



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Introduction to Gastronomy BMGM4001

Week 7: Restaurant Design

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*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*

www.uwtsd.ac.uk

Do you remember what you learnt about...

- Customer Needs
- Service Methods
- Service Styles
- Michelin Stars
- AA Rosettes
- Reference List

Have you made reference to these in your assignment?

Customer Needs

Why do you visit a Restaurant?

Hungry or Thirsty?



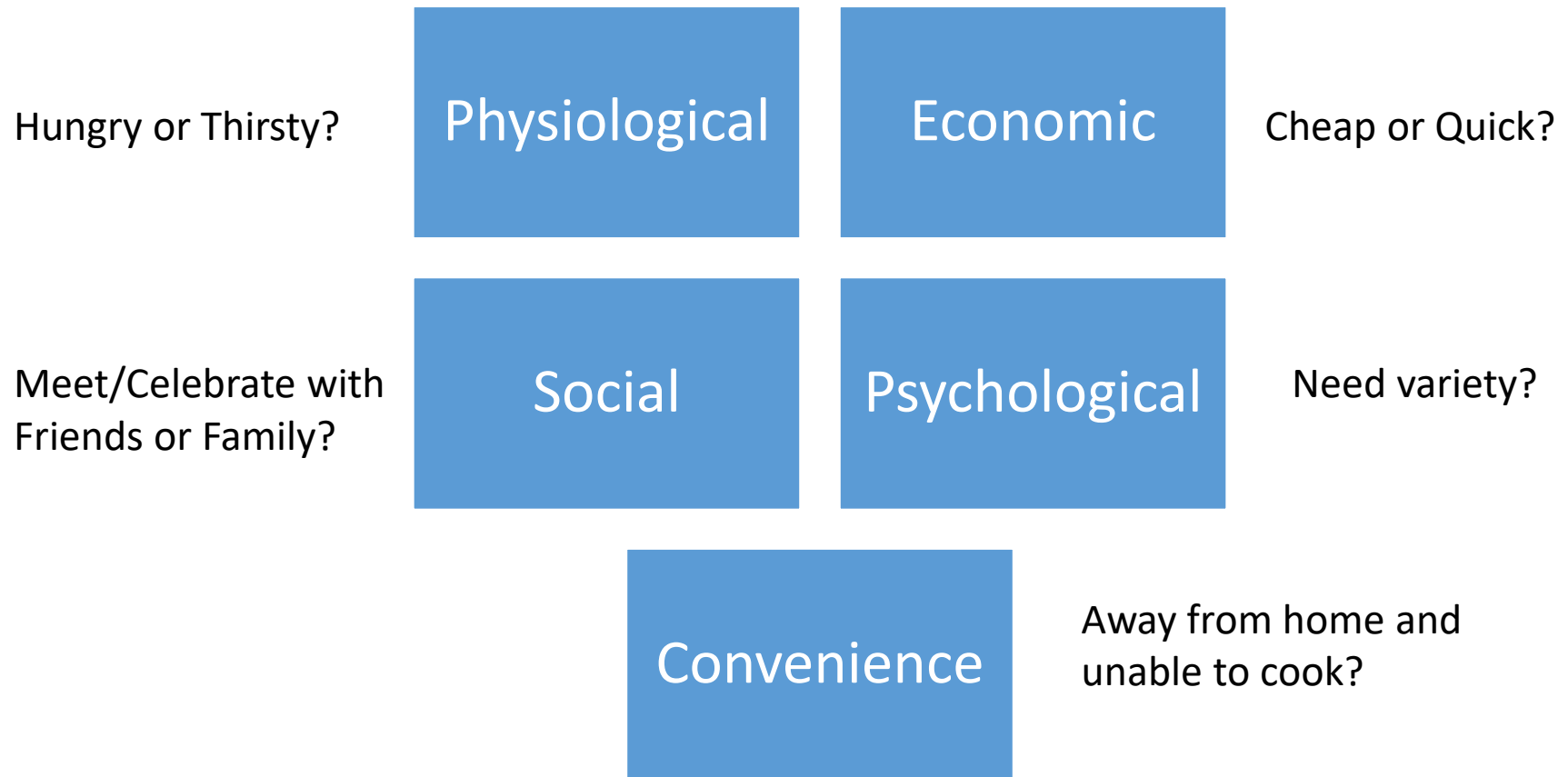
Cheap or Quick?

Meet/Celebrate
with Friends or
Family?

Need variety?

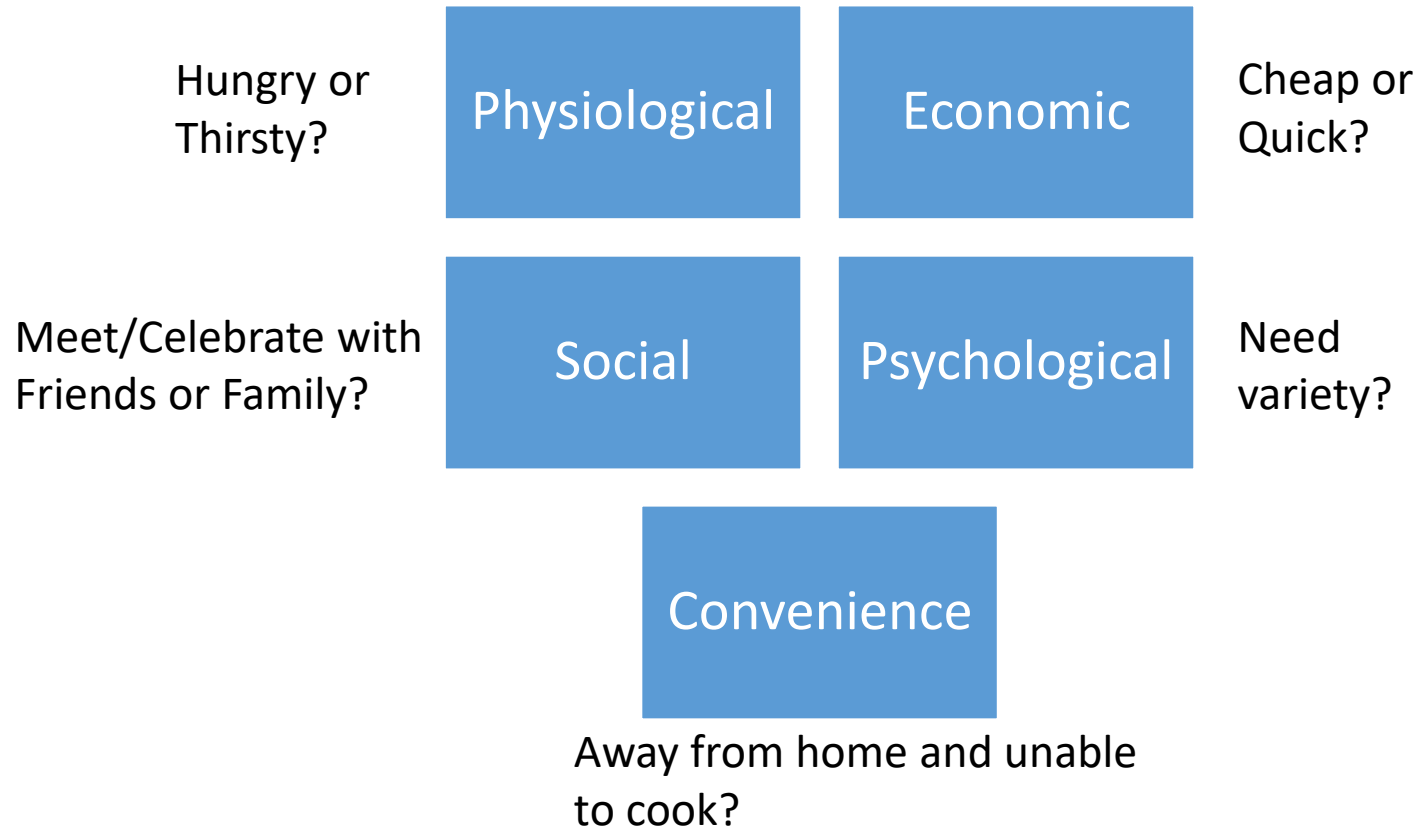
Away from home and
unable to cook?

Customer Needs



(Cousins and Weekes, 2020)

Customer Needs



Now that we know what needs customers need us to fulfil, how can we make sure they know our restaurant can fulfil their needs?

(Cousins and Weekes, 2020)



Restaurant Service

Restaurant service refers to the act of providing customers with food, drinks, and a pleasant dining experience.

It encompasses all aspects of the interaction between the customer and the restaurant, from the greeting at the door to the final payment of the bill.

Good restaurant service is crucial for customer satisfaction, repeat business, and positive word-of-mouth.

Service Method vs Style

"**Service style**" and "**service methods**" are both terms used in the context of hospitality and food service industries.

Service style refers to the way food is presented and served to guests. There are several common service styles, including buffet, family-style, plated, and French service. Each style has its own unique characteristics and involves different levels of guest interaction and involvement.

Service methods on the other hand, refer to the techniques and practices used by service staff to provide high-quality service to guests. Service methods include things like greeting guests, taking orders, serving food and drinks, clearing tables, and handling payments. Effective service methods are essential for creating a positive guest experience and building customer loyalty.

