



**MACINTOSH**  
FOODSERVICE SOLUTIONS

CONSULTANCY - EXPERT WITNESS



**Portfolio Highlights**

## Company Profile

Macintosh Foodservice Solutions LTD have experienced specialist catering consultants, who provide independent practical advice and support to the Hospitality and Catering industries respectively. We work with a varied range of businesses from small start-up operations, to local and national government agencies as well as large international organisations.

Our catering consultants have cross-sector experience, which includes Michelin-starred restaurants, international hotels, hospitals, stadiums, schools, private members clubs, visitor and leisure attractions and contract caterers. This enables all the relevant knowledge and approaches from one sector to be efficiently applied to another. We pride ourselves on being completely independent and provide our clients personalised advice most suited to their needs. We have time after time shown savings of over 30% compared to going directly to the market with projects, and have protected our clients to ensure the very best quality of a project is achieved.

During the lifespan of any project we undertake, our clients are fully covered by our £5 million professional indemnity for the life of the project. We're proud to be the trusted consultants to a wide range of local, national and global businesses and organisations, below we provide a glimpse into just some of these partnerships.



## Principal Consultant



Radford is the Principal Consultant at Macintosh and has worked in the hospitality industry for 30 years. This experience has given him an excellent understanding of the sector. He has earned himself a solid reputation and set a legacy in providing consultancy services to market leading contract catering companies, local and national government agencies and businesses of all sizes. His specialties are catering operational/performance reviews, business strategy, competitive tendering and evaluations, kitchen design as well as bar design, catering equipment audits and assessments. He has expansive design experience having worked on many Michelin and 5 star projects.

Radford was awarded “The Catering Insight Hot 100” which is an industry award that recognises the achievements of the 100 most influential and exciting personalities from the commercial catering community. Radford is also a fellow member of The Institute of Consulting and is a leading expert witness for legal cases relating to Catering Equipment. Radford was also awarded ‘Consultant of the Year 2022’ for UK and Ireland for his exceptional work.

**Radford has been the Principal Foodservice Design Consultant on each and every project within this portfolio highlight**

[Radford's LinkedIn](#)

## Client Highlight



# National Liberal Club - London

*Full design project - RIBA 2 to RIBA 6*



# National Liberal Club - London

## Full design project - RIBA 2 to RIBA 6

The National Liberal Club is one of the largest, privately owned members clubs and is situated in Westminster, overlooking the River Thames in London. Founded in 1882, the National Liberal Club was built with stunning architecture, interior decor and was at the time of construction London's largest purpose-built clubhouse and the first of London's major 'gentlemen's clubs' to admit women.

Having somewhat lost its way in terms of food and beverage catering and in making significant financial losses, the Consultancy was contacted by the Club's Directors and management team in order to enhance the venue to enable the catering department to provide one of the best club dining and hospitality experiences in London.

The first point of action was to carry out a root and branch review of the complete food and beverage service operations. The Consultancy provided a detailed report which identified a number of key areas and factors that would allow the club to improve and maximise its foodservice operations. Our review identified that the majority of the existing catering equipment was dated and coming to the end of its useable life. As a result of this the Consultancy recommended a redesign of the current commercial kitchen and an update of all heavy equipment. Our Consultants studied the kitchen and came up with a design and layout that would allow increased workflows and enable the catering team to maximise efficiency and create high end menu items. These designs were provided initially as 2D concepts before having the layouts signed off by the client and subsequently converted into detailed 3D 4K renders of the proposed new commercial kitchen.

A full procurement process was then carried out on behalf of the Liberal Club to invite bids from a number of experienced and highly qualified kitchen houses. A suitable kitchen house was identified and appointed based on their ability to meet the high and detailed criteria specified. Parts of this criteria included value for money, ability to meet the client specifications and an expert knowledge of carrying out works within similar locations.

During our report it was also identified that the menus at the Club required updating according to current food trends. Our consultant worked very closely with our development chef and a nutritionist in order to produce a number of concept menus. These included the day-to-day service at the club as well as banqueting and events menus. Our consultant and development chef then worked with the on-site catering team to implement these menus and ensured detailed training was carried out ensuring each team member was sufficiently knowledgeable on the new menus and their items. Throughout our investigation our consultant identified a number of areas that were causing significant financial losses to the Liberal club. We identified that the client was paying significantly higher than the market value for a large range of their food and beverage products and carried out a detailed benchmarking exercise which led to moving all of the food and beverage purchasing to a buying group, providing a financial return. Through implementing these changes, in just a few months the client was breaking even, and is now on course to make a significant profit on its foodservice operation.



