

# Turpin Smale Newsletter 2019

Our clients and projects during 2019

## The hospitality sector is fast moving and as demanding as ever...

...as clients, visitors and staff seek more innovation, choice, healthier fresher eating and food on the go. We are seeing the impact of technology and the changing pace of menu choices with vegan and health having now gone mainstream.

Not everybody wants to operate their own catering operation and we are proud of the many tenders we manage for clients who want to find passion, creativity and specialist management in the process.

### *This year our clients include:*

- **Norwich Cathedral** – appointed local department store Jarrold who already have a £3+ million catering business

- **National Centre for Horseracing Museum, Newmarket** – appointed Absolute Taste
- **Battersea Dogs Home** – appointed Baxter Storey
- **Royal Institution, Central Hall Westminster and Bletchley Park** who will announce their caterers before Christmas



National Centre for Horseracing Museum



The impact of technology



Vegan and health



At **Goodwood** we continue to support the Hospitality team in planning the outdoor events Festival of Speed, Revival, Members' Meeting and at their celebrated Racecourse.



Fully booked Catering Booster workshops have been conducted for the **Farm Retail Association, Garden Centre Association** and the **National Farm Attraction Network** and many of their members have used our consultancy services including TV star attraction **Cannon Hall Farm**.

**Estates** increasingly wanting to diversify and improve their visitor attraction appeal, establish cafes and make a return on hospitality businesses. We have carried out assignments for **Raby Castle, Doddington Hall, Strelley Hall, Burghley, the Albury Estate and Gordon Castle**.

**Charities** operate cafes and at the **Reading International Solidarity Centre, Lordship Hub Co-Op** Tottenham and the **Rosehill Theatre Cumbria** we balance some wonderful community work with ensuring the business is sound.

We have supported local authorities in Northampton (re-developed **Northampton Museum and Art Gallery**), Bromley (**Biggin Hill Trust**) and Stafford (**Victoria Park**) helping to appoint local caterers to run their cafes.

In the Livery world we have supported the **Skinner's, Salters, Founders** and **Haberdashers** from catering tenders to feasibility studies. In clubland we are assisting the **City of London Club** who are developing nineteen bedrooms.



The recently opened Whitchurch silk Mill

# More of our exciting projects this year

**Woolwich Works** in Greenwich will be one of London's largest and newest arts centres and we advise on their catering strategy. Our **London Café Tours** and winning Great Cafes Blog <https://greatcafes.blogspot.co.uk> now encompass 'street food comes inside' and leisure developments with clients as diverse as **Dreamland**, Margate and the **Birmingham Rep Theatre** who want to see and learn from the best of what London has to offer.

Gender diversity is welcomed here. Please use the toilets that best fit your gender identity or expression.

London Café tours



We criss-crossed the Channel on **Condor Ferries'** three vessels evaluating their on-board offer and saw how hi-speed craft need to serve up to 700 passengers ... and fast.

In the world of **Conference Centres** we have continued to work with **Central Hall Westminster** and **Conference Aston**, part of Aston University, **Wellcome Genome Conference Centre** at Cambridge and the highly successful **Hedsor House** events venue in Berkshire

Attractions such as galleries, zoos and museums continue to work with us given our experience in this sector including **The Royal Armouries** in Leeds, **Bristol Zoo** and **Shetland Museum**.



The Royal Armouries Museum

In the health sector we have carried out a review of the catering for **Four Seasons Healthcare**.

We continue to provide on-going reviews and audit services for organisations such as **Financial Conduct Authority**, **Life Centre Newcastle**, **The Crown Estate**, **Wessex Water**, **The Royal Academy** and **The British Museum**.



British Museum



Royal Academy of Arts



Life Centre Newcastle



THE CROWN ESTATE

**CHARLES MANNERS** continues as a non-exec at the Ludlow Farmshop, Shropshire which this year re-developed the **Clive Arms**. Charles also supports the Hope Centre, Northampton where he is a Trustee and where they have a catering business

**CHRIS BROWN** continues his role as a non-exec with the Holkham Estate as well as the Roald Dahl Museum as a non-exec of their Trading Company.

**IAN DOUGHTY** supports Silks Brewery a local microbrewery providing sales resource.



The Clive Arms



*Expert advice is our stock in trade and between the three of us we have over 40 years of consultancy experience. We look forward to working with you in 2020.*

**Chris, Charles & Ian**

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