

BISTROT PIERRE'S FUTURE-PROOF APPROACH TO FIRST-CLASS STANDARDS

Safety everywhere, every day, for everyone

Bistrot Pierre serves great value provincial French cooking in a relaxed bistrot setting.

With bold growth plans from the very beginning, Bistrot Pierre now has 21 restaurants across the UK and a new Bistrot Pierre Rooms opening in Plymouth.

With expansion, however, came added pressure to maintain superior 'Scores on the Doors' food hygiene ratings - and to earn glowing feedback from Trip Advisor's clued-up clientele.

Realising the threat to business reputation, CEO John Whitehead swapped an outdated risk assessment, policy and HACCP paper trails for Safety Cloud, Southalls' user-friendly health and safety software – a secure, flexible web-based solution that could grow with the Bistrot Pierre business.

• Safety transformation

John wanted his team to live and breathe exemplary food hygiene and safety standards, day in and day out. Safety Cloud pulled all safety audits, data and processes online, weaving compliance into staff's everyday duties and sharing ownership across the business.

• Cutting claims

As site numbers grew, so did the odds of potentially damaging civil action. Safety Cloud allowed managers to quickly log complaints, cuing an investigative follow-up call from the Southalls team. By storing photo evidence and translating incident stats - from falls to purported food poisoning - into easy-to-read graphs, Safety Cloud helped Bistrot Pierre mitigate active allegations, refine risk assessments and track trends to avoid future claims.

• Creating consistency

With EHO advice on food handling and cooking methods varying widely between authorities, Bistrot Pierre needed cast-iron consistency across their entire operation. As ex-Environmental Health Officers, Southalls provided practical guidance on building best practice procedures – and razor-sharp support for winning appeals.

• Keeping pace with legislation

When new allergen labelling requirements posed a fresh challenge in December 2014, Safety Cloud's 'Safety Alert' system ensured Bistrot Pierre's company-wide staff training initiative was tracked and timely.



BISTROT
PIERRE
1994

SHAPING IN-HOUSE EXPERTS



Food hygiene and safety management had always been top of Bistrot Pierre priorities, but Southalls' blend of specialist advice, customised e-learning and face-to-face training took staff know-how to a whole new level.

- **Standout standards**

As former environmental health practitioners, Southalls understand what it takes to achieve and maintain praiseworthy hygiene ratings, and present compelling facts for successful appeals. Ongoing team training means head chefs and managers are consistently empowered to impress EHOs, act on concerns and recognise safety's impact on first-class customer experience – and the bigger business picture.

- **Tailored risk assessments**

To ensure standards remain high, Southalls undertake routine audits across all Bistrot Pierre sites. Risk assessments are captured on Safety Cloud, then efficiently reviewed, tailored and electronically signed off in collaboration with restaurant managers. Findings are verbally cascaded to staff, who use their own Safety Cloud log ins to finalise the process online.

- **Daily safety**

With safety now part of the team's daily work patterns, front and back of house, bar and cellar audits are carried out with the swipe of a tablet during regular restaurant floor walks. Supervisors take charge of management-assigned audits, while General and Area Managers enjoy full online visibility and sign-off privileges once the checks are complete. If a serious hygiene or safety problem is identified, an additional audit programme kicks in, prompting daily checks until the issue is resolved, providing an effective due diligence defence trail.

"We have used Southalls for over 10 years and I can state categorically that we have been delighted with their consultancy service and Safety Cloud. They are always on the end of the phone when needed, undertake audits through the year for us and advise on changes in legislation. They are professional, helpful, intelligent and incredibly good value - I cannot rate them highly enough. Without Southalls, our restaurants would not be as safe, clean and well run."

John Whitehead, CEO, Bistrot Pierre Limited

**For a free on-site
consultation call or email
us today to find out more**

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