

# intouch

SUPPORTING YOUR BUSINESS

## AA B&B AWARDS 2013

### PLUS...

FIND OUT THE WINNER OF THE  
HOUSEKEEPER OF THE YEAR AWARDS 2013

PROFILING THE RECENTLY REFURBISHED  
HOTEL, THE CALEDONIAN

GET THE LATEST OFFERS AND NEWS  
FROM THE AA

# inside...

## Welcome

Welcome to the Summer edition of intouch, packed with all our regular features and updates. The B&B Awards 2013 took place at St. Ermin's Hotel, London on Tuesday 28th May and was a huge success, turn to page 4 to view the winner and finalists. Tickets are selling fast for the Hospitality Awards and we are delighted to announce our celebrity presenter for the evening - turn to page 10 to find out more. We also celebrated the winner of the Housekeeper of the Year Awards 2013 at the London Hilton on Park Lane on Thursday 20th June, view the winner and finalists on page 11.

On page 13 we profile the recently refurbished hotel, The Caledonian. See this edition's profile on chef, Eric Chavot, Executive Chef-Owner at Brasserie Chavot, on page 14 and find out what open training courses the AA have to offer on page 8. We also talk to a college lecturer from the restaurant at South Downs College, see page 9.

As ever, we're delighted to receive letters and questions. Intouch is your forum for communicating with the AA Hotel Services community so send us a letter or drop us an email at [intouch@theAA.com](mailto:intouch@theAA.com)

Best wishes

*The Marketing Team*

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# informed...

## We have moved on Twitter!

Our previous @AAhotels account has now changed name! We are now @TheAA\_Lifestyle. Follow us on this address to find out places to visit, things to do, books to read and where to stay, eat and drink.

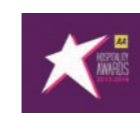


The new twitter account combines the forces of four Lifestyle experts:



### The publishing expert (Jim)

An editor, working in AA Publishing, tweeting about our books, our authors and anything related to them.



### The hospitality expert (Emma)

We've been promoting quality and excellence in the industry since 1908. Tweeting about the AA Star Rating and AA Rosette schemes:

[www.theaa.com/bed-and-breakfast-and-hotel](http://www.theaa.com/bed-and-breakfast-and-hotel)



### The travel expert (Nigel)

We've been recommending AA routes to get you from A to B since 1912:

[www.theaa.com/route-planner/index.jsp](http://www.theaa.com/route-planner/index.jsp)



### The walking expert (David)

We've been publishing AA Walks since 1975:

[www.theaa.com/walk-and-bike-ride](http://www.theaa.com/walk-and-bike-ride)

**Tweet your images to @TheAA\_Lifestyle and we will feature your Hotel!**

## AA Restaurant Vouchers



If you own a restaurant with AA Rosettes after its name then you already have a good reason for customers to walk through the door. But now you could give them even more reason to by being part of our new AA Restaurant Voucher Scheme. Sign up and your restaurant will be included in a national network of AA approved establishments that customers can spend their vouchers in. This means bringing you extra business from a wide range of consumers, as well as the lucrative corporate market.



Advertising and promotion will be taken care of by us, leaving you to concentrate on what you do best – delivering food and service of exceptional standards.

To find out more, call **01494 887 627**

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# AA B&B AWARDS 2013

IN ASSOCIATION WITH

eviivo



## Congratulations to the winners and finalists of the AA B&B Awards 2013.

The winners and finalists of the AA B&B Awards 2013 celebrated in style on Tuesday 28th May at the AA B&B Awards luncheon, held at St. Ermins Hotel, London. The event recognised and rewarded 33 very deserving finalists for demonstrating all-round excellence and unfailing standards and for providing outstanding service to guests. All finalists were treated to a champagne reception followed by a formal four course celebratory luncheon and each received a personalised certificate and a Villeroy & Boch engraved decanter.

Simon Numphud, AA Hotel Services Manager, said, "The AA Bed and Breakfast Awards is a great way for us to recognise and reward the dedication and hard work of B&B owners throughout the country."

The event received a lot of favourable coverage from all aspects of the media, from pieces in national and regional newspapers to extensive online trade & consumer coverage and both regional and national radio coverage.



