardens and the Silk Lawns venues.

Huhtamaki UK's efforts to showcase the benefits of compostable packing were rewarded at RHS Chelsea Flower Show with *Gold* and *The Best RHS Discovery Exhibit* for the Paper Chase garden created in partnership with Sparsholt College Hampshire. The garden was created with plants grown in compost from Huhtamaki's environmentally sustainable BioWare foodservice packaging range and its 'Love Nature' BioWare paper vending cups, complete with plant seedlings, were 'vended' from within the garden.

The disposable packing manufacturer once again sponsored the Hotelympia 10K and its very own team of runners, Team Huhters, completed the challenging Canary Wharf course in support of Springboard.

The Craft Guild of Chefs, in partnership with Knorr, launched the 2014 Young National Chef of the Year competition. Semi-finals are being held in June to coincide with The National Chef of the Year semi-finals, and the winner will be announced at an awards ceremony following the finals at The Restaurant Show on Tuesday 7 October.

The 40 chefs competing in the semi-finals of the National Chef of the Year 2014 were announced. Selected from a high number of applications in the paper judging round, the semi-finalists will compete for a coveted place in the final also at The Restaurant Show on 7 October. See the line-up at www.craftguildofchefs.org.

The association honoured 46 members and supporters at a special ceremony following its Annual General Meeting. *The Chairman's Award* went to Mark Rigby, executive chef at Premier Foods.

A host of Arena members triumphed at the 2014 **FPA Awards**. The winners included Wrap Film Systems, *Manufacturer of the Year* and *Product Innovation*; Bunzl Catering Supplies, *National Distributor Award*; Costa Ltd, *Operator of the Year*; Adrian Brown of Wrap Film Systems, *Members Award*; and Solo Cup Europe, *Marketing Award*. Congratulations!

Nestlé Professional declared Glasgow City College the 2014 Nestlé Toque d'Or winner at a glittering ceremony at The Dorchester. The win saw the trophy return to Scotland for the sixth time in the 26-year history of Nestlé Toque d'Or.

BaxterStorey announced it will use only UK rapeseed oil for frying, underpinning its commitment to best quality sustainable produce. All used frying oil is also being recycled into biofuel to power the rape delivery lorries, cutting CO2 emissions for the caterer and its clients.

Front of house services provider **Portico** was awarded the *Investors in People Gold* standard for a second time. Its commitment to staff development through bespoke training programmes, positive communication, leadership support and a clear company culture, helped to secure the highest standard of accreditation.

The **Unilever Food Solutions** brand PG2GO underwent a major design overhaul. The new-look double-walled cups and eye-catching point of sale, picturing Monkey on an ill-fated day trip, are said to be already helping operators boost their sales of branded tea.

British Roast Dinner Week, 29 September to 5 October, sponsored by **KNORR** Gravy and supported by **COLMAN'S**, is calling for the UK's pubs and restaurants to 'boast their roast' by putting it on the menu every day of the week, rather than just Sundays. The search is also on for the *Britain's Best Roast Dinner*. Pubs and restaurants can enter the competition until 22 August at www.britishroastdinnerweek.co.uk.

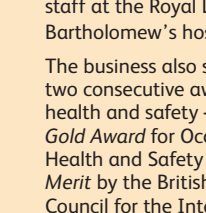
More than 50 companies participated in **Fourth's** first ever UK Success Express tour in May. The software firm dispatched its Success Team to six major cities to host workshops designed to help leading hospitality brands drive maximum benefit from the Fourth solutions, such as People System and Food and Beverage Manager.

Fourth also confirmed that it works with over two thirds of companies in the annual list of best-performers in the eating and drinking out sector, including the top three, to increase their profits.

For St George's Day 2014, **Purchasing Support Services** once again gave staff the day off in order to celebrate the patron saints' special day. The business was manned for the day by the three directors Carol Schofield, Eddie O'Connor and Shaun Hurley.

MDC Foods launched a new concept range of side dishes at Hotelympia, targeting an area neglected until now. Designed to complement every possible main dish, its new range provides a tasty recipe to sit alongside the main course.

The Russell Partnership was shortlisted as *Business Partner of the Year* at the Colleges & Universities Business Officers Awards 2014. The catering and conferencing consultancy worked with 26 UK universities last year alone, with its software divisions, STEMS and HOTS, breaking into Australia and the USA too. The winner will be announced at the CUBO Conference in July.



