

# Hospitality & Foodservice Consultants

**Hospitality & Foodservice Management Advisory Consultants, Operational Consultants, Designers and draughting**

Australia, New Zealand, and The South Pacific

Hospitality & Foodservice Consultants

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**“Your Partner For Success”**

# Who is Hospitality & Foodservice Consultants?

## International Consultants & Designers

Foodservice Designs & Consultancy

Commercial Kitchen Design & Consultancy

Hospitality & Catering Operational Consultancy

Interior Design & Finishes Schedules

Tourism Strategies & Consultancy

Development & Resource Consent Applications

Expressions of Interest

Master Planning Advice & Growth Strategies

Budgets & Cashflows

Post Occupancy  
Reports

Hospitality Designs & Consultancy

Retail Designs & Consultancy

Fit out RFIs Defects, & Certification

Management Advisory Consultancy

Liquor Licencing Applications & Services

Feasibility Studies

Market Analysis Reports

Standard Operating Procedures

Tender Documentation

Planning Applications

Food Strategies

Grant Applications

Business Plans

# Sample of the Market Segments We Specialise In?

Hotels.  
Motels.  
Resorts.  
Lodges.  
Bed & Breakfast.  
Caravan Parks.  
Camps.  
Holiday Parks.

Taverns.  
Small Bars.  
Clubs.  
Nightclubs.  
Supper clubs.  
Liquor Stores.  
Drive thru bottleshops.

Restaurants.  
Cafes.  
Lunch Bars.  
Fast Food.  
Café Courts.  
Food courts.

Convention Centres.  
Function Centres.  
Museums, Libraries

School Canteens & Kitchens.  
Marae Kitchens.  
Kiosks.  
Library Kiosks / Cafes.  
Aquatic Centre Kiosks / Cafes.

Deli's.  
Grocers.  
Butchers.  
Bakers.

Mining Camps.

Hospitals.  
Aged Care.  
Retirement Villages.

Retail Shopping (centres, strip  
malls, suburban shops).  
Tourism.

Sporting Facilities.  
Government Facilities.  
Community Based Facilities.

# Sample of Services As Hospitality Foodservice Management Advisory & Operational Consultants

Equipment Selection & Specifications based on spatial planning, cost benefits & operational outcomes.

Lease negotiation either for tenant or landlord from a commercial perspective.

Equipment audits for re-use, replacement and/or preventative maintenance planning.

Cost Benefit Analysis reports & strategies including recurrent cost analysis.

Human Resource Set Ups, hierarchy & performance development.

Business Audits – current trading situation, profit & loss.

Feasibility Analysis – including forecast cashflow development.

Funding Proposals for banks or investors.

Catering Contract Commercial Terms, Negotiations.

Resource Consent Applications

Key Performance Indicators. (KPIs)

Budgets.

Probable Cashflows.

Forward Planning Analysis.

Laundry System Analysis.

Due Diligence Reports.

Master-planning.

New Business Start Ups.

Redevelopment Planning.

Business Plans.

Project Budgets for fit outs.

## Sample of Services As Hospitality Foodservice Management Advisory & Operational Consultants continued

Stocktaking and gross profit reports/ analysis & payroll analysis, rostering for profit.

Compliance Audits for current facilities & Peer reviews for proposed projects.

Benchmark reporting on trading situation, operational costs & property holding costs.

Standard operating procedures developed and/or reviewed (SOPs).

Operational & Management consultation for current or proposed projects.

Consultation for food halls, café courts & institutional foodservice.

Kitchen, dining & bar operational consultancy & reporting.

Statement of requirements produced and/or reviewed (SORs).

Market Analysis development and reporting.

Tourism Business Case Studies developed.

Property refurbishment or development strategies.

Property performance systems development.

Food Safety Audits Including HACCP.

Menu Development.

Local Government Applications.

Staff training workshops.

Equipment condition audits.

Tourism, catering & retail consultation.

Waste management reviews & reports.