B&B Awards 2013



Runners Up: Mark & Rachael Dann, Big Bear Lodge, Melverley



Runner Up: Sue Thompson, Six Brunton Place, Edinburgh

## Friendliest B&B of the Year

Sponsored by eviivo

eviivo

### Blessing & Gibson Mutandwa Milton House, Bath



Blessing & Gibson Mutandwa from Milton House in Bath have been awarded the prestigious title of AA Friendliest B&B for 2013, sponsored by eviivo, at the AA Bed and Breakfast Awards.

Located at Poet's Corner, just 12 minute's walk from Bath City Centre, Milton House, which is named after poet John Milton, is perfect for exploring the city. Blessing and Gibson were both brought up in Africa where there is an established tradition of politeness and hospitality to guests visiting your home. They have applied the same principles to running Milton House and offer guests the best possible customer experience during their stay, so much so that some extend their time with them as they do not want to go home.

Blessing and Gibson understand that many of their guests visit Bath for leisure holidays and therefore work constantly to create the best possible customer experience. They share their wealth of knowledge of the local area with their guests to help them make the most of their stay in Bath.

Speaking of their award win, Blessing and Gibson said,

"We are thrilled to have won this award. It is wonderful to be recognised for all the hard work and attention to detail we put in to making guests feel welcome at Milton House."

## AA Friendliest B&B of the Year:

### Winner:

★ **Blessing & Gibson Mutandwa**  
Milton House, Bath

### Runners up:

★ **Mark & Rachael Dann**  
Big Bear Lodge, Melverley

★ **Sue Thompson**  
Six Brunton Place, Edinburgh

### Finalists:

★ **Sue & Simon Cowan**  
Adelphi Guest House, Stratford-upon-Avon

★ **Graham & Karen Ellaway-Bell**  
Ashbury Bed & Breakfast, Malvern

★ **The Baron and Baroness of Bachuil**  
Bachuil Country House, Isle of Lismore

★ **Rosalyn Havard**  
Broseley House, Broseley

★ **Janet & David Muir**  
Chowle Farmhouse Bed & Breakfast, Faringdon

★ **Mary Mackay**  
Ghillies Lodge, Inverness

★ **Catherine & Graham Vint**  
Hornton Grounds Country House, Hornton

★ **Margaret Smith**  
Hurdon Farm Bed & Breakfast, Launceston

★ **Sue & Brett Jones**  
Little Paddock, Matchams

★ **Gill & Ron Leonard**  
Moorlands Country House, Levisham

★ **James Hill & Eliza Jablonska**  
One Three Nine, Bath

★ **Tim Bee & Nigel Keen**  
School Cottages Bed & Breakfast, Farmborough

★ **Sue Clarke & Neil Hughes**  
Shelbourne House, Harrogate

★ **Barry & Linda Kappes**  
The Case Restaurant with Rooms, Sudbury

★ **Barbara Hews**  
The Conifers, Worthing

★ **Alice and George Jennings**  
The Jays Guest House, Aberdeen

★ **Philip & Sue Bramley**  
The Old Chapel, Shaftesbury

★ **Catherine & Martin McAlpine**  
Ty Mawr Mansion Country House, Cilcennin

★ **Fiona Langridge & Eileen Maclean**  
Weir View House, Reading

★ **Roger & Brenda Savery**  
West Down Guest House, Atherington

★ **Carole & Gaynor Edney**  
West Marden Farmhouse, West Marden

★ **Vicki & Andi Dunkel**  
Woodbine House, Isle of Skye

# AA Funkiest B&B of the Year

**THE WINNER:**  
**Who'd A Thought It, Grafty Green**



Who'd A Thought It is a highly individual establishment providing modern luxurious rooms each with its own unique style. Set around a garden courtyard, just metres from the main building that houses a pub style bar and restaurant, guests can indulge themselves with the fantasy surroundings and history that this building has to offer.

The glamour of each room is epitomised by their champagne names and come with four poster or round beds. Guests enjoy the Egyptian cotton bedding and animal throws as well as Jacuzzi baths, chilled champagne and mood lighting. Owner Joe Mallet prides himself on offering unrivalled individuality and a unique sleeping experience to suit every possible whim. This originality goes hand in hand with a friendly, welcoming and fun-loving team giving uncompromising service, ensuring that every wish and desire is always met.