Caterer and Hotelkeeper's digital version enables subscribers to keep up to date with the latest industry news and analysis on the move. Features include video content, image galleries, bookmarking, note-making, sharing articles on social networks, storing purchased editions to access at your convenience, and many more. Get more information and view a free sample at www.catererandhotelkeeper.co.uk/digitaledition or call 020 7881 4876.

Premier Foods is celebrating two big birthdays this year, as Homepride's Fred turns 50 and McDougalls is rejoicing 150 years of success. Both brands' birthdays will be celebrated at LACA – The Main Event on 9-11 July, where Premier Foods will showcase its portfolio of Britain's best loved brands and launch some exciting big news. Find out more at www.premierfoodservice.co.uk.

In May, **The Hub** celebrated a decade in foodservice. To mark the special occasion, The Hubbies celebrated at the One Night in Rio Hotelympia party, accompanied by clients, media and association colleagues, as well as Lorraine from Arena. Managing director, Rebecca Riches, thanks her team, industry friends and peers for their support over the past ten years.

Sodexo won an eight-year catering and hospitality contract at the John Smith's Stadium in West Yorkshire to provide matchday and non-matchday hospitality, retail catering, and conference and events catering and sales.

The business was also named among *The Times Top 50 Employers for Women 2014* and won a global award for gender diversity.

Sodexo confirmed that it will sponsor the new FreeFrom Eating Out Awards, launched to coincide with EU regulations coming into force in December 2014 that will require all foodservice outlets to provide accurate information about any of the 14 major allergens in the food that they serve.

Louisa May Matthews, a junior sous chef at Eton College, beat hundreds of chefs from across the UK and Ireland to win Sodexo Chef of the Year 2014. She saw off fierce competition from nine other regional finalists to scoop the top prize after a 90-minute live cook off at Hotelympia.

Gram's fourth Green Paper, launched at Hotelympia, revealed that 83% of operators and chefs believe themselves to be green. 55% of respondents, however, named a lack of budget as a barrier to having a greener workplace, followed by 43% citing knowledge. The analysis and quantitative research into sustainability within the UK foodservice industry is available at www.gogreenwithgram.co.uk.

Fresh Montgomery received great praise for the revitalised Hotelympia and the raft of format changes implemented. With a stunning new look, a host of new attractions, a new four-day format and a new spring date in the diary, exhibitors and visitors alike were quick to heap plaudits on the show.

Nominations for the 2014 **Lunch Business Grab & Go Awards** opened. Whether a contract caterer, coffee shop or independent outlet operating in the food to go market, the industry is being encouraged



to enter the awards that take place on 23 September at the London Art House, London. For more information on the categories and how to vote visit www.lunchbusiness.co.uk/awards.

Solo Cup Europe once again sponsored the 2014 Restaurant Leader's Summit as part of its series of strategic partnerships to align the business with the latest trends and intelligence in the sector. The discussion forum for the European branded restaurant, fast casual, QSR, hotel group and contract catering sectors boasted a packed programme including the meet the buyer event, keynote speakers and panel discussions.

Jellybean Creative Solutions came 5th in The Drum's 2014 Independent Agencies Census. One of the most prestigious league tables in the census is the Peer Poll, when agencies vote for the agency they most respect. Speaking of the Peer Poll results, managing director, Fiona Rickard, said: "We are thrilled to have made it into the top five especially as it is based on votes from our peers."

Acquire launched its new website that can be viewed on any device – PC, tablet or smartphone. Structured to provide an interesting and relevant insight to Acquire but remain un-cluttered and easy to use, the website includes details of Acquire's five new services developed in association with existing clients – Analysis, Insight, Clarity, Stability and Advantage. Take a look at www.acquireservices.com/services.

e-foods has been working closely with national care home group HC-One to achieve the *Food for Life Catering Mark Bronze* award, an independent endorsement that meals are made using fresh ingredients that are free from undesirable additives and trans fats, are better for animal welfare, and comply with national nutrition standards.

Horizons released the first of its Eating Out-Look reports, in collaboration with JRA Research. The quarterly survey shows a return to confidence among operators with a quarter of businesses expecting a large increase in trade over the next 12 months, significantly higher than in 2013, and reveals that operators are now less likely to be planning cost-saving measures compared with this time last year. For more information email emma.read@hrzns.com.

First Milk launched a new range of Lake District Dairy Co. Cooking Sauces available in Tikka, Garlic & Herb and Tomato & Basil flavours. Using the same unique British Quark base as the Natural, Vanilla and Lemon flavours, Lake District Cooking Sauces are naturally low in fat and high in protein. A replacement for fatty cream cheeses and double creams, naturally zero fat Quark is a healthier choice (calorie reduced) with no taste compromise.

