

ABOUT CRTA

Powered by our strategic partner ChefOnline, the concept of Chinese Restaurant & Takeaway Awards (CRTA) and its journey begins and ends on a customer level. Galvanised by the technological platforms at our disposal alongside our initial clientele base of over 50,000 active customers, we ask the regular consumers of Chinese cuisine - the dedicated frequenters of Chinese food on the streets of Britain - to put forward their most beloved Chinese restaurants. The process of nomination via online applications and websites will help us compile an authentic list of the nation's most cherished eateries based on the opinions of local residents from regions across the UK. After the launch of our campaign, we endeavour to separate the UK into 16 distinct areas in order to distinguish the Top 3 Chinese restaurants and takeaways in each region - from Edinburgh to Southampton, from Belfast to Cambridge, and everywhere in between. We conducted a formal assessment to determine the leading culinary establishments dependent upon such criteria as quality of service, quality of food and value for money in tandem with the number of nominations provided by the public.

At CRTA, we are not simply concerned with cuisine. Our prerogative is the entire culinary experience - 360 degrees from the moment you step in the restaurant to the moment the door closes behind you.

CRTA celebrates the art of cookery, but places the same amount of emphasis on all roles in the hospitality environment, including extraordinary service or bar management.

由我们的战略合作伙伴ChefOnline提供动力，中餐厅及外卖奖概念（CRTA）及其旅程开始和结束于客户层面。在拥有5万多名活跃客户的技术平台支持下，我们邀请中国菜的常客——英国街头中国菜的忠实常客——提出他们最钟爱的中国餐馆。通过网上申请和网站提名的过程将帮助我们根据来自英国各地的当地居民的意见编制一份全国最珍贵的餐馆的真实名单。我们的活动开始后，我们努力将英国分成16个不同的地区，以区分每个地区的前3名中国餐馆和外卖店，从爱丁堡到南安普顿，从贝尔法斯特到剑桥，以及它们之间的任何地方。我们进行了一项正式的评估，以确定主要烹饪机构取决于这样的标准，如服务质量，食品质量和物有所值，同时由公众提供的提名数量。

在CRTA，我们不仅仅关注美食。我们的特权是整个烹饪经验-360度，从你踏进餐厅的那一刻到门关上你的身后。

CRTA赞美烹饪艺术，但同样强调在酒店环境中的所有角色，包括非凡的服务或酒吧管理。



HOUSE OF LORDS



Lord Bilimoria CBE DL

Chairman, Cobra Beer Partnership



“The UK’s Chinese restaurant and Takeaway sector makes a huge contribution to innovation in UK cuisine and adds huge value to our economy. Cobra Beer is proud to support CRTA and sponsor these prestigious awards, a true showcase of the best of the industry’s talents.”

“Today’s Grand Finale is the conclusion of a comprehensive, one-of-a-kind initiative to promote the best skills in the UK’s competitive Chinese restaurant sector. This spirit of collaboration and community is a testament to the Chinese culinary sector and the talented chefs and restaurateurs.”

“CRTA has assembled the top judges – including chefs with decades of combined experience, health and hygiene experts and industry champions – and shown enormous dedication to sharing knowledge and practice in the profession. Above all, CRTA gives a voice to the toughest judges of all – the customers – rewarding the chefs and restaurateurs who bring customers the food they love.”

FORWARD



Katherine HAU, MBA

Member, Ambassadors & Judging Panel

We are delighted to welcome you to the inaugural Chinese Restaurant & Takeaway Awards (CRTA) this evening. The most prestigious celebration of Chinese cuisine in the UK.

What sets CRTA apart is that it is the loyal customers and dedicated frequenters of curry houses on the streets of Britain that were invited to put their favourite Chinese restaurants forward for nominations. This culminated in a list of the nation's most cherished Chinese eateries; based on the opinions of local residents from 15 regions across the UK and Ireland. Over 750 businesses were nominated to participate.

Continuing the CRTA journey this year, once public nominations closed on December 15th, we selected the top 10 Chinese restaurants across each of the 16 regions to determine the leading culinary establishments. Following the completion of the Nominations, the top 10 restaurants from each region have been invited to the Grand Finale ceremony this evening.

