

Focuses

- ▶ Christmas week | Bar & floor efficiency | Toilet cleanliness | January & promotions
- ▶ **Max. 4 drinks per drink call** - 2x BBG | 1x ½-pint ale | Hot/soft drink (optional)
- ▶ **1 food focus dish per food call** – Burns' Week | Ramen | Paninis | Small 10" wraps | Fish & chips | All day brunch | Breakfast | Trial dishes

Upcoming...

23 Dec: Period 6 starts
23 Dec-3 Jan: School Christmas holidays (Check local dates [here](#))
2-16 Jan: January Sale
1-31 Jan: Veganuary
22-28 Jan: Burns' Week
26 Jan: Period ends

Christmas week

- Full food and drink availability.
- Acknowledgement at the bar within 10 seconds and maintaining the 2-minute service aim is a key focus, even during peak trading times.
- App drink delivery times of 3 minutes.
- Remember to carry 'Thank you' cards during your calls to recognise the teams hard work (front & BOH, including cleaners).
- Assist pub teams where required during busy calls.

See: [Christmas brief](#)



Bar & floor efficiency

- Bar is set up for success – clutter-free and fully stocked with everything to hand.
- All staff wearing an apron/utility belt, with sanitiser spray, clean blue cloth, and a pen.
- Radios, earpiece, and pagers in use.
- Large food trays in use where necessary.
- Bus trays and trolleys available to aid with clearing plates during busy periods.
- Glass baskets used when collecting glasses during busy periods.



See: [Cleaning and resetting a table](#)

Toilet cleanliness

- Toilets checked a minimum of every hour.
- A fully stocked toilet cleaning caddy in use.
- Flooring and surfaces clean, dry, and in good condition.
- Wet floor sign displayed where necessary.



See: [Cleaning the toilets](#) | [Duty Manager pre opening toilet checks](#) | [How to complete hourly toilet checks](#)

January & promotions

All Christmas decorations and POS to be removed by the close of Wed 1 January. See: [January marketing brief](#)



Excl. airports, train stations, service stations & shopping centres.
26/12: A2 poster displayed in the menu cabinet.



Excl. airports, train stations, service stations & shopping centres.
26/12: A1 poster displayed on an internal easel.
1/1: A3 Strut card displayed on bar.



Excl. train stations, service stations & shopping centres.
26/12: A1 poster displayed on an internal easel.
22/1-28/1: 1 table mat on each table from 11.30am.

Burns' Week - Haggis, neeps and tatties

- ❑ Haggis, mashed potatoes and mashed swede should be fluffed up and presented evenly in the bowl.
- ❑ Haggis should not be dry; this could indicate it has not been cooked from defrost or overcooked.
- ❑ Served in a hot bowl.

See: [Haggis, neeps and tatties](#) | [Small haggis, neeps and tatties](#)



Caledonian burger

- ❑ Served with 2 x 3oz beef burgers, ½ a portion of haggis, tomato, onion & lettuce in a toasted burger bun.
- ❑ Haggis should not be dry; this could indicate it has not been cooked from defrost or overcooked.
- ❑ 6 x onion rings, 275g (frozen weight) chips and whiskey sauce served hot and smooth in a warmed blue ramekin. If the whiskey sauce is separating it could indicate it has been over cooked.
- ❑ Served on a hot plate.

See: [Caledonian burger](#)



Ramen

- ❑ Broth should nearly fill the bowl and the contents should have clearly been stirred.
- ❑ The chicken breast option should be char-grilled then thinly sliced around 0.5cm thick.
- ❑ For the buttermilk fried chicken breast option, slice into 1cm strips.
- ❑ For the poached egg option, heat in the microwave, slice in half and served yolk side up.
- ❑ All options are garnished with a small handful of coriander, six pieces of red onion and five slices of chillies.
- ❑ Served with a fork, dessert spoon, ramen spoon and serviette.

See: [Ramen noodle bowl](#)



Paninis

- ❑ Served on a hot medium plate if served on its own or hot large plate if served with a side.
- ❑ Must be cooked on the panini grill (or Cibo ovens for pubs with one).
- ❑ Paninis should not be squashed.

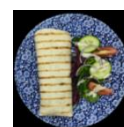
See: [Saladette specs](#)



Small 10" wraps

- ❑ Wrapped only at one end, served fold side down.
- ❑ Served on a hot small plate if served on its own or hot medium plate if served with a side.
- ❑ All sides served directly on a plate (small chips or small salad).
- ❑ Small side salad is served directly on the plate. Plate should be cold if ordered with a small side salad.

See: [Saladette specs](#)



Fish & chips

Callers to consider ordering small fish & chips.

