

Welcome to Leisure & Concessions



BEING THE BEST VERSION OF YOU

Let's Meet Jon... Our Managing Director

Welcome. I have worked in guest facing industries for 35 years and I love the difference you can make on a day to day basis. I am extremely proud of all of our brands and know that you will love working with us. We are a passionate bunch and expect only the best. You will be treated well and offered opportunities to grow and develop, throughout your journey with us. I ask for a few things in return;

Sales Sales are everything! We need you to ensure you are doing everything you can to give our guests a reason to return.

Service Always strive to give the best hospitality you can. Tailoring every experience to ensure they all our guests have a fabulous time.

Standards Making sure you and your restaurant look amazing. Is everything looking clean and tidy?

People We have to be people pleasers. This includes our guests, our team mates and everyone you interact with.

Costs We all have a role to play in looking after costs. Manage wastage and switch off lights etc. when not in use.



All the best for your first few shifts and beyond.

So, What's it like... to work here

CLICK HERE
TO FIND
OUT MORE

Who better to tell you what it's like to work for us, than our teams themselves?



It feels like I'm coming in to see my friends, the banter is second to none.

Jaya, Server at Filling Station Breahead

I love working for Frankie & Benny's. I've been here 10 years and the team I work with are amazing and keep me still smiling!

Becky, Server at Frankie & Benny's Cheshire Oaks



I like working at Chiquito because they really look after the team. We're all amigos and in it together. There's always a great atmosphere and tequila and tacos! What more could you want?

Fran, Server at Chiquito Eldon Sq.



I am very proud of the great food Frankie's has to offer. I have enjoyed my journey in Frankie's from salad chef to Kitchen manager, supporting the opening of new restaurants and developing a strong team around me.

Pavel Mazur, Kitchen Manager at Frankie & Benny's Watford



Introducing... Our Values

MAKE IT MAGIC

We strive from “wow” and are passionate about what we do, for our customers and for each other.

- We put our customers at the heart of everything we do
- We take great pride in what we do
- We approach work with a “glass half full” attitude
- We go above and beyond call of duty

KEEP IT FRESH

We have passionate and proud chefs who always want to provide the best food possible for our guests.

- We look for ways to always be better. It makes us proud when we see the guests smiling
- We put passion into every dish
- We always strive for perfect plate presentation

BE SHARP

We deliver the basics brilliantly and always focus on execution.

- We act with urgency and pace with a bias for action
- We inspire others with our passion for excellence
- We keep things simple
- We achieve more with less and drive efficiencies

OWN IT

We take responsibility for the success of our business and work hard to achieve exceptional results.

- We set the bar high and never lack ambition
- We take accountability for our own performance
- We relentlessly look for the win and pursue success
- We act in the company’s best interest

DO IT TOGETHER

We believe in the power of team and enjoy working together to achieve great things.

- We actively seek out opportunities to break down silos and collaborate
- We find great solutions together
- We treat each other with respect
- We love to smile and laugh together

About us

We're The Restaurant Group, Leisure and Concessions (TRG, L&C for short) and we're one of the UK's biggest hospitality businesses!

Home to

7

much loved brands,
each with their
own personality
and unique
offering

Operating over

100

restaurants
up and down the
country

Trading over

40

brands in 40
locations in UK
airports and train
stations

With a family of

5,500

passionate people
delighting our
guests and loving
what they do



Our Leaders



Jacqui McManus
People Director



Kirk Davis
Chief Finance
Officer



Andy Hornby
Chief Executive
Officer



Jonathon Knight
Leisure & Concessions
Managing Director



Mark Chambers
Leisure & Concession
Chief Executive Officer

Our Vision

We love what we've built and we're really proud of the journey we've been on...but we're not finished yet. It's a really exciting time for us as we continue to develop our offering and guest experience, challenging the industry status quo to make something special.

We're pursuing other growth opportunities within the dining sector, exploiting online brands, delivery, click and collect, grab and go and more.

We aim big, have ambitious thoughts and never settle for second best. We're here to deliver;

*Great Food,
Great Standards
and Great People*

TRG History

CHIQUITO

FILLING STATION
RESTAURANT & BAR

trg
concessions

Frankie & Benny's

est est est
ITALIAN RESTAURANT AND BAR

Brunning & Price

COAST TO COAST
RESTAURANT & BAR

FIRE JACKS
HEAT THE FILLINGS

wagamama*

BARBURRITO

1989

We purchased Mexican food chain Chi Chi's and rebranded it Chiquito

1989

Filling station was born in Edinburgh as a nod to the wide range of food available along America's Lincoln highway

1991

We opened our first TRG Concessions Branch, Garfunkel's, in Heathrow Terminal 1

1995

Frankie & Benny's first opened in Leicester

1995

Est was created for the high street in 1995 by TRG as a chain of quality Italian restaurants

2007

We were excited to add the Brunning & Price estate to our portfolio

2011

Coast to Coast was established as a sister brand to Filling Station

2017

Launch of the new Firejacks concept in Northampton

2018

We welcomed wagamama to the family

2022

We added Bar Burrito to the Family

Our Brands

Apiary
BAR + EATERY

SOHO
- est 1999 -
COFFEE CO.

