

## CASE STUDY



# HyGenikx helps ‘welcome’ customers back to Café Spice Namasté

When Cyrus Todiwala OBE DL reopened the doors of his award-winning Café Spice Namasté restaurant after the Coronavirus lockdown he, like many restaurateurs, breathed a sigh of relief. Cyrus and his wife Pervin have worked hard adapting operations at Café Spice Namasté, implementing changes in accordance with government guidance, so returning customers can feel relaxed and confident to once again enjoy his signature Indian and Parsee dishes.

Namasté means ‘a warm hello’ in Hindi and that is exactly what Cyrus and his team have been offering customers since the family run restaurant first opened in 1995. Set in a beautiful grade II listed former magistrates’ court, a short stroll from the Tower of London, Café Spice Namasté has continued to welcome food lovers searching for something that bit different - as epitomised by Chef Cyrus’ sophisticated and imaginative cuisine which blends traditional Indian and European culinary techniques and flavours with more unexpected ingredients. As well as a loyal following of customers, Café Spice Namasté has retained its place on the Michelin Bib Gourmand guide, since achieving the accolade in 1998 - testament to Cyrus’ unending quest for quality and consistency.

Reflecting on how life has been during lockdown Cyrus said: “Lockdown has been one of the very worst, most apprehensive,



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Cyrus Todiwala OBE DL, Owner Café Spice Namasté



unclear and confused periods I can ever remember. I tried to keep busy cooking and posting videos to stay connected with our social media followers and we set up a take away service for the first time which was a challenge as there is very little residential around us. In light of this we couldn’t wait for lockdown restrictions to be lifted so we could open the restaurant again.”

The Coronavirus epidemic has had a massive and unprecedented impact on the hospitality industry and even culinary institutions like Café Spice have been hit hard. Despite

the obvious challenges, Cyrus believes there is hope and a way forward: *"The Industry we know and love is in deep trouble. Hospitality businesses are suffering unforeseen circumstances and with that there's a knock on effect on all the support services that depend on the industry. Rebuilding will happen as the industry is extremely resilient and will always bounce back. However more needs to be done to encourage people to dine out in the City Centres in particular, to have bosses reopen their offices and call their people back gradually and that in itself will encourage supporting business who serve food and drink to reopen and thrive."*

*"We have no idea what the 'New Normal' will be as yet, but crucial to this will be reassuring diners that it is safe to return to restaurants which means conducting thorough risk assessments and implementing the highest possible standards of sanitisation, hygiene and supplementing manual cleaning regimes with the latest technologies, together with physical changes like spacing tables to maintain social distancing."*

Customers returning to Café Spice have been assured not only by the physical changes they have seen such as sanitisation stations, a new lay out for the large dining room and disinfecting tables and chairs after each use, but also buoyed by the measures that Cyrus has implemented back of house, including in the kitchen, cold rooms and changing rooms, to combat the hidden dangers that neither they, or he, can see, such as viruses both in the air and on surfaces. That is why Cyrus took the decision to install several **HyGenikx** units back of house. Working 24 hours a day, 7 days a week, **HyGenikx** is specifically designed for hospitality and foodservice locations and effectively works not only against viruses, but also odours and bacteria, even when employees are in the room. These were installed to complement Cyrus's already thorough hygiene routine. During lockdown, the units have continued to be active, even with the restaurant closed, making the return to the premises a more pleasant experience than Cyrus was imagining:

*"The **HyGenikx** units were installed in our cold rooms and raw foods kitchen as well as our staff toilet to clean the atmosphere, reduce odours and keep an environment that is pure and free*



*of bacteria and viruses. We have three cold rooms and had a **HyGenikx** unit in each. Before we closed the doors back in March, all the cold rooms were emptied and switched off. When I came back in June, I noticed that the door of one of these cold rooms had accidentally been shut. In normal circumstances*



*this would have meant returning to a dank, stinking and fungus filled environment. However, when I opened the door fearing the worst, it was in a perfect condition – **HyGenikx** had been on throughout lockdown and has done a fantastic job, which has saved us time and meant that no damage has been done."*

*"**HyGenikx** has proven what it can do for us – keeping the air and surfaces clean, pure and fresh, controlling odours and providing extra reassurance for customers so they can relax and enjoy their meal knowing that we are leaving nothing to chance to make our restaurant Covid-secure. It is also noticeable that the fruit and vegetables in our cold room are staying fresher for longer thanks to the **HyGenikx** unit, which is great as we are committed to minimising food waste in our operation."*

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Cyrus Todiwala OBE DL, Owner Café Spice Namasté

*"I wouldn't hesitate to recommend **HyGenikx** to other foodservice or hospitality businesses as it is the ideal complement to manual cleaning. It helps to protect customers and staff, extends the shelf life of fresh produce and provides additional reassurance so our industry can move forward with confidence and return to some kind of normal."*

**HyGenikx** utilises a combination of the most effective and refined air and surface sterilisation technologies available to eradicate viruses and bacteria throughout foodservice and hospitality environments. The **HyGenikx** range has models to suit every application, from front of house and all food areas, to cold rooms, washrooms and refuse areas. Models start from as little as £289 RRP.

To find out more visit: [www.mechline.com/hgx](http://www.mechline.com/hgx)

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