Mediation for government planning.

Liquor Licensing Applications

# Our Aim As Hospitality Foodservice Management Advisory & Operational Consultants

Hospitality & Foodservice Consultant's staff develop their skills, knowledge and research worldwide on a continuing improvement basis in;

Trends.

Marketing.

Benchmarking.

Future technologies.

Sustainable developments.

Financial analysis that affect the industry and review those against your business models be they proposed or current.

Feasibility Analysis (developing a business plan forward planning & budgeting. HFC covers the following key aspects:

- What is your idea? Concept? Theme? Menu? Design?
- Where is your site & what do you know about it?
- Who do you expect to be your customers?
- Who do you expect to be your staff and are they available?
- What are your expectations in sustainability, community, operational and financial outcomes?

Operational Analysis (review of trading figures & physical/operational environment and current or proposed trading situation. HFC covers the following key aspects:

- Where do you think your issues are today/tomorrow operationally & financially?
- Where does your current/proposed business model sit in relation to your peers?
- Where do/will your user groups come from and do you know them personally?
- What do you know about your current/proposed staff & their capabilities?
- What are your Statement of Requirements (SORs) (DELIVERABLES) from your operation/project.

# Sample of Services As Hospitality & Foodservice Designers/Draughting

Schematic Design Concepts in CAD

Design Development in CAD.

CAD plans, sections, elevations.

Contract administration of projects including project budget, project coordination.

Shop drawings, services drawings in CAD.

Written design guidelines for retail, and food & beverage tenancies.

Facilitate resource/planning consent applications.

Furniture layouts including bar, dining & function rooms.

Ergonomic spatial planning Schematic design layouts for retail, hospitality & foodservice in CAD.

Equipment Selections and Specifications..

Services schedules and services Drawings.

Sustainable Equipment selection & specifications.

Interior Design & Finishes schedules.

3D Views & colour perspectives.

Foodservice/Hospitality ergonomic flow plans.

Peer reviews.

Sustainable design reviews and advice.

Built fabrics selections and finishes schedules.

Tourism & Hospitality Master-planning advice.

Tender Documents, defects review and certification.

# Our Aim as Hospitality & Foodservice Designers

Our Designers draw and advise on plans and designs based on:

Ergonomic Flows, functional layouts, food safety, work health safety.

Effective spatial Planning, working with architects, builders, or project managers.

Cost effectiveness in the planning, interiors selections, design, & simple to fit out.

Fit for purpose layouts and sustainable fit out, equipment selection, easy to use.

Sustainable finishes schedules and built fabrics considered to suit operations.

Local and international codes & standards being met or exceeded.

Reduction in ongoing operating costs and least resources usage.

Best operational outcomes to suit the client, customers expectations.

What are your menus, food & beverage and or accommodation types?

Who are your customers? How many customers do you anticipate?

Exceeding your expectations and your customers, operationally & financially?



# Some Of Our Clients



Fiji Beach Resort & Spa  
Managed by Hilton



# Sample Recent Projects

Christchurch Casino, Live Venue, Christchurch New Zealand: Foodservice consultation, Kitchen Design, tender documentation, tender review, opened 2013.

Attika Hotel Perth, Serviced Apartments, Hospitality Management Advisory, Operational and Design Consultancy. Opened Apartments 2015.

Camp Glenorchy & Marketplace Queenstown NZ, Hospitality Management Advisory and Design Advice. Feasibility study, Peer review, kitchen design. Stage 1 opens 2016.

Fiji Beach Resort & Spa (Hilton), Fiji: Bistro Kitchen, Satellite/pool Bars, Satellite Pantry Kitchen & Back of House Production Kitchen concept design, design development, 3D renders, tender documentation and review, operational consultation, opens 2016.

Amunuca Island Resort & Spa, Fiji (Sheraton, Tokoriki): Main Kitchen, show kitchen, buffet & Bars design, 3D renders, tender documentation, tender review, contract administration, defect liability, opened 2014.