Over the years the Chinese food industry has witnessed a steep decline, largely attributed to the shortage of skilled workers - from a lack of talented chefs,

to front of house staff. This is due to the UK's stringent immigration policy relating to skilled workers from outside the EU. The labour shortage issue facing our industry is coupled with a palpable sense of disinterest among younger people and job seekers with regard to the hospitality sector as a potential career path. The CRTA initiative has involved addressing this insufficiency.

We sincerely hope you enjoy this evening's Grand Finale ceremony of the inaugural Chinese Restaurant and Takeaway Awards, which is actively taking steps to find solutions to the ongoing crisis' facing this once lucrative industry.

On behalf of team CRTA, I am very grateful for all the support we have received from across the community and a wide range of organisations.

I am looking forward to everyone having a pleasant evening and witnessing the first ever magnificent 'CRTA Champion of Champions' Trophy being lifted by the CRTA National Champion.

Good luck to all the participant and best wishes.

AMBASSADORS & JUDGES



Guangbo ZHANG

AIIC member, Associate Professor



Katherine HAU, MBA

Restaurateur/ Brand Ambassador,
Guangzhou Natural Beauty



DJ ALICE

Head Of Chinese Programme,
Spectrum Radio



Jason LI

Assistant Director of Asia Sales



Edwin CHAU

Master of the House



Guohui LIU

Certified Chinese Master Chef



Yii WANG

Chef and Restaurateur



Jan Knights (Nee Hing) FCII

Managing Director,
Square Mile Insurance Services

CRTA JUDGING & ASSESSMENT PROCESS

PLAN

QUALITY

ANALYSIS

EFFICIENCY

MANAGEMENT

IMPROVEMENT

EVALUATION

OPERATION

At CRTA, we utilise a two-step judging process - this enables customers and judges votes to be transparent and fair. The first phase involves nominations from the public through CRTA's online nomination system based on Quality of Food, Quality of Service and Value for Money.

The second phase is the CRTA Assessment. This is where participating restaurants go through a scrutinising check with other regional contestants based on TripAdvisor Reviews, Google Reviews and Food Hygiene Rating. Both phases are based on scores and upon a final judgement, CRTA gets winners in selective categories.

在CRTA，我们采用两步的判断过程-这使得客户和评判投票是透明和公平的。第一阶段包括通过CRTA基于食品质量、服务质量和金钱价值的在线提名系统从公众提名。

第二阶段是CRTA评估。这是参展餐厅根据TripAdvisor Reviews、Google Reviews和食品卫生评级与其他地区参赛者进行审查的地方。两个阶段都基于分数和最终判断，CRTA在选择性类别中获胜。

1st Phase:

Customer Nomination:



2nd Phase:

Reviews:



EVENT HOST



Selena REN

任姝玥

Event Host

活動主持人

A multi-talented youngster and presenter, Selena came to UK after her graduation from the Xi'an International University where she studied Arts. She had her post-graduation completed from London School of Economics and Political Science. She has been an active volunteer in many events ever since she got a scope from her teenage life. Her journalism skills have landed her in popular News Channels in UK like the BBC Chinese where she has served as a freelance columnist and in Propeller TV where she served as a Project-based Presenter/Producer. She has worked with Diaspora Group and is a Member of Committee for the Mulan Women Achievement Awards 2016. Selena's sporty presentation skills took her to hosting events like Festivals, Awards Function, Gala Events, Conference Hosting etc. She is a popular face in the UK-Chinese Events fraternity and is a groomed persona and right fit for representing the Chinese cultured events in the UK.

Selena是一位多才多艺的年轻人和主持人，她从西安国际大学毕业后来到英国，在那里她学习艺术。她毕业于伦敦政治经济学院，完成了毕业。自从她从少年时代开始学习以来，她一直是许多活动的积极志愿者。她的新闻技巧使她成为英国流行的新闻频道，如BBC中文，她曾担任自由职业专栏作家，并在Propeller TV担任项目主持人/制作人。她曾与Diaspora集团合作，并且是2016年花木兰女性成就奖委员会成员。Selena的运动表演技巧带她参加节日，颁奖函数，庆祝活动，会议主持等活动。她在英国很受欢迎 - 中国事件兄弟会，是一个整洁的人物，适合代表在英国的中国文化事件。

ENTERTAINMENT



Joanna Zhou
《星光大道》- 周航宇

Joanna Zhou is the Art Director of UKCPA and a Grade II National Artist of China. She graduated from Beijing Dance Academy with Chinese Classical Dance in 2011. Later she worked at the Chinese Opera and Dance Theatre and completed an MA in Dance Studies at Roehampton University in 2016. She has won the Silver Medal of the National Lotus Cup Dance Competition, the bronze medal of the Dance Contest of the Five Provinces of North China, and the Silver Medal of the Beijing Dance Competition. She was the fifth founder of the Star Avenue in 2014 as the founder of the step-bubble snake.