# International Motors - Birmingham

*Full design project - RIBA 2 to RIBA 6*



# International Motors - Birmingham

Full design project - RIBA 2 to RIBA 6

IM Group is a family-owned international group of companies operating in various different markets, including the automotive and property sectors. Founded in the Midlands in the mid 1970s, the group has grown and diversified into an international business employing around 500 people.

We were appointed to carry out an initial feasibility study of the site and the spaces that had been allocated for its new foodservice areas followed by concepts and detailed design. The brief from the client was to design a modern, flexible, sustainable catering facility with the catering offer providing light breakfasts, lunches, buffets, working lunches, and small functions in the directors' meeting rooms. Having reviewed the proposed spaces to work with and the clients requirements, a theatre style cooking operation was proposed that would allow for live cooking where staff and visitors would have their meals made in front of them whilst also achieving all other requirements from the desired operation.

The consultancy provided the client with initial 2D concept designs and plans allowing for any input followed by detailed 3D renders which allowed the team to see our designs brought to life and provide a feel of how the finished article would look. The client was keen to ensure that the front of house counters had the same themes and styles that were in place throughout the building, which meant a close collaboration with the client and their suppliers.

Once the designs had been finalised and approved, the install commenced and we led a detailed collaboration with a number of equipment suppliers and manufacturers to ensure a smooth install process, project managing and overseeing every step. Post install, a detailed snagging session took place in order to identify any issues and client concerns and rectified these ensuring a smooth unveiling and operation on the first day of its opening at the new site.

Following the process of the design and install for the foodservice areas, counters and coffee bars, we were tasked with creating a number of concept menus for each of the catering offers which we worked closely with the client team to understand their exact vision and all requirements for the foodservice offers, including the use of local and sustainable produce wherever possible, a number of healthy/low calorie options, whilst ensuring the service was of the highest quality, boosting staff morale and enabling them to have a service to look forward to during their lunch.

We then started the tender process to procure a high quality contract caterer to take over and run the service on the clients behalf and deliver the menu concepts created by the Consultancy. A number of reputable contract catering companies were identified throughout the procurement process, each with a personalised method statement prepared. These statements would provide the client with a bespoke insight into each bidders approach to this contract and how they would look to run this service.

Following return of the caterer's submissions, a detailed review was carried by our Consultants providing key insights and recommendations to our client on each company and the aspects of their bids. As a result we identified three companies that were best suited to deliver the contract and a thorough interview and menu sampling session was carried out with the three caterers. A thorough review was then completed by the client team and the Consultancy and one final bidder was identified as a stand out company to run the food service operations on site.



# Highcliffe Castle - Bournemouth

*Audit, Options Appraisal & Procurement*



# Highcliffe Castle - Bournemouth

## Audit, Options Appraisal & Procurement

Highcliffe Castle is a historic venue located in Dorset, England, that hosts a variety of events and functions throughout the year. Macintosh Foodservice Solutions were appointed by Highcliffe Castle to conduct a comprehensive review of their catering operations, operational procedures, and equipment as well as our expertise to enhance their catering services and overall operational efficiency.

Macintosh commenced the project by conducting a thorough root and branch review of Highcliffe's existing catering operations. This involved analysing the current procedures, equipment, and staff capabilities to identify areas for improvement and spent time on site prior to gain insights into their challenges and goals.

Following the review, Macintosh provided Highcliffe with an options appraisal which outlined various recommendations to enhance their current catering services, including suggestions for upgrading equipment, streamlining operational procedures, and training staff to improve efficiency and service quality. The team at Macintosh further presented the client with a detailed report that outlined the benefits and costs associated with each recommendation.

After reviewing the options appraisal, Highcliffe engaged Macintosh to assist with the procurement of a new kitchen design, which Macintosh leveraged through their industry connections to source high-quality equipment that met the client's requirements and budget. They also provided guidance on the procurement process to ensure a seamless transition to the new equipment.