Angel Falls Grill Shafto Lane Perth. Hospitality Management Advisory, Operations and design advice. New Venezuelan restaurant open 2016.

Newman Town Square Commercial kitchen multi kitchen design and tender documentation for Cameron Chisolm Nicol Architects, LANDCORP. Currently 2016 developing the design and tender documents with architect and engineers for the client, defects review of kitchen equipment 2016.

Coast Port Beach formerly Salt on the Beach WA, Hospitality & Foodservice Management Advisory, Operational and Design. Open October 2016.

# Sample Recent Projects

High Road Food outlet Perth, new kitchen design to suit retail food operation, fast food, and functions due for construction 2016

Whitfords Westfield City, Consider restaurant tavern large themed family dining. Feasibility snapshot, Hospitality Management Advisory advice.

Coogee Beach Surf Life Saving Club and Secret Harbour Surf Life Saving Club WA, Hospitality & Foodservice Management Advisory, Operational advice. Bars, catering, functions and operations.

Port Denarau Yacht Club Rhum Bar, Fiji new kitchens ground and upper floors. Hospitality Management Advisory and Design advice. Bar restaurant and function centre over two floors. Opened 2014.

Smithfield Village Shopping Centre, Cairns new local shopping centre schematic concept design, Hospitality Management Advisory, Design advice, feasibility review, EOIs, retail mix development, budget. Under construction 2016/17.

Ohine Waiapu Marae new kitchen design to modernise the kitchen facilities for the community and Marae use whilst bringing the kitchen to code.

Hellenic Club of Perth, new kitchen and bar design to modernise the kitchen and bar facilities and bring these up to code. Due 2016.

Novotel Hobson Hotel, New Plymouth, New Zealand. New kitchen, bars and buffet schematic design to suit hotel. Opened 2015.

# Hotel / Resort Projects



**Tokoriki Island Resort, Managed By Sheraton, Fiji**  
Hospitality & Foodservice Design for Bars, Kitchen & Pantry, 3D Views, Specification & Tender Documentation



**Fiji Beach Resort & Spa, Managed By Hilton, Fiji**  
Peer Review, then Hospitality & Foodservice Design for Bars, Production Kitchen, Bakery, Bistro Kitchen, 3D Views, Specification & Tender Documentation



**Attika Hotel, Western Australia**  
Management Plan, Waste Management Plan, Traffic Management Plan, Operational Advice, Hospitality Consultation

# Case Study 1

## Hospitality & Foodservice Consultancy, Perth

### **Job:**

Master-planning for the creation of a tavern, restaurants, cafes, bars & café court within heritage buildings & new building.

### **Brief:**

Hospitality & Foodservice Operational Management consultation & design review.

### **Overview:**

- Consider & advise on 5 Heritage buildings in relation to proposed food and beverage uses.
- Consider & advise on 1 Heritage building in relation to proposed tavern use.
- Consider & advise on proposed Café Court to include 10 food tenancies & back of house facilities.
- Consider, advise & design the sustainable Warewashing for the café court
- Consider and advise on services as required for 10 tenancies on goods delivery & waste requirements for all & specific equipment and proposed finishes to future proof the project once tenant selection underway.
- Consider & advise on ergonomic flows and types of operations & their needs in each of the spaces.
- Work with the client, project architects & engineers to create management plans & design guideline spaces & foodservice requirements to suit, future tenants & patrons.
- Consider & advise on best practice & least resources use, sustainable development.
- Advise on equipment selection and specifications provided on various services & landlords/tenants requirements.
- Produce Hospitality Foodservice designs of kitchen & bar layout plans, concept plans & consider storage areas & future supplier issues for gas, beer, food, other & provide sketch concept layouts plans & elevations.

### **Deliverables:**

The client was able to lease the tavern, restaurants, bars & café court tenancies successfully. Now open & operational.