Joanna Zhou是UKCPA的艺术总监和中国二级国家艺术家。她于2011年毕业于北京舞蹈学院中国古典舞蹈。后来她在中国歌剧舞蹈剧院工作，并于2016年在罗汉普顿大学完成舞蹈学硕士学位。她获得了全国莲花杯舞蹈比赛银奖，华北五省舞蹈比赛铜牌，北京舞蹈比赛银奖。作为步泡泡蛇的创始人，她是2014年星际大道的第五位创始人。



HOW TO PREVENT ONLINE CARD FRAUD IN THE RESTAURANT BUSINESS

Running a profitable restaurant business requires much more than consistent hard work. Statistics suggest that small to medium restaurant industries face higher setbacks and a high rate of failure in their first year of commencement. Adding to the difficulty is the low-margin and fewer resources at the disposal of restaurant owners. They have to maintain high levels of security in cash management - especially online payments, as online card fraud is emerging as a huge challenge during recent times.

“In 2017, the food and beverage industry faced 117% surge in frauds as compared to 2016”

Shocking, isn't it? Restaurant owners embrace online transactions to give their business returns a boost by providing seamless payment opportunities to their customers whilst also reducing the manual difficulties on the business's part. However, this exposure to multiple channels and online networks makes them vulnerable to online card frauds. Therefore, an efficient fraud management system, that is also budget-friendly, is imperative every restaurant business.

Credit card frauds in the restaurant industry

Credit card frauds are definitely frustrating for the card user, but merchants too, are affected by this scam. Unfortunately, it is quite common for food items to be purchased using a bad card as the transaction may go through as successful initially. However, on the bank's side, the transaction may be flagged as “card not found” – this in turn means that the business has now lost both the goods, and the value of the goods!

Growth of online activity in the food business-An overview

Every business is on a lookout to grow in terms of a greater number of customers, better sales, and better reputation, and credibility in the market. To achieve all this, a restaurant strives to provide efficient services and a smooth user experience to its customers. In the service sector, customer reviews and word-of-mouth hold high credence. Hence, your customers are bound to advocate your food business if you provide them an exemplary ‘food experience’. The restaurant owners and thence, compelled to provides services like online transactions through portals, third-party apps, and payments through credit card.

It is our duty to communicate, provide you with the necessary information, and advise you to the best of our ability to ensure you are managing the risks that could threaten the success of your business.

-Israt Jahan, Front Office Manager, ChefOnline

Also, if restaurants just rely on their fixed clientele, their growth and expansion plans will be thwarted in this competitive online marketing environment. Credit card payments and online ordering provide a better scope to reach out to more potential customers surfing the web on a lookout for home-delivery eating/ beverage services.

Restaurants are tremendously benefited if they have a robust online presence. Firstly, they can be easily identified by new customers. Clients leave their feedbacks which help in improvisation and the positive reviews serve as a bonus for increasing the client base. Payments through net banking and credit cards become a must for online transactions. Plus, the restaurant also reduces its hassles by maintaining digital records and accepting credit cards instead of cash. Another advantage is that the scope of human error for calculations is greatly reduced with credit card transactions.

How to protect your business

1. Determine whether the transaction is genuine

Usually, the billing address and the delivery address is the same of food transactions. If the order is huge and the addresses are different probe further to ensure that the client is genuine. You could ask the recipient to produce the card through which transactions are done or check the signature with the payment card at the time of goods delivery.

2. Use an AVS (Address Verification System)

Using an AVS, you can verify the cardholder's identity by checking billing address, zip code and phone number with the issuing bank. An AVS match does not guarantee a 100% non-fraudulent transaction, and a non-match does not mean it's a fraud. However, you can probe further if it is a non-match.

3. Collect Card Verification Value (CVV) information

The customers provide the security code of their card for making a purchase. This three-digit card number is securely printed on the back of the card and cannot be easily retrieved by frauds.

4. Beware of anonymous email addresses

Always check for the authenticity of the email address from which an order is placed. If you find the account suspicious, look for further details.