THE
STATION
PANTRY

T

**bar
mcr**
Food · Drink · Views

The NAVIGATOR
Pub & Dining


The NICHOLAS
CULPEPER
Pub & Dining

The Curator
bar & dining

FILLING THE STATION
American Restaurant & Bar

Archie's

BOCCO
ITALIAN KITCHEN & BAR

est est est
ITALIAN RESTAURANT AND BAR

- THE -
BRIDGEWATER EXCHANGE
- MANCHESTER -


PRINCE OF WALES
PUB AND DINING

Frankie & Benny's

 BREWDOG

HUDSON ST. GRILL
BAR + KITCHEN

WONDERTREE

CALEDONIA
CAFE BAR VIEWS

SHAKE  SHACK

**COAST
COAST**

Carluccio's

BARBURRITO
MEXICAN EATERY

CHIQUITO

joe's
coffee house 

giraffe
WORLD KITCHEN

San at MCR AIRPORT
CARLO


WILLIAM
BEARDMORE
PUB & DINING

THE GRANITE CITY
PUB & RESTAURANT

hawker  BAR

SPUNTINO

the
DISTILLING
HOUSE
PUB & DINING

17/31 DISTILLERY
BAR & KITCHEN

joes
coffee house

Sonoma
ALL DAY CAFE

crepe  **affaire**

CAFÉ BALZAR

FIREJACKS
MEAT FIRE FRIENDS


THE SMITHFIELD
EST. 2017

Our Brands

trg concessions

"A market-leading reputation... with specialist operating knowledge"

TRG concessions has over 25 years experience in Airports and Train stations providing quick, great quality food to travelers.

Our brand portfolio includes table service, counter service, sandwich shops, pubs and bars. We deliver existing TRG brands, create bespoke concepts and establish partnerships to franchise third-party brands.

Frankie & Benny's

For feel-good times, again and again

At Frankie & Benny's every day's a celebration – of food, friends, family and fun. And everyone's invited.

So come on in and feel the buzz. Say hello to old favourites, trusty classics and fresh twists on loved recipes. And enjoy it all, served up with our famous Italian passion and friendly American welcome.

CHIQUITO

Chiquito has been delivering the best of Mexican cuisine for 30 years. Delivering fantastic food in a fun, fiesta style environment is what the team are passionate about.

Whether our guests want to embrace our Mexican heritage by wearing our iconic sombreros or just enjoy some classic dishes & drinks, Chiquito offers a fantastic experience for all.

Our Brands

FIREJACKS

MEAT FIRE FRIENDS

At Firejacks our mantra is simple "Meat. Fire. Friends".

We pride ourselves on delivering an unparalleled restaurant experience where food innovation is at the heart. Our steaks and burgers are industry leading and the "Big Smoke Burger" is the first of its kind in the UK.

Our chilled, family-friendly venue is the best choice to enjoy some succulent grills cooked over an open fire and experience different flavours. Where else can you find a "sauce station" with over 25 sauce options?

COAST TO COAST

AMERICAN RESTAURANT & BAR

FILLING STATION

American Restaurant & Bar

America is home to some mind-blowing food. And we're not just talking burgers, steaks and subs (hunger-bustingly good as they are). We're talking about the gastronomic wonders from the lengths of the great states. Now to find it, you can travel the 3,142 miles of Lincoln Highway or you could save yourself a few bucks and come on in to see what we found. If it's smoky, crispy, sticky or spicy, we discovered it and we're serving it with a giant helping of hospitality and a glass of barrel-aged bourbon on the side too.

est est est

ITALIAN RESTAURANT AND BAR

For over 10 years, est est est have been celebrated for bringing modern Italian cuisine to Manchester. Join us and watch our expert chefs in action in the open kitchen, as they prepare the finest dishes Italy has to offer, including rustic pizzas, classic pastas, vibrant salads and regional grill dishes. Be sure to check out our bar, which serves up authentic spritz cocktails, exclusivo fine wines, Italian craft beers and Italian barista coffees.