Service methods

Table 1.6 Simple categorisation of the customer processes in food and beverage service

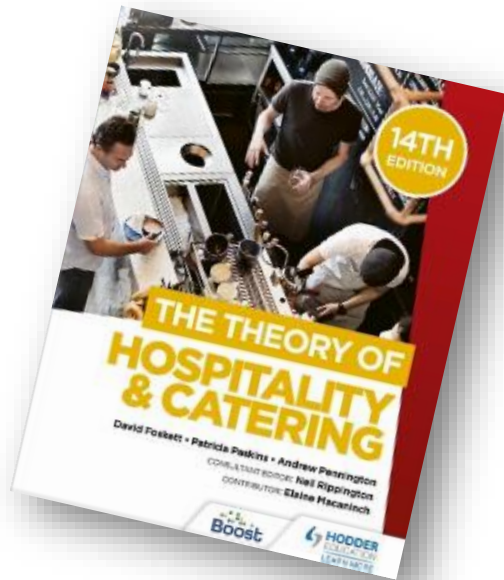
Service method	Service area	Ordering/ selection	Service	Dining/ consumption	Clearing
Table service	Customer enters and is seated	From menu	By staff to customer	At laid cover	By staff
Assisted service	Customer enters and is usually seated	From menu, buffet or passed trays	Combination of staff and customer	Usually at laid cover	By staff
Self-service	Customer enters	Customer selects items onto a tray	Customer carries	Dining area or takeaway	Various
Single point service	Customer enters	Orders at single point	Customer carries	Dining area or takeaway	Various
Specialised or in situ service	Where the customer is located	From menu or predetermined	Brought to the customer	Served where the customer is located	By staff or customer

(Cousins and Weekes, 2020)

Service Styles

Service style refers to the way food is presented and served to guests.

Go to Moodle – Week 2 - Theory of Catering Chapter 8 – Read to page 226.





MICHELIN

2022

Where did Michelin Stars and Michelin Guide come from?



- Brothers Andre and Edouard Michelin founded their tyre company in 1889 with a grand vision for France's automobile industry
- To boost car and tyre sales, they produced a small red guide with information for travellers
- For two decades, the guide was free until Andre Michelin saw it being used to prop up a workbench and decided to sell it for seven francs
- The 1920s saw the first guide with a list of Paris hotels and restaurants, and the abandonment of paid-for advertisements in the guide
- Mystery diners or restaurant inspectors were recruited to visit and review restaurants anonymously
- In 1926, the guide began to award stars to fine dining establishments, and in 1936, the criteria for the starred rankings were published
- The MICHELIN Guides became best-sellers in the 20th century and now rate over 40,000 establishments in over 24 territories across three continents
- The Michelin company's vocation is to make driving, tourism, and the search for unforgettable experiences available to all.



MICHELIN STAR

Coveted by many chefs but bestowed upon only to an excellent few.
Getting a star (or three) could change the fate of a restaurant.



High quality
cooking,
worth a stop



Excellent cooking,
worth a detour



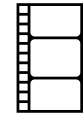
Exceptional
cuisine, worth a
special journey

Case Study

Four Seasons Hotel George V in Paris, which received three Michelin stars in 2019 for its restaurant, Le Cinq. The hotel has been working towards a Michelin star rating for several years, and it has invested heavily in its culinary program to achieve this goal.



[Three Michelin Stars Awarded](#)



[Paris 3 Stars Michelin Le Cinq \\$658pp](#)

[World Best 3 Stars Michelin Le Louis XV
2022 - Alain Ducasse Monaco Fine
Dining \\$454 \(€414\)](#)



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Group Discussion

- 
- Why do you think the Michelin star rating system is so highly regarded in the culinary world?
 - Do you think Michelin stars are the only way to determine the quality of a restaurant? Why or why not?
 - How do you think Michelin stars impact the restaurant industry, both positively and negatively?
 - Are there any other rating systems you are aware of that are used to rate restaurants? How do they compare to the Michelin star rating system?

AA

Rosettes for culinary excellence



AA Rosettes



- The Rosette scheme celebrates successful cooking at different levels across the UK
- Success or failure in achieving Rosettes is based on one or more visits by an AA inspector to a hotel or restaurant
- The visit includes the entire meal, including ancillary items, and external influences from hotels, restaurants, or other guides are not taken into account
- About 10% of restaurants nationwide are of a standard worthy of one Rosette and above
- The AA recommends not chasing awards, but rather focusing on serving your market first
- Simple guidelines are available for those aspiring to win a Rosette
- AA food tastings, enhanced food tastings, or AA Rosette Academies can provide insight and guidance, but they are separate from the awards process and do not influence assessments.



AA Rosette Award for Culinary Excellence

What do the rosettes mean?

1 Rosette: These restaurants achieve standards that stand out in their local area. They serve food prepared with care, understanding and skill, using good quality ingredients. The same expectations apply to hotel restaurants, where guests can eat in with confidence and a sense of anticipation. Around 50% of restaurants/hotels within our AA Restaurant Guide have one Rosette. 

2 Rosettes: Excellent restaurants that aim for and achieve higher standards and better consistency. A greater precision is apparent in the cooking, and there will be obvious attention to the selection of quality ingredients. Around 40% of restaurants/hotels within our AA Restaurant Guide have two Rosettes. 

3 Rosettes: Outstanding restaurants that achieve standards that demand recognition well beyond their local area. The cooking is underpinned by the selection and sympathetic treatment of the highest quality ingredients. Timing, seasoning and the judgment of flavour combinations will be consistently excellent. These virtues tend to be supported by other elements, such as intuitive service and a well-chosen wine list. Around 10% of the restaurants/hotels within the AA Restaurant Guide have three Rosettes and above. 

4 Rosettes: Among the top restaurants in the UK, where the cooking demands national recognition. These restaurants exhibit intense ambition, a passion for excellence, superb technical skills, and remarkable consistency. They will combine appreciation of culinary traditions with a passionate desire for further exploration and improvement. There are very few restaurants with four AA Rosettes. 

5 Rosettes: The pinnacle, where cooking compares with the best in the world. These restaurants have highly individual voices, exhibit breathtaking culinary skills, and set standards to which others aspire to, yet few achieve. 

REFERENCE LIST

Boussard, S (2021) *Food and Beverage Management in the Luxury Hotel Industry*. New York: Business Expert Press**

Davis, B., Lockwood, A., Alcott, P. & Pantelidis, S. (2018) *Food and Beverage Management: 6th edition*, Oxon. Routledge.

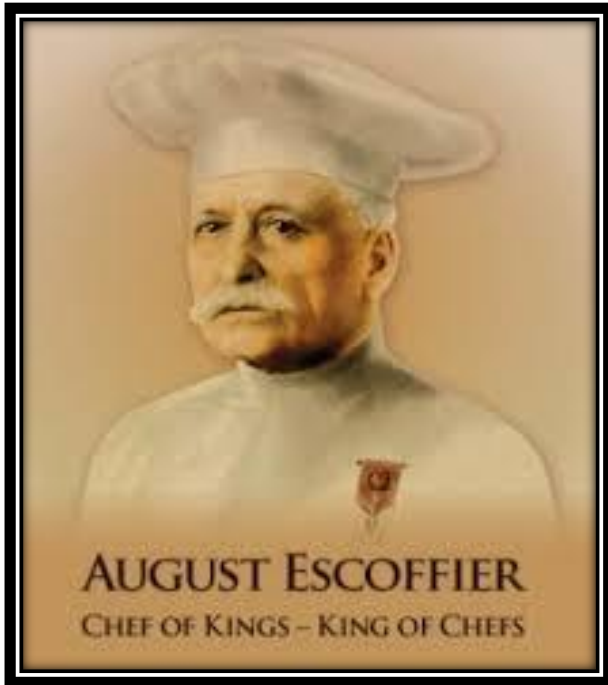
Gemeda, H. K., & Lee, J. (2020). Leadership styles, work engagement and outcomes among information and communications technology professionals: A cross-national study. *Heliyon*, 6(4)

Restaurant Design:

- The Kitchen Brigade
- Sections
- Restaurant Design
- Lean Production



Escoffier's Kitchen Brigade



Auguste Escoffier

1846 - 1935

French Chef

Chef of Kings, King of Chefs

Developed the 5 French Mother Sauces
and "Brigade de Cuisine" System

The 5 Roles of the Kitchen Brigade

Chef Executif

**Chef de
Cuisine**

Sous Chef de Cuisine

Chef de Partie

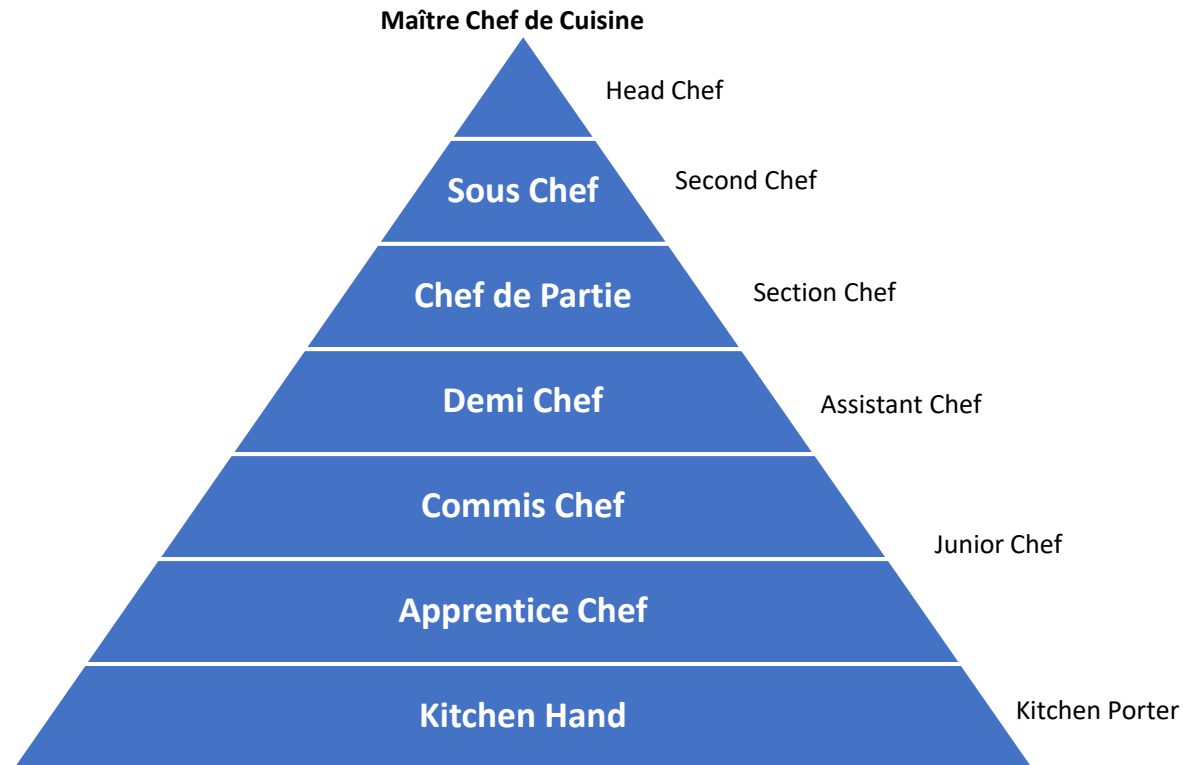
Commis Chef

(Gillespie, 2001)