5. Establish contact with the customer

The most effective mode of verification, you can simply call the customer and ask for his verification address etc. Use the billing phone number to establish contact and connect on to a one-to-one basis.

Wrap-up

Every business or start-up must keep these tips in mind to protect their food business against frauds and damage. Also, robust security systems for restaurants that have been introduced to tighten online transactions and prevent credit card frauds. New technologies are emerging every day to provide possible solutions for better security measures so that entrepreneurs and restaurant owners can carry out successful business operations while managing potential risks efficiently.

CYBER SECURITY

- Check goods are delivered to the correct address as stated on the order
- Ask the recipient to show the card the order processed with
- Obtain and check signature with payment card as proof of delivery.

Here are some more tips to protect your online transactions and prevent credit card frauds:

1. Risk assessment

A comprehensive risk assessment tool will help you verify the potential risk of damage and vulnerability of your system to exploitation and fraud.

2. Monitor and analyse records

Keep your accounts updated and carry out a timely monitoring and analysis of the files to spot unusual activities and fix loopholes

before that becomes a target for fraudsters.

3. Exercise robust control

Credit card frauds can be greatly minimised by dual authorization. Also, maintain strict protocols and keep your important business papers and online accounts in tight security.

4. Hire proficient staff

Hire trained personnel who monitors the online business transactions and points out loopholes in the purchases. You could also train your business staff to be vigilant and monitor the online purchases carefully, study client profiles and report suspicious online transactions immediately. Build trust among employees such that they keep updating you with daily activities.

如何防止餐馆业务中的欺诈

如何防止餐馆业务中的欺诈

经营餐馆业务需要的不仅是长时间的努力。根据统计数据显示，中小型餐馆在第一年容易面临较高的失败率，该餐馆与较大的相比可以使用的资源更少并有相对低利润率。他们必须有高水平的现金管理和安全性，特别是在线支付，因为信用卡欺诈最近正成为一项巨大的障碍。

在2017年食品和饮料行业的欺诈行为与去年相比激增了117%”

这不是很令人震惊吗？餐馆提供在线交易，让客户有额外支付机会，同时减少业务方面的人手困难。然而，在线网络使他们容易受到信用卡欺诈的影响。因此，所有餐馆企业都必须使用有效管理系统，用来防止欺诈。

餐饮业的信用卡欺诈历史

信用卡欺诈对于用户是恼人的，但商家会受到更大的影响。使用坏卡购买食品是很常见的，因为许多交易可能会成功。但是在银行方面，交易可能被标记为错误，这意味着商家已经丢失了货物和货物的价值。

概述食品企业在线活动的增长

所有企业的目标都是拥有更多客户，更好的销售，声誉和市场信誉。餐厅致力为客户提供高效的服务和顺畅的用户体验。如果您为客户提供高度评价的食品体验，您的客户必然会支持您的食品业务。因此餐馆不得不通过网站，应用程序和通过信用卡付款等方式提供在线交易等服务。

如果餐馆只依赖他们的固定客户，他们的增长在这个竞争激烈的环境中将会受阻。信用卡付款和在线订购可以吸引更多潜在客户，也让他们了解餐馆提供的饮食和饮料服务。

如果餐馆拥有强大的在线业务将会有很多好处。新客户可以容易认识它们，可以留下有用的建议，并且可以作为增加客户群的奖励。通过网上银行和信用卡付款成为在线交易的必要条件。此外，餐厅还通过电脑数字记录减少现金带来的麻烦，大大减少了人为计算错误的范围。

我们有责任向您们提供相关信息，并尽最大努力为您提供建议，以确保您能够管理潜在风险

- ChefOnline前廳經理Israt Jahan

如何保护您的企业？

1. 确定事务是否为真

通常，账单地址和交货地址与食品交易相同。如果订单很大，并且地址不同，则进一步探测以确保客户是真实的。您可以要求收件人出示完成交易的卡，或者在货物交付时用支付卡检查签名。

2. 使用AVS（地址验证系统）

使用AVS，您可以通过与开证行核对账单地址、邮政编码和电话号码来验证持卡人的身份。AVS匹配不能保证100%的非欺诈交易，并且不匹配并不意味着它是欺诈。但是，如果它是不匹配的，则可以进一步探测。