Speaking on receiving his award Joe Mallet said,

"This award is gratefully-received affirmation that our vision of uniqueness and eclectic style is appreciate and enjoyed. More importantly, it inspires us to continue striving to be the best, the most pleasurable and the funkiest B&B that we can possibly be."

# AA Guest Accommodation of the Year

**WINNER FOR ENGLAND:**  
**Low Mill Guest House, Leyburn**



Low Mill Guesthouse, run by Jane and Neil McNair, is a unique converted mill together with its own working water wheel and mill equipment which they are both very passionate about. Guests get to stay in stunningly decorated rooms with unusual fixtures and fittings that are a constant reminder of the building's history. The wonderful home cooked meals, bread and biscuits, all loving prepared from fresh local produce delight guests during their stay.

Speaking of receiving their award Neil and Jane said, "We are stunned, after only being in the business for 18 months we are very proud and amazed to receive this lovely award. It makes all the hard work worth it and inspires us to keep getting better."

# AA Guest Accommodation of the Year

**WINNER FOR SCOTLAND:**  
**Ardtorna, Barcaldine**



With unrivalled views of Loch Creran and the hills of Kingairloch, Ardtorna is a stunning, purpose built, eco friendly property. Owners Sean and Karen O'Byrne have a passion to offer a warm, personalised and memorable experience to our guests always aiming to exceed any expectations. Their hard work has paid off as not only have the won this award by Ardtorna is also the only 5 AA Gold Star B&B in Scotland.

Speaking of receiving their award Sean and Karen said, "We are both honoured and delighted to be the recipients of such a prestigious and coveted award from the AA. It give us a great deal of pleasure to welcome guests to our home and let them experience West Highland hospitality in a beautiful, peaceful location. We would like to thank all our valued guests for their support since we opened our doors in 2010."

# AA Guest Accommodation of the Year

**WINNER FOR WALES:**  
**Llwyn Helyg Country House, Llanarthne**



Located midway between Carmarthen and Llandeilo, Llwyn Helyg Country House is an ideal base for exploring the beautiful South Wales countryside. Set in three acres of tranquil, landscaped grounds the newly built property is on the site of an old ruin. Each room is stylishly designed using marble, granite and limestone to create a unique décor. Designed as a B&B, Llwyn Helyg Country House, has three beautiful guest rooms as well as a therapy room, kitchen for cookery courses and dedicated 'Listening Room' with a state of the art music system. Owners Caron and Fiona Jones pride themselves on providing a personal friendly service with the added interest of offering guests specialist cooking and music events.

Speaking of receiving their award Caron and Fiona said, "We are delighted and honoured to receive this award from such a respected association as the AA."

# AA Guest Accommodation of the Year

**WINNER FOR LONDON**  
**The Windermere, London**



The Windermere is a family run business with Nicholas and Sylvia Hambi who have been running the hotel since 1987 now joined by daughter Emily. Centrally located within walking distance of famous landmarks such as Buckingham Palace, Houses of Parliament and the Royal Parks, The Windermere is the ideal base for guests to explore the Capital. With its 19 rooms over five floors the Hambi family has strived to reinstate and maintain the hotel's original features many of which were lost during the Blitz. Guests can enjoy breakfast and dinner in the Windermere Brasserie and bar while taking in the beautiful features of this historic building.

Speaking of receiving their award Emily Hambi said, "We feel truly honoured to have been awarded AA Guest Accommodation of the Year for London 2013. This means a great deal to us, given the high standard of competition in this great city. We wish to share this award with our wonderful team and all our loyal guests. We promise never to give up on our commitment to excellence."

# AA Guest Accommodation of the Year

**WINNER FOR NORTHERN IRELAND**  
**Causeway Lodge, Bushmills**



Located on the North Antrim coast Causeway Lodge is an intimate B&B which aims to provide a home from home atmosphere for its discerning guests. Owners Anne and Lyle Taggart pride themselves on the small details which we know make all the difference for their guests and strongly believe that the highest level of customer service is what sets them apart from other establishments.

