

Update

Solutions for Commercial Kitchens



Bond gives way to Wonka

Time marches boldly on at Pinewood Film Studios, Iver Heath, Buckinghamshire.

Famed as the set for the Bond movies, Pinewood's famous 007 stage was turned into a river of chocolate surrounded by hills of edible grass, candy cane trees and a chocolate waterfall for the film Charlie and the Chocolate Factory – this summer's blockbuster.

But Pinewood is both a set of film studios and office/workshop accommodation for associated industries. There are up to 3,000 working on the site, catered for by Missing Ingredients who won the contract in August 2004.

Almost immediately it asked Hallmark Kitchens to refurbish the 'Extras Bar'.

According to Missing Ingredients Managing Director Sean Valentine: "The design was based on a Costa coffee bar concept seating 100 and incorporating a destination wine bar for tenants in the evening. The concept had to be very contemporary with black granite worktops, stainless steel fittings and a back lit wine rack which

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Accolades and achievement

The Birmingham College of Food, Tourism and Creative Studies regularly wins accolades.

BCFTC has achieved an international reputation for culinary excellence which is of particular importance to the students as competition for jobs grows ever stronger.

Recent accolades include a 'special mention' of success in the 2005 Annual Report of Her Majesty's Chief Inspector of Schools.

And in March, it won the regional heat for 'College Restaurant of the Year' for its Atrium Restaurant. This features two Hallmark-installed bespoke central island cooking ranges – just one of which would do justice to any major 5-star hotel!

Hallmark refurbished the College's Atrium and Brasserie training restaurants – kitchens used by NVQ chef catering students aged from 16 plus and

Culinary Arts Management Degree students aged 18 plus.

The package of equipment, building and M&E services included: -

- A fully equipped pastry department, larder, meat & fish departments and mechanical crockery and utensil washing areas
- A combined beverage and bar service area including glasswasher.

The only thing that didn't come with the Hallmark package was room service!

Eddie McIntyre CBE, Principal said: "Our aim was to install the best possible equipment in our new kitchens and create a streamlined, efficient workspace for teaching and learning.

"Hallmark's involvement has helped us to achieve our goal of creating state of the art kitchens, to go with our fantastic restaurants and now I am sure we will be the envy of the



hospitality industry as a whole, not to mention every other catering college!"

Andy Heathcote, Director of Estates added: "For such a major refurbishment project we needed a professional company who could complete the job on time and to our high quality standards. We chose Hallmark because they are very knowledgeable about the

industry and sympathetic to what we wanted to achieve.

"Certainly they have an eye for quality and adhered to the budgets available throughout. The new catering equipment installed is a mix of classic styles and modern innovative pieces and Hallmark helped to blend them effectively into the working environment.

"I would recommend Hallmark to other companies."





Chef Luis Fernandez tending the hearty batch of Irish stew.



Refurbishment - not as you know

The delicious aroma of Irish stew rises from a brat pan at East Surrey Hospital, Redhill (Sussex and Surrey Healthcare NHS Trust). This is traditional cooking for

the lunch menu and the senses also pick up a scent of sponge pudding browning in the oven. It could be Sunday lunch at home with 'Mum'.

Many hospitals have moved

to cook-chill or cook-freeze systems, but Trust Catering Manager Tony Roulinson questions their "variable" quality and the health & safety issues raised by de-skilling hospital kitchens.

Tony Roulinson (ex-Aramark via Stuart Cabeldu) is proud that East Surrey's traditional in-house plated meal system offers a "far better product for the customer."

Food is prepared fresh daily, with 11 kitchen staff, including a kitchen manager and six chefs feeding around 800 customers daily in this 520-bed hospital. Patients choose from a menu which includes three home-made hot dishes (or salads and sandwiches) within the main course offer.

In 2003 the hospital started a complete refurbishment budgeted at £30 million and in late 2004 work began on the kitchen and even though this included building and removing walls only inches from where chefs were working – meal

service was not affected.

