

NEWS



From empty shell to 'chic and trendy'

Behind the scenes at Selfridges' stunning new Birmingham Bull Ring store is a state-of-the-art catering facility for the 900 staff operating this flagship development.

Featuring 200,000 square feet of retailing space, Selfridges is the largest store in Birmingham's Bull Ring, which itself is Europe's largest retail-led regeneration, representing investment of more than £1 billion overall.

Renowned for its futuristic design featuring 16,000 aluminium discs, the store operates over four floors and features the latest in products for the home, fashion, health and beauty, food and leisure.

"Hallmark was involved in both the refurbishments of Selfridges Manchester and



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Heathrow transformation

"**N**ot one pipe or wire was left untouched," says Sheraton

Heathrow General Manager Andrew Huxsted of the refurbishment which has helped the Sheraton Heathrow reclaim its' status as the pre-eminent London airport hotel.

Situated on the Colnbrook bypass, West Drayton, the hotel has been revitalized with a multi-million pound renovation, including a brand new kitchen and a state-of-the-art 21 room conference centre.

Two 'Smart' Meeting rooms boast the latest in audiovisual technology with two plasma screens and full video and teleconferencing capabilities with a touchtone remote control system. "Traditionally hotel systems are very complex but this is especially designed to be extremely friendly and easy to use," says Huxsted.

The new facilities have effectively: "Changed our business mix to a conference hotel."

The Sheraton Heathrow offers 424 rooms with a choice that includes 'Smart Rooms' which double as a fully equipped office and bedroom.

The hotel offers à la carte dining and an extensive international buffet at the Terrace restaurant. Café au Lait provides a lighter menu selection and specialty coffees and also offers the chance to catch up on e-mail via an Internet access point.

NEW KITCHENS

Hallmark installed the new kitchen facilities in two phases, with the main kitchen removed temporarily into portable facilities in the car park.

Phase 2 involved extending the banqueting operation to create a purpose-built banqueting kitchen, pantry and beverage station.

"Hallmark were recommended to me," says Huxsted.

"I have never carried out a kitchen refurbishment in London and three companies in total were interviewed after we



"Hallmark also recommended good equipment suppliers, Exclusive Ranges in particular." Andrew Huxsted

tendered the kitchen contract.

"A lot hangs on the people you are going to work with. This was going to be a year-long project and that requires a strong working relationship with the person running the project.

"The quality of workmanship at Hallmark was not in question. With regard to price, Hallmark was not the cheapest, nor the most expensive.

"I had confidence in Barry Gardiner from Hallmark. This project required a complete change – he seemed to understand what I was looking for. Not one pipe or wire was left over from the old kitchen.

"Hallmark have been very flexible in working with a person who changes their mind – me!

"With such a large project, it is very difficult to get it right first time – and I know I have been awkward, but Hallmark has accommodated every wish. I would definitely work with them again."



Sheraton Heathrow

Kitchen design and tendering:

Humble Arnold

Installation:

Hallmark Kitchens

BRIEF

CONGRATULATIONS...

Many congratulations to Heston Blumenthal from the whole team at Hallmark – for winning the Chef Award Catey for 2004; and also to Heston and the team at The Fat Duck for winning their 3rd Michelin star. You will find photographs (albeit with conscientious chefs and lovely plates of food in the way) of Hallmark's smashing kitchen installation at: www.fatduck.co.uk

CONGRATULATIONS ALSO TO:

Mike Smith of contract caterer BaxterSmith on winning the Food Service Caterer of the Year Catey for 2004. This is a well deserved commendation, it's always nice to have skill, effort and – we are sure – masses of hard work recognised in this way.

NEW DEMONSTRATION KITCHEN OPEN TO ALL

Hallmark's new offices include a state of the art foodservice kitchen facility featuring a full range of the latest equipment, ventilation, Altro Whiterock wall and vinyl floor finishes and is capable of hosting up to 15 people for a cookery or foodservice equipment demonstration.

Hallmark are delighted to offer use of this facility to manufacturers and foodservice operators. Contact Annie Gardiner to find out more.

SUCCESS

Hallmark's Contracts Director Chris Douglas (also a trained chef) has qualified with the Institution of Occupational Safety and Health (IOSH) and is now certificated in managing risk in the workplace.

"We take health and safety extremely seriously," says Douglas, "and this qualification allows me to train and update our staff both here and on-site."

HEALTHY OPTION

Hallmark Kitchens has won Health & Safety accreditation with Bovis Mace and Interiors across all their European sites.