Speaking of receiving their award, Anne and Lyle said, "We believe in and enjoy what we do. We believe that winning the award illustrates that our guests believe in us too. Thank you AA for such a tremendous accolade, this is an honour and one we will cherish for many years to come."

# AA TRAINING COURSES IN 2013

These interactive day courses provide the perfect opportunity for attendees to increase their knowledge of the AA Rosette scheme and improve their understanding of the criteria by which the AA assesses quality.

## Rosette Academy

Ideal for chefs, food and beverage managers and general managers, these courses feature a range of modules which demonstrate and provide advice on a host of topics including industry best practice, increasing your revenue, menu review and terminology, seasonality and locality, flavour and blind tastings.

The fee for either the Rosette Academy or Food & Beverage Workshop is £170+VAT. If delegates book both the fee is £285 + VAT (£342 Incl VAT).

## Food & Beverage Workshop

The Food and Beverage Workshop is suitable for all levels of the front of house team, from Room Service to Breakfast; we discuss best practise and relate this to the AA Star rating process. Detail is focused towards hospitality aspects, how the customer chooses, the dining experience and food service styles.

### Food & Beverage Workshop

**16 September** Close House Hotel, Newcastle

**2 October** Macdonald Ansley Hall, Coventry

**15 October** Alveston House Hotel, Bristol

**4 November** Novotel London West, Hammersmith

**12 November** Apex International, Edinburgh

### Rosette Academy

**17 September** Close House Hotel, Newcastle

**3 October** Macdonald Ansley Hall, Coventry

**16 October** Alveston House Hotel, Bristol

**5 November** Novotel London West, Hammersmith

**13 November** Apex International, Edinburgh

To book call **01256 844455**

or email **Hospitality.Solutions@theAA.com**

View **www.AAhotels.com/Hospitality-Solutions**

for information on our full range of training and consultancy services.

## College accreditation scheme

### Hotel Services begin grading colleges

AA Hotel Services, in partnership with People 1st have started assessing colleges and other training establishments in the hospitality industry. This scheme is part of Hotel Services' plan to help raise professionalism within the industry through the training of skilled staff to meet employers' needs. The accreditation scheme recognises and celebrates the excellent delivery of training and qualifications by learning providers.

Colleges can be awarded the Gold Standard, for those at the top of their class, or Silver Standard for those working towards gold. Simon Numphud commented: "Assessment of catering colleges is a natural further channel, as it promotes quality standards at grass roots level and increases the awareness of AA Hotel Services role in the industry."



### AA College Rosette

- The new AA College Rosette Scheme has been designed to reflect current industry trends within the realistic working environments.
- The Award will form two levels (Award and Highly Commended) with an additional 'AA recommended level' for those colleges who are working towards their goals of a higher award
- The Process mirrors the current industry recognition and relates in principle to the AA's 1 Rosette award.
- Additionally service, hospitality and kitchen management form a basis of this newly created award.



## The restaurant South Downs College



**Intouch magazine caught up with Gerry Shurman of South Downs College and PACE Regional Chairman to find out more about the recent AA College accreditation process and about the restaurant at South Downs.**

### How long have you been a hospitality lecturer, what did you do before?

I have been in Catering Further Education for thirty eight years assuming various roles including lecturer, curriculum head and Head of Department. Prior to entering the profession I worked in the Hotel Sector for a number of years in various managerial roles before taking the helm in a family restaurant business.

### What are the biggest challenges in education compared to industry?

Both a challenge and strength is working in a highly stimulating workplace predominantly with 100% trainees as opposed to qualified staff developing students as individuals and educating as well as training in skills and knowledge of the Catering sector.

### How do you and your team stay industry aware?

All of our teaching team regularly undertake work placement in various sector outlets according to personal and College development needs. Each month a Guest Chef programme facilitates presentations from some of the country's premier Chefs and Front of House managers in the form of dinners and formal banquets and in addition a most useful network of ex student/former Tutors exists which provides similar opportunities and placements.