Hallmark refurbished the kitchen in sections, working behind sealed screens to prevent chemical and physical contamination.

"One of our biggest problems was that the kitchen had to be fully operational all of the time. We had to be very careful about contamination and absolutely certain that the building work was not going to cause any problems, such as dust getting into the air," says Roulinson.

As the chefs peeled, chopped, baked, seasoned and stirred, Hallmark (in conjunction with the building contractor): -

- Re-built the dishwash area – repositioning a large flight dishwasher (handling 23,000 items daily) and installing new ventilation.
- Built a pot-washing area and installed the machine.
- Relocated the salad-preparation area. The only suitable space was next to the hot cooking area, so Hallmark also built a screen to



Prepared fresh daily – salads ready for lunch service.



Trust Catering Manager Tony Roulinson alongside the plating-up belt. Plates are similar to the Ganymede system featuring heated bases and lids and meals are delivered to wards via trolleys – the longest journey being just three minutes.

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provide the necessary separation.

- Installed equipment including a new meal-plating belt, ovens and food mixer, plus existing equipment such as boiling and brat pans were repositioned.

- Finally, all surfaces including the tiled walls were treated to a hygienic, easy clean finish. “It all started with the tender process,” explains Roulinson.

“Three companies bid but Hallmark’s tender was the most pro-active – they listened to what we wanted and they know how to work with the customer!”

“Hallmark’s staff (Barry Gardiner was my main point of contact) were helpful; they listened, were very conscious of the fact they were working in an operational kitchen and complied with all the restrictions of working on such a project.

“It’s a very personal, individual service which looks at the detail. I think they are a very good company.”

From design to build in just three weeks!

New public restaurant for Walsgrave hospital

No primary services – water, waste, drainage, ventilation or power – were provided when Hallmark went to install the ‘Java Café’ – a modern public restaurant for the women’s and children’s wards within the largest PFI hospital project to date.

What had been a straightforward design and build kitchen installation turned into the most challenging of time-critical projects with financial penalties for the client if the original deadline was not met!

The area handed over to Hallmark was a ‘base-build’ concrete and breeze-block box and there was just the three-week kitchen installation period before the opening deadline!

Delays in the construction process meant Hallmark’s client, Walsgrave’s FM provider ISS Mediclean, faced a huge financial penalty if it missed the deadline.

The fastest and most efficient resolution to the problem, following urgent negotiations between Hallmark, ISS and the PFI constructor Skanska, was for Hallmark to additionally undertake the design and installation of all works as a turnkey package – while keeping to the original deadline!

Building specialist Blagbrough Contracts – one



of the companies in the Hallmark Group — was able to start work at extremely short notice.

Hallmark had originally been asked to design the café, select and install equipment suitable to a menu including a range of hot dishes, individually made offers from the deli counter, hot beverage services and snack merchandising. Equipment included a combination oven, prime cooking, refrigeration and storage, food servery, merchandising units and furniture.

But none of this could be installed without first dealing with issues such as: -

Designing and installing all primary power services.

Designing and installing the drainage, mechanical services and primary ventilation systems.

Designing and installing a specialist re-circulatory ventilation system for the cooking area, as no external duct route was available.

Designing, building and installing the ‘fabric’ of both the catering area and the seating area opposite to include screeds, partitions, ceiling, wall and floor finishes and lighting.



Says ISS Mediclean Director of Catering, Andy Jones:

“Hallmark had 3 weeks from approval of the final design to install so it turned into a massive, massive project. We were not convinced they would meet the deadline. But they liaised with the builder, worked nights and weekends and hats off to them, they pulled it off. I would recommend Hallmark to anybody. They deliver. The thing that impresses is the professionalism. At ISS we are caterers and cleaners – not builders. Hallmark took the onus off us having to liaise with the builders and came in within budget for the kitchen equipment – that’s needed in these huge PFI projects.”

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would add the effect of luxury.