# Case Study 2

## Production Kitchen, Show kitchen, Buffet, Pantry & Bars Design, Resort Fiji

### Job:

Peer Review, Redesign of kitchens, bars, buffet, and pantry for a new redevelopment of a resort in the Fiji Islands.

### Brief:

Hospitality & Foodservice consultation & design.

### Overview:

- Work with client, architect, engineers and builder to coordinate the spatial requirements and equipment services required.
- Work with management company and client to develop the equipment selections and stations required to service style and theme of the proposed customers base.
- Consider, advise & design the sustainable Warewashing and waste management equipment required given remote location.
- Consider and advise on services as required for kitchens and bars in relation to kitchens, bars, goods delivery & waste requirements for all & specific equipment and proposed finishes to future proof the project and due to remote location.
- Consider & advise on ergonomic flows and needs in each of the spaces, developed equipment selections and specifications.
- Advise on equipment selection and specifications provided on various services & landlords/tenants requirements, worked with interior designers brief to develop the required equipment finishes selections for the design and tender documentation.
- Produce Hospitality & Foodservice designs of kitchens, bars, buffet, and pantry plans, concept plans, design development, tender documentation, tender reviews, and defect reviews.

### Deliverables:

Successfully provided kitchens bars pantry and buffet designs through to tender completion of project works on budget for a successful resort in a remote island in the Fiji islands.

# Case Study 3

## Retail, Food & Beverage Master-Planning Consultancy, Perth

**Job:**

Master-planning review of a retail lane way in consideration of future food & beverage development & activation of the same.

**Brief:**

Hospitality & Foodservice Operational Management consultation & schematic concept design advice and development.

**Overview:**

- Master planning advice provided to client and project architects, engineers in relation to planning, health, foodservice, hospitality & Liquor Licensing requirements, tenancy mix, trends, services required & eventual overall outcomes.
- Advised on the tenancy design guide for the food & beverage tenancies including considering finishes schedules for the landlord.
- Undertook partial Expression of Interest Campaign.
- Provided schematic Hospitality design concept plans & elevations for local government applications & subsequently the tenants review & then adjusted for the liquor license applications.
- Facilitated 5 liquor license applications including small bar & restaurant liquor license applications.

**Deliverables:**

- The client was able to lease the restaurants, small bar & cafés tenancies successfully.
- 5 liquor licenses achieved in a cluster situation.
- Successfully completed design development for 2 of the tenants through to practical completion.

# Case Study 4

## Kitchen Refurbishment Strategy Consultancy, Canberra

### **Job:**

Return brief, kitchen refurbishment strategy & functional Design Brief.

### **Brief:**

Foodservice Management Operational Consultancy.

### **Overview:**

- Kitchen Refurbishment Strategy completed.
- Advised on Main Production kitchen including latest technology Cook-Chill whilst considering recurrent costs on new equipment and reusing equipment, new technologies and specify new equipment for best “Green” outcome, consider spatial planning requirements.
- Advised on 6 x satellite kitchens including recurrent costs analysis and reusing some current equipment, best use of new technologies and specify new equipment for best “Green” outcome, meal delivery systems, built fabrics and finishes schedules.
- Considered all user groups and caterer in regard to operational consultancy.

### **Produced a Functional Design Brief to include:**

- 1 x Main production kitchen including latest technologies Cook-chill system to service, sustainable finishes to suit lowest cost operational outcomes.
- 6 x Satellite kitchens including latest technologies in meal delivery systems, review equipment required and reused equipment where possible.
- Recurrent cost analysis on project budget and equipment.
- Foodservice operational consultancy, Increase visitor uptake.
- Foodservice management advisory consultancy.
- Worked with key stakeholders.

### **Deliverables:**

Kitchen refurbishment strategy, and functional design brief.



# Case Studies 5 & 6

## Foodservice Operational Consultancies, Canberra

**Job:**

Foodservice Management & Operational Review & audit of catering facilities, contracts, operations & caterer.

