

# Heliot Steak House Kitchen Cleaning Service



## Award Winning

Judged the Best Steak Restaurant in London by the customers of Bookatable, Europe's biggest online restaurant booking service, the 150-seat Heliot Steak House has some of the most interesting views of any restaurant in London, overlooking the main casino gaming floor at The Hippodrome. The Steak House has evolved to become a prime pre and post theatre destination and continues to gain recognition and awards for its unique offering and quality of food.

## Consistent Kitchen Cleaning Service

The chef team was spending a great deal of time dealing with issues caused by poor staff reliability and a lack of consistency in the kitchen support team. CleanEvent Services quickly identified that the service being provided to the Heliot Steak House was suffering from a lack of ownership at site level and that there were issues with staff retention and motivation. A plan, based on CleanEvent Services' successful delivery of cleaning and back of house operations at venues such as Wembley Stadium, was put in place with a fully empowered 'working' management structure. This approach, which utilises kitchen downtime to undertake planning, administration and staff development activities led by a working site manager, has delivered a well led and motivated team of kitchen support staff.



## Teamwork

The team members have worked hard to develop themselves into a cohesive unit that fully supports the objectives of the senior food and beverage team and Executive Chef, Ioannis Grammenos. The team has been more consistent in their approach, and issues with punctuality and attendance have been removed.