

Update

Solutions for Commercial Kitchens



Have you had one today?

What is GM-free, low in salt, fat and cholesterol – and tastes so good it has created a remarkable success story?

The Bagel Factory, founded in 1996, now has 30 locations including London, Edinburgh, Manchester and Ireland. It offers more than 30 varieties of filled bagels, plus a range of snacks and hot and cold beverages to customers onsite and via delivery or a call and collect service.

The most recent openings include London's Paddington Station where Hallmark's kitchen design and installation expertise (involving the use of a crane) was required to match the demanding requirements of Isambard Kingdom Brunel – and the architect Foster and Partners.

Property and project management specialist Houston Lawrence has managed the planning applications and project managed the works at Paddington: "The station was built in 1854 by Brunel," says Philip Pearson, Partner. "And the original design work for the refurbishment of the station was by Foster and Partners. English Heritage has also set very strict parameters to work with the original design of this

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"We always want to push..."

Academies are a new kind of school and always intended for difficult, low performing areas.

The City of London Academy, Paterson Park, Bermondsey, is a totally new school for 11-19 year olds providing up to 1200 pupils from the Bermondsey area with high quality, state of the art facilities.

Headmaster Martyn Coles has 25 years in education, with nine as Headmaster in Tower Hamlets where he took a failing school with 85 per cent of pupils on free meals and turned it into the 7th best in England in terms of exam results.

SCHOOL CATERING

Some 70% percent of pupils take up the offer of school lunch (38% free). "When a child leaves, says Coles, "I don't want them to feel they are at a disadvantage against children whose parents have spent in excess of £50,000 on their education in private schools."



"What really shows the quality, is that three-quarters of the staff take school lunches. I had a meal at Carluccio's recently – but the penne pasta from the kitchen here compared well with that."

Martyn Coles, Principal, The City of London Academy

The food offering starts with breakfast for the early arrivals, then at the 10.15 breaktime there is the offer of muffins and rolls, which has a "high take up"; followed by a split lunch session. "There is always the option of salad" to accommodate the numbers. A cashless card system is used, which also contains the pupil's and teacher's school ID.

The tender for the school meals contract, managed by Vic Laws FCSI, was won by Harrison Catering on the basis of "best value".

Chef Manager Fredrik Delfs – who previously worked at

GlaxoSmithKline and Rio Tinto – says, "I knew nothing about school catering. I treat the pupils as I would customers in a staff restaurant."

The lunch menu includes no chips – the fryer is not used – and offers three courses including a noodle or pasta dish, vegetarian and meat or fish options, jacket potatoes, always the salad option and a cold offer of baguettes and sandwiches – the ham for which is bought in whole, cooked and hand sliced.

Mozzarella, baby spinach & tomato is one of the daily baguette 'specials'. All drinks are water, juice or milk based and the pupils are allowed water in class – bringing the benefit of better attention spans in the afternoons especially.

The kitchen, designed by Derek White FCSI, operates with nine staff plus chef.

Hallmark's contribution was a seamless installation: "The kitchen was delivered to us before the deadline," says Martyn Coles, "Fredrik the chef was very complimentary – the kitchen and the whole building are excellent facilities."

Mid-morning snack service – Chef Fredrik Delfs is Swedish and is looking forward to the World Cup: "It has been 37 years since England beat Sweden", he says.





Centrepiece of the main kitchen is a large central island suite fitted with equipment including high pressure steamer, bratt pans and tilting kettle. Backing this up are combination ovens and ranges.



Million sq.ft modernisation

“I liked working with Hallmark – they are a good crowd and I would recommend them.”
Matthew Lusty, Development Manager, Stanhope plc .

Hallmark was involved for four years in one of London's biggest office refurbishment

projects – the development of one million square feet of new offices for the Treasury and HM Revenue and Customs, completed in mid 2005.

Continues Lusty: “I have been involved in a number of major building projects involving new kitchen facilities. At both

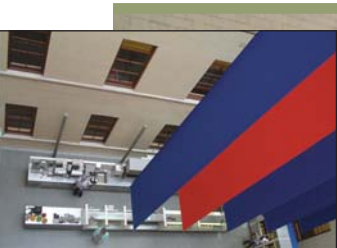
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ends of the building the new catering facilities have been a success and there are no capacity issues. Staff satisfaction surveys return highly positive results.”

Exchequer Partnership (comprising Stanhope Plc and Bovis Lend Lease Holdings

Bovis was so impressed with Hallmark's input that Steve Fromling, Project Manager, Bovis, presented a special award to Hallmark's Barry Gardiner (left) and Kevin Jennings (right). ▼



Delicatessen and café bar – 600 transactions daily in impressive interior space.





An impressive choice is offered to staff in the main restaurant at lunchtimes, managed by contract caterer Charlton House. Pictured is the display cooking area next to the main food servery and chilled and ambient serveries.

Limited) managed the project in two phases, starting with the western end, which opened in September 2002 providing accommodation, for the Treasury, overlooking St James's Park.

Phase 2 involved refurbishing 100 Parliament Street – what became the new home of HM Revenue & Customs in 2005.

The building is now an attractive, light and airy open office – with a highly regarded catering operation run by Charlton House.

Hallmark worked with two kitchen designers over the course of the project – Geoff King FCSI and Andrew Humble FCSI – to install the main kitchen, restaurant, two pantries, a basement food preparation area, deli counter and café bar – catering in total for up to 1200 Treasury and 1500 Revenue and Customs staff.



New kitchen sees return of home cooking

Mereworth School was opened as an 'all age' school in 1856 and celebrates its 150th anniversary in 2006 – complete with a new kitchen and a new meals service.

