

THE COLLABORATIVE KITCHEN

THE PURSUIT OF OPTIMUM KITCHEN EFFICIENCY



LIFE IS BETTER
FILTERED



THE GROWTH OF HOSPITALITY

The hospitality sector is the UK's fourth largest employer, having grown quicker than any other sector since the 2008 recession¹.

RECENT FINANCIAL FIGURES SHOW THAT THE TOTAL TURNOVER OF HOSPITALITY BUSINESSES REACHED £98 BILLION IN 2017 AND THIS IS PREDICTED TO INCREASE TO £100 BILLION BY THE END OF 2018².



While the sector is booming, it's still one of the most challenging times for businesses, with an ongoing skills shortage – anticipated to heighten due to Brexit – a turbulent economic and environmental climate, and growing pressure from discerning consumers. To stand out from the crowd, hospitality businesses are implementing effective, innovative and creative ways to continually improve and develop.

Many would argue that the back of house operation is the backbone of all hospitality establishments and for a business to succeed, it needs to be operating as efficiently as

possible. This is where the phrase 'a well-oiled machine' springs to mind.

Using research we've conducted to identify the main productivity challenges and barriers in kitchens today, this report has been created to provide inspiration and advice for businesses that are striving to 'filter out' previously inefficient practices.

With tips from industry experts and solutions to common challenges, we hope to support you in creating the collaborative kitchens of the future.

YOUR PATHWAY TO A MORE EFFICIENT KITCHEN



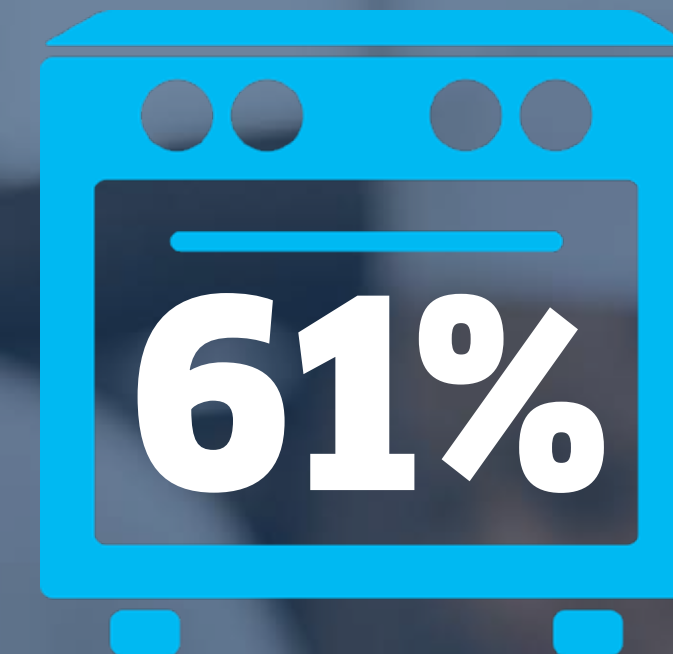
It's the golden age for eating out in Britain. Never before has such high-quality food and choice of cuisines been widely available, yet this is putting pressure on kitchen staff to consistently produce excellent food, often in very short spaces of time and at competitive prices.

Being super-efficient and finding ways to save time and money in the kitchen is more pressing than ever. It may sound dramatic but a kitchen that doesn't operate as effectively as possible can impact on all areas of the business and the sector as a whole.

But what exactly causes inefficiencies?

THE TOP THREE MEASURES HOSPITALITY PROFESSIONALS SAY WOULD MAKE THEIR KITCHEN MORE PRACTICAL AND EFFICIENT ARE:

