Rio Steakhouse
A Case Study

KELSIUS

Rio Steakhouse is a premium steakhouse group with eight locations across the UK, offering an authentic Brazilian dining experience.

Guests enjoy a unique rodizio-style service, with premium meats served by expert chefs. Across its venues, Rio delivers an immersive culinary journey, blending exceptional hospitality with the rich flavours of Brazil.

The Challenge

Rio faced challenges in managing food safety and HACCP records across its eight locations. Ensuring compliance and maintaining up-to-date records was a complex task for head chefs, particularly ahead of EHO inspections.

For management, reliance on paper-based processes made it difficult to monitor food safety standards, service quality, and operational efficiency. Additionally, as the business expanded, rising costs highlighted the need to reduce food waste and improve control over kitchen operations.

Recognising these challenges, the new Operations Director Rodrigo - having successfully used Kelsius at another leading UK Steakhouse chain - saw an opportunity to introduce the digital HACCP system across the Rio estate.

This would streamline food safety procedures, enhance compliance, and optimise kitchen efficiency.

Challenges faced by Management & Head Chef

- Little oversight of all restaurants' food safety records.
- Stressful audit process.
- Paper process prone to errors and falsification, increasing risk of food safety related incidents.
- Too much time spent on recording data rather than providing the best guest experience.
- Little traceability for food, or visibility given for every step of the food process.
- Stock loss due to no notifications for faulty appliances.

Results using the Kelsius system:

- 2 hours saved per day per property, on average saved by all food staff.
- Paper, ink and folders usage reduced to zero.
- £1,000 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.
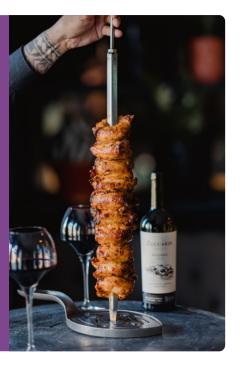
Benefits of using the Kelsius system:

- 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 restaurants if needed.

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

- Audits are fully streamlined; EHO visitors are familiar with the Kelsius app and have confidence that the food safety policy is being adhered to.

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

- Rio have improved sustainability credentials by going paperless and reducing waste.

> *"I wouldn't want to work anywhere that didn't have the Kelsius system implemented. A big part is being able to streamline the audit process. We have been able to provide EHOs with full visibility of our records which gives them huge confidence in our processes.*
>
> *Automated appliance monitoring is also so important to us. It saves our team roughly two hours a day, whilst also saving us £1,000 in stock alone in the last year from notifying our team of faulty appliances."*

Barbara Alves
Executive Chef, Rio Steakhouse

Delivery

The system was first installed in a single site to allow management to get familiar with the system.

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

Following that, with aggressive expansion plans it culminated in the system being implemented across eight restaurants and growing.

Outcome

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

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

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

It is simple for management to ensure all restaurants are maintaining compliance and ensuring food safety standards are met.