### How important do you think it is to be able to have an accreditation scheme that rates colleges?

Many College Restaurants provide very high standards (largely unrecognised) many along highly current commercial lines. The accreditation system not only provides an independent, highly professional and focussed report on the food and service provision which may often support the progress to enhanced reputation and standing of the College but also a focused and realistic comparison with practice in the commercial sector and in the accreditation achievement.

### What feedback have the students given you about the new AA college Rosette award?

Student feedback has been outstanding. The accreditation has been a tremendous boost to pride and incentive and all students who carry a copy of the AA college Rosette certificate in their Portfolios to mark their contribution. Many advanced students work part time in AA Rosette rated restaurants so the scheme has provided a link which boosts self esteem and commitment.

### Do you think this will help your students to show more achievements on their CVs?

The accolade of accreditation for a 'highly commended' College Rosette has allowed students to promote their College and associated education as a true centre of excellence whilst providing a boost in general achievement to succeed to higher grades to meet enhanced aspirations.

### How important is it to your students to have the AA come along and assess what they are doing?

Students take pride in achieving high standards. This highly respected accreditation is seen as invaluable in providing feedback on quality as well as an accreditation for their achievement.

### Do you think it is helpful to what is in essence 'our future hospitality industry' to be able to chat to an AA inspector before they go out to work in industry, to ask questions and hopefully gain a better understanding from another industry perspective?

Invaluable!! As a result of our accreditation, the opportunity to have a presentation and discuss/explore the criteria of AA inspection provides a hitherto unexplored dimension to the student's education.

### How do you see this scheme developing links between colleges and industry?

We very much hope that the link between the industry Rosette Awards and the College Rosette system is promoted and publicised to assist in raising opportunity for closer links and partnerships, opportunity for College students in accredited Colleges to gain placements and part time job opportunity with 'Rosette restaurants'. Hopefully providing a benchmark in raising the perception of accredited Colleges with many employers.

### What makes your college restaurant a realistic working environment?

A busy and thriving commercial environment, satisfying customer expectations and values which echo standard operating procedures, welcome, quality of food and service found in any similar commercial outlet.

**For more information on The Restaurant, South Downs College, visit: [www.southdowns.ac.uk/facilities/restaurant.aspx](http://www.southdowns.ac.uk/facilities/restaurant.aspx). For opening and to make a reservation please call 023 9279 7952**



Krishnan Guru-Murthy



## BOOK YOUR TICKETS!

Tickets are selling fast for the Hospitality Awards and we have limited places left so book your tickets now to guarantee your place.

**Ticket price per person: £185 + VAT**

**Table of ten: £1700 + VAT**

You can book online at:

**[www.aahospitalityawards.com/tickets](http://www.aahospitalityawards.com/tickets)**

# AA HOSPITALITY AWARDS UPDATE



Bringing together some of the most influential people within the hospitality industry, this immensely successful annual event is attended by industry-leading chefs, hoteliers and restaurateurs and recognises the accomplishments of high-achieving establishments and individuals.

We are delighted to announce that Krishnan Guru-Murthy will be our celebrity host at the Awards event.

Krishnan is a broadcast journalist and news presenter. He has covered five British general elections and presented a whole host of special political and foreign affairs documentaries as well as popular science programmes. In 2010 he was nominated as the Presenter of the Year for the Royal Television Society Journalism Awards.

Krishnan went on to present the children's programme Newsround, then was a reporter on the current affairs programme Newsnight before helping to launch the BBC News channel. He continues to appear on a range of entertainment programmes from 'Have I Got News for You' and 'Never Mind the Buzzcocks' and with his family in tow led a cooking team for an episode of 'The F Word'.

## SPONSORS



Sponsoring the AA Small Hotel Group of the Year award



Sponsoring the AA Hotel of the Year - London



Sponsoring the AA Chefs' Chef of the Year Award



Sponsoring the AA Hotel Group of the Year Award



Sponsoring the AA Restaurant of the Year Award - London



Sponsoring the AA Wine Award



Sponsoring the AA Rosette scheme



Sponsoring the AA Food Service Award

## SUPPORTERS



# AA Housekeeper of the Year 2013

IN ASSOCIATION WITH



## Three top housekeepers celebrated in style at the annual AA Housekeeper of the Year lunch.



From left to right, runner up Amelia Lawrence, The Grove; Hertfordshire. Winner Julie Rogers, The Lowry Hotel; Manchester. Runner up Seung Eun Kim, Hotel Missoni; Edinburgh.