RELIABLE EQUIPMENT



MORE SPACE



EASY TO CLEAN EQUIPMENT

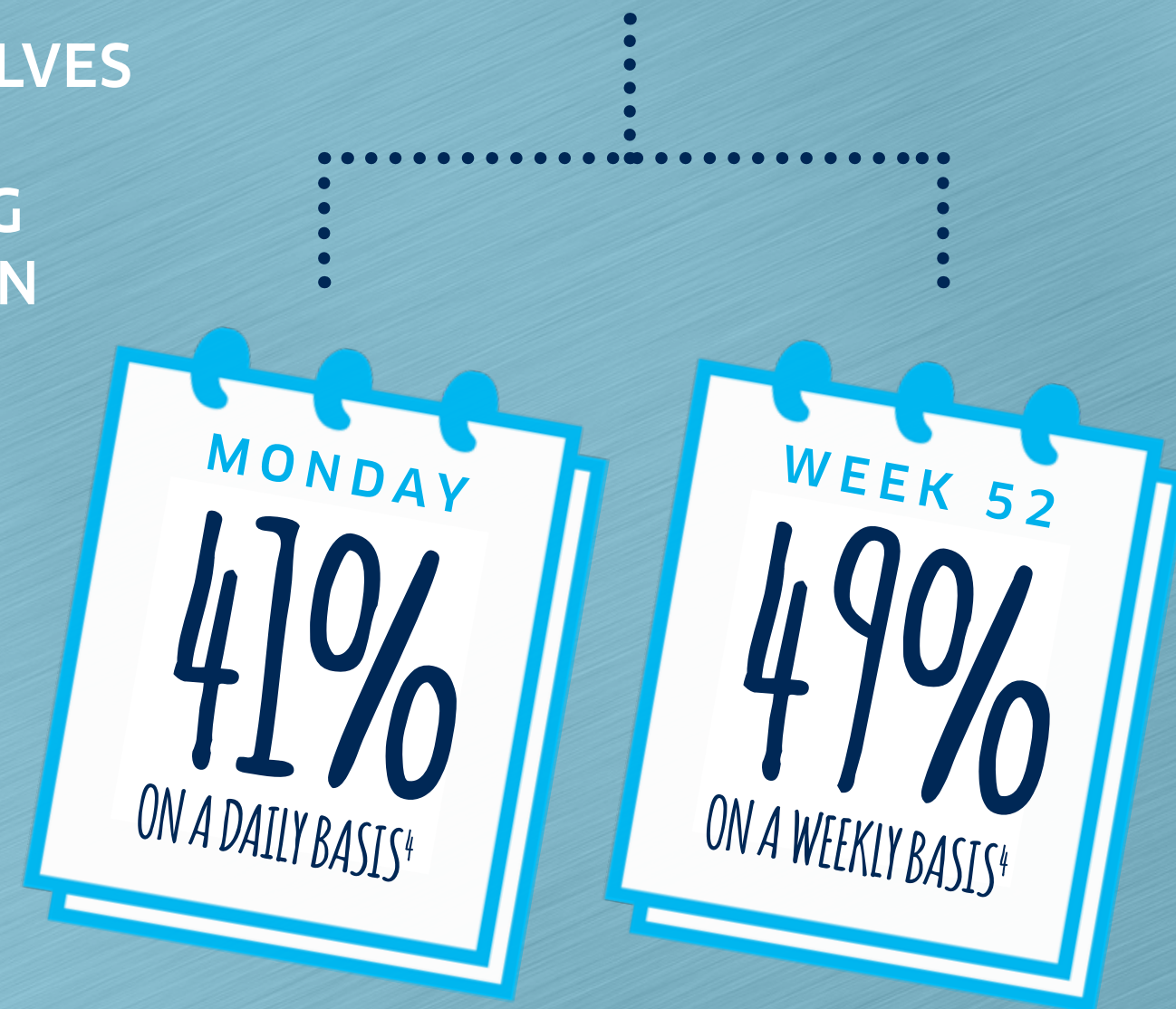


THE HUMAN ELEMENT

HALF OF HOSPITALITY PROFESSIONALS CONSIDER THEMSELVES TO BE TIME POOR WHEN COMPLETING EVERYDAY TASKS IN THE KITCHEN⁴

70%

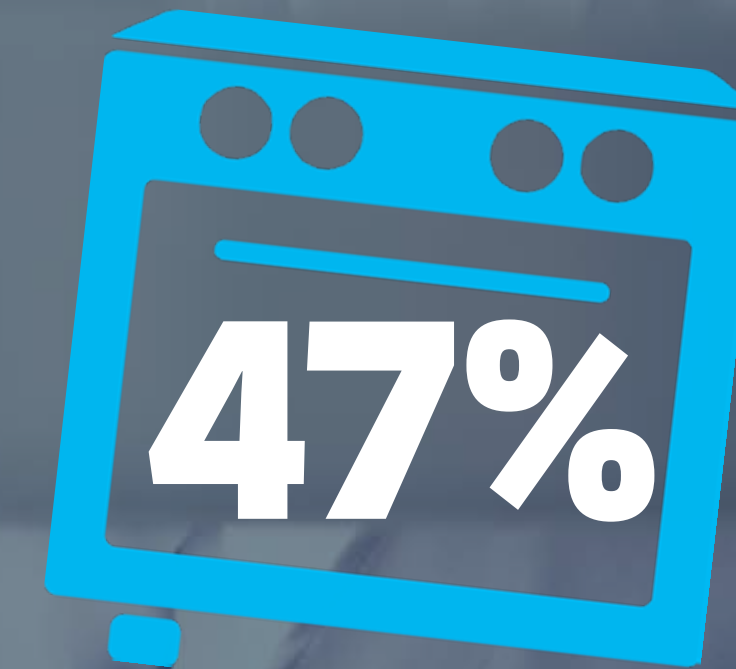
OF HOSPITALITY WORKERS FEEL STRESSED IN THE KITCHEN



WHEN IT COMES TO THE BIGGEST FACTORS CONTRIBUTING TO STRESS IN THE KITCHEN, THE TOP THREE ARE:

STAFF SHORTAGES
59%

UNRELIABLE EQUIPMENT



PRODUCING QUALITY FOOD UNDER PRESSURE



THE HUMAN ELEMENT

We all know that kitchens have a tendency to get a little pressured, but there are a number of steps hospitality businesses are taking to eliminate any unnecessary inefficiencies. These include:



WORK LIFE BALANCE

This is particularly important for millennials – 34% care more about a work life balance than career advancement⁵ – so finding ways for staff to have downtime and valuable time away from the kitchen is essential.



TRAINING

Don't underestimate the merit of training. Well-trained staff will feel more valued, have greater productivity and result in higher retention levels. If you develop employees' skills they're more likely to discover time-saving methods and bring creativity to food prep.



THE RIGHT EQUIPMENT

Invest in equipment which ensures the longevity of machines and minimises breakdowns.

Happy and healthy staff, who are able to work to their best ability, will put a business ahead of its competitors when it comes to attracting team members and dispelling the negative perceptions of what it's like to work in a kitchen. Ultimately, only by doing this can we help to make a dent in the staff shortage which is affecting the whole sector.

68%

OF HOSPITALITY PROFESSIONALS