3. 收集卡验证值（CVV）信息

客户提供他们的卡的安全代码进行购买。这个三位数的卡号被安全地印在卡的背面，并且不容易被欺诈所检索。

4. 注意匿名电子邮件地址

始终检查订单所在的电子邮件地址的真实性。如果您发现帐户可疑，请查找进一步的细节。

5. 与客户建立联系

最有效的验证模式，您可以简单地打电话给客户，并要求他的验证地址等。使用计费电话号码建立联系，并连接到一对一。

结论

所有企业都必须牢记这些提示以免免受欺诈和损害。也需要使用有效的安全系统，以加强在线交易并防止信用卡欺诈。新技术为企业提供更好的安全的解决方案，以便能够有效地管理潜在风险。

以下是一些保护您的在线交易和防止信用卡欺诈的更多提示：

1. 检查货物是否按照订单上的规定送到正确的地址
2. 要求收件人出示处理过的订单
3. 用支付卡取得并检查签名，作为交货证明。

1. 风险评估

一个全面的风险评估工具将帮助您验证系统的潜在破坏风险和易受剥削和欺诈的脆弱性。

2. 监测和分析记录

在成为欺诈者的目标之前，保持你的账户更新，并对文件进行及时的监控和分析，以发现不寻常的活动并修复漏洞。

3. 运动鲁棒控制

通过双重授权，信用卡欺诈可以大大减少。此外，保持严格的协议，并保持您的重要商业文件和在线帐户的密切安全。

4. 雇用熟练的员工

聘请受过培训的人员监督网上商业交易并指出采购中的漏洞。你也可以训练你的业务人员提高警惕性，仔细监控网上购物，研究客户资料，并立即报告可疑的在线交易。在员工之间建立信任，使他们不断更新你的日常活动。



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Sanjay Anand, Mbe

Chairman, Madhu's



Welcome to the Chinese Restaurant & Takeaway Awards (CRTA) 2018. As the leading caterer in the Asian wedding market, it is an honour for Madhu's to be a partner in this fantastic annual event.

Our philosophy has always been to enable a client to be a guest at their own function. We have the experience and expertise to orchestrate even the most complex of weddings and corporate events. Our management team, award-winning chefs and an experienced marketing team are constantly creating new ideas so that we are ahead of our time, which enables us to maintain our position as market leaders.

Our success over the past 39 years has been possible due to the exceptional standards employed across every part of our business. The other secret to Madhu's success is the quality of our partnerships. We pride ourselves on a close working relationship with all suppliers that are involved in a Madhu's event - including the 5-star venues at which we have exclusive arrangements.

I would like to thank all the wonderful people that work with us to help make CRTA 2018 such a success.



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INSURANCE

A necessary evil or a life saver?



Jan Knights FCII



David Royston

Insurance is a requirement by law - if you employ just one person, you must have employers' liability insurance in place. Obviously, it makes business sense to have the other covers in place as you never know when a claim will occur and when it does, without the correct insurance in place, it could have devastating consequences to your business, your home life and eventually you.

What kind of insurance does a business need?

At SQUARE MILE INSURANCE SERVICES, we only use A RATED UK BASED INSURANCE COMPANIES, if you are insured with us and have declared everything, you will not have a problem with a genuine claim. Our restaurant binder is placed with AVIVA, an A rated UK company and the policy is adjusted to suit you the restaurateur and not a package, bought off the shelf. We understand your business, we understand what sums insured you need, we know what an EPOS system is and the cost of software to keep it going.

Firstly if the unrated insurer or offshore company goes bust you have no redress - you are not protected under the Financial Services Compensation Scheme - not only have you paid the premium, which you won't get back, but if you have a claim, this will not be settled. You will then have to pay out for further insurance so you will have paid twice - this is obviously not a saving.

What can you do to prevent this?

All of us have to be savvy business people but

what looks like a saving on insurance by using an unrated insurer; an offshore company (i.e. Gibraltar, Lichtenstein etc) or misrepresenting your sums insured is a false economy. Don't use Unrated Insurers. In the event of a claim, if you are not insured correctly, this is a disaster, to explain properly, you might be insured for £50,000 for your contents and suffer damage of £25000. If you should have been insured for £100,000, (more realistic) you may only get £12,500 i.e. 50% of the claim as you are 50% underinsured. But what is worse is that you could be investigated for fraud, as you have under declared figures to get a cheaper premium. If this happens you will have to declare this on any insurance you try to obtain the future and could result in higher premiums or that no A rated insurer would take you on or you may never be able to get insurance again. The declaration is not only for your business, but also your home and your car.