- ☐ Peas are green (not brown or discoloured). Mushy not dried out.
- ☐ Fish has even, golden batter. No oil residue on plate. Hot all the way through. Some curling of fish is acceptable.
- ☐ Chips are the correct portion. Light, golden colour (dark could imply overcooked or oil quality).
- ☐ 1/8 lemon wedge is served on the side of the plate for the standard and small serves (not children's).
- ☐ Served on a hot plate (cool for children's plate).
- ☐ Tartare sauce is available on the front of house condiment station.



See: [Hand-Battered Fish and Chips](#) | [Children's Fish and Chips](#)
[Cooking the perfect fish](#) | [Making batter mix](#)

All day brunch

- ☐ Served on a **hot plate**.
 - ☐ **Hot beans**, cooked above 82°C; stored in the hot holding cabinet above 63°C; and reach the table still above 55°C. (100g x baked beans (1 x 3oz spoodle)).
 - ☐ **Hot bacon**, fat is crispy and not translucent, bacon meat has consistent colour and if cooked on the grill, the grill lines dark and clearly defined.
- NB:** Where possible teams should be cooking to order; if hot-holding, bacon should be in a warm lidded metal gastronorm for no longer than 30 minutes).



See: [All Day Brunch & Vegetarian All Day Brunch](#) | [Vege](#)
[Small All Day Brunch/Small Vegetarian All Day Brunch](#)
[Small vege](#)

Breakfast

- ☐ Served on a **hot plate** (cool for children's plate).
- ☐ **Hot beans**, cooked above 82°C; stored in the hot holding cabinet above 63°C; and reach the table still above 55°C. (A beans portion is 100g; kitchen teams to use a 3oz spoodle if portioning to order/serving from hot hold).
- ☐ **Hot bacon**, fat is crispy and not translucent, bacon meat has consistent colour and if cooked on the grill, the grill lines dark and clearly defined.



NB: Where possible teams should be cooking to order; if hot-holding, bacon should be in a warm lidded metal gastronorm for no longer than 30 minutes).

See: [Delivering hot food](#) | [Spec card index](#)

Vegan beans on toast

- ☐ 2 x slices bread, unbuttered, toasted on both sides.
- ☐ 2 x vegan spread portions.
- ☐ 3 x 100g portion **hot beans** (serve in a small bowl separately).

See: [Vegan Beans on Toast \(UK\) Spec Card](#)



Porridge

- ☐ Serve in a hot bowl on a napkin lined medium plate with a spoon.
- ☐ Porridge must be well stirred.
- ☐ Fruit options are served on top.
- ☐ Honey/maple flavoured syrup served in a 2oz ramekin.

See: [Porridge \(UK\) Spec Card](#)



Burger trial

- ☐ Cheese Meltdown Burger
- ☐ The Big Smoke Burger
- ☐ Buffalo Burger
- ☐ BBQ Stack Burger

See: [Burger Trial](#)
[Autumn 24 spec pack](#) | [Burger Trial Autumn 2024 brief](#)



Trial dishes

- ☐ NEW Spicy prawn – small plate
- ☐ NEW Katsu curries – spicy prawn option
- ☐ Shakshuka
- ☐ Shawarma topped chips
- ☐ Ribeye steak
- ☐ Spicy chicken pizza (8" or 11")
- ☐ Korean fried chicken burger
- ☐ Korean friend chicken wrap (10" or 12")
- ☐ Char-grilled tandoori chicken breast skewers – main meal
- ☐ Char-grilled tandoori chicken breast skewer – small plate
- ☐ Giant Profiterole
- ☐ Chocolate & salted caramel torte

See: [Spec card index](#)

Poretti POS

Poretti posters should be displayed in the following locations

- External Hit 3
- Internal easel (A1)
- Additional spaces (notice board and spare frames, etc.)

See: [Poretti brief](#)



Strut cards displayed prominently on the bar by till points.

Beer mats displayed on the bar and on VDA tables.



Reinvestment schemes with pub closures

No.	Pub name	Close	Open
6747	Pillar of Rock, Bolsover	06/01/25	06/02/25
557	Jack Phillips, Godalming	26/01/25	31/01/25
7251	The Queens Head, Tavistock	13/01/25	17/01/24
137	Playhouse, Colchester	19/01/2025 - 12pm	25/01/25

Reinvestment schemes with kitchen closures

No.	Pub name	Close	Open
1040	George's Meeting House, Exeter	06/01/25	15/01/25
5452	Sandford House, Huntingdon	06/01/25	10/01/25
5534	Hippodrome, Market Drayton	13/01/25	25/01/25
6240	Tilley Shilling, Farnborough	06/01/25	20/01/25 (Wet trade only) 27/01/25 (Full trade)
5588	Weeping Ash, St. Neots	13/01/25	17/01/25
6251	Joseph Conrad, Lowestoft	20/01/25	24/01/25
748	Regal, Cambridge	06/01/25	08/01/25