worry about consistency of their food offering. The key factors contributing to this are cited as:

EQUIPMENT NOT WORKING EFFICIENTLY

69%

HIGH TURNOVER OF STAFF⁶

59%

LACK OF TIME

58%

THE HUMAN ELEMENT

THE EXPERT'S VIEW: ADVICE FROM A TRAINING EXPERT

"It's no secret that hospitality businesses are facing the challenge of low staff retention, and this is having a significant impact on food quality and consistency. The less people in a kitchen, the more shortcuts are used to get through the workload.

"To tackle this, operators need to install a culture of training across their business. Whether that's having a mentor programme run by senior team members or working with a training provider to put a more formal system in place. A clear development

plan will result in higher skill levels and raised confidence, which will ultimately mean you will get more out of employees.

"A number of businesses also work with kitchen agency staff, which can result in an inconsistent service. By investing this money in training instead, such as an apprenticeship programme, you'll have team members who are trained in how your kitchen operates and will see staff retention rates improve – in fact, 80% of employers state that

having an apprentice has increased their retention⁷. While we'd all like more hours in the day, through training programmes operators can teach their staff how to make the best use of the time they do have, ultimately helping kitchens to run as efficiently as possible."

*Paul Mannering,
Principal of the HIT
Training Chef Academy*



DID YOU KNOW?

Using a mains-fed water filter to protect a combi-oven will also help to provide a consistent food offer by reducing particles, metals, minerals and chlorine that have an unfavourable impact on the taste, appearance and aroma of water that's used in cooking.