Headmaster Bob Crump is very proud of the new facilities and the huge change in school dining culture.

"We used to serve around 45 lunches via a delivered hot meals service from a nearby school," he says, "but the quality was mediocre and the presentation poor."

The school had been advised that it needed to refurbish its old kitchen but instead of spending the money just to stand still, Crump took the decision to build a new kitchen and offer a home-cooked school meals service.

The school contract is run by Initial Catering Services

and Mereworth was fortunate that Janet Cuttle, its cook, is formally trained and relished the opportunity to cook fresh food every day. There are two staff in the kitchen and the menu includes fresh vegetables, salads and fruit, freshly-prepared puddings and a choice of main courses. Meal cost is £1.60 which includes two courses and a drink.

"Now we serve 110 lunches daily and 140 on a Friday," says Crump, "and the figure is still trickling upwards."

The project to build the new kitchen involved demolishing and moving walls, new floors, walls and ceilings, M&E services and a new gas main – as well as supplying and installing the equipment – was put to tender.

The local authority helped with the cost of catering equipment – including a new convection oven, steamer, dishwasher, range, tabling,



refrigeration, ventilation systems and food preparation equipment – while the school paid for the new building which was converted entirely by Hallmark Group companies from the existing kitchen and a large adjacent storage space.

Hallmark won the tender due to the fact, "It offered a turnkey solution. I did not have to deal with the main contractor and four or five other suppliers. Hallmark handled the entire project and assured me that the new facility would be ready by the end of the summer and they did everything they said they would.

"Hallmark was very professional from beginning to end."



Have you had one today?

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Grade 1 listed site.

"We introduced Hallmark to the Bagel Factory having worked with them previously on projects for Harvester. It was good to renew the professional relationship."

Hallmark's contribution was to build, fit out and install a

'mobile' Bagel Factory unit, to a design by Foster and Partners. The final installation involved Hallmark craning the completed unit into position.

"The first time you work with a new company is always difficult," said Bagel Factory Managing Director Michael Neuner. "And in

a real track environment with tight deadlines and building restrictions, it is always challenging. The project has turned out very well. The key to the success was Hallmark's co-operation. I am looking forward to building more units with them."

Ahead of, but not immune to...

Less known as a result of Jamie's TV series was a drop in meal take-up as many parents discovered for the first time what their youngest and brightest might be having for lunch.

Hot meals are available in all but two Surrey schools and the county prides itself on exceeding the current government guidelines. "Nationally meal take up was 43%. In Surrey, it was 45% and we did experience a slight drop in line with a national trend following Jamie's TV series," says Jenny Pittam, Catering Services Manager, Four S – which works with Surrey Commercial Services to manage catering in nearly 80% of Surrey's 411 schools.

Surrey's meal cost is £1.50 for Primary Schools and £1.55 for Secondary. There is no subsidy, no profit and the current goal for Surrey Commercial Services and Four S is to detail a strategy to continue the transformation of

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the meals service to meet new Government nutritional targets.

In secondary schools this will include a meal offer containing five sections – salad bar, jacket potatoes, pasta, sandwiches & baguettes and home cooking – already successfully introduced at Reigate Secondary.

Another key ingredient is ensuring facilities are up to standard. Four school kitchens are fully refurbished each year and others are upgraded as required – Chandlers Field Primary School, West Molesey,



Surrey, most recently receiving a full new kitchen for its 450 pupils, designed and installed by Hallmark Kitchens.

Jenny Pittam originally called upon Hallmark's kitchen design expertise to produce three standard templates for 50, 100 and 300 pupils and Chandlers Field is the first of these to be implemented.

"Chandlers Field has been very successful and Hallmark is currently working on designing and installing three others," says Jenny Pittam.

"Hallmark is the most professional company I have come across. They provide a standard of work Surrey has not seen before. If ever there is a problem they are straight onto it; they are on time, on budget and do what they say. I feel like their most important customer."



The new kitchen at Chandler's Field Primary – Catering Supervisor Shirley Maskall is on the right, with Cook Peggy Caley.

FOUR S is unique for the school catering sector, being a joint venture company owned by Surrey CC and the VT Group (one of the largest education services organisations in the UK).

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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

RECENT projects

◆ ROYAL BANK OF SCOTLAND

Design and installation of a second 'Starbucks' coffee bar for the RBS Bishopsgate, London, office as part of an agreed 'roll-out' programme to install Starbucks in RBS offices throughout the UK

◆ CHELSEA HARBOUR, LONDON

Kitchen installation in conjunction with TAG McLaren Catering

◆ e.on, BEDFORD

'Turnkey' design and build kitchen project with Baxter Storey

◆ THE NATIONAL PORTRAIT GALLERY, LONDON

Installation of kitchen for Oliver Peyton's restaurant business won through competitive tendering. Designed by Humble Arnold Associates FCSI

◆ GOOGLE, LONDON

Installation of kitchen project designed by Geoff King FCSI

◆ 3i HEADQUARTERS, VICTORIA, LONDON

Installation of kitchen designed by Tricon FCSI

◆ NEWHAM HOSPITAL NHS TRUST

Design and installation of new food servery counter scheme

◆ MANSFIELD HOSPITAL

A second site canteen facility for Skanska – a 'turnkey' design and build project with BaxterStorey

◆ NORWICH UNION, NORWICH

Installation of kitchen designed by Catering Design Group

◆ BANCROFT SCHOOL, ESSEX

Complete new refectory facility designed by Winton Nightingale FCSI

◆ OXFORD UNIVERSITY, EXETER COLLEGE

Installation of new kitchen facilities designed by Derek White FCSI

◆ SALFORD UNIVERSITY

Installation of new refectory designed by Tricon FCSI