



The Scottish Parliament
Pàrlamaid na h-Alba

Members' Room Restaurant & Bar

4 November 2021

Reference: SPCB (2021) Paper 64

Executive summary

1. Prior to the Covid19 pandemic, the Members' Room Restaurant & Bar offered a lunchtime dining service on business days. The service was primarily aimed at Members but latterly was able to be booked by all passholders. The popularity of the service had declined over the course of multiple parliamentary sessions and it was no longer being heavily used.
2. We have recently carried out a digital survey and in-person engagement activities with building users to help us review the service and redesign the offer, with a view to reopen later in the year.

Issues and options

3. The findings of our digital survey and in-person engagement activities highlighted three main issues for Members regarding the restaurant – Time, Price and Atmosphere. We found that other building users are generally unaware they can use the service, often thinking there are still restrictions on when they can use it or being unsure of the opening times. The survey also indicated that the main reason for using the service is to entertain external guests, followed by using the area to socialise with colleagues.
4. The new lunchtime menu at the Members' Room will be designed to better meet the needs of Members and other passholders. The first way we will look to achieve this is by considering the typical amount of time our customers have over lunchtime.

How much time would you typically have to use the service over lunch?			Response Percent
1	30 mins		40%
2	1 hr		56%
3	More than 1hr		4%

The results show that most people would allow 1 hour over lunch to use the service, however a significant portion only have 30 minutes.

Our new offer will be structured to allow the customer to choose a meal that suits the time they have available. Our service provider has proposed a “5/10/20” menu, as used in the hotel industry, featuring a choice of meals that can be prepared in either 5 minutes, 10 minutes or 20 minutes. This will also give the customer greater choice between light options and a more substantial offering. (See **Annex A – Sample menu**)

- We also asked about what type of service people would like us to offer, including what pricing would be most appropriate. Generally, we found people were in favour of a moderately price, casual dining experience. Specific feedback from Members included being conscious of price and not requiring a high-end, fine dining experience.

What type of service would you like to see?			Response Percent
1	Fine Dining (Formal, high-end)		12%
2	Casual Dining (Moderately priced, table service)		45%
3	Bistro/Gastro pub style		35%
4	Other		8%

As such, we are proposing an offer that strikes a balance between a quality food offer, highlighting the best of Scottish seasonal produce, and a moderate price point. The pricing is intended to be more affordable but remain slightly higher than the offer in Garden Level Restaurant. Members fed back very positively about the staff in the restaurant and we intend to maintain table service.

For private dining bookings, for visiting delegations and VIPs, we will still be able to offer a fine dining experience. These bookings typically come via the Office of the Presiding Officer or International Relations Office.

- We received several comments on the atmosphere and ambience of the room. Our service provider is exploring options to make some aesthetic improvements within the room and make the entrance more welcoming. Facilities Management are exploring options to reduce the draughts in the room and maintain a more consistent temperature.

7. We plan to increase our marketing of the Members' Room Restaurant, particularly through improved digital engagement with building users. We will bring back our catering newsletter to Members, which prior to the pandemic was distributed monthly and showcased our different catering outlets. We also intend to start a "Food at Holyrood" mailing list open to all building users, which will allow for more targeted marketing to those particularly interested in the catering services. This will also give building users the chance to regularly feedback on the services and help us continually improve the offer.
8. Although the Members' Room Restaurant has been available to all building users for some time, other passholders often assume they don't have permission to use it. We would like to market the restaurant more widely to all building users, without any restrictions, to help make the service busier and improve the general atmosphere. For instances when the restaurant is extremely busy, we would keep a small number of tables free for walk-ins to guarantee availability for Members.
9. We intend to run a preview evening on Thursday 25th November, to showcase the new service and allow passholders to bring in small groups of guests. The lunch service would then reopen on business days from Tuesday 30th November onwards.
10. Our marketing going forward would then focus on advertising the space as a place to bring in family, friends and guests to experience the building. We hope to achieve this through theme days such as Christmas lunches and Family days, as well as bringing back the student dining nights working with colleges from across Scotland.

Governance

11. The return of the service will coincide with the return of evening Member-sponsored events in the Members' Room. Facilities Management are coordinating with the Head of Events & Exhibitions to ensure both services can function effectively within the space.

Resource implications

12. During financial year 2019/20, the Members' Restaurant & Bar Service cost the SPCB approx. £26k to operate.
13. There are no additional costs to the SPCB for bringing the service back, other than a small spend on new equipment and decorative items for the room. The existing labour structure will be able to deliver the service.

Publication Scheme

14. This paper can be published.

Decision

15. The SPCB are invited to agree the return of the Members' Room Restaurant and Bar Service.

Facilities Management

November 2021

Annex A

**Members' Room Restaurant Sample Menu:
"5/10/20"**

5

Soup of the day & premium sandwich

(Example premium sandwiches – Club, Steak Ciabatta, etc.)

£6.95

10

Beer batter cod with chips and peas

Tikka masala spice salmon fillet, rice, naan bread and raita.

Tomato, chickpea and cucumber salad *add feta cheese or Cajun spiced salmon*

£6.95

20

Roasted chicken, creamy mash and braised leeks

Grilled pork chop, crushed potato, cabbage and apple sauce

Crispy gnocchi with butternut and kale

£6.95

Dessert

Slow roasted apple and parliament shortbread crumble with custard

£2.45