

Operational Management Plan

6 Broad Street, Reading, RG1 2BH



1. Introduction

This document provides details of the format and operations associated with the use of the proposed restaurant at 6 Broad Street by Tortilla, including the type of food offer to be sold from the premises.

2. General Operations

Tortilla is a restaurant chain that currently has a total of 40 restaurants across the UK providing a variety of combinations of Mexican food as outlined with the typical menu set out later within this Operational Management Plan.

The proposed restaurant will be open between the following hours:

- Monday – Sunday: 08.00 – 23.00

The restaurant will have a total of 61no. internal covers.

All loading and unloading of deliveries will take place in the rear yard in order to reduce the impact upon the surrounding highway network, and brought into the restaurant from the rear access.

Restaurant Format

A customer will enter the restaurant from Broad Street and will be able to view the menu and order their food from the servery counter located towards the front of the restaurant. Depending on what it is that a customer orders at the servery, they will move down along the servery counter as their meal is put together by restaurant staff, allowing a customer to choose and create their own meal with specific fillings or toppings. A chilled multideck is located near to the tills allowing customers to also order drinks and cold sides.

The customer will receive their meal and pay at the counter, after which they can move further into the restaurant to sit and eat their food. Customers are also able to take their food to go should they wish, rather than eat within the restaurant. The predominant proportion of customers are expected to dine in within the restaurant however, with the takeaway element remaining ancillary.

At the basement floor, a private dining room will be provided which will allow for customers to rent out this space for functions and events. The total capacity of the private dining room will allow for 12no. customers, which is inclusive of the total 61no. internal covers.

3. Food Offer

Established since 2007, Tortilla is a high quality restaurant operator with the focus of their food offer on Californian style Mexican food. The nature of the menu incorporates both hot and cold food, as follows:

- Burritos;
- Naked Burritos;
- Tacos;
- Quesedillas;
- Nachos; and
- Tortilla Chips.

Of note, in addition to the cold food offer, the hot food offer to be sold from the premises will be limited to certain fillings and wraps, which will only be re-heated or warmed through. There will be no primary cooking on site, which is explained in further detail in the following sections.

A typical menu is provided below to provide further detail on the food offer. This menu is indicative, as they are subject to change and variation seasonally and to respond to consumer demand, i.e. such as changes to the fillings and toppings available. However notwithstanding this, all hot food to be sold from the site will be of a similar type as detailed and will remain simply re-heated or warmed through on site, with any primary cooking required undertaken off site.

Example of Typical Tortilla Menu

WHAT WE DO

*Fresh, tasty, made - to order burritos
& tacos, eat in or takeaway.*

Choose a dish

 BURRITO INCLUDES RICE & BEANS MEDIUM / LARGE £5.40 / £6.40	 NAKED BURRITO £5.20	 TRES TACOS SOFT SHELL £5.20
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Available after 3pm

 CHICKEN QUESADILLA WITH MONTEREY JACK CHEESE & PICO, SERVED WITH CHIPS & SALSA £5.20	 NACHOS QUESO WITH CHEESE SAUCE, PICO, GUACAMOLE & JALAPEÑOS £5.20
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Choose a filling

 GRILLED CHICKEN MARINATED RED TRACTOR CHICKEN, HALAL	 STEAK/BARBACO MARINATED BRITISH BEEF AS STEAK OR PULLED (TOP EXTRA)	 CARNITAS MARINATED RED TRACTOR PULLED PORK	 VEGETARIAN ALL DISHES AVAILABLE VEGETARIAN WITH FREE GUACAMOLE
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EXTRA: Chorizo £1.00 • Chicken/Carnitas £1.50 • Steak/Barbacoa £2.00

Choose toppings

SOUR CREAM, CHEESE + PICK 2 SALSAS
Pico de Gallo, Verde, Roja or Our Seasonal Special

ADD GUACAMOLE (80P EXTRA)

Grab chips & salsa

 CHIPS £1.20	SHOT DOUBLE BOWL £1.60 £3.60	GUACAMOLE 80p £1.60 £3.60	SALSA 50p £1.00 £2.50
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Grab a drink

 DRINKS FROM £1.20	 BEERS & CIDERS FROM £3.50	 MARGARITA GLASS JUG £4.75 / £15.00
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4. Cooking Methods

There will be no primary cooking undertaken on site. Instead the hot food offer from the premises will be restricted to food which is re-heated or warmed through.

A kitchen preparation area is allocated at basement level. The kitchen will be utilised for the preparation of cold food stuffs, including salads, mixed chopped peppers and onions, salsa, guacamole, and transferring foods into the appropriate Bain Marie dishes, so they can be replenished at the ground floor level server counter, when required. The kitchen will also be used for the washing up of dishes and other equipment used.

Any pre-cooked food to be sold is prepared and cooked in a development kitchen off site, called a Central Production Unit (CPU). Once on site, a selection of the pre-cooked food is then simply gently reheated using a convection system to keep it warm for serving.

This established format is used by Tortilla across stores nationwide, as it allows innovative use of food preparation and counter space, which when combined with the reliability of convection Bain Maries, allows for an efficient serving system. This system enables food to move quickly, stay fresh and look great.

This kitchen concept led to Tortilla Putney winning Operator of the Year (2018), Best New Kitchen Concept.

5. Cookline Equipment

The 'cookline' equipment will serve solely to re-heat and warm through food on-site, as set out above, and will not involve any primary cooking. The 'cookline' equipment to be used on-site will include use of the following:

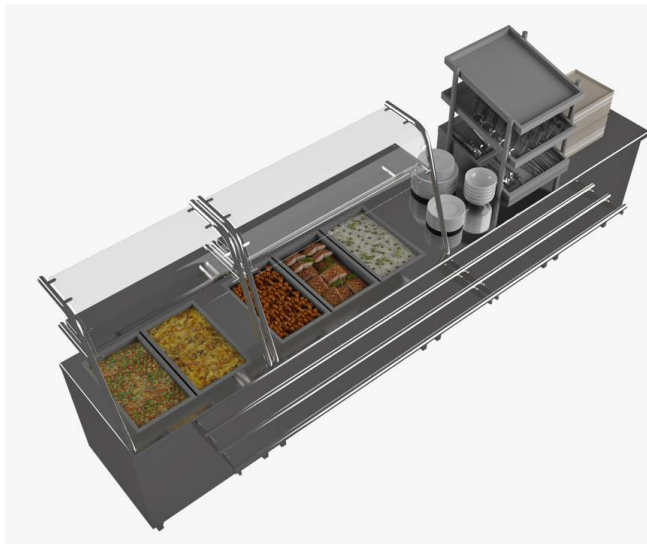
- Bain Maries;
- Tortilla Chip Warmers; and
- Burrito Warmers.

Examples of these types of equipment can be seen below.

None of these types of equipment require dedicated kitchen extraction, as the odour impact is considered to be negligible, given there is no primary cooking undertaken on site; and a variety of warmed and cold foodstuffs sold.

Examples of Types of 'Cookline' Equipment used by Tortilla

Bain Marie



Tortilla Chip Warmer



Burrito Warmer

