



WHAT OUR CLIENTS SAY



Ricker Restaurants, owned by Australian born Will Ricker, has been operating stylish destination restaurants across London since 1997.

In the time since then, they have opened six restaurants now employing a total of 350 people, changing the perception of pan-Asian cuisine. Restaurants within the group include E&O in Notting Hill, Eight over Eight in Chelsea and XO in Belsize Park – all of which are now firmly established as high profile celebrity destinations.

Cutting edge cuisine is a fast, furious and demanding business and Annie Coles, who oversees HR at Rickers, finds the support from Ellis Whittam to be invaluable.

“The restaurant business has a reputation for operating very lean. The focus is very much on serving guests and that’s where we like to target all our resources so we can provide the best experience and best possible value to diners,” says Annie, who as Financial Controller also appreciates the value of outsourcing to professionals.

Annie continues: “The fixed fee means that we can be absolutely certain what our costs are going to be for years ahead, no matter how much support we need from them,” continues Annie. “You can’t predict when you’re going to need help. The kitchen can be a stressful place and incidents can arise. It’s the nature of the business. And because we’re successful we are regularly recruiting and opening new restaurants. EW sort out all the contracts and handbooks for us.”

Ellis Whittam has also delivered on-site training to Ricker’s staff, which ensures they are up to date with the latest employment law legislation and can help prevent problems arising in the first place.

Nevertheless, as Annie concludes: “It’s the immediate availability of qualified, professional support and the confidence that Ellis Whittam gives that we value most. They are there at the end of the phone for all the management team whenever we need support.”

“We can heartily recommend Ellis Whittam. They understand the restaurant business inside out and offer the same level of care we give to our own customers.”

*Annie Coles,
Ricker Restaurants*

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