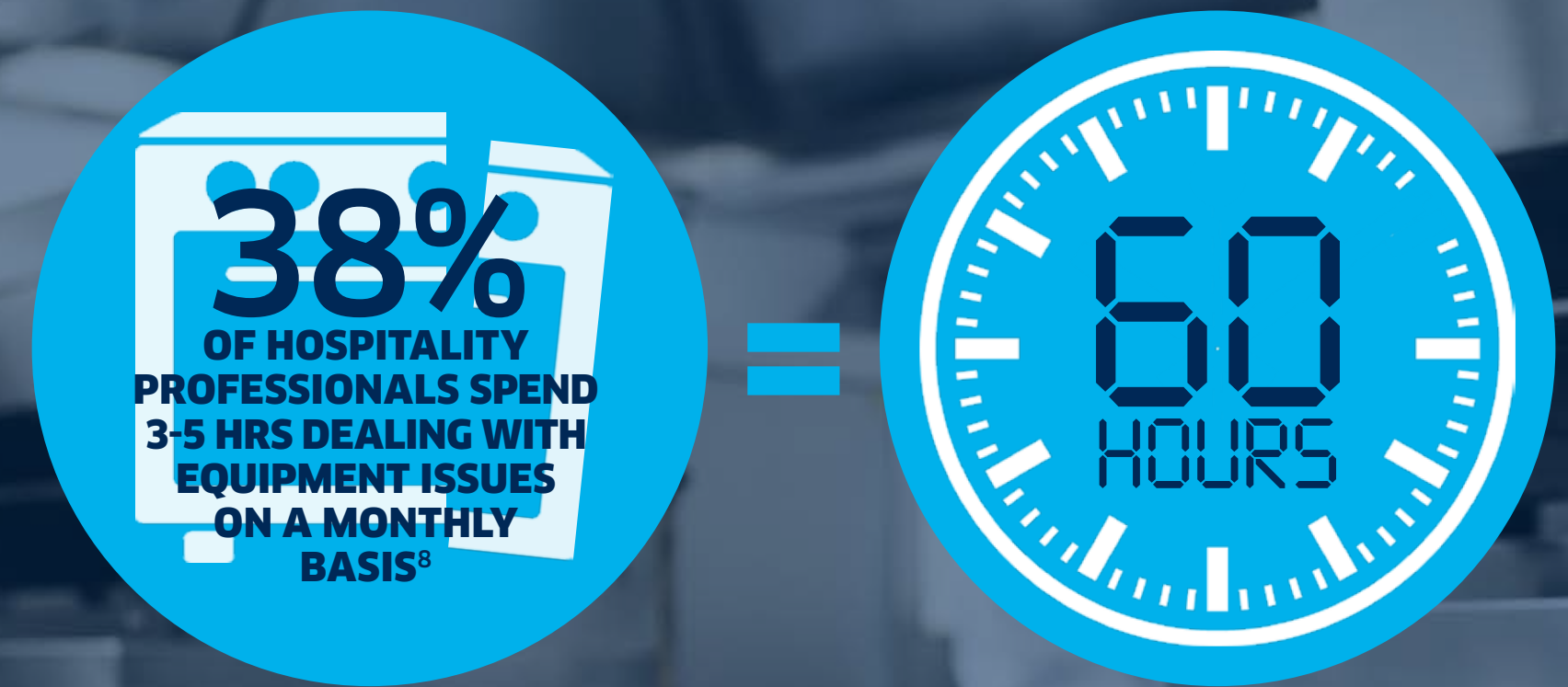
EQUIPMENT: THE KITCHEN'S FOUNDATION



As the age-old saying goes, 'a workman is only as good as his tools', and while those who work in the back of house area – chefs in particular – bring their flair, creativity and passion to the kitchen, it's fair to say that their job cannot be completed without the use of equipment. Yet, according to our research...



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THAT'S THE TIME IT TAKES
TO COOK 30 STEAKS

WASTED OVER THE
COURSE OF A YEAR

.....

**WHEN YOU CONSIDER THIS,
IT'S CLEAR TO SEE THE IMPACT
THIS CAN HAVE ON ALL
AREAS OF A BUSINESS**

.....

⁸3GEM in collaboration with BRITA Professional (2018)

EQUIPMENT: THE KITCHEN'S FOUNDATION

You don't purchase a new piece of equipment thinking it's going to break down, so what can hospitality professionals do to limit the chances of this happening? There are the more obvious elements, such as investing in high-quality equipment which is the right size for a kitchen, but there are also fundamental considerations which often get overlooked or are only thought of once a machine breaks down. These include:

ENSURING THE CAPABILITY OF THE EQUIPMENT MATCHES DEMAND

A common mistake is purchasing a machine which meets the needs of a normal shift, as opposed to the maximum capacity an operator may do.

INVESTING IN PREVENTATIVE MAINTENANCE SOLUTIONS

Such as a water filtration system on combi-ovens and steamers to prevent the build-up of limescale, which can be detrimental to the efficiency of equipment and increase the likelihood of breakdowns.

IMPLEMENTING A ROUTINE CLEANING AND MAINTENANCE SCHEDULE

So machines are constantly operating at their optimal capacity.

