

Operational Management Plan

77-79 Wentworth Street – New Restaurant Use

1. Vision and Philosophy

TRAVEL GOODS

The concept is a (food-led) wine bar, for want of a better word, but we're going for the more casual, laid-back, buzzy European kind that you'd find on a side street in an 'up and coming' area of Barcelona or Paris rather than some of the more serious places opening up around town that describe themselves as wine bars but are really just restaurants and very expensive ones at that.

Our plan is to serve exceptional, imaginative food - Ollie's menu will feature 6-7 small-ish plates on rotation that reflect the food that he likes to cook, with influences from all the different chefs he's cooked with at Carousel over the years, particularly the ones from Mexico - but the focus will really be on atmosphere, vibe and conviviality. All of our produce will be sourced from ethically minded UK farmers, foragers and fishermen who share our values.

We'll be serving interesting and unusual wines (some natural, but definitely not all), along with independent beers, vermouths, mezcals and other fun drinks that lend themselves to good times. The mark ups will be fair, especially on the wines by the glass (which will change regularly) and we're also planning to operate as a bottle shop so people can take their favourite wines away with them, if permission is granted.

We want there to be counter seating (as many spots as we can fit in) as well as tables for two-tops and fours that are comfy but not leather banquette, white tablecloth, corner table comfy... You'll be able to see the chefs cooking behind the counter, while some of the snacks will be prepared by the floor staff. Ideally, we would be able to accommodate the same number of covers again outside in warmer months, as well as small parties in our private room downstairs.

You will most definitely be able to enjoy a full meal, with a more extensive family-style sharing menu available on the weekends, but we also want to cater for the early evening, after work crowd dropping in for a catch up over a couple of glasses of wine and a few snacks.

Underpinning our successes with the original Carousel site in Marylebone is a focus on amazing cooking, friendly service, a relaxed environment and a shared experience from one table to the next. Travel Goods will be no different.

SAMPLE MENU

Roasted Jersey Royals, Confit Garlic, Grilled Chorizo and Chives

Grilled Long Pepper stuffed with Lobster Ragú and Pumpkin Seeds with Charred Habanero Salsa

Grilled Spring Greens, Morita Chilli Butter, Sunflower Seed Mole and Ginger

Asparagus and Broad Beans, Smoked Tomato, Chipotle, Pickled Onion, Ticklemore Cheese and Rocket

Masa Fried Chicken, Guajillo Chilli and Black Garlic Aioli, Red Cabbage, Pickled Cucumber and Avocado

Grilled Pork Chop, Pickled Cherry Glaze, White Cabbage and Aromatic Herbs

Rice Tamal, Roasted 'Ricecream', Rhubarb Jam

Cardamom Ice Cream, Mayan Hot Chocolate 'Affogato', Horchata

2. **Management and Staffing**

- a. Number of employees on site.
5-6 at peak times (locally recruited where possible)
- b. Restaurant/duty manager on site at all time to ensure safe and effective management of the premises; at least one with local transport knowledge on duty when closing

3. **Customers**

- a. Anticipated maximum number of customers on site at any one time.
We are hoping to fit in 20+ covers on the ground floor (plus a further 20+ covers outside during the warmer months), with 'blank canvas' space downstairs - in and amongst storage, WCs and back of house facilities - for additional covers, private dining and events, workshops, masterclasses and wine tastings. Check out the Carousel website (www.carousel-london.com/events) for a flavour of the sort of thing we'd like to accommodate down there.
- b. Customers will be seated and served food/drinks etc.

4. **Operating Hours**

Premises Opening Hours:

London Borough of Tower Hamlets framework as set out. Premises clear by 30 minutes after end of licensable activities

Sale by Retail of Alcohol

Monday to Thursday: 10:00 to 23:30

Friday & Saturday: 10:00 to 00:00

Sunday: 10:00 to 22:30

Late Night Refreshment

Monday to Thursday: 23:00 to 23:30

Friday & Saturday: 23:00 to 00:00

On the subject of late openings, this is what I wrote to Monty on 7th May:

We'd like to stay open later on Fridays and Saturdays because we want to become a place where hospitality friends can come for a bite to eat after their shift. We grew up in Spain where eating (good!) food in the late evening is the norm and is becoming the norm here. We ensure that drinks are only served with food to seated customers (indoors, after 23:00). We can categorically guarantee that it's not our intention to open a late night drinking den.

We will offer conditions that:

- Staff will ensure that there won't be any loitering or smoking outside the premises;
- Customers will be reminded by staff that they are in a residential area when leaving the premises;
- Customers will be directed to public transport when leaving the premises so as to avoid loitering outside.

5. Access and Egress

- a. Public and staff entrance and exit via main entrance onto Wentworth Street;
Yes
- b. Deliveries and waste storage as per details within approved LBTH requirements

6. Transport

- a. Highly accessible location in close proximity to underground stations and bus routes. Anticipate that vast majority of customers would travel to and from the site by combination of public transport and walking;
- b. No car parking

7. Extraction and Plant

- a. As per details within Prior Approval application, and would be cleaned regularly and operated in line with requirements of Condition 5 and 7 of the Prior Approval.

8. Security and Neighbourhood Liaison

- a. Ongoing liaison with residents in the vicinity (including above the site) in order to address any issues of noise/disturbance;
After operating without trouble for nearly six years in the middle of a residential street in Westminster we are very familiar with the key licensing objectives and what we need to do to uphold them. We've also maintained a very good relationship with all of our neighbours, as well as the local business association.

CAROUSEL

- b.** Any dispersal measures to avoid smoking or loitering by any staff or customers in the lane next to the site, and on the street;
Appropriate signage will be put in place and staff will be made aware of their obligation to keep noise to a minimum.
- c.** External doors to remain closed apart from for access and egress;
- d.** Nature of the use not anticipated to generate significant noise levels.

Ed Templeton
Director