Adande launched the findings of refrigeration technology comparison trials carried out at Westminster Kingsway College. The purpose of the trial was to establish a baseline quality comparison between fish stored in the Adande and a Conventional under-counter door cabinet, correlate storage temperature and humidity with product quality, provide valid feedback from an independent organisation, and determine product weight loss over an extended storage period. Copies of the report are available on request at 0844 3760023.

With the World Cup following hot on the heels of Carnival, Brazil will be firmly in the limelight in 2014. **Bibendum** is making sure that operators can add some truly Brazilian flair to the wine list with some exciting new wines introduced from Miolo Wine Group. Contact Miles Platt at mplatt@bibendum-wine.co.uk for details.

Essential Cuisine launched its Pinterest page – The Stock Exchange – giving chefs and caterers the chance to share the things they love and take inspiration from its library of recipe ideas, hints and tips and images. Take a look at www.pinterest.com/thestockpeople.

Essential Cuisine's new Teamwork in the Kitchen Challenge at Hotelympia was won by Louise Roberts and Prezmo Wrzesinski from Lexington Catering. The challenge saw a junior chef pair with an experienced chef from the same brigade to create inspiring meat, fish and vegetarian main courses using The Stock People's premium quality range.

Compass Group UK & Ireland secured a raft of new contracts across the business including:

- Surrey County Cricket Club renewed for a further five years, the partnership will run at The Oval until 2021 and is worth an expected £50 million in turnover.
- Executive dining Restaurant Associates retained its contract with the Wellcome Trust for a further three years in a £5 million deal, and won a three year contract with the Confederation of British Industry at its new Cannon Street office.
- The Instore business secured a new five-year partnership with Homebase in a multi-million pound deal to introduce coffee shops to up to 30 stores, and won a five-year contract with Garsons Garden Centre, worth £2.4 million.
- Guest services Rapport boasts four new contracts this year, worth a total of £6.5 million, including a global law firm, two leading professional services firms and a major international bank.
- The ESS Support Services Worldwide business renewed its contract with Interserve for five years, to deliver a range of support services at HMS Drake in Plymouth.

■ The sport, leisure and hospitality Levy Restaurants UK extended its contract at Salisbury Cathedral for a further six years and with Henley Festival for the next five years, the latter worth an estimated £4 million.



CORPORATE MEMBERS

AAK Foodservice
Acquire Services Ltd.
Adande Refrigeration
Ardo UK
apetito
Bar Foods
BD Foods
BHA (British Hospitality Association)
BaxterStorey
Bibendum
Bidvest 3663
Booker
Brakes
Britvic Soft Drinks
Bunzl Catering Supplies
Casual Dining Show
Caterer & Hotelkeeper
Catermasters
CESA
Chef Direct
Cimbali UK Ltd.
CIP Recruitment Ltd.
Circle Communications
Coca-Cola Enterprises
Collins King & Associates
Compass Group – UK & Ireland
Contract Options
Cost Sector Catering

Costa Enterprises
Creed Foodservice
Country Range Group
Dairy Crest Ltd.
DCS Europe
Dewberry Redpoint
DHL Supply Chain Ltd.
Diversified Business
Communications UK
e-Foods
Elmor UK
Elena's Gluten Free Way
Essential Cuisine
Ferrero UK Ltd.
Ferns Coffee
First Milk Cheese Company Limited
Food and Drink Expo
Food Alert
Foodservice Packaging Association
Footprint Media Group
Fourth Hospitality
Fresh Montgomery
Fusion FSM
Futura Foods
Glon Institute of Higher Education
Gram (UK) Ltd.
Hamilton Mayday
Handmade Cake Company

H2O Publishing Ltd.
Harrogate Spring Water
Horizons
Hospitality Action
Host Contract Management Ltd.
Hotelympia
Huhtamaki
IFE
Invest Northern Ireland
The Institute of Hospitality
ISS Facility Services Food and
Hospitality
ISS Mediclean
JDM Food Group
Jellybean Creative Solutions
Johnsons Stalbridge Linen Services
KP Snacks
Lakeland Dairies
Leatham's
Lexington Catering
Lunch! Show
Manitowoc Foodservice UK Ltd.
MDC Foods Ltd.
Macphie Foodservice
Mission Foodservice
Mondelez International
Nestlé Professional
Nosh Detox
P & G Professional
Pelican Procurement Services
People 1st
Pepsico
Pimpernel Wharf