As a result of Macintosh's intervention, Highcliffe experienced significant improvements in their catering operations. The new equipment enhanced efficiency and productivity, while the streamlined procedures simplified workflow and improved customer service. The staff at Highcliffe also received training to enhance their skills and knowledge, leading to a more professional and cohesive team transforming Highcliffe's catering operations. The collaboration between the two parties resulted in a successful outcome that exceeded the client's expectations and Highcliffe today stands as a premier venue with first class catering services, thanks to the expertise of Macintosh Foodservice Solutions.





# More London - London

*Full design project - RIBA 2 to RIBA 6*



## More London - London

### Full design project - RIBA 2 to RIBA 6

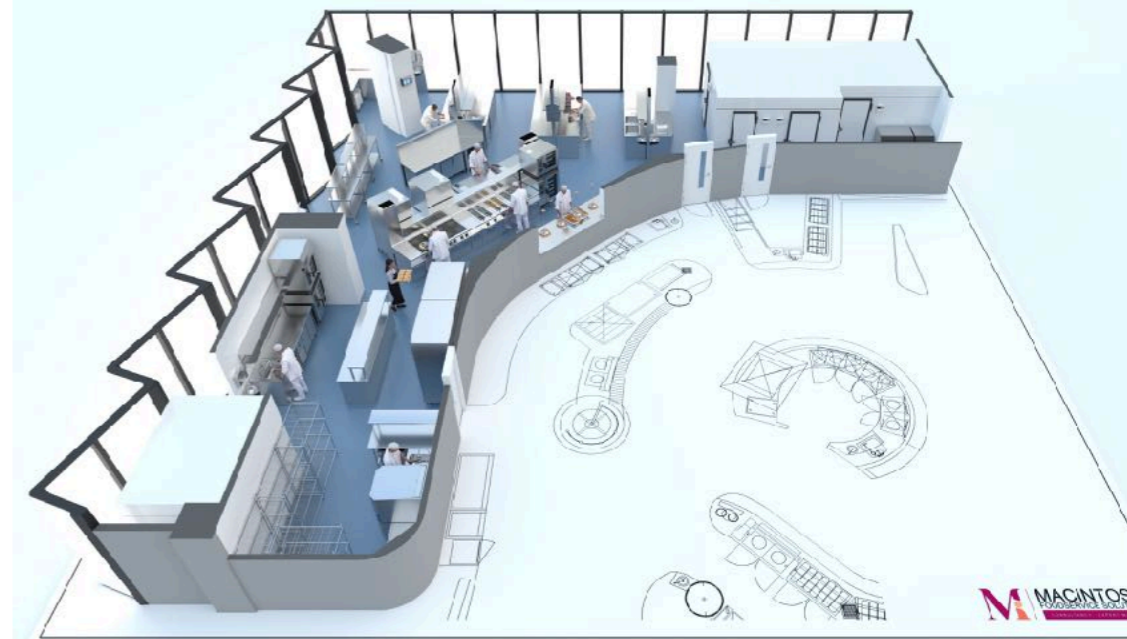
Macintosh Foodservice Solutions was tasked with providing a full design consulting service, including CDM (Construction Design and Management) coordination, acting as the principal designer, and serving as the employers' agent for an international accountancy firm located at More London, near London Bridge. The project spanned RIBA stages 2 to 6, encompassing the design development, construction documentation, and project delivery phases.

Macintosh utilised their expertise in foodservice design and operations to create a customised solution that catered to the client's needs while adhering to industry standards and best practices and collaborated with the international accountancy firm to understand their specific requirements and vision for the new space at More London. As part of their comprehensive service, Macintosh took on the role of CDM coordinator, ensuring health and safety regulations were met throughout the project and conducted risk assessments, coordinated with other project stakeholders, implementing safety measures to safeguard the wellbeing of all individuals involved in the construction process.

Macintosh's Principal oversaw the design development and documentation stages of the project and collaborated with architects, contractors, and other consultants to ensure the design met the client's exact requirements while considering factors such as functionality, aesthetics, and compliance with building regulations. Macintosh also acted as the employers' agent, representing the interests of the international accountancy firm throughout the project and facilitated communications between the client and the project team, monitoring all progress, and ensured that the project was delivered on time and within budget.