Marriott's '500,000' milestone

The London Marriott West India Quay Hotel & Executive Apartments form part of a stunning landmark development in London's prestigious Canary Wharf.

The slender 32-storey tower stands across the dock from Canary Wharf and next to Grade 1 listed warehouses that have been transformed into trendy and vibrant bars and restaurants.

The building's dramatic curved shape has created many interesting architectural and interior design features. Several of the hotel's 22 suites, for example, culminate in a dramatic knife-edge point, where the steel reinforced glass sides meet. The views from these rooms across the City of London, the River Thames and beyond are spectacular.

Guests may also find themselves staying in room '500,000' – the guest room which has been designated the half millionth room in the entire Marriott network of hotels around the world.

Another milestone for Marriott International is marked with the opening of its first Executive Apartments in the UK. They are aimed at individual guests and families who are planning a longer stay and prefer the spaciousness and ambience of apartment living combined with the luxurious facilities of a hotel close by.

With its extensive business and relaxation facilities, this state-of-the-art hotel is convenient to everything the area has to offer including DLR overland railway, the ExCel exhibition centre and London City Airport.

Located over 12 floors, the



The dual-purpose 'Raw bar'

hotel has 301 rooms including 22 suites and 14 meeting rooms, offering over 6,500 sq ft of meeting space.

KITCHENS

Hallmark's installation programme at the Marriott included: -

- ◆ The main kitchen on the lower ground floor level
- ◆ Staff servery
- ◆ A dozen cold rooms
- ◆ A specially designed chilled food preparation room

In the next issue of HALLMARK NEWS:-

Marks & Spencer's fabulous new headquarters building, Paddington Basin, London features the 'third generation' of staff feeding kitchens. Open to view by the customers, this is state-of-the-art top-quality catering for Britain's most famous high street name, working with Hallmark!



- ◆ Ground floor: Open plan 'show kitchen' adjacent to restaurant
- ◆ Banqueting kitchen
- ◆ Dishwash area
- ◆ Lounge lobby bar
- ◆ Mezzanine pantry and glasswash
- ◆ Level 7 Executive Lounge

Special features: -

- a) Downdraught ventilation system for the open kitchen chargrill cooking counter – which blows air over the grill, with extraction via the floor –

eliminating traditional sight-blocking canopies.

- b) Dual-purpose 'Raw bar' – drinks bar but featuring a chilled stainless steel top for chilled juices and cold meats at breakfast. A well in one end – underlit with fibre optics – holds chilled seafood for lunch/evening service.
- c) A specially constructed stainless steel well to hold champagne for the 'High Energy Bar', which is filled with ice and underlit with fibre-optics.
- d) Ultra fog fire suppression system – replacing the more traditional Ansul-type system

"Hallmark carried out an excellent job", says Bob Coe, Project Director of Multiplex – the company which built the Marriott and is famed for winning of the contract to build the new Wembley Stadium.

"Everyone is trying out the new equipment in the kitchen and it is looking very good.

"Hallmark became involved at the back end of 2003 and worked on the project for six months. I would absolutely recommend them and have no hesitation in discussing further projects."

Architect: HOK International
Kitchen design: Cini-Little (GB)
Main building contractor: Multiplex
Interior Designer: Richmond International

Taking just three weeks from the initial meeting to complete: "Hallmark was only on site for two days in total, including the time spent measuring up and preparing the plans"



Staff feeding competitive to the high street

The new dining facility for the staff at Clyde & Co, Guildford, Surrey, is a café style take-away delicatessen supplied by Hallmark Kitchens.

With nearly 100 lawyers and 200 staff in total, Clyde's Guildford office offers heavyweight City legal expertise for the insurance, reinsurance, marine, international trade and energy markets. Guildford is also home to Clyde & Co's Business Law Group, which operates throughout London, the south-east and internationally.

The offices are close to a variety of food outlets in

Guildford and: "We wanted an on-site facility for the staff, but offering competitive rates to the high street," explains Clyde & Co Office Manager, Becki Jago.

"Two staff operate the unit, which offers sandwiches and snacks, Panini, soups and Starbucks coffee, in addition to the free beverage vending machines for staff."

Minimising disruption to staff was essential during the installation. "Hallmark was on site for two days in total, including the time spent measuring up and preparing the plans" says Jago. "We are very pleased; Hallmark was very good and I recommend them."

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London stores, while the stores were kept open," says Paul Johnston, Senior Project Manager, Selfridges Store Design and Development.

