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Government Urged

As Hospitality Costs Rise Sharply



Trade bodies in the hospitality and on-trade sector have united in demands for reform and support as a "concerning" new survey reveals how almost every hospitality business has seen steep increases in wages and food costs.

Year-on-year, 95% of hospitality businesses have experienced increased wage costs. It's a similar story for food (89%), insurance (84%) and energy (57%) costs, according to a new survey by the British Beer and Pub Association, British

Institute of Innkeeping, Hospitality Ulster and UKHospitality.

Figures from the Office of National Statistics (ONS), show that the rate of inflation has risen for the first time this year and further confirm that inflation in hospitality remains notably higher than the headline rate would suggest, and has for 2024 remained 2.4 times higher than retail inflation.

(CONTINUED ON PAGE 3...)

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Hospitality Technology

Introducing Task Manager: Revolutionising Food Safety and Operational Efficiency in Hospitality & Catering Industry

NCCO International announces the launch of Task Manager, an innovative food safety task management and temperature monitoring solution designed for the hospitality & catering industry. Task Manager addresses key challenges in food safety, regulatory compliance, operational efficiency, and customer satisfaction, making it an essential tool for catering businesses.

"Task Manager is a transformative digital HACCP solution," said Karl Rose, Managing Director of NCCO International. "Our system not only ensures adherence to food safety regulations but also enhances the quality and safety of the meals served, contributing to a superior customer experience."

Task Manager assists catering companies in complying with local, state, and federal food safety regulations, significantly reducing the risk of foodborne illnesses. With robust record-keeping and log management capabilities, Task Manager ensures that businesses are always audit-ready, simplifying health inspections and compliance



checks.

The system automates temperature monitoring for refrigerators, freezers, and food storage areas, eliminating the need for manual checks and helping maintain safe temperature limits. Task Manager also organizes food safety-related tasks, such as cleaning schedules, equipment maintenance, and staff training, ensuring thorough and efficient operations.

By maintaining consistent monitoring, Task Manager helps preserve the nutritional value and quality of both stored and prepared food. Real-time alerts for temperature deviations allow for quick corrective actions, potentially preventing spoilage and ensuring that customers receive high-quality meals.

For more information about Task Manager, please visit www.ncco.eu or contact David Webster at dwebster@ncco.com.

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King's Cross and SevenRooms Aren't Just Partners; They're Rewriting the Rules of Hospitality with Tech That Truly Understands Your Guests

In a first-of-its-kind partnership for European hospitality, King's Cross has teamed up with SevenRooms, the leading restaurant marketing and operations platform, to become the first real estate destination to launch an aggregated restaurant booking experience. This initiative enables diners to find and book reservations at 11 of King's Cross's esteemed restaurants, including El Pastor, Caravan, and Coal Office, all through a single, convenient platform.

The SevenRooms platform, seamlessly integrated into the King's Cross website, simplifies and improves the visitor experience by cross-promoting multiple restaurant brands and eliminating the need for diners to visit multiple restaurant websites or apps.

"We have been able to facilitate this easy-to-use booking platform that allows customers to get a single view of table availability and make bookings without having to visit multiple websites, which can be time-consuming and frustrating," said James Rayner, Head of Retail at King's Cross.

Diners can search by date, time and party size to see restaurant table availability across the estate. This not only ensures guests book at King's Cross restaurants, but maximises restaurant revenue potential by ensuring all avail-



able tables can be booked quickly and easily.

"It is our mission to help restaurants thrive, and partnerships like these are incredibly impactful in helping bring more business to our restaurant partners by making it easier for diners to book reservations at the places they want to go," said Danilo Mangano, EVP, International at SevenRooms.

Leveraging SevenRooms' tech, restaurants benefit from more reservations, while also capturing guest booking details like allergies or special occasions and collecting and responding to customer feedback, delivering more personalised guest experiences that boost loyalty.

This collaboration marks a significant advancement in the integration of technology and hospitality. By prioritising customer convenience and leveraging data-driven insights, King's Cross and SevenRooms are setting a new benchmark for dining experiences, transforming the way diners discover and book their favourite restaurants.

"We hope that by delivering this customer-first experience, customers will keep choosing King's Cross as their dining destination of choice," Mangano added.

For further information visit www.sevenrooms.com

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