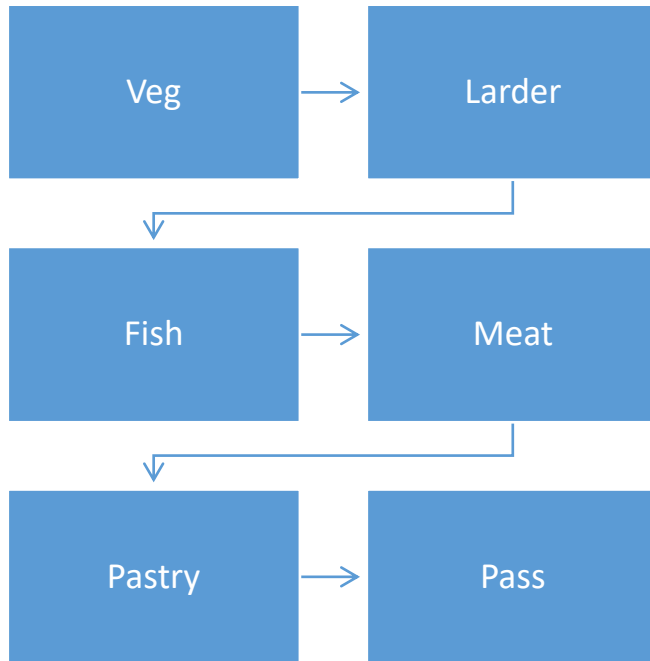
Escoffier's Brigade System



Today's Kitchen Brigade



Kitchen Layout - Sections

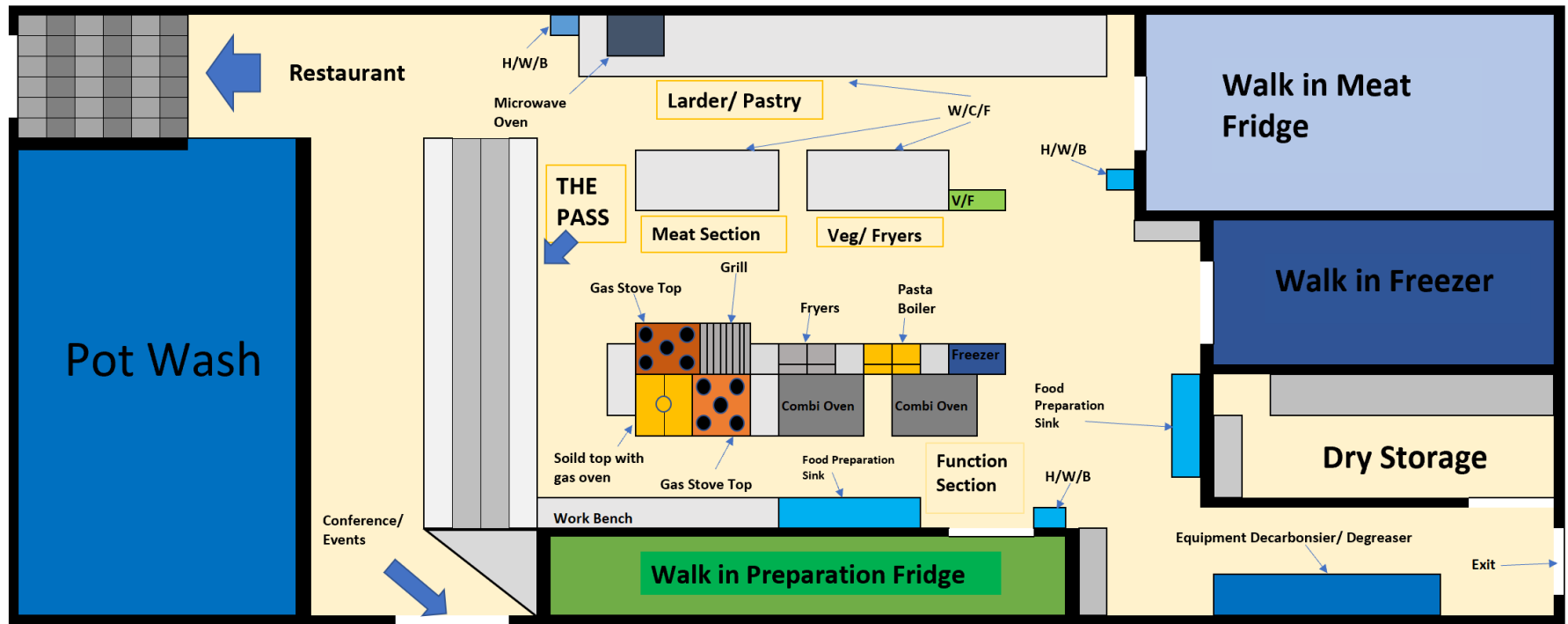


Top Tip: If trying to set up your own physical kitchen the space available will dictate what is possible. If space is a real premium try and keep the larder and pastry sections separate from the main kitchen as the dishes produced here really benefit from a cooler environment.

(Chef Word, 2022)

Behind The Brigade at The Ritz, London

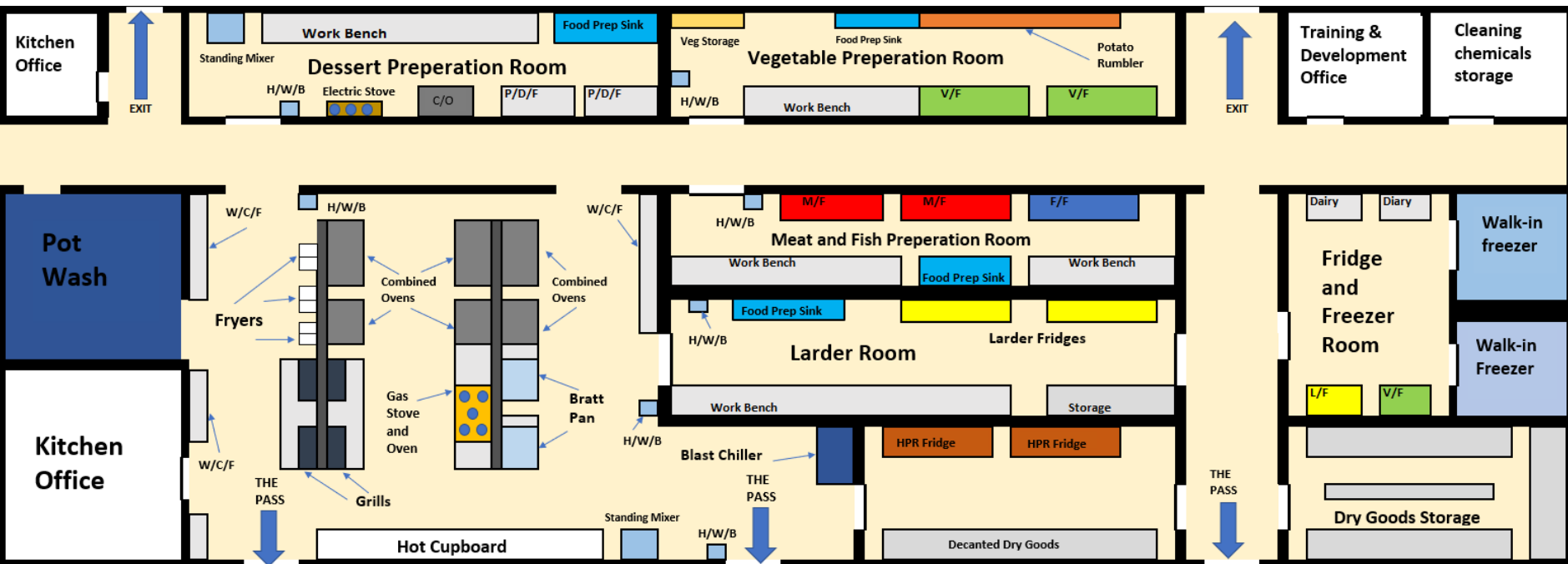




High Protected Risk (HPR)
M/F - Meat fridge
F/F - Fish fridge
P/D/F - Pastry/ Dessert Fridge
D/F - Dairy fridge
L/F - Lader fridge
V/F - Vegetable fridge

W/C/F - Work top with Commercial Fridge
H/W/B - Hand Wash Basin
C/O - Combined Oven (Steam and Fan oven capabilities)

St Pierre Marriott Kitchen



High Protected Risk (HPR)
M/F - Meat fridge
F/F - Fish fridge
P/D/F - Pastry/ Dessert Fridge
D/F - Dairy fridge
L/F - Larder fridge

W/C/F - Work top with Commercial Fridge
H/W/B - Hand Wash Basin
C/O - Combined Oven (Steam and Fan oven capabilities)

Super Kitchen

The Founder – Lean Production



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Menu Design:

- Types of menus
- Menu engineering
- Menu Guidelines
- Legal factors
- Reference List





What is a menu

- A list of available food & drinks
- Helps shape your restaurant's identity
- Physical/digital

Menu types

- À la carte
- Du Jour
- Cycle
- Static
- Fixed



A la Carte

Translates as “according to the menu”

According to The Oxford Companion to Food,

"À la carte means that each dish is priced separately, and the customer chooses from the available dishes to make up a meal"

(Davidson, 2014).