**Brief:**

Foodservice Operational & Management Advisory Consultancy.

**Overview:**

Working with key stakeholders in retail layouts, menu analysis, retail customer service training, human resource strategy, hierarchy, operational flows & costs, benchmarking analysis for all catering & venue hire rates.

**Deliverables:**

Catering Capability Feasibility study.

**Job:**

Management review of catering contracts 1 & 2, provided commercial terms for the lease, advised on KPIs, contract advice.

**Brief:**

Foodservice Operational & Management Advisory Consultancy.

**Overview:**

Advice to government on producing new catering contract incorporating key performance indicators, management plan & risk assessment.

**Deliverables:**

New single contract with KPIs linked to Kitchen Refurbishment Strategy and Functional Design brief.

# Case Study 7

## Greenfield Design and Consultancy Tavern– Start to Finish, Perth

### **Job:**

- Development of a family tavern.
- Operational set up & ongoing management systems.

### **Brief:**

Hospitality & Foodservice operations management & design consultation.

### **Overview:**

- Completed feasibility study.
- Facilitated liquor license application.
- Produced concept design of sustainable kitchen, bar, bottleshop, front of house, furniture furnishings & equipment selection.
- Worked with Project Architects who did building works, to complete the project on time & in budget.
- Produced fitout budget, interiors selections, finishes schedules, finishes selections.
- Completed the fitout project administration.
- Operational consultation during opening phase.
- Development of lease agreements and negotiation of terms & conditions for future tenants.

### **Deliverables:**

From greenfield site to a successful family tavern working with the client, architect, interior designers, and engineers, the client also completed a second project with our services similarly and is now considering a third tavern.

# Case Study 8

## Redevelopment Hotel Consultancy, Western Australia

### Job:

- Redevelopment of Hotel & development of accommodation.
- Operational set up & ongoing management systems.

### Brief:

- Hospitality & Foodservice operational, management & design consultation.

### Overview:

#### Foodservice Design

- Redevelopment & expansion of the accommodation.
- Refurbishment of the central services facilities to be operationally functional, more cost effective & allow for greater capacity.
- 3D renders, finishes schedules.
- Schematic concept plans, kitchens, bars, laundry, rooms, design development, tender & council documentation, review quotations & shop drawings, defects review, working with client architect/builders.

#### Management Consultation

- Installing systems including hierarchy, statement of requirements, standard operating procedures, key performance indicators, food safe plan, management plan & human resources.

#### Operational Consultation

- Conduct site reviews, customer service workshop, food safety audits, compliance audits, attend management meetings.

#### Foodservice Design Consultation

- Select & specify sustainable equipment and develop finishes schedule, review design from foodservice perspective, develop cost benefit analysis.

### Deliverables:

- Increased accommodation in turn increasing overall revenue.
- Created the new central services facility incorporating sustainable, functional areas such as goods-in, laundry, dry stores, refrigerated storage with centralised rack system, bulk storage, production kitchen, 2 satellite kitchens, central keg room, multiple bars, multiple dining areas indoor & outdoor, bottleshop drive thru, TAB, front office (reception), business centre, administration, computer server rooms, staff & customer toilets. Opened 2013/14.
- With the creation of the new central services facility & the increased accommodation the revenues have grown dramatically.
- With the installation of the new management systems, sustainable design, finishes & operational advice the bottom line has grown.

# Case Study 9

## Holiday Park Kiosk Kitchen & Service Area Design, Gold Coast

### **Job:**

Café/Kiosk Fully fitted.

### **Brief:**

- Hospitality & Foodservice operational, management & design consultation.
- Kiosk Fitout design.

### **Overview:**

#### **Foodservice Design**

- Client brief.
- Schematic concept design Kiosk, worked with client landscape architect and design and construct builder.
- Finishes selections & schedule.
- Design Development, CAD plan layouts, elevations, sections, services schedules.
- Tender & council documentation, review quotations & shop drawings, defects review.

