Hastings Hotel Group
A Case Study

KELSIUS

Hastings Hotels is a luxury hotel group operating 6 hotels and a stand-alone Gastro Pub, Cultra Inn, situated on the Culloden Estate in Northern Ireland, serving a wide range of prepared and fresh food to its customers.

These 7 properties offer guests an impressive choice of venues, catering across leisure, events, sporting pursuits and gourmet dining.

The Challenge

The main challenge Hastings faced was managing food safety and HACCP records across multiple locations. Larger properties like the Grand Central and Europa Hotels have different areas for multiple kitchens, bars, delis and large catering spaces, all requiring up to date records to be kept. For head chefs this made it challenging to review and collate this data ahead of EHO inspections.

For management, paper processes made it more difficult to monitor and control the level and quality of food and service delivered. The company's growth has also led to increasing costs across the operation, meaning they needed to reduce food waste where possible.

Management also identified food safety and quality control as an area where too much staff time was spent on manual processes, with them also not being 100% certain all records were being completed correctly.

Challenges faced by Management & Head Chef:

General Manager, Europa Hotel

- Little oversight of all hotel food safety records
- Stressful audit process
- Paper process prone to errors / falsification, increasing risk of food safety related incidents
- Too much time spent on recording data rather than providing the best guest experience

Executive Head Chef, Grand Central Hotel

- Too much time spent reviewing paper records in chef's office daily
- Recording 26 appliance temperatures across different kitchens & floors daily, too time consuming and prone to error / forgetting in busy periods
- Little traceability for food, or visibility given for every step of the food process
- Stock was being lost due to no notifications for faulty appliance

EVERGLADES HOTEL

GRAND CENTRAL HOTEL BELFAST

BALLYGALLY CASTLE

STORMONT HOTEL

CULLODEN ESTATE AND SPA

EUROPA BELFAST

Results using the Kelsius system:

3 hours saved per day per property, on average saved by all food staff

Paper, ink and folders used reduce to **zero**

£2000 per year per property, estimated saved on wasted food

Food safety training time **reduced by half**

4 hours per week saved by management using automated reports

90% estimated reduction in mistakes due to human error

Benefits of using the Kelsius system:

- Management has more confidence and peace of mind as audits and inspections are easier, with data available at the touch of a screen.

- Reporting is streamlined with the ability to generate real-time or historic reports easily through the app.

- It is far easier to train any agency staff who are required ad hoc, setting the baseline for food safety standards when coming into the kitchen.

- A significant amount of staff time is saved moving from a manual to an automated system. One central system makes it seamless for staff to move around hotels if needed.

- Onboarding and training is quicker for staff at any level as the system is app based and user friendly.

- Digital traceability means better transparency and accountability, with no risk of falsification or mistakes due to human error.

- Automated alerts have hugely reduced the risk of food waste due to temperature excursions, improving the shelf life of products.

- Hastings Group has improved its sustainability credentials by going paperless.

"Using the Kelsius system, I have peace of mind knowing all food safety processes are being adhered to. The automated system minimises human error and it's so much easier for management to remotely identify trends or gaps in any hotel and act in real time. Our EHO loves the system as it gives them full visibility of our processes, in turn they are more confident in us to maintain outstanding food safety for our guests. We're delighted with the system."

Raymond Duncan
Compliance, Operations & Procurement Manager, Hastings Group

"I wouldn't want to work anywhere that didn't have the Kelsius system implemented. A big part is being able to track batch codes through the kitchen. We have been able to provide EHOs with full food traceability which gives them huge confidence in our processes.

Automated appliance monitoring is also so important to us. It saves our team roughly 2-5 hours a day, whilst also saving us £2,000 in stock alone in the last year from notifying our night team of faulty appliances."

Damian Tumilty
Executive Head Chef, Hastings Group
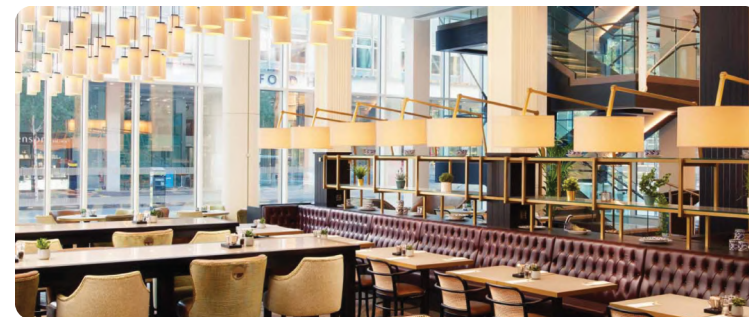
Delivery

The system was first installed in the Europa Hotel to allow management to get familiar with the system.

The Kelsius support teams regularly met with Head Office to help offer continued guidance and support.

Just under a year after the initial install, group management were more than satisfied that the system was exceeding expectations, and plans were made to roll the system out across all hotel locations in the Hastings Group.

Outcome

The Kelsius FoodCheck 2.0 system had become integral to daily operations right across the entire hotel group.

It is easier for kitchen staff to enter records on the Kelsius FoodCheck 2.0 tablet compared to paper.

It is faster for head chefs to ensure records are up to date and less time is spent in front of a computer.

It is simple for Head Office management to ensure all hotels maintain compliance and ensure standards are met.