

# ROYAL NATIONAL HOTEL, LONDON

The Imperial London Hotels Group operates seven hotels totaling 3251 rooms.

The largest in this family run group is the Royal National Hotel located in Bloomsbury, adjacent to Russell Square station with its direct line to Heathrow.

Reputed for its central location and excellent value, The Royal National has 1600 rooms, many of which are let as doubles, triples or family rooms and in total, the hotel caters for up to 3000 beds.



Continental breakfast is complimentary and guests can upgrade to the full English. The hotel also caters for meetings, exhibitions, dinner dances and weddings and has a maximum event capacity of 719.

Head of Facilities David Potticary oversaw the installation of a new Meiko dishwashing system.

Why the choice of Meiko?

“We have Meiko dishwashers throughout the hotel group and we know from experience that Meiko is quick to attend for breakdowns or technical issues and that the supply of spare parts is also very fast. That said, any issues are normally fixed first time. That speed of response is also matched by Meiko’s excellent communication.”

Kitchen design and foodservice equipment specialist Caterware looks after the kitchens for Imperial London Hotels.

“The service from Meiko and Caterware was totally transparent; they gave us a list of options which were well explained and there was no hard sell; we could take what we needed.

“The dishwashing area was refurbished with new floors, ceiling and walls. Meiko provided us with the information required to modernise the room ventilation system. The engineers were brilliant. Given that we are such a busy hotel, the installation of the new machine gave us no problems at all. We had no disruption, especially during the breakfast and evening meal services.

“This is a flagship piece of kit; it works well, looks good and Meiko provided the training. The new layout has improved the workflow in the kitchen, the area is now much more pleasant and less steamy to work in and, most importantly, the staff like using the machine. The add-ons, such as the built-in hose reel – which is powerful and substantially built – are also good quality.

“In terms of meeting our health & safety and compliance needs, the Meiko machine is marvelous. I know I can rely on the dishwasher to future-proof our catering by maintaining the highest quality clean plates, crockery and cutlery and to be fully compliant in terms of hygiene.

“It says something about its smooth operation, that since the machine was installed two months ago, I’ve heard no more about it!”



## **MACHINE PACKAGE INSTALLED**

Meiko UPster K-L340 rack transport dishwasher, with WR1 heat recovery system, TR3 dryer +ET90 spoke wheel exit curve + KTRH manual glide exit roller table+ AE/700 automatic corner infeed + TABLE + PRE-SPRAY + MCW18TT Twin Tank Automatic Cold-Water Softener + MERK15 Wash Down Hose Reel with HEAVY DUTY Adjustable Head Gun.

The UPster K-L 340 doubles up on everything. As well as an additional pre-wash zone, it also features a complete second wash system for maximum power and cleanliness, boosting basket capacity as high as 250 baskets an hour.

**This project was managed by Caterware Business Development Manager Eammon Allen, working alongside the team from Meiko.**

Says Eammon Allen: “We always like to use Meiko because the service from the company is outstanding. The projects always run very smoothly and they go out of their way to be helpful, which is greatly appreciated.”