#### **Management Consultation**

- Assist with food menu development.

#### **Operational Consultation**

- General operational advise.

#### **Foodservice Design Consultation**

- Select & specify sustainable equipment and finishes selections, review design from a foodservice perspective, cost benefit analysis.

### **Deliverables:**

Successfully delivered design and consultancy from a Greenfields site through to a café/kiosk, toilets facility working with the clients D&C builders and landscape consultants operating within a holiday park.

# Case Study 10

## Casino Production Kitchen Design, NZ

### **Job:**

Casino production kitchen to service new bar & function space and the existing satellite kitchens

### **Brief:**

- Hospitality & Foodservice consultancy.
- Kitchen design, equipment selection, design development, services guides, tender documentation, tender review.

### **Overview:**

#### **Foodservice Design**

- Client brief, and budget.
- Schematic concept design kitchen, working with client , architect , interior designer and engineers.
- Finishes selections, worked with interior designer, equipment selections worked with manufacturers.
- Design Development kitchen, CAD plan layouts, elevations, sections, services guides.
- Tender & council documentation kitchen, review quotations.

#### **Management Consultation**

- Sustainable development, satellite kitchens requirements.

#### **Operational Consultation**

- General foodservice operational advice.

#### **Foodservice Design Consultation**

- Select & specify sustainable equipment and finishes selections, review design from a foodservice perspective, cost benefit analysis.

### **Deliverables:**

**Delivered successfully a functional and operational production kitchen in a basement carpark area on budget.**

# Case Study 11

## Restaurant/Cafe Kitchen & Bar Design, NZ

### **Job:**

Design and specify a Kitchen, bar and service area for a restaurant bar on the main road in NZ, dine in and takeaway.

### **Brief:**

- Hospitality & Foodservice Management Advisory consultancy.
- Kitchen bar and service area design, finishes schedules, equipment selection, design development, services guides, tender documentation, tender review.

### **Overview:**

#### **Foodservice Design**

- Client brief, and budget.
- Schematic concept design kitchen/bar/service area, working with client , design and construct builder , interior designer and engineers.
- Finishes selections, worked with interior designer, equipment selections worked with manufacturers.
- Design Development kitchen/bar/service area, CAD plan layouts, elevations, sections, services guides.
- Tender & council documentation kitchen/bar/service area, review quotations.

#### **Management Consultation**

- Sustainable development.

#### **Operational Consultation**

- General foodservice operational advice.

#### **Foodservice Design Consultation**

- Select & specify sustainable equipment and finishes selections, review design from a foodservice perspective, cost benefit analysis.

### **Deliverables:**

**Delivered successfully a functional and operational kitchen bar and service area supporting the dine in alfresco and takeaway operation on the main road of NZ.**

# Case Study 12

## Local Government Kitchen Design, Perth

**Job:**

Refurbishment of an aging community kitchen.

**Brief:**

- Hospitality & Foodservice operational & design consultation.

**Overview:****Foodservice Design**

- Client brief.
- Schematic concept design kitchen.
- Sustainable finishes selections.
- Design Development kitchen, CAD plan layouts, elevations, section, service schedules, specifications.
- Tender & council documentation, review quotations & shop drawings, defects review, worked with builders client and interior designer.

**Operational Consultation**

- Conduct site reviews.

**Foodservice Design Consultation**

- Select & specify sustainable equipment selections, review design from a foodservice perspective, cost benefit analysis.

**Deliverables:**

Successfully designed a highly functional and operational kitchen redevelopment, to budget for a government client.

# Our People



**Chris Arrell**

Foodservice Hospitality Operational,  
Management Advisory & Design  
Consultant

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Chris Arrell, founder of Hospitality & Foodservice Consultants, Hospitality Total Services in Australia & New Zealand, has collectively over 38 years experience in foodservice, hospitality, tourism, food & beverage, retail, healthcare sectors providing operational, management advisory and design consultation.

