

HOTEL DURRANT'S



RE-LAUNCH
OPERATIONS MANAGEMENT
BRANDING
London 2023-24



RECRUITMENT

Insight Hospitality did research and appoint a new head chef for the hotel

RELAUNCH

Insight Hospitality reviewed the structure and organisation of the F&B department, creating a new team, revisiting opening times, creating new processes with the aim to relaunch the restaurant, bar and private dining room.

With the recruitment of a new head chef, we developed a new menu, inspired by British classics, aligning with the DNA of the hotel.

OPERATIONS

Insight Hospitality implemented booking platform, cost control processes, health and safety procedures and new SOP.

We retrained all members of staff from FnB manager to commis waiter and created an induction training program for future employees.

BRANDING

We appointed Doodle London to review all menus presentation and the branding of the hotel, restaurant and bar, in order to create a strong individual identity to each revenue centre.



INSIGHT HOSPITALITY



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