This annual award, sponsored by Northmace & Hendon, is now in its fifth year, and the 2013 event was held recently at the London Hilton on Park Lane. The event recognises outstanding commitment and performance, identifying a housekeeper who goes above and beyond the call of duty.

**Julie Rogers, winner of the AA Housekeeper of the Year award**, joined The Lowry Hotel in Manchester over 12 years ago and puts her success down to the fact that she believes a guest should never feel that someone has been into the room before them, as she wants them to feel that it's all for them.

The judges revealed that Julie was selected as the overall winner not only due to her housekeeping standards, which are consistently of the highest quality, but also due to her attention to detail, her commitment to promoting Housekeeping as a career and her dedication in ensuring that her team of are happy and motivated.

**Runner up Amelia Lawrence** has worked at The Grove for nearly two years and manages fifty members of staff. Amelia is passionate concerning all housekeeping related matters and has driven up guest satisfaction at The Grove since starting there. The hotel's General Manager Jonathan Critchard praised Amelia for her commitment stating 'She has Housekeeping in her 'DNA'. She has worked continuously in HK for 26 years and 20 as an Executive Housekeeper'.

**Runner up Seung Eun Kim** has worked at Hotel Missoni since it opened three years ago and manages 35 staff. Seung is very patient and calm in stressful situations and has a great eye for attention to detail. She has extremely high standards of cleanliness which are evident in the hotel's score. The people and development coach, Grant Hamilton said 'Seung Eun is one of the loveliest people I have ever met, she is beyond reliable and has developed housekeeping's environmental contribution immensely.'

John Hurst, Managing Director of Northmace & Hendon, said: "Northmace & Hendon are proud to be associated with the AA in recognising the very best housekeepers in the UK. Congratulations to Julie Rodgers on winning the prestigious and highly competitive Housekeeper of the Year Award, and to Seung Eun Kim and Amelia Lawrence for coming such close runners up.

"It is wonderful to see that, here in the UK, we have world class housekeepers who demonstrate very special leadership and management skills and are committed to enhancing the hotel guest's experience."

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# Spotlight



## THIS ISSUE, INTOUCH PROFILES THE RECENTLY REFURBISHED HOTEL, THE CALEDONIAN.

The Caledonian, a Waldorf Astoria Hotel, known locally as the "Caley", is one of Edinburgh's most significant landmarks. Standing proudly at the west end of Princes Street, the artery of the capital, its reputation for style and excellence has attracted generations of locals, international visitors and notable personalities for over one hundred years.

Following extensive refurbishment in all areas of the hotel, this reputation is continued and enhanced as The Caledonian re-opens its doors as a member of Waldorf Astoria Hotels & Resorts, who set the standard in luxury hotels and resorts worldwide.

Scotland's capital is rich in historic buildings and monuments, the mediaeval Old Town being a UNESCO World Heritage Site. Edinburgh is famous for its year round calendar of festivals, the highlight being the Edinburgh International Festival and Fringe in August, which has launched the careers of many famous artistes.

The Caledonian offers a total of 241 newly and luxuriously renovated guest rooms and suites, many with spectacular views of the castle, and all featuring

...luxuriously  
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of the castle

WIFI internet access, Salvatore Ferragamo bathroom amenities, flat screen televisions and Nespresso coffee machines. All guest rooms benefit from air conditioning and the hotel is 100% non smoking.

The Guerlain Spa offers pampering and treatments for men and women, for reviving and healing, or just for pure indulgence. A sanctuary of luxury and relaxation, this exclusive spa will leave you refreshed and invigorated, according to the treatment that you select.



In an exciting partnership with brothers Chris and Jeff Galvin, who have brought their culinary expertise and talent to Scotland for the first time, The Caledonian is proud to offer two exceptional new restaurants - The Pompadour by Galvin and Galvin Brasserie de Luxe.

The Caley Bar has received a full make-over and will be instantly recognisable as an Edinburgh classic. Guests can choose from a handpicked drinks list and classic original cocktails including the signature '1903'.