Chris has tertiary qualifications from England & New Zealand in food, beverage, catering & management.

In 1992 Chris started his own consulting company. In this time he has worked on over 250 different client consultation briefs some of which included multiple projects themselves requiring advice & design including; hospitality, foodservice management, kitchen design, bar design, laundry design, operations, sustainable design, retail, liquor licensing, tourism, master-plans, marketing & feasibility analysis, growth strategies, redevelopment consultancies. Chris has produced over 50 feasibility studies of which many projects have been funded, built & are operating successfully today samples herein:

<b>Chifley Hotel Perth (now Somerset).</b>	<b>CY O'Connor Village Pub, Perth.</b>	<b>Graces Tavern, Exmouth.</b>
<b>Comfort Suites, Rockingham.</b>	<b>Whale &amp; Ale Tavern, Perth.</b>	<b>Portofinos Quinns, Perth.</b>

Chris has been involved with the operational review, both back and front of house, for over 200 Catering, food, beverage, hotel or retail outlets operating or their concept designs under consideration, examples of these services are but not limited too:

<b>Operational Review</b>	<b>Delivery Solutions</b>	<b>Laundry Solutions</b>
<b>Waste Considerations &amp; Solutions</b>	<b>Services Consideration</b>	<b>Ergonomic Flows</b>
<b>Cost Benefit Analysis</b>	<b>Food Delivery Solutions</b>	<b>Occupational Health &amp; Safety</b>

Chris has been involved with providing management advice to over 250 clients some of these with multiple projects since 1992. This advice includes but not limited too:

<b>Standard Operating Procedures.</b>	<b>Market Strategies.</b>	<b>Feasibility analysis &amp; reports.</b>	<b>Business plans.</b>
<b>Statement of Requirements.</b>	<b>Market analysis.</b>	<b>Probable cashflows.</b>	<b>Peer reviews design &amp; operations.</b>
<b>Key Performance Indicators.</b>	<b>Snapshot reports.</b>	<b>Room , kitchen strategies.</b>	<b>Equipment condition reports.</b>
<b>Human resources structures/hierarchy.</b>	<b>Management Plans.</b>	<b>Warewashing strategies.</b>	<b>Expression of Interest Campaigns.</b>
<b>Cost benefit analysis, recurrent cost analysis.</b>	<b>Budgets.</b>	<b>Bin area analysis.</b>	<b>Public interest assessments.</b>
<b>Due diligence reports, to purchase or freehold of business.</b>	<b>HACCP reports.</b>	<b>Food safety plans.</b>	<b>Linen and laundry supply consultancy</b>



# Our People

Some notable success stories today benefitting from the management advisory advice provided to clients, samples herein:

- City of Wanneroo - library/café & Portofinos Quinns.**
- Satterley Property Group, Western Australia – Dalyellup, Secret Harbour, Brighton multiple projects cafes/ taverns/ liquor stores/ retail shops.**
- Hawaiian Property Group, Western Australia – Claremont Quarter multiple projects small bar/ restaurants/ cafes.**
- Brookfield, Western Australia – City Square multiple projects restaurants/ tavern/ café court.**
- Kimberley Coastal Camp, Western Australia.**
- Australian Parliament House, Canberra.**
- Kingfish Lodge, New Zealand.**
- Christchurch Casino, New Zealand**

Chris has provided hospitality & foodservice design advice to over 200 clients, small kiosks to multi kitchen or multi outlet developments. Back of house design is completed by HFC & on the rooms/kitchens/bars/laundry/storage/waste & service areas and advice on front of house as required. Chris works in house with Foodservice Designers and externally with clients, architects, interior designers, builders, engineers and project managers to complete projects, from a Hospitality & foodservice perspective;

<b>Client Brief</b>	<b>Schematic Concept Design</b>	<b>Design Development</b>	<b>Equipment Specifications</b>
<b>Equipment Selections</b>	<b>Project Budgets</b>	<b>Tender Documentation</b>	<b>Specifications</b>
<b>Project Administration</b>	<b>Defects Review</b>	<b>Operational Flow</b>	<b>Spatial Planning</b>
<b>Site Inspection</b>	<b>Reused Equipment Review</b>		