BARBURRITO

In 2005, we spent too much time in Mexico, falling in love with the spirited culture, the exotic climate and most of all the irresistible, flavoursome food. We are foodie fanatics who found our calling in the iconic burrito. So, we stole the greatest recipes and set about crafting and perfecting the art of sensational Mexican food. And we'll never, ever stop perfecting. Barburrito was launched out of pure passion, a shared obsession, and a mission with every handmade burrito to astound our guests. We were born to love burritos

Our Virtual Brands

We also have 10 online brands that we serve from our kitchens in partnership with Just eat, Deliveroo and Uber eats. Why not check out our delivery partner Apps and see if you can spot which ones your restaurant offer.



Our Sister Divisions

Brunning & Price

"Really great pubs are timeless..."

Mostly set in rural locations, every one of our 70+ pubs are unique, preserving their varied characters. We serve cask ales, decent wines, and British dishes complemented by influences from other parts of the world.

We believe that classic pubs will never go out of fashion – our owner-operator approach, with the focus firmly on quality and consistency, provides a solid base for expansion.

wagamama[★]

wagamama first opened its doors in 1992 in london's bloomsbury. Inspired by fast-paced, japanese ramen bars and a celebration of Asian food, wagamama burst into life. They set out to create a unique way of eating. Bringing the fresh, nourishing, flavours of Asia to all. We now have over 145 restaurants throughout the UK.

A little ginger to warm you up. Chillies that kick. Noodles to nourish the body and soul. wagamama's Asian inspired menu has been created to soothe, nourish, sustain and inspire. Pick from all kinds of rice and noodle dishes, alongside fresh salads and shareable sides. There are desserts, fresh juices, hot drinks, wine, sake and expertly crafted Asian beers too.

Uniform Guidelines

Be Sharp! Our Uniform is part of the magic of our brand, so ensure you come to work ready and presentable for our guests.

Managers

Managers should look smart and portray a professional appearance. Combining well-fitted, ironed, clean business wear with elements of casual attire.

Ladies: Blouse / Trousers / Skirts / Dresses

Gents: Smart shirt / Jumper / Dress pants / Chinos
Dark wash jeans (no rips).
Non Slip shoes polished / clean

Back of House

- Chef whites, apron and safety shoes.
- Hats must be worn within the kitchen.
- No jewellery, long, varnished or false nails.
- No false eyelashes.
- Long hair should be tied back.
- Clean safety shoes must be worn.

Front of House

- Branded T-shirt/shirt and apron
- Dark jeans, trousers or chinos.
- Skirts with tights no shorter than knee length.
- Minimal jewellery, no long nails
- Long hair should be tied back.
- Clean non slip flat shoes / trainers

Footwear such as sandals, flipflops, open toed / backless shoes / clogs, high heeled shoes or shoes without a good grip are not safe or sensible and should not be worn. Tracksuit bottoms, ripped jeans, leggings or sportswear should not be worn. For more information please refer to the staff handbook

Finally, please note that your manager has the right to identify if you are dressing in any way that is considered inappropriate for the job or the environment and they will advise you accordingly.

Have a look at...

Our Benefits



Competitive
pay



First class
training



Discount at all
our brands



Pension
scheme



Free meal
every shift



28 days
holiday



Discount gym
membership



Discounts at
1000s of shops



Wellbeing
support



Birthday
treat



Instant access
to your wages

Your Journey... On Homegrown

HomeGrown is your personal learning tool – here you will find all the content you need to be the best team member possible – and much more! To access HomeGrown you need to log in to The Sauce (you will have already received an email with your log in details). Approx. 24 hours later you will see the link to HomeGrown appear – click on this and it will log you in, no extra username or password required! Once you are in, you will see that it contains lots of information. Please don't be overwhelmed – you will soon find your way around it. For now, simply head to 'Be Curious' and click the 'My Welcome' tile. In here you will see a section for your first day and a document titled 'Let's Get Started'. Have a read through this for an overview on both the system and what your training will look like.



CARE encompasses all the key areas we want to focus on, you are all at the heart of everything we do.

We want to help connect you to your wellbeing, help you achieve, learn and develop. We aim to recognise all of your milestones and celebrations, make sure you feel appreciated and cared for, and lastly, we want to encourage you to speak up and do the right thing, as together we can all make a big difference.

Your well being and mental health is important to feeling positive and happy



We are committed to develop and support you to grow and achieve



We aim to recognise all of your milestones and celebrations, so you always feel appreciated and cared for



We encourage you to speak up and do the right thing, together we can all make a difference



Develop Yourself... Our Apprenticeships

Our apprenticeship programmes are designed to help you be the best you can be in your role, and get you ready to take the next step in your hospitality career. Even if you've already taken the next step, you're more than welcome to enrol in the relevant programme to boost your knowledge and skills – you don't have to be a Runner or Host to complete the Magic Makers programme for example, you could be a server or a bartender looking to get the most out of your job.