Peacock Alley, formerly the station concourse and ticket office, represents the historic heart of The Caley, and is imbued with the peerless style and sophistication of this famous former railway hotel. At once channelling the glamour and prestige of the old Caledonian and the Waldorf Astoria New York, Peacock Alley is the perfect spot for breakfast, afternoon tea or elegant drinks.

For more information on The Caledonian, A Waldorf Astoria Hotel, visit [www.thecaledonianedinburgh.com](http://www.thecaledonianedinburgh.com)



# Eric Chavot

Executive Chef-Owner at  
Brasserie Chavot



## How did you get where you are now?

Eric's early career encompasses a host of highly renowned chefs and their venerated restaurants. Recognised as one of Pierre Koffman's acclaimed protégés, Chavot served as sous chef at London's La Tante Claire, before working under Raymond Blanc at Le Manoir Aux Quat Saisons.

Eric then joined Marco Pierre-White at Harvey's before returning to Pierre Koffman at La Tante Claire. This was followed by the head chef position at Nico at Ninety Park Lane, and then head chef at The Restaurant, Hyde Park Hotel, for Marco Pierre White.

Eric's first solo venture, Interlude de Chavot, opened in Charlotte Street, Soho and achieved three Rosettes in two

## IN THIS EDITION ERIC CHAVOT HAS SHARED HIS RECIPE FOR STEAK TARTARE WITH US.

### Steak Tartare

500g Rump of beef	Salt & pepper to taste
2 large Shallots	80g Hellman's Mayonnaise
2 tbs Lilliput capers	10g Dijon mustard
2 tbs Gherkins chopped	30g Tomato ketchup
2 tbs Chopped parsley	5g Worcestershire sauce
2 tbs Olive oil	Tabasco sauce to taste

### Method

1. Get the best quality fresh rump of beef. Chop it fine and refrigerate till needed.
2. Make the dressing by mixing the mayonnaise with ketchup, Dijon mustard, Worcestershire and Tabasco.

years. From there, Eric opened Chavot, in London's Fulham Road, where he was chef/patron and gained three Rosettes, he then joined The Capital Restaurant in Knightsbridge as head chef and achieved four AA Rosettes and he is currently the executive owner at Brasserie Chavot.

## Who is your greatest inspiration?

Pierre Koffman and Raymond Blanc.

## What are your top tips for an aspiring chef?

Firstly, find a great mentor and learn the basics. Make sure you serve with them for a minimum of 12 months to two years before you move onto your next venture. Secondly, find your niche and style - keep with it and perfect it. Finally, keep enjoying yourself because it isn't just a job, it is your life and make sure it is truly what you want to do.

## If you weren't a chef, what career would you have chosen?

An Archaeologist like Indiana Jones or more appropriately a doctor - the hours are more similar to a chef!

## What has been your greatest career achievement to date?

Brasserie Chavot.

## What is your favourite ingredient?

It has to be the onion.

## What would be your 'last supper'?

Daube de bœuf.

## Where do you eat on your night off?

What night off!



3. Combine the beef with shallots, capers, gherkins and chopped parsley and the dressing, using a fork to mix them together.
4. Check the seasoning and serve with a raw egg yolk on top.
5. Serve some chips and toasted sour dough bread alongside.

# D-ENERGi

## Is your hotel up for renewal on your gas or electricity?

If so let us reduce your operational cost and enable us to help you generate your very own carbon free electricity and gas with one of our renewable solutions.

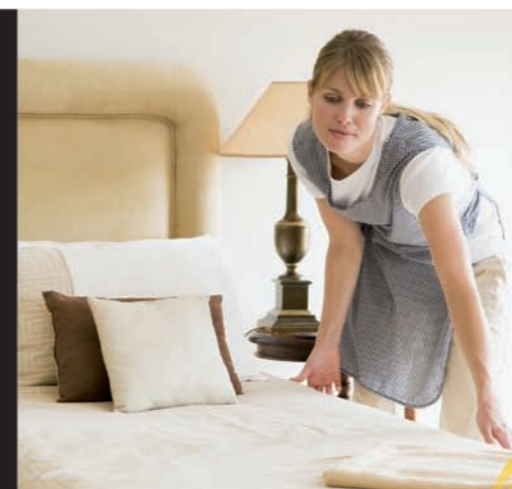
**D-ENERGi** is a specialist gas and electricity provider within the hospitality markets. We work with many established hoteliers throughout the UK. For a complete peace of mind we offer:

