

HOTEL PARTNERS BANK SAVINGS OF OVER 14% IN FIRST 12 MONTHS

Background

St Stephen's Green is one of the most exclusive areas to stay when visiting the city of Dublin. Located here is a five star hotel, The Fitzwilliam, under the professional management and watchful eye of Hotel Partners, has provided guests with first class accommodation and food since its inception in 1998. The Fitzwilliam continues to go from strength to strength and has recently been voted 'Best Business Hotel in Dublin' in the Georgina Campbell awards for 2010.

In 2003, PSL approached The Fitzwilliam with the proposition of improving margins and making savings in their food operations.



As a hotel which offers both luxury holiday breaks and first class corporate and conference packages, maintaining superior quality levels whilst achieving such savings is critical to satisfy their customer expectations. The Fitzwilliam decided to put PSL to the test...with rewarding results.

Brian Savage, Chief Financial Officer for Hotel Partners and formerly the Financial Controller of the Fitzwilliam Hotel, remarked, "Being one of the first in Ireland to enter a working partnership with PSL, we were placing our total trust in them to advise on and assist in revising the controls within our food operations, although we had verified their success in the UK.

Our confidence in PSL has been justified. They've helped us achieve results far earlier than we anticipated. Their attention to detail has forced us to review everything from purchasing to waste control, creating savings across all areas."

14% savings during first twelve months and 18% achieved in year 2

Initially PSL looked at their purchase prices across all food types. Armed with up-to-the-minute information on market prices and trends they were in a strong position to agree new pricing levels on The Fitzwilliam Hotel's behalf. They then looked at menu pricing, portion and waste control, whilst carrying out spot checks on back door deliveries to ensure the prices, quality levels and weights met the exceptional standards demanded by the Hotel.

By PSL taking control of these tasks, the 20 staff in The Fitzwilliam Hotel's food operations were left to focus on what they do best – preparing and serving food of first class quality and meeting the high expectations of their guests.

Through the introduction of best practices by PSL's operational staff, The Fitzwilliam Hotel will be able to sustain higher profitability whilst maintaining quality and service.

It is now PSL's role to discover new opportunities to make savings and assist staff at The Fitzwilliam to further reduce their food cost of sale percentage.

A good working partnership

Brian Savage summarised their working relationship with PSL by saying, "PSL staff are very helpful and knowledgeable. By adopting their systems and following their advice we have made significant improvements in a very short time. This relationship after 7 years has now cemented in to PSL being a fully integrated extension of our Food and Beverage team.



PSL have been appointed to the Fitzwilliam Belfast, a new opening for Hotel Partners in March 2009. Their expertise in food cost control allowed the team to concentrate on all of the areas that are so important in a new opening coupled with the confidence that the cost of sales would be managed and kept under control.

PSL have devoted a lot of attention to us and through this we have developed a good working partnership. Now that they have gained the trust and respect of our staff we can continue to grow this partnership by working together to further improve our working efficiency and cost margins."

For further information please contact Richard Judge, General Manager Ireland on 00353 87 2922 757