

CASE STUDY



The Radisson Blu is a 5 Star Glasgow City Centre Hotel with 247 bedrooms, 2 Bars, 1 Restaurant, and 16 Meeting & Events Rooms. As part of the Rezidor Hotel Group, the hotel opened in 2002 and employs 240 staff.

“We are already seeing tangible benefits in our menu planning from the implementation of our lean project. We certainly see this as only the start of our lean journey and through adopting these lean practices in other hotel departments, the benefits to our business and our guests will be significant”



Lean Project

The team decided to look at the process of creating menus which was taking up to 18 weeks to complete. The objective was to reduce this to 6 weeks.

There are many different types of menu that are utilised within the Radisson, e.g. Christmas menus, Children’s menus, Room Service, Mini Bar, Meetings and Events, and specific calendar days such as Valentine’s Day, Mothers Day etc.

Therefore, at first glance, what may appear to be a straightforward project area is very complex and it’s quite surprising how un-Learn many of the processes can be.

Outcome(s)

1. Labour savings of **18 hours** per menu are expected resulting in a **£540** per annum cost reduction.
2. Reduction in food waste will result in a **£7,200** per annum cost saving.
3. The team anticipate that food and beverage revenues will rise by **£7,500** per annum as a result of the Lean project.
4. Further printing and proofing cost savings are estimated to be approximately **£1,500** per annum.
5. A more efficient use of energy and paper will result in a **£500** per annum cost reduction.

In summary, the Lean project will have a bottom line improvement to the business of approximately **£20,000 per annum**.

Total environmental savings as follows:

- **37.25 tonnes of CO2eq**
- **50kwh’s of electricity**
- **150 tonnes of food waste**

This programme is now available co-funded with a Government contribution of 90% via the apprenticeship scheme. For further details call **01253 808380** info@rkmsuk.co.uk



Centre No: 045767



Approved HABC Centre