As a result of all the above, the international accountancy firm at More London experienced an incredibly successful project delivery. The new space was designed to enhance the client's operations and provided a welcoming environment for employees and visitors, and met the firm's specific requirements for a modern and functional workspace. The project was completed within the specified RIBA stages 2 to 6, with careful attention to detail and quality assurance.

Macintosh's involvement in the design and construction process at More London, exemplifies their commitment to delivering tailored solutions that meet the unique needs of their clients. By providing a full suite of services, including design consulting, CDM coordination, a principal designer role, and employers' agent representation, Macintosh ensured a seamless project delivery that exceeded the international accountancy firm's expectations. The successful collaboration between the two resulted in a transformative space that reflects the client's brand and values.



# The Leadenhall Building - London

*Full design project - RIBA 2 to RIBA 6*



# The Leadenhall Building - London

Full design project - RIBA 2 to RIBA 6

Macintosh Foodservice Solutions undertook a comprehensive design consulting service for The Leadenhall Building, a prominent skyscraper in central London, standing at 225-metres tall (738 ft). The project encompassed RIBA stages 2 to 6, focusing on the design development, construction documentation, and project delivery phases to enhance the foodservice facilities within levels 27 / 28 / 29 of the building.

Macintosh collaborated closely with the stakeholders of the Leadenhall Building to understand their unique requirements and objectives for the foodservice facilities. Leveraging their expertise in foodservice design and operations, the team at Macintosh developed a tailored design solution that aligned with the building's architectural aesthetics and the client's vision.

During RIBA stages 2 to 6, Macintosh executed a systematic approach to design development and documentation for the foodservice facilities which involved refining the initial concepts, preparing detailed drawings and specifications, and coordinating with architects, engineers, and contractors to ensure the seamless integration of the foodservice elements within the building, including new kitchens, refreshment points, event space and the social hub.

Macintosh acted as a key collaborator throughout the project, liaising between the various stakeholders to ensure alignment on design decisions, budget considerations, and project timelines. Their proactive communication and project management skills facilitated a smooth workflow and effective implementation of the design solutions. As part of their consulting service, Macintosh maintained a strong focus on quality assurance and compliance with relevant regulations and standards, conducting regular inspections, quality checks, and reviews to ensure that the foodservice facilities met the necessary safety, hygiene, and operational requirements.

Macintosh's involvement in the design consulting service for the Leadenhall Building exemplifies their dedication to creating innovative and tailored solutions for their clients. By navigating the complexities of RIBA stages 2 to 6, Macintosh contributed to the successful transformation of the foodservice facilities at the Leadenhall Building and the project stands as a testament to the collaborative effort and creative vision of both parties involved.



# Embankment Place - London

*Full design project - RIBA 2 to RIBA 6*



## Embankment Place - London

Full design project - RIBA 2 to RIBA 6

Macintosh Foodservice Solutions was engaged to provide a full design consulting service for a leading international accountancy firm with 4,000 staff on site. The project spanned RIBA stages 2 to 6 and involved Macintosh Foodservice Solutions acting as the principal designer, CDM coordinator, and employers agent. The collaboration led to significant cost savings and energy efficiency improvements for the client.

Macintosh took on multiple roles in the project, serving as the principal designer, CDM coordinator, and employers agent. In the capacity of the principal designer, they oversaw the design development stages, ensuring that the design met the client's exact requirements and complied with industry standards. As the CDM coordinator, all health and safety aspects of the project were overseen ensuring compliance with regulations. Additionally, as the employers agent, they represented the interests of the client throughout the project.

Through Macintosh's expertise and strategic approach to design and project management, the international accountancy firm realised significant cost savings and energy efficiency improvements. The project saved an astronomical 45% in energy costs compared to traditional approaches, resulting in substantial long-term benefits for the client. Additionally, the project saved over £200,000 in total costs compared to going directly to the market, showcasing the value and efficiency of Macintosh's services.

Notably, the client opted to work directly with Macintosh Foodservice Solutions without going through a consultant and a competitive tender process. This decision proved to be advantageous for the client, as it facilitated a streamlined and efficient collaboration that led to very high cost savings, energy efficiency gains, and successful project outcomes.