Chris’s advice spans across all the services that Hospitality & Foodservice Consultants offers. Most importantly Chris has over 38 years experience in hospitality, foodservice, retail developments, government facilities & operations himself as an apprentice chef, chef, bar manager, hotel general manager, hospitality operations manager in both Australia and New Zealand over the first 14 years then as a hospitality and foodservice advisory and design consultant during the last 24 years whilst providing independent advice in his own consulting companies.

# Our People



**Sarah Arrell**

Hospitality & Foodservice Management  
& Design Consultant

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Sarah Arrell, co-owner of Hospitality & Foodservice Consultants has worked in the hospitality and foodservice industries for 20 years.

For 12 years Sarah worked hands on in the hospitality industry working her way up to a manager. In 2002 Sarah designed, owned and operated a very successful small bar which she sold.

In 2007 Sarah worked for Hospitality Total Services Pty Ltd (Australia) and in 2011 Hospitality Total Services Ltd (New Zealand) for 7 years in this time Sarah developed her skills in accounts, administration, research, report writing, operational consultation and design reviews.

Sarah has developed her skills further, she is now designing kitchens and bars.

Sarah's roles within Hospitality & Foodservice Consultants is reports writing, design, accounts, administration, research and operational consultation. Some of the following tasks are;

<b>Accounts</b>	<b>Tenders/quotes development of HFC documentation.</b>	<b>Administration</b>
<b>Staff training programs developed.</b>	<b>Kitchen Tender Documentation</b>	<b>Human resources development.</b>
<b>Task matrix's development.</b>	<b>Research</b>	<b>Budget development.</b>
<b>Public Interest Assessment</b>	<b>Management Plans</b>	<b>Operational reviews.</b>
<b>Relief manager on site.</b>	<b>Roster &amp; roster costing development.</b>	<b>Food &amp; beverage costing analysis development</b>
<b>Budget development</b>	<b>Food &amp; beverage menus reviewed, researched &amp; developed</b>	<b>Hierarchy plans</b>
<b>Standard operating procedures developed</b>	<b>Report writing</b>	<b>Staff handbook development</b>
<b>Kitchen &amp; Bar Design</b>	<b>Drawing schematic concept plans, elevations &amp; 3D views</b>	

# Our People



**Gareth Mitchell**  
(NatDip ArchTech)  
Foodservice Designer

Gareth Mitchell comes from a background within Residential/Commercial Design, working in both Archicad and Manual drafting.

Gareth has a National Diploma in Architectural Technology.

Gareth worked in Chris and Sarah's company Hospitality Total Services in New Zealand, whilst in his role he produced drawings for projects located in Fiji, New Zealand, Papua New Guinea, Shri Lanka & Australia.

Gareth has knowledge and experience in design, drafting and 3D design which adds a great component to HFC expertise.

Gareth enjoys working within the hospitality & foodservice design sector.

Chris & Sarah are pleased Gareth has joined the team at Hospitality & Foodservice Consultants.

## Key Competencies

<b>Design Concepts.</b>	<b>Design Development.</b>
<b>ArchiCAD.</b>	<b>Elevations.</b>
<b>Design Documentation.</b>	<b>Workshop Drawings</b>
<b>Sections.</b>	<b>Construction Details</b>
<b>Specification's</b>	<b>Joinery details</b>
<b>Working Drawings.</b>	<b>Plan specifications</b>
<b>Cabinetry Drawings</b>	<b>Services Schedules and Drawings</b>
<b>Equipment Research</b>	<b>3D Render Images</b>
<b>Research</b>	<b>Tender Documentation</b>
<b>Manual Drafting</b>	<b>Feasibility</b>

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Thank you and we look forward to being of service to you.