At Square Mile Insurance we help you with everything to make your life easier. We help you to decide sums insured we assist with health and safety and fire risk assessment and perhaps more importantly, if there is a claim we will ensure that you are looked after and if need be, will attend on site to look after you

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保险

必要的罪恶还是救命恩人?

法律规定雇主必须有雇员保险, 不管只雇用一名员工. 您永远不知道何时会发生索赔, 如果没有正确的保险, 它可能会对您的业务和生活您造成毁灭性后果。

企业需要什么样的保险?

在 Square Mile Insurance Services, 我们只使用拥有A评分的保险公司. 如果您向我们买了保险服务并提供了所有有关的内容, 如果您需要索赔就不会有任何问题. 我们的餐厅文件是与AVIVA (一家A评分英国公司) 一起安排, 并且以餐馆老板调整. 我们了解您的业务, 需要的保险金额。

如果购买未经评级保险公司的保险, 然后这些保险公司破产, 那您将不会有任何补救措施和保护. 您不仅支付了保险费, 您将无法获得赔偿金, 您的索赔也不会解决. 然后你必须支付额外的保险金, 这样你支付两次保险费。

你能做些什么来防止这种情况发生?

一个精明的企业将不会通过使用未经评级的保险公司, 因为看起来像是节省了保险费. 如果您没有正确投保, 在索赔的情况下会有很多麻烦. 例如, 为£100,000金额的保险费, 仅投保了£50,000并且遭受£25000的损害, 您可能只会收到£12,500的赔偿. 在最坏的情况下您可能因为欺诈行为而受到调

查, 您可能永远无法再次获得保险. 该不仅适用于您的业务, 也适用于您的家庭和汽车保险。

在Square Mile Insurance, 我们为您提供一切投保帮助让您更轻松. 我们帮助您确定所有风险评估的保险金额, 如果有索赔我们将确保您得到适当的帮助。

使用SQUARE MILE INSURANCE保险, 让您运营您的业务, 不用担心投保的问题

请致电 020 7481 4321 / 07970489249或发送电子邮件至

David@squaremileinsurance.com





Five-Star: A Formula for Better Business®

What is a Food Hygiene Rating Scheme

The scheme was introduced by the government in November 2010 to give clear information to consumers about the businesses' hygiene standards with regards to legal compliance. This is the most successful hygiene scheme to date in the UK. A rating from 5 to 0 shows how a business is doing with regards to producing safe food for its consumers and enable customers to make an informed decision about where to buy their food from.

Why it is important for my business

The rating given by your inspector/health officer is very reliable and your customers value it and put their trust in it. This is like a 'badge of honour' for your business and is a great marketing tool too. You and your staff should take credit for it and should be truly proud of this achievement.

What do the stars mean

A five star tells your customer that your hygiene standards are very good. A four star indicates it is good. A three star shows that your hygiene standards are generally satisfactory. A two star means some improvement is necessary whereas a one star indicates that major improvement is necessary. Finally, a zero indicates that urgent improvement is required

What an inspector looks for

When an inspector visits your business, he looks for the following five things – handling of food, storage, how do you prepare your food, how clean your facilities are and how are you managing your food safety.

How to get the stars

I have a simple formula that I think can help you to achieve this rating: $c^2 + m = 5^*$. This is not a mathematical formula though! You need to follow the four C's which are: Cooking + Chilling + Cleaning +

Cross contamination (c^2) and Management (m). If you follow these four Cs and the manager/owner manages the food safety effectively, you should get a Five star rating ($=5^*$).

How to follow these four Cs?

Firstly, you need to make sure that all of your food is handled hygienically at every step of its journey from the point of buying to serving your consumers. This include delivery, storage, defrost, preparation, cooking, cooling, refrigeration, reheating and serving.

Secondly, make sure that physical condition of your business is being looked after. This include cleanliness of everything such as all the equipment, walls, ceiling etc. good layout of your kitchen and storage to avoid cross contamination, enough lighting so that your staff can see everything clearly. Ventilation has to be appropriate to control humidity, smell, mould etc. Mouse and cockroaches are a major cause of restaurant closures, fines and prosecutions. So make sure that you are doing everything to control the pest problem.