- Price match policy to ensure you get the best gas and electric rates.
- Personal account manager who will work with you to help align your current gas and electricity contracts to one date.
- Free no obligation energy survey of your hotel to identify which renewable solution best fits your particular building. Our solutions range but not limited to Biomass Boiler Upgrades, L.E.D. Lighting, Solar PV and Thermal Solutions, Anaerobic Digesters with full project management and access to government approved funding and grants such as the RHI.



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Additional 10% off when you quote AA when asking for your quote valid 01/10/2014



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## Competitive insurance for the Hospitality Industry

**As part of the AA Business Insurance package, we can offer a wide variety of covers including:**

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- Loss of licence
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- For hotels and guesthouses, we can also offer cover for guests effects

**In addition, we can offer**

- Highly competitive rates
- Ability to pay in instalments
- Quick quotes over the phone
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# inbox

Following the success of the AA B&B Awards in May (see pages 4-7), we have dedicated our letters section to some of the comments we received from our delightful winners and guests...

"Thank you for the wonderful occasion the AA gave us at the B&B Awards. I didn't expect to pick up any award let alone win so that was an unexpected surprise. Thanks for the pictures and we'll be displaying them on different sites and on our wall for guests to see. I am still thinking about this wonderful day and after 13 years of hard work and effort it all seems so worthwhile."

*Barbara Hews, The Conifers*

"Just a quick note to say thank you for a great day."

*Sue & Brett Jones, Little Paddock*

"We just wanted to say thank you very much for the Hospitality event which we attended for the Friendliest B&B award. We had such a fantastic day and met some lovely people and what a wonderful place to hold the event."

*Linda & Barry Kappes, The Case Restaurant with Rooms*

"Thank you so much for hosting such a wonderful event. It was great to chat to other B&B owners and a great surprise to be given the engraved decanter and plaque."

*Mary Mackay, Ghillies Lodge*

"We were absolutely thrilled to win the AA Guest House Accommodation of the Year (England) 2013 award. After only 18 months in the business it was really gratifying to be recognised by such a large and well respected industry organisation. Very rewarding after all the hard work we have put into Low Mill. The award itself was presented at a lavish 3 course lunch at the beautiful St Ermins Hotel in London. From the champagne reception to the award ceremony itself the whole afternoon was fantastic. It was lovely and interesting to meet all the other Guest Accommodation providers at the lunch and we know that, like us, everyone attending had an extremely enjoyable afternoon."

*Jane & Neil McNair, Low Mill Guest House*

## Get intouch...

### Hotel Services Customer Support

All establishment enquiries, including inspections, reports, ratings, signage, training and consultancy.

**01256 844455 Fax: 01256 491647**

[HotelServicesCustomerSupport@theAA.com](mailto:HotelServicesCustomerSupport@theAA.com)

### Hotel Services Accounts

All financial and payment enquiries.

**01256 491740**

### Advertising Sales

Adding photographs to guide listings, advertising in the guides.

**01256 491546**

[advertisingsales@theAA.com](mailto:advertisingsales@theAA.com)

### Lifestyle Guides

For information on your guide listing and establishment questionnaires.

[LifestyleGuides@theAA.com](mailto:LifestyleGuides@theAA.com)

### Hotel Services Marketing

Logo requests, on and offline promotional opportunities, award event enquiries.

**01256 494974**

[emma.davis@theAA.com](mailto:emma.davis@theAA.com)

### intouch Newsletter

Submitting articles/letters for the members' newsletter.

**01256 494974**

[INtouch@theAA.com](mailto:INtouch@theAA.com)

### Expedia

Online room reservations service

**0203 450 9581**

[joinexpedia.com](mailto:joinexpedia.com)

### AA Hospitality Awards

[www.AAHospitalityAwards.com](http://www.AAHospitalityAwards.com)

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### eviivo

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### AA Hotel Services

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