MENU

STARTERS

Gloucester Old Spot Ham Hock & Autumn Vegetable Terrine Piccalilli Sultana Toast (DF)	£9.50	Oak Smoked Scottish Salmon & Newlewyn Crab Risotto, Water Chestnuts, Chive Crème Fraiche (GF)	£8.50
Brioche, Pancetta & Wiltshire Black Pudding Pudding	£8.00	Heritage Cauliflower Cheese Soup, Parmesan Croutons (V)	£7.00
Roast Tomato & Basil Soup (Vegan)	£7.00		

CLASSICS

Traditional Beer Battered Haddock Fillet Triple Cooked Chips, Garden Peas & Crunchy Tartar Sauce (DF) (GF Available)	£17.50
Homemade 8oz Beef Burger, Tomato Red Onion, Gherkin, Smoked Cheddar Sesame Bap, Onion Rings & Triple Cooked Chips (GF Available)	£16.50
Homemade Lentil & Beetroot Burger Tomato, Red Onion, Gherkin, Sheese Sesame Bap, Onion Rings & Triple Cooked Chips (Vegan) (GF Available)	£16.50
Poached Gnocchi, Roast Root Vegetables Pesto, Rocket & Parmesan Salad (V) (N)	£16.50

MAINS

Pan Fried Brixham Sea Bass Fillet, Salmon Ravioli, French Bean & Shallot Salad Spinach & Teriyaki Butter Sauces	£24.00
Honey Roast Barbury Duck Breast, Flaked Duck Leg Croquette, Celeriac Fondant Sweet Potato Purée, Black Cherry Sauce (DF)	£24.50
28 Day Aged, Seared Marlborough 10oz Sirloin Steak, Garlic Mushroom, Grilled Tomato, Onion Rings & Triple Cooked Chips (GF Available)	£28.00
Shallot Tarte Tatin, Grain Mustard Dressing, Pea Shoot & Rocket Salad (V)	£16.50

DESSERTS

Blackberry Cheesecake, Bramley Apple Coulis (V)	£7.50	Sticky Toffee Pudding, Caramel Sauce Bourbon Vanilla Ice Cream (V)	£7.50
Pear & Calvados Crème Brûlée Red Cherry Cookies (V) (GF Available)	£7.50	Selection of Artisan British Cheese, Celery Crackers, Grapes & Shallot Chutney (V)	£11.00
Selection of House Sorbets (Vegan) (GF)	£6.50	Selection of Ice Cream & Sorbet (V) (GF Available)	£6.50

Coffee, Tea & Mints £4.50

AFFOGATO £5.50

Espresso & Bourbon Vanilla Bean Ice Cream / Bailey's & Ice Cream

DESSERT WINE & PORT

Château Lavignac Sauternes, France (75ml)	£5.75	Ferreira Late Bottled Vintage (50ml)	£5.00
Morandé Late Harvest, Sauvignon Blanc, Chile (75ml)	£5.00	Ferreira Ruby (50ml)	£4.00

Please ask a member of staff for information on allergens

(V) - Vegetarian (GF) - Gluten Free (DF) - Dairy Free (N) - Contains Nuts Vegan

Du Jour

- Translates as “of the day”
- Highlight daily specials or focus on fresh/seasonal produce
- Changes frequently



Week 1	Monday	Tuesday	Wednesday	Thursday	Friday
Main Meal	Chicken Goujons Herby Diced Potatoes Or Cheese and Tomato Pasta Bake with Baked Beans and Peas	Gammon Ham Mashed Potatoes Or Cheese wheel Mashed Potatoes with Spaghetti Hoops Sweetcorn or Salad	Chicken Breast Whole Potatoes Or Quorn Sausage Whole Potatoes with Carrots or Broccoli & Gravy	Minced Beef Pie Mash Potatoes Or Quorn Dippers Potatoes with Mixed Vegetables and Peas & Gravy	Gluten Free Fish Fingers Chipped Potatoes Or Chicago Town Pizza Chipped Potatoes with Sweetcorn or Side Salad
	Filled roll, Sandwiches and Jacket potatoes with choice of Ham, Cheese or Tuna				
Dessert	Frozen Yoghurt	Chocolate & Pear Brownie	Toffee Apple Sponge	Decorated Jelly	Artic Roll
	or Fruit of the day				
Juice break and water served with every meal. Unlimited 50/50 bread.					
Week 2	Monday	Tuesday	Wednesday	Thursday	Friday
Main Meal	Gluten Free Bubble Coated Fish Fingers Potato Puffs Or Veggie Sausage Potato Puffs with Baked Beans Or Broccoli	Chicken & Tomato Pasta Bake Side salad Or Quorn Dippers Mashed Potatoes with Peas or Sweetcorn	Gluten Free Pork Sausages Potatoes Or Quorn Sausage Potatoes with Carrots and Green Beans & Gravy	Chicken Meatballs in Tomato Sauce & Pasta Or 4 Cheese Pizza Potato Wedges With Sweetcorn or Baked Beans	Gluten Free Beefburger in a Open Roll Chipped Potatoes Or Vegan Sausage Roll Chipped Potatoes with Coleslaw and Side Salad
	Filled roll, Sandwiches and Jacket potatoes with choice of Ham, Cheese or Tuna				
Dessert	Decorated Angel Delight	Waffle and Ice Cream	Jelly	Jam Sponge and Custard	Cookie or Fresh Fruit
	or Fruit of the day				
Juice break and water served with every meal. Unlimited 50/50 bread.					

Cycle Menu

- Repeated options over a period of time
- Cost effective
- Specials



MENU



=*Today's Fish*=

Check the black board

FRESH FISH FROM ICELAND

2,300 ISK

PLEASE ORDER
AT THE BAR

BURGERS

CLASSIC BURGER (120 GR) 1.650 ISK
SALAD, TOMATOES, ONIONS, CUCUMBER, GOUDA-CHEESE AND
HETE MAYO

BACKPACKERS BURGER (120 GR) 1.950 ISK
SALAD, TOMATOES, AVOCADO MIX, CAMEMBERT AND
BACON/BAKERS SAUCE

BERNAISE BURGER (120 GR) 1.750 ISK
SALAD, MUSHROOMS, GOUDA-CHEESE, ANCHURAS AND SAUCE

BBQ BURGER (120 GR) 1.650 ISK
SALAD, ONIONS, SAUSAGE-CHILLI AND BACKPACKERS BBQ SAUCE

CHICKEN BURGER 2.050 ISK
SHRIMP, TOMATOES, MARINATED CHICKEN BREAST, BACON,
GOUDA-CHEESE, SWEET CHILLI MAYO

BISTRO BURGER (100 GR) 1.750 ISK
CATANIEL, ZED ONION, CAMEMBERT, SALAD, TOMATOES AND
BACON/BAKERS SAUCE

Note All burgers served with potato wedges.
All burgers can have veggie replace

SANDWICHES

SGD BEEF SANDWICH 1.950 ISK
MARINATED BEEF, CATANIEL, ZED ONION, CAMEMBERT, PARMAN
CHEESE

BBQ PORK SANDWICH 1.950 ISK
BUTTER, PORK, SALAD, ONIONS, TOMATOES AND BACKPACKERS
BBQ SAUCE

CHICKEN SANDWICH 1.950 ISK
MARINATED CHICKEN BREAST, MUSHROOMS, CAMEMBERT AND
PARMAN CHEESE

BACKPACKERS CLUB 1.750 ISK
BACON, BACON, CUCUMBER, SALAD, AVOCADO MIX AND BAKERS SAUCE

Note All sandwiches served with potato wedges.
All sandwiches can have veggie replace

VEGETARIANS

NAAN VEGGIE PIZZA 1.750 ISK
SPINACH, GRILLED PEPPER, MUSHROOMS, TOMATOES, CURRY
TOMATO SAUCE AND CHEESE

VEGGIE BURGER 1.750 ISK
HOMEMADE VEGGIE BURGER ON BROWN BREAD, SPINACH,
BELL PEPPER AND LIME & HONEY SAUCE, SERVED WITH
POTATO WEDGES

THAI VEGAN BURGER 1.750 ISK
HOMEMADE VEGGIE BURGER WITH AVOCADO MIX AND TOMATO
CURRY SAUCE, SERVED WITH RICE AND WEDGES

BREADS

NAAN CHICKEN PIZZA 1.700 ISK
ROASTED CHICKEN, ONIONS, POTATOES, CURRY TOMATO SAUCE
AND CHEESE

SMOKED SALMON 1.850 ISK
DYE BREAD WITH SALAD, SMOKED SALMON, AVOCADO MIX
AND CHILLI SAUCE

NAAN PARMA PIZZA 1.700 ISK
PARKINER, HOMEMADE SAUCE, BAKED MUSHROOMS
AND MOZZARELLA

BACON AND GOUDA 1.650 ISK
FRIED EGG, BACON, CHEESE AND BREAD ON BREAD, SERVED
WITH RICE AND WEDGES

SALADS

CESAR SALAD 1.950 ISK
ROASTED CHICKEN BREAST, CROUTONS, CHERRY TOMATOES,
BACKPACKERS DRESSING, CHEESE AND PARMESAN

GREEK SALAD 1.750 ISK
ROASTED CHICKEN BREAST, MINT, KIDNEY BEANS AND
HOMEMADE GREEK DRESSING

SALAD 1.350 ISK
CUCUMBERS, CHILIS AND BACKPACKERS CESAR DRESSING

POTATOES

POTATO WEDGES 900 ISK
WITH HETE MAYO

BACON & CHEESE POTATO WEDGES 1.050 ISK
WITH HETE MAYO

BBQ & CHEESE POTATO WEDGES 1.050 ISK

POTATO WEDGES 1.050 ISK
WITH TOMATO SAUCE

Extra

400 GR BACON	400 GR	200 GR BACON	200 GR
CAMEMBERT	500 ISK	SAUCES	120 ISK
100 GR	500 ISK	WYNNIUM	120 ISK
CHEESE	500 ISK	CHICKEN REPLACE	320 ISK
100 GR	500 ISK	SALAD ON THE SIDE	300 ISK

KIDS

BURGER 1.200 ISK
CHICKEN BURGER WITH POTATO WEDGES

SANDWICH 990 ISK
WITH HAM, CANTALOUPE, PARMAN BREAD, SERVED WITH
POTATO WEDGES

CHICKEN BURGER 1.350 ISK
WITH ROASTED CHICKEN BREAST AND GOUDA-CHEESE SERVED
WITH POTATO WEDGES

NAAN PIZZA 1.150 ISK
WITH HAM, TOMATO SAUCE AND MOZZARELLA CHEESE

SALAD 1.350 ISK
WITH CUCUMBERS, CHILIS AND BACKPACKERS CESAR
DRESSING

Static Menu

- Most widely used
- Consistent & dependable menu options
- Design allows for faster service

Activity: What type of menus are the following examples of?