Finally, you must manage ways of keeping food safe, looking at processes, training and follow a system such as HACCP to ensure good hygiene is maintained. The officer can then assess the level of confidence in standards being maintained in the future.



Mr. Abdul Hoque Habib
BSc. Honours ACIEH
Managing Director of London
Training Centre Limited



Top 10 tips to get a Five Star:

- Personal hygiene of all staff must be of a very high standard
- Premises, your workplace, all equipment and accommodation should be clean
- Pests (mouse, cockroach etc.) must be prevented and controlled
- Pets (cats, dogs etc.) should not be allowed in the premises
- Cook all hot food thoroughly and reheat piping hot too
- Clean and disinfect all the food-contact and hand-contact items/areas
- Chill all cold food below 5 degree celcius
- Cross-contamination must be avoided i.e. raw meat/chicken always on the bottom shelf, use different colour coded knives and chopping board, wash your hands properly etc.
- Complete your Safer Food Better Business (SFBB) diary every day
- Train all your staff on food safety and SFBB.



五星级：
改善商业的公式

什么是食品卫生评级计划

这项计划由政府于2010年11月推出，目的是向消费者提供关于企业遵守法律方面的卫生标准的明确信息。这是英国迄今为止最成功的卫生计划。从5到0的评级显示了企业在为消费者生产安全食品方面的表现，并使消费者能够对从哪里购买食品作出明智的决定。

为什么这对我的生意很重要

你的检查员/卫生官员给出的评级非常可靠，你的客户重视它，并信任它。这对于你的企业就像一个“荣誉徽章”，也是一个伟大的营销工具。你和你的员工应该为它赢得荣誉，并且应该为这一成就感到自豪。

星星意味着什么？

五星级告诉你的顾客你的卫生标准很好。四颗星表明它是好的。三星级表明你的卫生标准一般都令人满意。双星意味着某些改进是必要的，而一颗恒星则表明需要进行大的改进。最后，零表示需要紧急改进。

检查员在寻找什么

当一个检查员拜访你的生意时，他会发现以下五件事：处理食物、储藏、如何准备食物、如何清洁你的设施以及如何管理你的食物安全。

如何获得星星

我有一个简单的公式，我认为可以帮助你达到这个等级： $C^2 + m = 5$ *。这不是一个数学公式，虽然！你需要遵循四个C：烹饪+冷食+清洁+交叉污染（ C^2 ）和管理（M）。如果你遵循这四个CS和管理者/所有者有效地管理食品安全，你应该得到五星级评级（= 5 *）。

如何遵循这四个CS？

首先，你需要确保你的食物在从购买到服务消费者的每一步都是卫生的。这包括交付，储存，除霜，准备，烹饪，冷却，制冷，再加热和服务。

其次，要确保你的业务的身体状况正在被照顾。这包括所有设备的清洁，如所有的设备，墙壁，天花板等。良好的厨房和储藏室布局，以避免交叉污染，足够的照明，使您的工作人员可以清楚地看到一切。通风必须适当控制湿度、气味、霉菌等。老鼠和蟑螂是餐馆关闭、罚款和起诉的主要原因。所以，确保你正在尽一切努力控制虫害问题。

最后，你必须管理保持食物安全的方法，看过程，训练并遵循HACCP这样的系统，以确保良好的卫生。然后，官员可以评估在未来保持标准的信心水平。



获得五星级的10大秘诀：

- 所有员工的个人卫生必须是很高的标准
- 前提是你的工作场所，所有的设备和住宿都应该是干净的
- 必须防止和控制害虫（鼠、蟑螂等）
- 不允许在宠物房内饲养宠物（猫、狗等）。
- 煮熟所有热食物，再加热管道热
- 清洁和消毒所有食物接触和手接触物品/区域
- 冷却5摄氏度以下的所有冷食
- 必须避免交叉污染，即行肉/鸡总是在底架上，使用不同颜色的刀和砧板，洗手等。
- 每天完成你的更安全的食物更好的生意（SFBB）日记
- 培训所有员工的食品安全和SFBB。



ChefOnline

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SPECIAL THANKS:

With special thanks to all those restaurants that have taken part in these nominations for our inaugural event. Congratulations to all the winners and highly commended restaurants. We look forward to welcoming you all next year for what will be a bigger and brighter event.

CRTA would also like to express its sincere gratitude to its media partners and the sponsors for their continued support throughout it's maiden journey in various ways.

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