"Quick service was at the forefront of our minds and the service offer had to incorporate ready made products as well as a made to order deli counter.

"Barista-style coffee would be offered as well as speciality teas and alcoholic beverages."

Hallmark carried out a turnkey project from inception through design, procurement to installation of the catering facilities.

The old bar fittings and furniture and back of house



areas were stripped out and new walls were erected and new floors and ceiling incorporating recessed lighting introduced and a fresh coat of paint applied.

After this the bar fittings featuring back lit bottle displays,

espresso machine, dishwasher, ice machine, ancillary cupboards and storage plus refrigerated counters were installed.

Hallmark also implemented its demonstration training programme for the bar's catering staff, headed by Hallmark's Project Director Chris Douglas and supported by the Technical Manager Rob Leach. Specialist manufacturers attended within the same timescale, to ensure the event was as seamless and instructive as possible.

"As a contract caterer, we work within the client's own business environment," says Valentine. "We need somebody to rely on who we can trust and who will work in partnership with us to meet our client's expectations and standards.

"To date, Hallmark has provided us with an excellent level of service and I look forward to working on more projects with them in the very near future."



Top chefs for development

Following our invitation to manufacturers and foodservice operators to make use of Hallmark's state of the art foodservice kitchen facility, contract caterer BaxterStorey took up the offer.

Executive Development Chefs Rik Razza (pictured left) and Adam Nossek created a menu for a client tasting and also took the opportunity to finalise details of BaxterStorey's chef development programme.

"It's a great set up; thanks to Hallmark," says Adam Nossek. "All the kit worked well and we both commented what a

flexible resource the kitchen is – it's good to work in and great



for roadshows, demonstrations and teaching."

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Hallmark Group

★ **Hallmark Kitchens** – Britain's leading project management house for the design and installation of foodservice facilities

★ **Hallmark Select** – professional and personal service for equipment and ancillary items, from crockery and cutlery to major capital items such as refrigeration and ranges

★ **Hallmark Servicing** – our dedicated servicing division offering breakdown support, a range of planned preventative maintenance packages and kitchen deep cleaning, throughout London and the South-East – 24/7

★ **Blagbrough Contracts** – specialist in hygienic interiors and construction, including mechanical & electrical services

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RECENT projects

◆ CITY ACADEMY

Supply and installation of catering facilities for 1150 pupils in association with Willmott Dixon Construction and Derek White of Food Service Consultants Limited (FCSI).

◆ EGYPTIAN EMBASSY

Turnkey project for the Ambassador's residence providing a kitchen to cater for up to 200 banquet meals in association with GMH Rock Townsend and Virtus Contracts.

◆ UNIVERSITY OF SALFORD

Kitchen and servery installation in conjunction with Kier North West and Tricon Foodservice Consultants (FCSI).

◆ BAGEL FACTORY

Supply and installation of stainless steel constructed cabins at railway station locations in association with Phil Pearson of Projex.

◆ WEST LONDON ACADEMY

Turnkey project in conjunction with Taylor Woodrow Construction and Winton Nightingale Consultancy (FCSI).

◆ RUSSELL HOUSE SCHOOL

Refurbishment of kitchen area for independent co-educational prep school in Otford, Kent.

◆ MACQUARIE BANK

Design and fit out for catering facility at City Point Tower in association with Mace.

◆ OXFORD UNIVERSITY - EXETER COLLEGE

Supply and installation of catering equipment in conjunction with Derek White of Food Service Consultants Limited (FCSI).

◆ OXFORD BROOKES UNIVERSITY

Second phase of works to supply and install dedicated training kitchen including interior finishes and M & E services in conjunction with Atkins.

◆ CARDIFF PINNACLE

Supply and installation of catering equipment for three sites in Borehamwood in association with Missing Ingredients.

◆ BG GROUP

Refurbishment of staff catering facility for British gas staff at Reading.

◆ CHANDLERS FIELD SCHOOL

Supply and installation of catering equipment in association with Surrey County Council.