Menu du Jour
à 14,50 €

Salade Cathare
ou
Jambon de Pays

Cassoulet Maison
au Confit de Canard
ou
Pièce de Boeuf grillée
ou
Steack de Thon

Fromage
ou
Dessert du Jour
ou
Crème glacée
à la micheline

MENU du JOUR

* ENTRÉE + PLAT OU PLAT + DESSERT 9 € 90
* ENTRÉE + PLAT + DESSERT 11 € 90

* Salade Mixte (Salade tomates,
Jambon, Fromage)

* Gratinee à l'oignon

* Faux Filet, Frites

* Andouillette au Cidre
Pommes Sautées Persillées

* Crème Brulée

* Crêpe chocolat chaud

APPETIZERS

Friday's Pick Three-For-All

This platter of favors is big enough-to-share and customized to order!

Pick from: Traditional or Boneless wings with your choice of sauce: Jack™ Championship BBQ, Garlic Parmesan, Classic Buffalo or Inferno

Pick 2 from the following: Crispy Green Bean Fries, Fried Mozzarella, Beer Battered Onion Rings, Loaded Potato Skins.

Buffalo Wings

Go for Boneless or Traditional wings tossed in your choice of flavors ranging from MILD to SPICY. Served with celery and Blue Cheese or Ranch for dipping. Flavors: Jack™ Championship BBQ, Garlic Parmesan, Classic Buffalo or Inferno

Fried Mozzarella

Hot and gooey inside. Crisp and golden outside. Served with marinara sauce.

Southwest Chicken Quesadilla

Spicy chicken stuffed in a crispy tortilla with melted Monterey Jack and Cheddar cheeses. Served with roasted salsa, pico de gallo, crisp lettuce, sour cream and hand-chopped cilantro.

Steak Fries **NEW**

Thick, crisp, skin-on potato wedges served with Ranch and Bacon-Baked Cheese dressing for dipping.

Crispy Green Bean Fries

These crunchy green beans are breaded and deep-fried to a golden brown crust. Served with our Cucumber-Banana Ranch dip—cool, creamy and just a touch spicy.

Pot Stickers

Chinese pork dumplings steamed, then pan seared and served with Sesameen dipping sauce.

Loaded Potato Skins

Loaded with Cheddar cheese and crisp bacon. Served with sour cream and green onions.

Sesame Jack® Chicken Strips

Golden brown chicken breast strips coated with crispy Japanese panko breadcrumbs with the extra crunch of toasted sesame seeds and tossed in our famous Jack Daniel's® glaze.

*CONSUMING RAW OR UNDERCOOKED MEATS, POULTRY, SEAFOOD, SHELLFISH OR EGGS MAY INCREASE YOUR RISK OF FOODBORNE ILLNESS, ESPECIALLY IF YOU HAVE CERTAIN MEDICAL CONDITIONS. THIS ITEM IS COOKED TO ORDER.

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JACK DANIEL'S® GRILL

Jack Daniel's® Ribs & Shrimp



Jack Daniel's® Ribs & Shrimp

Full rack of fall-off-the-bone tender baby back pork ribs. Slow-cooked in-house daily with a generous basting of our Jack Daniel's® sauce, paired with our crispy Cajun-glazed shrimp, seasoned fries and coleslaw.

Jack Daniel's® Ribs

Slow-cooked and fire-grilled in-house until fall-off-the-bone tender, seasoned with bold spices and basted with Jack Daniel's® glaze. Classically paired up with crispy seasoned fries and coleslaw.

Jack Daniel's® Chicken & Shrimp

Juicy chicken breast basted with our Jack Daniel's® glaze and paired with our crispy Cajun-glazed shrimp with your choice of two sides.

Jack Daniel's® Flat Iron®

Agile and hand-cut especially for T.G.I. Friday's®, 8 oz. Black Angus steak, expertly seasoned and glazed with our signature Jack Daniel's® sauce. Served with your choice of two sides.

Jack Daniel's® Sirloin & Shrimp **NEW**

A generous 10-oz. Black Angus strip-style sirloin and crispy Cajun-glazed shrimp. Served with your choice of two sides.

Jack Daniel's® Chicken

Two juicy, succulent chicken breasts basted with our signature Jack Daniel's® glaze. Served with your choice of two sides.

SIGNATURE SIDES

**NEW VEGETABLE MEDLEY • MASHED POTATOES
FRIES • LOADED MASHED POTATOES
SWEET POTATO FRIES • COLESLAW • ONION RINGS
BROCCOLI • NEW STEAK FRIES**

BLACK ANGUS STEAKS

T.G.I. FRIDAY'S® BLACK ANGUS STEAKS ARE 100% USDA CHOICE BEEF WITH JUST THE RIGHT BALANCE OF LEAN BEEF AND SUCCULENT MARBLING. CUT TO OUR SPECIFICATIONS AND AILED FOR MAXIMUM FLAVOR, THESE TENDER CUTS ARE PERFECTLY SEASONED AND FIRE-GRILLED TO ORDER. JUST THE WAY YOU LIKE IT.

10 oz. Sirloin & Grilled **NEW** Shrimp Scampi*

Black Angus strip-style sirloin topped with maison butter and paired with sautéed jumbo butterflied shrimp that's served char broiled and shelled in a flavorful scampi sauce. Served with your choice of two sides.

Petite Sirloin & **NEW** Half-Rack of Ribs*

6 oz. Black Angus flat-style cut sirloin steak topped with maison butter and matched with a half-rack of baby back ribs, slow-cooked in-house until they are "fall-off-the-bone" tender and generously basted with our smoky Jack™ Championship BBQ sauce. Paired with your choice of two sides.

Flat Iron® **NEW**

8 oz. of very tender beef, this Black Angus steak is flavorful and juicy. Topped with maison butter and paired with your choice of two sides.

10 oz. Sirloin® **NEW**

Sirloin is justifiably America's favorite steak. A lean Black Angus strip-style sirloin topped with maison butter and paired with your choice of two sides.

Petite Sirloin & Salmon® **NEW**

6 oz. Black Angus flat-style cut sirloin steak topped with maison butter and coupled with a 7 oz. fillet of fire-grilled, perfectly seasoned Norwegian salmon. Paired with your choice of two sides.

New York Strip® **NEW**

Well-seasoned and perfectly tender, we fire-grill our 10 oz. Black Angus New York Strip to your order and top it with maison butter. Served with choice of two sides.

SIGNATURE SIDES

**NEW VEGETABLE MEDLEY • MASHED POTATOES
FRIES • LOADED MASHED POTATOES
SWEET POTATO FRIES • COLESLAW • ONION RINGS
BROCCOLI • NEW STEAK FRIES**

COOKING TEMPERATURES

**RARE • COOL RED CENTER • MEDIUM RARE • MEDIUM RARE CENTER
• MEDIUM • HOT PINK CENTER
MEDIUM WELL • SLIGHTLY PINK CENTER • WELL DONE • NO PINK**



SEAFOOD

Friday's® Shrimp

A dozen golden brown, crispy shrimp. Served with fries and cocktail sauce.

Shrimp Key West **NEW**

Two skewers of plump shrimp are dusted with Cajun spices, then fire-grilled and seasoned with our new gingerlime splash. We serve the shrimp with steaming broccoli for a main course that's big on flavor!

Fish & Chips

Golden fillets of breaded cod served with tartar sauce and fries.

Grilled Shrimp Scampi **NEW**

& Salmon

Breasted jumbo butterflied shrimp char broiled shell-on and topped with flavorful scampi sauce along with a perfectly seasoned 7 oz. fire-grilled Norwegian salmon fillet. Served with choice of two sides.

Dragonfire Salmon **NEW**

Norwegian salmon fillet fire-grilled to perfection and glazed with spicy Chinese Kung Pao sauce. Served over slow-cooked coconut jasmine rice with pineapple pico de gallo, Mandarin oranges and fresh steamed broccoli.

RiBS

Baby Back Ribs

A full rack of "fall-off-the-bone" juicy baby back pork ribs. Slow-cooked and fire-grilled in-house with a generous basting of Jack™ Championship BBQ sauce. Paired up with crispy seasoned fries and coleslaw.

Half-Rack Baby Back Ribs **NEW** & Shrimp

Half a rack of fire-grilled baby back pork ribs glazed with our Jack™ Championship BBQ sauce and topped with onion rings. Served with fries and a side of crispy Cajun-glazed shrimp.