Premier Foods
Prestige Purchasing
Pritchitts
Purchasing Support Services
Rational UK
The Restaurant Show
Reynolds
Rollover
Santa Maria
Silver Spoon Company
Smart Hospitality
Sodexo UK & Ireland
Solo Cup Europe
Springboard UK
Steelite International Plc
Taylors of Harrogate
Tchibo Coffee International
Technomic Inc
The Hub PR & Marketing
The Splash Partnership
The Russell Partnership
Tilda Foodservice
TSC Foods
Twinings Foodservice
UCC Coffee UK & Ireland
Unilever Food Solutions
Vegware Ltd.
Vestey Foods
Vista Foodservice Agency
YouGov Ltd.
William Reed Exhibitions
WRAPEX Ltd.



MEMBERS' MOVES

Restaurant Associates, the executive dining division of Compass Group UK & Ireland, appointed **James Greetham** as business development director. In this new position, James has assumed overall responsibility for business development and marketing across the business, bringing a wealth of strategic and operational experience to the role.

Before joining Restaurant Associates, James held the position of managing director for Prestige London - Sodexo's London fine dining division. *Contact James on james.greetham@restaurantassociates.co.uk / 07557 205 755*

Matt Collins joined KP Snacks as the trading controller for convenience, wholesale & foodservice at KP Snacks. Matt has responsibility for growing and developing these channels through the extensive portfolios of iconic UK brands, including McCoy's, Hula Hoops, Pom Bear, KP Nuts, Phileas Fogg and many more. Matt has been in the industry for 17 years, with senior roles in Premier Foods and Tchibo Coffee International Ltd. He has been a supporter of Arena for the past nine years and is an Executive Member. *Contact Matt on 07921 046 527*

Charlotte Brown joined Creed Foodservice in April as marketing executive. Charlotte has recently graduated from the University of Gloucestershire with a degree in Marketing Management and Branding. Her marketing experience, including catalogue production, was gained during her time at Cotswold Outdoor and apt awards.

Contact Charlotte at sales@creedfoodservice.co.uk / 01452 857 555

Jemma Clarke also joined Creed in the new role of category manager. Previously with 3663 and Serco, Jemma is a key member of the commercial team and is working to develop Creed's industry leading proposition. *Contact Jemma at sales@creedfoodservice.co.uk / 01452 857 555*

Nestlé Professional announced the appointment of **David Forber** to the role of vending controller within its UK & Ireland operation. David, who was formerly general manager of Nestlé-owned brand Viaggi, will be responsible for driving Nestlé Professional's strategic growth in the vending sector and unveiling a series of new innovations that reflect the significant advances that have been made in products and vending applications, along with fresh thinking in the market place. *Contact David on 020 8686 3333*

Julie Powell joined Smart Hospitality and Hawthorn as sales director for Smart Hospitality Manchester, to drive sales and raise the profile of Hall 4 at EventCity, its dedicated conferencing and banqueting space. Julie moved from her previous role at Manchester Central Convention Complex where she spent three years as sales and business development manager, with account management responsibility for the special events in the venue. *Contact Julie at julie@smartgrouppltd.co.uk / 020 7836 1033*

Jonathan Patterson joined The Hub from Mercieca. Jonathan has spent the last 15 years specialising in business-to-business communications across both the out of home and retail marketplaces. With strong experience working on a wide range of household name clients and a diverse spread of projects across many disciplines, Jonathan aims to further strengthen The Hub's integrated marketing capacity and client offering. *Contact Jonathan at jonathan@thehubonline.co.uk / 01732 61 70 70*

Arena Contacts



Chairman Jan Matthews *RP Global* **Director** Lorraine Wood *Arena* **Treasurer** Peter Green *Fusion FSM* **Founding director** Naomi Arnold *MBE Naomi C Arnold Consultancy* **Executive members** Mark Aylwin *Booker Direct*, Peter Backman *Horizons*, Matt Collins *KP Snacks*, Ann Elliott *Elliotts*, Andy Kemp *Bidvest 3663*, Mark Lewis *The Caterer Group*, Shabaz Mohammed *Pelican Buying Company* **Arena Ambassadors** Geoff Booth *PACE*, Ann Elliott *Elliotts*, Diana Spellman *Partners in Purchasing* **Around Arena** Berenice Pretlove *T 07508 146 118 E berenice@arena.org.uk* **Arena office** Lorraine Wood, 70 Copthorne Avenue, Bromley, Kent, BR2 8NN *T 07803 853 618 E lorraine@arena.org.uk*