"Birmingham was a new development and when Hallmark became involved it was a building site and the kitchen area a shell; Hallmark did everything from design to handover – building services, walls, floors, ceilings, servery, the kitchen itself, cold rooms and stores.

"Hallmark specified the equipment selection, which, as

far as I am aware is working well – I soon find out if people are not happy!

"How would I rate them? Through experience, I think the most important thing is certainty of cost. What I don't want is too-ing and fro-ing on expenditure – but there was no cost overrun.

"Would I recommend Hallmark? I have already done so."

Architect: Future Systems
Main building contractor: Laing O'Rourke
Engineers: Ove Arup and Partners
Kitchen Design: Hallmark

Hallmark wins Mitchell & Butlers 'Supplier of the Year Award' for catering equipment maintenance

One of the UK's leading pub operators has named Hallmark Servicing as Supplier of the Year for maintaining and servicing a range of kitchen equipment installed at its restaurants and pubs.

Mitchells & Butlers operates 2000 units nationally including leading pub and restaurant brands Vintage Inns, Browns Restaurants, Harvester, Toby

Inns and All Bar One.

"The awards are an annual recognition of performance of our suppliers," explains M&B Group Building Manager Trevor Waite. "We source our equipment direct

from the manufacturer and Hallmark are contracted to look after equipment service and maintenance in approximately 300 units in the South East.

"Competition is tough – and congratulations to them; Hallmark was competing with 10 suppliers in total for the award. We judge the winner on a range of criteria including response times, first time fix and all round good performance.

"We are demanding of our suppliers and Hallmark has done a good job for us over the years."

Mitchells & Butlers is the UK's leading operator of managed pubs and pub restaurants and was formed following the demerger of Six Continents PLC (formerly Bass PLC) on April 15 2003.

Hallmark Servicing, is a division of Hallmark Group, which includes Hallmark Kitchens, the UK's leading project house for kitchen installations.



one year on...

Everyone loves their brand new Hallmark kitchen - but like a new car, you won't know how it performs until it is 'run in'. We will be visiting kitchens one year on to see how it – and Hallmark – have performed!

The Grove Hotel, Watford
Opened in September 2003, The Grove is the largest 5-star opening in the UK for 70 years.

Set in 300 acres, the hotel has a championship golf course, 227 bedrooms and suites, 3 swimming pools, a luxury spa, four restaurants and a kitchen brigade of around 60, managed by Executive Head Chef Stephen Wheeler.

Hallmark is currently putting the finishing touches to the latest feature to be unveiled, The

Gazebo, situated within the walled garden, for the service of drinks, snacks and ice cream.

This is the last major project at the hotel involving Hallmark, which installed all of the foodservice facilities including a basement production kitchen, ground floor banqueting kitchen, The Glasshouse open plan restaurant, The Stables all-day restaurant and Colette's, The Grove's a la carte restaurant.

"Hallmark were professional and kept me informed," says



Wheeler. "Hallmark's Richard Hinton kept in regular contact throughout the installation and made sure what I specified was exactly what I wanted. I'd recommend them."



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

RECENT

projects

ROYAL BANK OF SCOTLAND, GOGARBURN, EDINBURGH

Hallmark is installing new staff feeding facilities for 3000 at the new global headquarters building for RBS. Completion is scheduled for 2005, in association with Tricon and Mace.

EDEXCEL, LONDON

Design and installation of ground floor hospitality kitchen and an 8th floor staff restaurant; in association with BaxterSmith

ERNST & YOUNG, LONDON

Design and development of the staff kitchens and restaurant, in association with Tricon and Mace.

GEDAS, MILTON KEYNES

Design and installation of staff restaurant and coffee shop, in association with BaxterSmith.

DE BEERS DIAMOND TRADING, LONDON

Design and installation of new staff kitchen, servery and remote dishwasher area.

THE LONDON STOCK EXCHANGE

First and 7th floor kitchens and servery; in association with Tricon.

WALSGRAVE HOSPITAL, COVENTRY

Complete catering fit out including main kitchens and serveries for staff and public restaurants; plus ward level pantries – phased over two years for a new build hospital.

PLASTERERS HALL, LONDON

Back of house banqueting kitchen, in association with Derek White FCSI.

EDGEWARE COMMUNITY HOSPITAL, MIDDLESEX

Design and installation of staff and public restaurant and ward pantries.

THE TREASURY, LONDON

Installation of kitchen and servery in association with Humble Arnold and Bovis Lend Lease.

POLHILL GARDEN CENTRE, ORPINGTON, KENT

Design and installation of food servery including wood burning oven.