WHEN KITCHEN EQUIPMENT BREAKS DOWN IT'S OFTEN CONSIDERED IN ISOLATION BUT WITH:

1/3

12%

OF HOSPITALITY PROFESSIONALS HAVING TO DEAL WITH BETWEEN

4-6
EQUIPMENT
BREAKDOWNS

10+
EQUIPMENT
BREAKDOWNS

EACH YEAR⁹

THE IMPLICATIONS OF THIS
START TO ADD UP

EQUIPMENT: THE KITCHEN'S FOUNDATION

Not only does this impact on productivity, consistency and the bottom line, our research shows:



For hospitality businesses, which are already operating on tight budgets, the key to minimising the likelihood of these unexpected costs is preventative maintenance. With a high proportion of equipment breakdowns related to limescale, using a water filter on key pieces of equipment, such as the

combi-oven, is one of the most effective ways to stop this. Yet there is a common misconception that once a water filter is installed, that's the job done, and many operators forget to exchange their filters on a regular basis. Filter exchanges are required to keep performance optimal and continue to reduce downtime.

OVER HALF (59%)
OF HOSPITALITY BUSINESSES CURRENTLY USE A CHEMICAL SOLUTION TO TREAT THEIR WATER



HOWEVER 90%
CLAIM THEY ARE STILL DEALING WITH AT LEAST ONE BREAKDOWN A YEAR



WHILE OVER HALF (55%)
ARE SPENDING BETWEEN THREE AND EIGHT HOURS A MONTH ON EQUIPMENT ISSUES¹⁰

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ARE YOU ONE OF THE 55% OF HOSPITALITY PROFESSIONALS WHO WOULD PREFER A SUPPLIER TO HANDLE KITCHEN EQUIPMENT SERVICING?

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To ensure machines are working to full efficiency, always ask your suppliers about the maintenance assistance they provide. From filter exchanges to routine equipment checks, these additional services could help save you time and money.

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EQUIPMENT: THE KITCHEN'S FOUNDATION

THE EXPERT'S VIEW: ADVICE FROM A LEADING CHEF



"If an oven, fridge, freezer or piece of warewashing equipment stops working, it's a chef's worst nightmare. The impact of kitchen equipment breakdowns extends beyond simply the loss of earnings and repair costs, they can also severely impact workloads and cause high-levels of unnecessary stress."

"I try to run a kitchen like a formula one pitstop. To streamline service and create an efficient kitchen, chefs should be able to access everything they need in no more than a few steps. If a chef has to rummage through a pile of stainless steel just to reach a spoon, then the kitchen is not running efficiently. It's the little things that really make a difference, saving ten seconds on every job can have a huge cumulative impact."

**Hayden Groves,
Executive Chef at
BaxterStorey**

HAYDEN'S TOP TIPS FOR BUSINESSES LOOKING TO IMPROVE THEIR KITCHEN SET-UP TO INCREASE EFFICIENCY ARE:

1.
Make sure all chefs have a mise en place list so they can prepare ahead of service.

2.
Always have good communication within the kitchen.

3.
You're only as good as your weakest member, if a member of the team is struggling, run a one-to-one session to help them get up to speed.

THE PURSUIT OF OPTIMUM KITCHEN EFFICIENCY



Overall, the UK hospitality industry is set to grow by 1.5% this year, yet consumer spending on eating out has fallen¹¹ – this is largely due to limited wage growth.

As such, well-managed, customer-centric and creative businesses will stand out in the crowded marketplace.

We're lucky enough to work in such a vibrant sector where no two businesses are the same, so it's all about finding the most efficient processes and kitchen solutions which work best for the individual establishment, its staff and customer base.

There are some key steps operators can take to ensure their kitchen is running at its best, such as investing in staff training, running routine preventative maintenance and helping employees to have a work life balance.

At BRITA Professional, our aim is to support businesses in their pursuit of optimum kitchen efficiency. Whether that's through providing preventative maintenance advice and technology in the form of our market-leading water filters and dispensers, offering the tools to provide a consistent food offer, or providing insights into best practice via reports such as this. While it's a challenging time in the sector, it's also an exciting one and we can't wait to see what innovations hospitality businesses continue to implement to **create the ultimate collaborative kitchen.**

If you would like to gain more advice on finding the right water filtration solution to support your kitchen efficiency, please contact a BRITA Professional expert at www.brita.co.uk/filter-contact or call **0844 742 4940**

COMING SOON

LIFE IS BETTER **FILTERED:**
THE COLLABORATIVE
KITCHEN PODCAST

Want to hear more tips and advice from industry experts on ways to improve kitchen efficiency and solutions to the common productivity barriers? Look out for our Life Is Better Filtered podcast series coming soon....



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