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Where Higher Education Began in Wales

NEW
Sub Day

**7 days.
7 original 6" Subs.**

**Monday
Cheese
& Onion**

**Tuesday
Mango
Chicken
Tikka**

**Wednesday
Meat Feast**

**Thursday
Nacho
Chicken
Salsa**

**Friday
Fiery Tuna**

**Saturday
Pepperoni
Pizza**

**Sunday
All Day
Breakfast
Mega Melt**



A 6" Sub of the Day is available for £2.99 on the day specified only, while stocks last, until 30/09/2022. Not valid for double stack, double cheese or any other extras. Sub to be eaten in conjunction with any other offer or discount. Participation may vary. See www.subway.co.uk for details. All other prices shown are subject to change without notice. Subway is a registered trademark of Doctor's Associates, Inc. ©2022 Subway, Inc.

SUBWAY
Keep Discovering



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Where Higher Education Began in Wales**



MENU

ALL OF OUR DISHES ARE FRESHLY PREPARED, PLEASE ASK YOUR SERVER IF YOU WANT TO TAILOR ANY DISH TO YOUR LIKING.

OUR FAMOUS 'EPIC 3 BONE CHICKEN WINGS'

Choose from Plain / Sticky BBQ / Buffalo / Spicy Rub / Maple & Mustard.
All served with a blue cheese dip and celery sticks. (GF)

5 WINGS • 8.95 • 10 WINGS • 15.95 •

AS NAMED BY STEVE MARTINI



APPETISERS

NACHOS (V) SML 3.95 / LRG 6.45
Crispy nachos topped with salsa, cheese sauce, jalapeños, guacamole & sour cream.

PORK NACHOS SML 5.45 / LRG 7.95
Pulled pork smothered over crispy nachos, topped with cheese sauce, jalapeños, guacamole & sour cream.

CHILLI NACHOS SML 5.45 / LRG 7.95
Crispy nachos topped with beef chilli, cheese sauce, jalapeños, guacamole & sour cream.

JALAPENO POPPERS (V) 7.45
Deep-fried cheese stuffed jalapeños served with a sweet chilli dip.

BUFFALO CHICKEN TENDERS 8.95
Crispy Chicken Tenders coated in buffalo sauce, served with a blue cheese dip.

MAC N CHEESE BITES (V) 6.95
Deep fried mac n cheese bites served with a sweet chilli dip

SPICY VEGAN WINGS (V) (VG) 7.95
Crispy vegan wings coated in buffalo sauce

SHARERS

VEGETARIAN PLATTER (V) 13.95
Spicy wings, potato skins filled with BBQ pulled soya, Texas toast, onion rings & nachos. Accompanied with dips.

CLASSIC PLATTER 14.95
A bowl of nachos, onion rings, Texas toast, chicken wings & popcorn chicken. Accompanied with dips.

CHICKEN PLATTER 15.95
Wings, tenders, popcorn chicken and cheese & bacon potato skins, served with dips.

THE BURGERS

ALL BURGERS COME WITH SKIN ON FRIES & SLAW

ADD A BURGER PATTY FOR ONLY £3.95 EXTRA!

THE CLASSIC BURGER 12.95
Our own recipe beef burgers, griddled and served in a sweet brioche roll with haus burger sauce, fresh tomato & crisp lettuce.

BABY BERTHA 16.45
Beef burger, American cheese, smoked streaky bacon, jalapeños, sweet fried onions & burger sauce.

DIRTY SANCHEZ 16.45
Beef burger, American cheese, onions, Roquito peppers, guacamole, sour cream & spicy mojo ketchup.

THE ULTIMATE CHEESE BURGER 17.45
Beef burger, mac & cheese bites, American cheese, cheese sauce, bacon & onion sprinkles.

LOUISIANA CHICKEN BURGER 17.95
Kansas chicken breast, bacon, cheese & BBQ sauce.

SOUTHERN COMFORT 19.95
Beef burger, American cheese, Kansas chicken breast, bacon, fried onions & garlic mayonnaise.

THE HOG FATHER 18.45
Beef burger, American cheese, pulled pork, smoked streaky bacon & warm BBQ sauce.

DONUT BURGER 16.45
Beef burger, American cheese, smoked streaky bacon, sweet sauce in two sweet glazed donuts.

GARBAGE BURGER 22.95
2x Beef burgers, pulled pork, brisket, cheese, chilli, onions, Roquito peppers, chipotle mayo.

EL DIABLO 16.45
Beef burger, Mexican cheese, Roquito peppers & homemade beef chilli

BLUE HARVEST 16.45
Beef burger, crumbled blue cheese, mushrooms & sweet fried onions

THE MUTHA CLUCKA 17.95
Kansas chicken breast, Mexican cheese, buffalo sauce & jalapeños

THE GREEN MACHINE (V) (VG) 14.95
A lightly spiced burger of broad beans, peas and spinach, topped with BBQ pulled soya, lettuce & tomato. Served with dry slaw.

UPGRADES

American Cheese +1.00 • Mexican Cheese +1.00 • Jalapenos +1.00 • Roquito Peppers +1.00
Sweet Fried Onions +1.00 • Smoked Bacon +1.00 • Homemade Chilli +2.50

FROM THE PIT

ALL MEALS COME WITH SKIN ON FRIES & SLAW

SMOKED BEEF BRISKET PLATE (GF) 13.95
PULLED PORK PLATE (GF) 13.95
DUO PLATE (GF) 17.95
Pulled pork & smoked brisket.
THE THREESOME (GF) 19.95
Pulled pork, smoked brisket and 2 chicken wings.
HALF RACK OF BABY BACK RIBS (GF) 15.95
FULL RACK OF BABY BACK RIBS (GF) 21.95

CHEESESTEAK SUBS

PHILLY 15.95
Philly steak, onions, peppers, American cheese. Served with skin on fries & slaw.
MEXICAN PHILLY 16.95
Spiced Philly steak, onions, peppers, Roquito peppers & Mexican cheese. Served with skin on fries & slaw.
BREAKING BAD 16.95
Philly steak, onions, mushrooms & blue cheese. Served with skin on fries & slaw.

★ ★ FRIES UPGRADES ★ ★

Haus spiced fries +0.50 • Sweet potato fries +1.00
Cheesy fries +1.00 • Chilli fries +1.00 • Cheesy chilli fries +1.50

SIDES

SKIN ON FRIES (V) (VG) (GF) 3.45
SWEET POTATO FRIES (V) (VG) (GF) 4.45
CHEESE & BACON POTATO SKINS (GF) 5.45
ONION RINGS (V) 4.95
SLAW (V) (GF) 3.95
SIDE SALAD (V) (VG) (GF) 3.95
TEXAS TOAST (V) With cheese +1.00 4.45

SWEETS & SUNDAES

APPLE PIE 6.45
Served with whipped cream and toffee sauce.
WARM BROWNIE (VG) 6.95
Served with vanilla ice cream and chocolate sauce.
THE BISCOFFI 7.45
Vanilla ice cream, biscoff crumble, biscoff sauce & whipped cream.
TUTTI FRUTTI 7.45
Strawberry ice cream, bubble gum ice cream, jelly beans, strawberry sauce & whipped cream.
MISSISSIPPI MUD PIE 6.45
Served with whipped cream and chocolate sauce.
ICE CREAM FLAVOURS
Vanilla (VG) / Chocolate (VG) / Banana / Bubblegum / Strawberry
TOFFEE APPLE 7.45
Slice of apple pie, vanilla ice cream, toffee sauce & whipped cream.
CHOCOLICIOUS (VG) 7.45
Chocolate brownie, vanilla ice cream, chocolate sauce & dark cherries.

THE LEGENDARY MIXED GRILL

GREAT TO SHARE... BUT ALSO A HUGE CHALLENGE FOR ONE!

49.95

UPGRADE YOUR FRIES

Haus spiced+2.00 • Sweet potato+3.00 • Cheesy+3.00
Chilli+3.00 • Cheesy chilli+4.00

OR TRY OUR MINI MIXED GRILL

29.95

Our famous mixed grill, but with half of all portions.

CHICKEN

KANSAS CHICKEN 15.95
Chicken breast fried in our own herbs and spices, served with ranch dressing, fries & slaw.
PIMP MY KANSAS 17.95
Kansas chicken breast topped with Mexican cheese, Roquito peppers and chipotle mayo, served with skin on fries & slaw.
CHICKEN & WAFFLES 17.45
Kansas chicken on sweet waffles served with maple syrup.
CHICKEN CAESAR SALAD 13.95
Crispy chicken tenders, lettuce, croutons, parmesan and classic caesar dressing.

DOGS

CLASSIC HOT DOG 14.95
A hot dog served in a sub roll. Served with skin on fries & slaw.
THE QUORNY STYLE HOT DOG (V) (VG) 13.95
Quorn sausages topped with BBQ pulled soya and mojo ketchup. Served with skin on fries and dry slaw.
THE HOMEWRECKER 16.95
Hot dog, cheese sauce, jalapeños, BBQ sauce, lettuce & tomato.
CHILLI DOG 17.45
Hot dog, beef chilli, diced red onion & sweet mustard.
GO THE WHOLE HOG MOG 16.95
Hot dog, pulled pork, bacon, chipotle mayo & pork scratching bits.

LITTLE PLATES

3.99

• LITTLE HAUS BURGER & FRIES
• BBQ RIBS & FRIES
• COD GOUJONS & FRIES
• POPCORN CHICKEN & FRIES
• HOT DOG & FRIES
• VEGAN DOG (VG) & FRIES
• CHICKEN & BACON SALAD

(V) VEGETARIAN • (VG) VEGAN • (GF) GLUTEN FREE

Food allergies & intolerances: Before ordering please speak to our staff about your requirements.

All weights are approximate uncooked weights that may reduce during the cooking process.