Macintosh's successful execution of the design consulting service for the leading international accountancy firm exemplifies their commitment to delivering innovative and cost-effective solutions. By assuming multiple key roles in the project and leveraging their expertise in design and project management, Macintosh not only met the client's expectations but exceeded them by achieving significant cost savings and energy efficiency improvements. The client's decision to forego a competitive tender process and work directly with Macintosh proved to be a strategic choice that resulted in a successful and mutually beneficial partnership.



# K West Hotel - London

*Full design project - RIBA 2 to RIBA 6*



## K West Hotel - London

Full design project - RIBA 2 to RIBA 6

Macintosh Foodservice Solutions undertook a comprehensive design consulting service for the K West Hotel, a part of the Lancaster Hotel Group. The project, spanning RIBA stages 2 to 6, focused on designing multiple kitchens, bars, room service facilities, and back-of-house areas. Macintosh Foodservice Solutions also provided valuable advice on mechanical, electrical, and plumbing (MEP) systems and extraction matters to optimise the operational efficiency of the hotel's foodservice facilities.

Macintosh collaborated closely with the K West Hotel team to understand their unique requirements and objectives for the various foodservice areas within the hotel. Leveraging their expertise in foodservice design and operations, the team at Macintosh developed tailored designs for kitchens, bars, room service facilities, and back-of-house areas that aligned with the hotel's brand and operational needs.

During RIBA stages 2 to 6, Macintosh executed a systematic approach to design development and documentation for the foodservice facilities at K West Hotel. They worked in coordination with architects, engineers, and contractors to ensure that the design solutions met the functional, aesthetic, and regulatory requirements of the project. By optimising these crucial elements, Macintosh enhanced the operational efficiency and sustainability of the hotel's foodservice facilities, ensuring a seamless and high-performance operation.

The collaboration between Macintosh and K West Hotel resulted in the successful design and implementation of multiple kitchens, bars, room service facilities, and back-of-house areas that met the hotel's operational needs and brand standards. The expert advice on MEP and extraction matters further enhanced the efficiency and functionality of the foodservice facilities, providing a superior experience for both staff and guests.

Macintosh's involvement in the design consulting service for the K West Hotel, part of the Lancaster Hotel Group, exemplifies their commitment to delivering innovative and customised solutions for their clients. By designing multiple key areas within the hotel and providing valuable advice on MEP and extraction matters, Macintosh contributed to the enhancement of the hotel's foodservice operations. This project stands as a testament to the collaborative effort and expertise of both Macintosh and the K West Hotel team.





# Hyatt Regency - London

*Full design project - RIBA 2 to RIBA 6*



## Hyatt Regency - London

Full design project - RIBA 2 to RIBA 6

The Hyatt Regency is a prestigious five star hotel located in the heart of London in Marylebone, with luxurious rooms and balcony suites, and an award-winning cocktail bar and outdoor terrace. Upon the project's inception, Macintosh meticulously crafted a visionary concept that harmonised functionality with the aesthetic appeal of this high end hotel. Our dedication to excellence was easily noted as we meticulously developed detailed MEP drawings, ensuring every aspect of the food service design was optimised for efficiency and innovation.

Collaborating closely with the wider consultancy team, we offered invaluable insights and guidance on intricate food service selections, leveraging our expertise to elevate the project to new heights of success as well as providing a full procurement and turnkey project management service, where our attention to detail and seamless coordination ensured a flawless execution from start to finish.

We crafted a visionary concept that laid the foundation for a groundbreaking food service design experience, with meticulous attention to detail and encapsulated our vision into intricate MEP drawings, ensuring excellence in functionality and aesthetic appeal.

We also collaborated closely with the consultancy team, providing expert advice on food service, orchestrating a seamless execution that brought our design to life with precision and flair. As the project reached its culmination, we ensured a flawless handover, marking the completion of a journey filled with innovation and excellence.



# Jane Street - London

*Full design project - RIBA 2 to RIBA 6*



## Jane Street - London

Full design project - RIBA 2 to RIBA 6

Jane Street are a quantitative trading firm and liquidity provider with a unique focus on technology located in central London and Macintosh Foodservice Solutions were appointed to this project after a rigorous selection process, as well as on personal recommendation from previous clients.

