

# oneALDWYCH LONDON

## ONE ALDWYCH TAKES **FOOD SAFETY** INTO THE 21ST CENTURY



Sector:  
Hotel

Number of  
Restaurants:  
1

Product:  
Automated  
Temperature  
Monitoring  
and Work  
Management



Checkit simplifies the challenge of managing a 40-strong workforce, taking accountability to a new level, whilst saving staff time and giving management peace of mind.

**Profile: One Aldwych**

Located in Covent Garden, London, One Aldwych is a luxury boutique hotel offering five-star accommodation in stunning surroundings. The hotel is also home to the renowned Lobby Bar, named one of the top five hotel bars in the world by the Sunday Telegraph, and the innovative Indigo restaurant serving an entirely gluten and dairy-free menu.

**HAACP compliance created masses of paperwork**

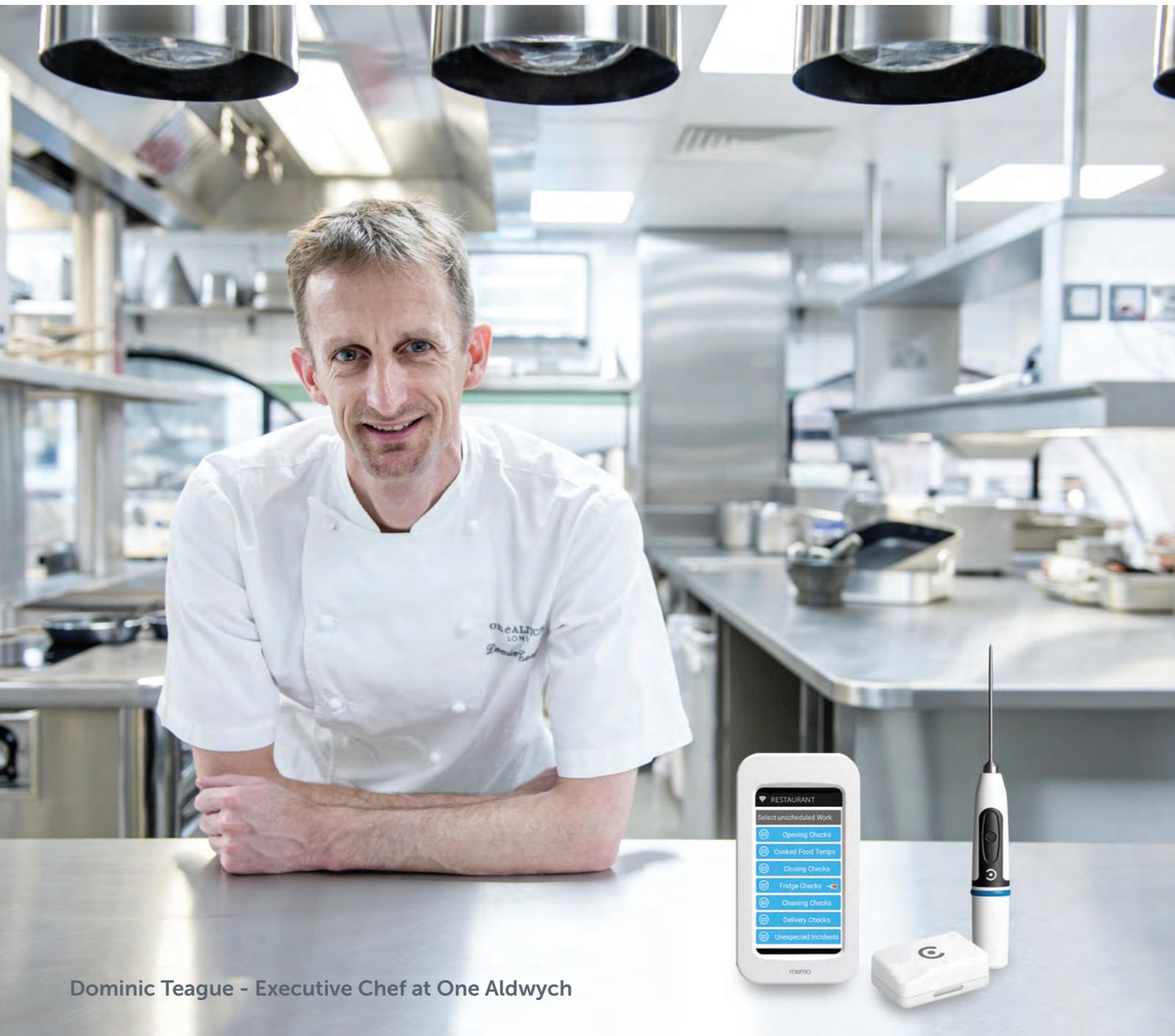
The kitchen at One Aldwych was manually managing and recording daily HACCP compliance tasks, which was time consuming and provided no real visibility when tasks had been completed, or were overdue. Additionally, the temperature of the kitchens' 15 fridge and freezer units had to be manually checked and recorded several times a day. As all compliance recording and reporting was paper-based, it resulted in masses of paperwork each week.