SAVOY GRILL



STARTERS

Cornish crab salad, brown crab mayonnaise, toasted brioche £20
 Lobster bisque, charlotte potatoes, fresh herbs £17
 Steak tartare, confit egg yolk, pickles, game chips £21
 Baked Dorset snails, sweet garlic, red wine, brioche crumb £14
 Aquitaine caviar "St James" - Maison Prunier 30g or 50g £95/£165

Smoked Haddock glazed omelette Arnold Bennett £12
 Heritage beetroots, goat's cheese, bitter leaves,
 honey and truffle dressing £15
 Foie gras and chicken liver parfait, grape chutney, toasted brioche £17
 Severn and Wye smoked salmon, rye bread, crème fraîche £16



FISH

Dover sole 16oz, grilled or meunière £49
 Cornish Halibut, clam velouté, sea vegetables £40
 BBQ monkfish tail, tomato, chilli and coconut sauce,
 fried mustard seeds £36



SHELLFISH

Native rock oysters, six or twelve £20/£40
 Grilled lobster thermidor or garlic butter
 half or whole £35/ £70



GRILLS FROM THE WOOD CHARCOAL OVEN

All our beef has come from British herds; it is at least 24 months old and is dry-aged for a minimum of 28 days

32 day-aged rump steak 300g £32	English calf's liver £28	38 day-aged côte de boeuf per 100g £14
Shorthorn rib-eye steak 250g £46	English rose veal I-bone 300g £38	Shorthorn I-bone steak per 100g £16
Hereford beef sirloin steak 300g £42	Herdwick lamb cutlets £36	Chateaubriand (for two) 500g £98
Fillet steak 220g £51	Saddleback pork chop 300g £26	Marinated spatchcock chicken £23

Add to cuts: sautéed onions, fried Burford Brown egg or grilled smoked bacon – £2.95 each

Choice of one sauce: Bearnaise, peppercorn, marrowbone and shallot



ROASTS, BRAISES AND PIES

Steak, onion and ale pudding, shallot gravy £26
 Beef Wellington, red wine jus (for two) £94 (please allow 45 minutes)
 Roast guinea fowl and pickled red cabbage £28
 Roasted Herdwick lamb rump, braised belly, aubergine and mint yoghurt £32
 Confit chicken and ham hock pie, grain mustard, tarragon velouté £26



FROM THE TROLLEY DAILY

Available every day at lunch and all day on Sundays - served with seasonal vegetables and potatoes

MONDAY	Glazed Suffolk ham, Dijon sauce £22
TUESDAY	Roast sucking pig, grain mustard sauce £28
WEDNESDAY	Beef Wellington, horseradish cream £36
THURSDAY	Suffolk rack of pork, apple sauce £32
FRIDAY	Salmon coulbiac, parsley sauce £26
SATURDAY	Stuffed leg of lamb, mint sauce £28
SUNDAY	Roasted sirloin, Yorkshire pudding £36



SIDE ORDERS

All at £7 per portion

Hand cut or skinny chips
 Mashed potatoes
 Honey glazed carrots
 Seasonal greens
 Cauliflower cheese gratin
 Roast field mushrooms, garlic butter
 Butter lettuce, apple cider vinaigrette

Find out about our exclusive Chef's Table experience for up to 8 guests and the iconic D'Oyly Carte private dining room for up to 40 guests.

A £2.00 cover charge per person will be added to your bill. Prices include VAT. A discretionary 12.5% gratuity will be added to your bill. If you have a food allergy, intolerance or sensitivity, please speak to your server about ingredients in our dishes before ordering your meal.

[Facebook](#) [Twitter](#) [Instagram](#) [LinkedIn](#)



NEW BIG FLAVOUR WRAPS

LIVE Bolder *THIS* **lunch** time



Find out more

£1.99

MONDAY

The Hot Peri Peri Chicken One

WEDNESDAY & FRIDAY

The BBQ Pulled Pork One



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A spiral-bound notebook with a wooden spoon and a bamboo spatula resting on its pages. The notebook is open to a blank white page. The spiral binding is visible at the top left. The wooden spoon and bamboo spatula are resting on the bottom left corner of the page.

Fixed Menu

- A fixed menu is a menu with several items but always a fixed total price. There are two main types of menu when it comes to a fixed menu: **prix fixe menus** and **table d'hôte menus**.
- While the words “fixed” and “static” are similar in other contexts; it’s important to note that fixed menus are different from static menus.

Prix Fixe

- Little to no variability
- Easy to prepare and produce
- Very little food wastage



Table d'hôte

- Limited selection but more variability than prix fixe
- Easy to prepare and produce
- Less wastage than larger menus.

BALTHASSAR
- CAFE - BAR - RESTAURANT -

TABLE D'HOTE MENU

3 courses and a glass of specially selected wine
£20.00 pp

STARTER

Freshly prepared soup of the day
Salad of sweet herrings and potato
Smooth parfait of chicken livers with onion marmalade

MAIN COURSE

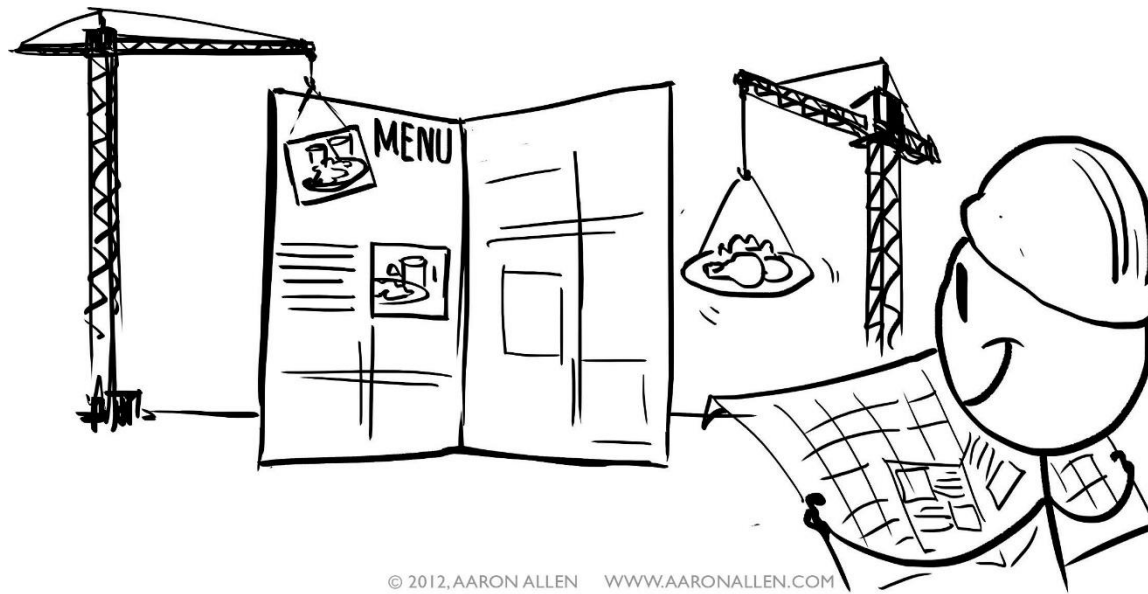
Roast hake with minted peas and fries
Steak burger with cheese, relish and fries
Confit duck with spiced puy lentils and cabbage
Wild Scottish mushroom risotto

DESSERT

Vanilla crème brûlée
Iced chewy chocolate cake
Selection of French cheeses with oatcakes

£20 per person includes a 125ml glass of house red or white wine
Available all day Sunday – Thursday and Fridays until 6.30pm
Please note on parties of 6 or more a discretionary service charge of 10% will apply

Menu Engineering



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Menu Engineering Tips & Tricks

Highlighting certain menu items with boxes, borders, or graphics can draw the customer's attention and increase sales of those items.

Menu item placement can influence sales. Typically, items in the top right corner or in the middle of the menu are the most popular.

Menu item descriptions should be clear, concise, and appealing. Using descriptive language, such as "tender" or "juicy," can make items sound more appealing and lead to more sales.

Different pricing strategies can be used to increase profits. For example, using odd pricing (such as £9.99 instead of £10) can make items seem cheaper and lead to more sales.

Use hidden pricing strategies to encourage customers to choose based on what they want rather than price. Remove the currency sign, make the price one font size smaller.

Menu Engineering Tips & Tricks

Limited time offers can create a sense of urgency and increase sales of certain menu items.

Grouping items together, such as appetizers or entrees, can help customers make quicker decisions and increase sales of those items.

Regularly analysing menu performance, such as sales data and customer feedback, can help restaurants make adjustments to their menu and pricing strategies to increase profits.

High-quality photos and graphics of menu items can make them more appealing and increase sales.

Using a larger font size and an easy-to-read font style can make menus more readable and increase sales.

Naming menu items creatively can make them more appealing and memorable to customers, which can lead to more sales.

What else should we consider?

Consumers seek greater transparency in menu items and guidance towards healthier options

% agree

All restaurants should have a healthy option on their menu

70%

Having a healthy option on the menu is more important than a year ago

56%

(Oracle, 2022)

People are also influenced by a restaurants' broader sustainability commitments

% who say these actions are important

Companies to make efforts
to lower food waste



93%

Clear labelling about the
source of food and ingredients



91%

Transparency about a
company's social responsibility
commitments is important



87%

Companies encourage
customers to bring their own
cups for drinks refills



80%

(Oracle, 2022)

How to price a menu

1. Food cost percentage
2. Gross profit margin.

Today we are going to cover how to price items on a menu by GP Margin.



Pricing a Menu: via Gross Profit (GP) Margin

Gross profit margin is the percentage of total sales that's profit.

Step 1: Determine ideal gross profit margin.

Choose the gross profit margin you want for your menu item.

Restaurant gross profit margins vary wildly. They can be as low as 20% and as high as 80%.

Step 2: Determine the cost of goods sold (COGS) of the menu item in question.

We need the total cost of all the ingredients used to make menu items, right down to the garnishes and condiments. For example, onion rings. The COGS would be onions, batter, and dipping sauce.

Step 3: Calculate how to price food items.

The formula for pricing food by gross profit margin is: **Gross Profit Margin = (Menu Price - Raw Food Cost) / Menu Price**. The equation is for gross profit margin, not menu price. Which means a little experimentation is required.