Jane Street take food service take very seriously, as it is an integral part of their offer to staff. As part of our work, we developed refreshment points on levels six, seven and eight for their head offices in London, along with food service areas for conferencing and meetings and a finishing kitchen within the new refurbish floors.

We also carried out extensive workshops with various stakeholders within the operation, and carried out site visits to inspect food service solutions and worked up a detailed design in BIM, which included CoBie data, 3D drawings, MEP data, Joinery information drawings.

Our work included all phases with in RIBA 2 to RIBA 6, providing extensive detailed information to the architectural, client team and the MEP team. We worked to an ISO standard for this and provided detailed reports at every stage and supported during the procurement phase, construction phase and carrying out detailed inspections and snagging of the installation.

Macintosh's involvement in the design consulting service for Jane Street exemplifies our commitment to delivering innovative and customised solutions for our clients. By designing multiple key areas within the business and providing valuable advice on MEP and equipment specifications, Macintosh contributed to the enhancement of Jane Streets foodservice operations according to the clients exact needs and wishes.



# St George's Guildhall - King Lynn

*Full design project - RIBA 2 to RIBA 5*



## St George's Guildhall - King Lynn

Full design project - RIBA 2 to RIBA 5

St George's Guildhall in Kings Lynn is a historic venue steeped in rich cultural heritage, serving as one of the last places where Shakespeare himself graced the stage!

Our work on this project encompassed a comprehensive feasibility plan, meticulously outlining various aspects such as budget, staffing requirements, and menus which ensured a solid foundation for the successful implementation of the project.

With a keen focus on enhancing the visitor experience, we crafted intricate schematics for both a coffee shop and a riverside restaurant. These designs harmonised functionality, aesthetics and the customer flow, giving rise to inviting spaces that exuded a sense of charm and hospitality. We also meticulously developed concept designs and brought them to life through detailed and 3D representations.

We prepared a detailed catering equipment plan layout for all catering areas identified in the brief, with allowance for revisions/re-designs. This included a catering equipment schedule and a preliminary budget, updating to suit budget constraints. Our consultants also met with the Environmental Health Officer (EHO) to establish acceptance/compliance to hygiene and regulation standards and carried out a full C.D.M. risk assessment, supporting the Principal Designer with any required inputs and attendance at design risk work-shops.

Finally, in nearing completion we assembled all the required documentation and drawings in a format suitable for a competitive tendering, as well as amending the package/s, to ensure comments by all parties had been incorporated. Upon completion, we attended post-tender catering equipment contractor interviews and prepared a detailed analysis of tender returns and made a recommendation for appointment, finalising every aspect of this project and the foodservice operations for the client.



# The Northcote (1 Star) - Lancashire

*Full design project - RIBA 2 to RIBA 6*



## The Northcote (1 Star) - Lancashire

Full design project - RIBA 2 to RIBA 4

Macintosh Foodservice Solutions was appointed this prestigious project, run by famous chef Lisa Goodwin-Alan. As the Northcote embarked on its next culinary destination, our consultants provided concept detailed 3D designs for the new restaurant within the grounds, catering to the high standards the one Michelin starred Northcote team have and we have been delighted to work with them on this project.

We undertook the RIBA 2 to RIBA 4 design services, reviewing operations on site spent and carried out a number of personalised workshops with Lisa and her team to establish the exact requirement of the new kitchens, guiding on the best layout, equipment and options for running the kitchen.

The kitchen designed is a small Michelin standard restaurant specification with 30 covers, offering a very high standard of culinary experience. As the kitchen is open plan and leads directly into the restaurant with glass doors, a high-end domestic feel was integrated which includes Decton tops marbles surfaces, induction, cooking, multi-temperature drawers, state of the art combination ovens, a meat ager and a soundproof dishwasher area. We also allowed design for adequate cold and dry storage and storage area for nitrogen.

This smaller standalone restaurant sits within the grounds of the existing Northcote, and is part of a multi-million pound investment by its owner. As part of our work we met with the owner as well as the senior directors of the group and advise them on the best procurement route, budgets and independent advice throughout all stages of work.