**No more paper or time consuming manual checks**

To improve kitchen efficiency, One Aldwych initially installed Checkit automated temperature monitoring sensors to continuously monitor fridge and freezer temperatures and eliminate time consuming manual checks.

“Before, we had standard monitoring solutions in place. With Checkit, we wanted to bring the operation to the 21st century,” Dominic Teague, Executive Chef at One Aldwych, explains. “We also wanted to make reporting more accurate, instead of relying on someone to have to physically go and read and then record individual temperatures.”

“We quickly found out how much more you can do with Checkit, and we now use it to manage all our health and safety procedures and cleaning schedules as well as temperature checks for cooked meat and hot water.”



Dominic Teague - Executive Chef at One Aldwych

## Checkit simplifies the challenge of managing a 40-strong work-force

Now, all daily and weekly checks are performed with Checkit. Checkit's cloud-connected digital handsets feature tailored interactive checklists with scheduled tasks for all employees from kitchen porters to sous chefs. The checklists alert staff when checks are due and guide them through the task.

"Checkit has simplified the challenge of managing 40-strong workforce in a hectic, 24/7 environment. Crucially, each completed task is automatically user and time-stamped and recorded in the cloud to form our compliance records. If tasks have not been completed on schedule, I get an email at 3pm and can speak to those employees before they leave, and make sure everything gets done. It helps keep staff on their toes when they know that they'll get questioned if something is not done."

"When we are busy and get an email alert that a check has been missed, we can quickly rectify it there and then, instead of finding out about it two days later when it is already too late. It gives us peace of mind that things are definitely being done. As the Executive Chef that's especially important for me when I'm not in the kitchen."

## Cloud records cut management admin time

Checkit's digital system has also improved staff efficiency, as the time spent on filling in and maintaining paper records has been eliminated. Checkit's automatically created cloud-based records have also vastly reduced the time Dominic has to spend on reviewing the reports.

"Checkit's cloud-based records and automated monitoring save about an hour of staff time each day, just by not having to write everything down. However, for me the big saving is the cloud itself: now I don't have to trail through mountains of paperwork to keep on top of everything. It makes it so much easier to manage the information, and there is no need to store paper records, and that's a big factor."

Checkit has also helped improve accuracy, which is critical in a kitchen that has to maintain the highest possible standards around the clock.

"We are not a kitchen that is just open for lunch and dinner, we run a 24-hour operation. The kitchen serves not only Indigo restaurant, but also the hotel's room service, private events and the popular afternoon tea which is inspired by Charlie and the Chocolate Factory. We've got chefs coming and going at all hours, so we need to know that everything has been done."

"With our old, paper-based system, you had to rely on someone to do their job and remember to take a record of it. We are only human, sometimes things happen or someone might be off sick or just forget to do something, and that was the danger. Now, we can instantly see what has been missed and correct it straight away."

*"The improved visibility and accountability has helped reduce the stress of ensuring consistent compliance."*



**Feedback from food safety inspections has been positive**

“For the first few months, we had both the Checkit digital system and the old paper system running at the same time. When we had an inspection, I mentioned that we were using the digital system and asked what their opinion was. The inspector was very happy with it as all the information is clear and accurate, so it is easy for them to check, and as a result we have now abandoned the paper system altogether.”

One of the biggest concerns for Dominic was introducing the new system to staff. However, he had no reason to worry.

“I’m really surprised there was no resistance to the new system, staff just jumped on it. I suppose technology is a natural part of life for youngsters these days. Using Checkit’s Memo handset is like having a phone in their hand and it just comes naturally.”

Overall, Checkit has helped simplify the management of a busy kitchen and provided the management with peace of mind that everything runs as planned, at all hours. As a luxury hotel, One Aldwych has no room for non-compliance when it comes to food hygiene and health and safety.

“We have to take health and safety very seriously. Checkit makes everything clearer, sharper and more accurate, and provides solid records. If there were any issues or allegations, it provides the protection of having compliance information on hand quickly to prove that our processes were not at fault. Checkit makes sure there are no grey areas when it comes to compliance.”



**Checkit:**  
In One Aldwych’s words

*“We quickly found out how much more you can do with Checkit, and we now use it to manage all our health and safety procedures and cleaning schedules as well as temperature checks for cooked meat and hot water.”*

*“We have to take health and safety very seriously. Checkit makes everything clearer, sharper and more accurate, and provides solid records.”*



**No paperwork**

Food safety records are automatically created, timestamped and stored securely online



**Consistent Food Safety**

ensuring the highest possible standards



**No missed checks**

Checkit alerts you when checks are due



**Staff trained in minutes**

If they can use a smartphone, they can use Checkit

*“Checkit makes sure there are no grey areas when it comes to compliance.”*

**Dominic Teague,**  
Executive Chef at One Aldwych

Checkit is the leading provider of next generation, cloud-based automated monitoring and digital work management solutions across the food, healthcare and facilities management sectors.



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