

## Case Study

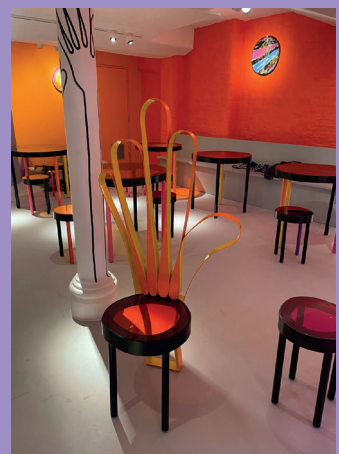
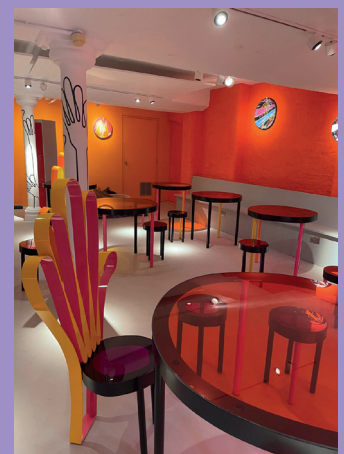
Throughout 2024 we have been working with **Modern Art Oxford** to assist them with a total transformation of their cafe, in line with a project to re-imagine the gallery.

It was a pleasure to work with the project team on bringing artist Emma Hart's "club together" café design to life.

Inspired by rave and club culture of 90's the space is a high energy take with bright colours and clear glass tables that cascade light to represent a dance floor with "hands in the air".

Our work extended across **kitchen design, equipment for both front and back of house, menu development, and procurement through to financial forecasting and recruitment strategies.**

Step inside a work of art in the brand new Café, created by acclaimed British artist Emma Hart.



## Helping clients find a way

It is no surprise that the hospitality industry continues to face challenges due to rising costs with the latest increases to labour costs. Given that the London living wage has just broken the £1 per 5 minute mark of labour cost, our work continues to focus on helping clients navigate their way through what works well in practice and what other clients have done to keep their biggest cost line in check.

This year our strategic advice and critical friend support has helped organisations across **Museums, Visitor Attractions, Arts Venues, Farm Shops, Conference Venues, Garden Centres, Work Place Catering, Care Homes, Sporting Venues** and a first for Turpin Smale - a **Vineyard!**

We know it's tough and are at hand to share insight and experience with a feet on the ground approach.

Our work with Tenders this year has seen us support several iconic venues in the UK such as:

**The Pump Room in Bath,  
Royal Hospital Chelsea,  
Royal Museums Greenwich,  
Imperial War Museums at 5 sites**

*(IWM North, IWM Duxford, IWM London, Churchill War Rooms and HMS Belfast)*

Support ranged from full tender input including evaluation and mobilisation alongside contractual support.

We also worked with the **North York Moors National Park Authority** with tender documentation and evaluation templates. This ensures that the process follows best practice and those bidding have a clear expectation of the requirements which aligns to the Park's vision for the future.



*Left: Heidi Cakes, the result of a competitive tender securing a caterer for a neighbourhood café brief at Royal Hospital Chelsea*

*Right: Afternoon Tea for Searcys evaluation bid to successfully retain the contract after a competitive tender process at the Pump Room Bath*



It was our pleasure to be invited to talk at the **Catering@CulturalVenues** event run by the Association of Cultural Enterprises at St Fagans in Wales this year.

We shared insights of best practice within a cultural setting and to focus those attending into thinking of the future, given the ongoing pressures on operating costs.

A big thank you to ACE for inviting us to the first event focusing on Catering specifically since the pandemic.

**We look forward to being on the judging panel for The Cultural Enterprise Awards in 2025.**



Cultural Attractions continue to reach out for our support with the following organisations seeking advice on master planning, design, catering reviews, strategic evaluations, options appraisals and help with operations including staffing, menus and procurement.

- Scone Palace
- Chatsworth House
- Sudeley Castle
- St Michael's Mount
- Victoria Museum and Gallery Liverpool
- The Historic Dockyard Chatham
- The National Library of Wales
- The Lost ARC, Rhayader
- Wordsworth Grasmere
- Wild Rutland
- Beaulieu
- Knepp

## Trains, Planes and Automobiles – the hidden life of a consultant

Our work often takes us far and wide throughout the British Isles with northern assignments in Perthshire, Scotland, east to Norfolk, west to Aberystwyth in Wales and County Kildare in Ireland, and to the southern tip in Penzance, England.

Visiting locations underpins our work as we can get under the skin of the various local food operators and entrepreneurs. Being out and about is so important to support our knowledge of taking clients from good to great.

Here is Chris visiting Tyndrum after travelling on the sleeper train (with not much sleep) for a day's consulting! Paul will often drive 1000 miles to support St Michael's Mount in Cornwall and Charles recently boarded a plane from Dublin at 5am to Birmingham for a client assignment to be with Ludlow Farm Shop for the day!



September saw us support the opening of a dedicated building for a new Gift Shop in Ludlow, where Charles is a non-executive director.

Sales have exceeded our expectations with the Ludlow Kitchen and Farm Shop all increasing footfall; we look forward to a record Christmas!

Wishing all a Merry Christmas and Prosperous New Year!

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