If you have an existing menu, why not calculate the gross profit margin for each of your menu items.

Pricing a Menu: via Gross Profit (GP) Margin

Let's price up a Cajun fries starter.

Step 1: Determine ideal gross profit margin. = 70%

Step 2: Determine the cost of goods sold (COGS) = *The COGS would be sweet potato, cajun spice, homemade chive and onion dip £3.00.*

Step 3: Calculate how to price food items.

Gross Profit Margin = (Menu Price - Raw Food Cost) / Menu Price

Gross Profit Margin = (£8 - £3) / £8

Gross Profit Margin = 62.5% (We need to try again, remember our ideal is £70%)

Try again with £10. *Gross Profit Margin = (£10 - £3) / £10*

Gross Profit Margin = 70% (YES!)

A woman with dark curly hair, wearing a white t-shirt and a blue and white striped apron, is sitting at a wooden desk. She is looking down at a smartphone in her right hand, which is resting on a document. The document has some charts and text on it. There is a glass of red liquid on the desk to her left. The background is a blurred view of a city from a high vantage point.

VAT/Tax

In the UK, the Government put a tax called VAT on to the selling price of any food dish.

This % is not fixed but varies with the Government, currently it is set at 20%. This % needs to be added to your menu prices.

Different countries have different TAX rates and calculations should be carried out using the appropriate level of tax.

In some countries the TAX is ONLY added on when guests are presented with the bill/check, therefore the TAX rate is not include in the selling price.

Seasonal Menus



As seasonal food and beverage offerings can add an important, dynamic to your existing menu options in several ways.



Your customers will enjoy fresh new flavours and limited-time offerings.



Seasonal foods are usually less expensive than some of your other menu items because of their abundance, which means more savings.



Using out of season ingredients could lead to increased waste due to it not being fresh and therefore more prone to decomposition.



Why should you be using seasonal ingredients?

- Flavour
- Sustainability
- Nutrition
- Variety

Why use local produce?

- Supports the local economy
- Promotes sustainability
- Provides fresher and healthier options
- Enhances the dining experience





Laws and Regulations



Pricing

All pubs and restaurants should display their prices clearly to their customers. Restaurants must show prices with their menu at or near their entrance so people will know how much they'll be charged.

Bars should display prices for their whole range of drinks.

Restaurants, pubs and bars that don't do this may face a fine.





Food Descriptions

- The description of the food should match the food that arrives on your plate. For example, 'homemade' food should be homemade.
- Selling food or drink that isn't as described in the menu is a criminal offence under the **Consumer Protection from Unfair Trading Regulations 2008**. You can report any instances of this to your local trading standards department.

Service Charge

Usually, restaurants either leave the service charge entirely to the discretion of the customer or automatically add a charge to the bill.

According to UK law, service charges added by the restaurant are entirely optional.

If you aren't happy with the service or if you'd prefer to calculate your own tip, you can ask for it to be removed and for a new bill to be printed.

Service charge, along with pricing should be displayed as clearly as possible.



Calories on Menus

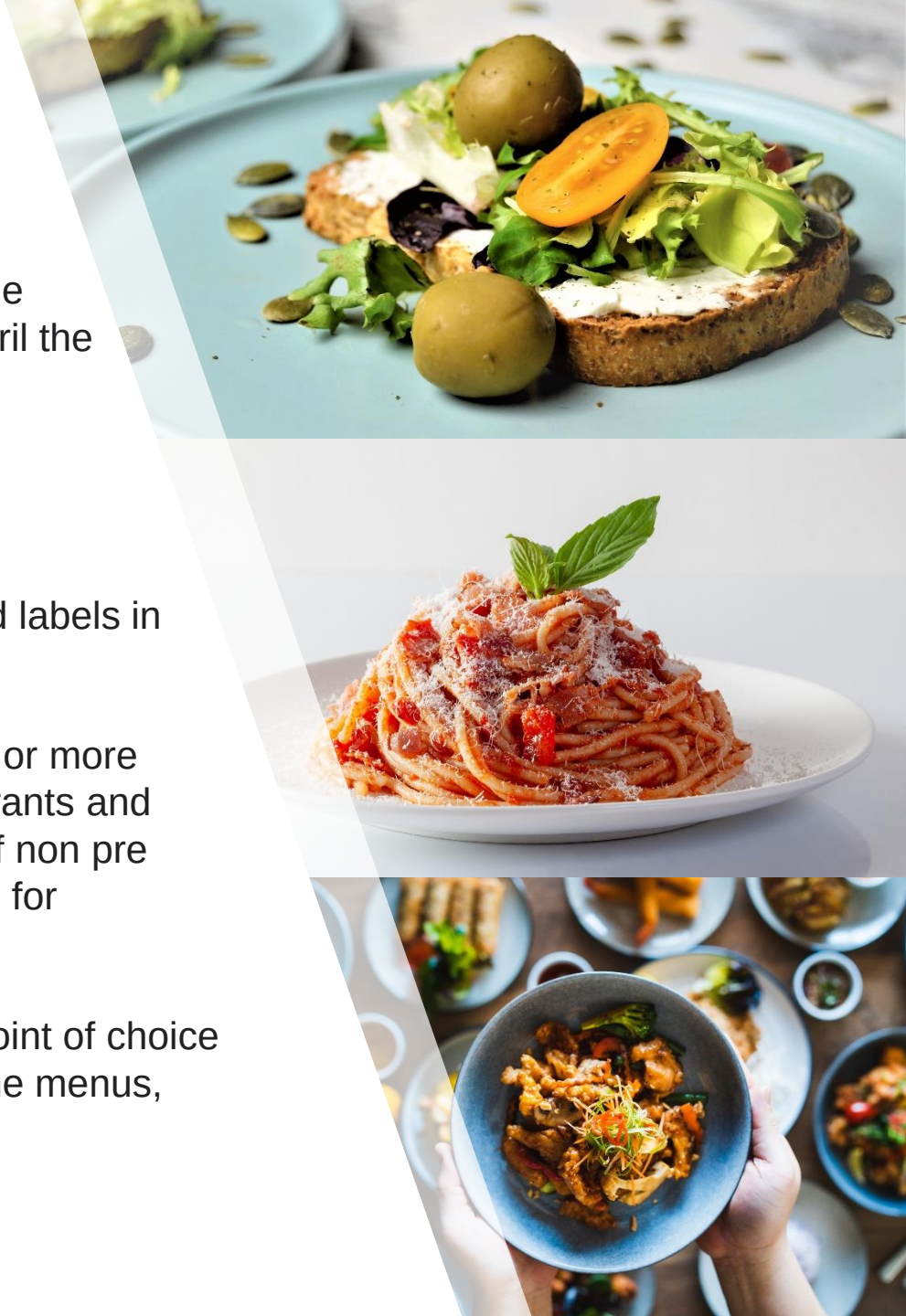
Large businesses are required to display calorie information on menus and food labels as of April the 6th 2022.

Rules are to help the public to make healthier choices when eating out.

Calories should be labelled on menus and food labels in out of home food businesses.

Regulations require large businesses with 250 or more employees in England, including cafes, restaurants and takeaways, to display the calorie information of non pre packed food and soft drink items that prepared for customers.

Calorie information must be displayed at the point of choice for customer, such as physical menus, online menus, food delivery platforms and labels.



Allergens

From December 13 2014, all European Union food businesses have had to declare the 14 identified allergenic ingredients which are used in non-packed loose foods that are sold or provided.

Food allergen labelling and information requirements fall under the EU Food Information for consumers Regulation No 1169/2011: Technical guidance April 2015. Food standards Agency (FSA).

The FSA guidance states that information on allergenic ingredients must be either

- written up front (for example on a menu or menu board) without the customer having to ask for (food allergens) information
- sign-posted to where written information can be found or obtained
- sign-posted to say that oral information can be obtained from a member of staff



(Food Standards Agency, 2022)

Takeaway Menus in Wales...



From November 2016, if a takeaway leaflet or menu shows food for sale, the price and a way of ordering the food without visiting the premises, it will also have to include a bilingual statement encouraging customers to check the food hygiene rating of the business on the food hygiene ratings website. The statement will also remind customers that they have a legal right to ask the food business for their food hygiene rating when they order over the phone.

The legislation also enables food businesses to voluntarily display their valid food hygiene rating on this type of publicity material, but if they do so the rating must be valid and in the specified format so it can be clearly seen.

(Welsh Government, 2016).

The statement that should be included is:

Ewch i food.gov.uk/ratings i ganfod sgôr hylendid bwyd ein busnes neu gofynnwch inni beth yw ein sgôr hylendid bwyd wrth archebu / Go to food.gov.uk/ratings to find out the food hygiene rating of our business or ask us for our food hygiene rating when you order.

The Licensing Act (2003)

The Licensing Act 2003 (the Act) replaced earlier controls of alcohol and introduced a more permissive, flexible regime. The Act consolidated a diverse system of licences that had been separately issued for late-night refreshment and regulated entertainment.

You require a licence if your business includes:

- Sale of alcohol by retail
- Supply of alcohol on club premises
- Provision of regulated entertainment
- Late night refreshment

Licensing Objectives

The four licensing objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Two Types of Licence

A personal licence is granted to an individual and authorises that individual to sell alcohol in accordance with the terms of the premises licence related to the place where the alcohol is being sold.

A premises licence can be granted in respect of any premises and authorises those premises to be used for one or more of the licensable activities.

Designated Premises Supervisor (DPS)

- In day to day control of the premises and is therefore responsible for authorising the sale of alcohol and is .
- Must have a personal licence
- Single point of accountability
- There can be only one DPS

Assignment 1: Check in

What is your biggest challenge with this assignment currently?



**Reserve your FREE ticket
for the 4th Region Green
Conference on Wednesday
22nd of November at
Swansea Arena.**

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