



corporate profile



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The Universal Difference

Universal Foodservice Designs is an energetic foodservice and laundry design consultancy firm that specialises in the creation of iconic and sustainable designs for laundry, dirty & clean utilities, waste management and foodservice operations throughout Australia.

The experienced foodservice and laundry design team headed by Brian Lennox FCSI offers its clientele a design process that is based around compliance with HACCP best practices, National and State Safe food regulations and all of the latest Foodservice and Laundry standards and codes. This information along with the individual requirements of the client are transposed into a final design that integrates a range of issues that affect every facility including cultural, religious, demographical, economic, technical, sustainable responsibility, adaptable to change whilst being aesthetically satisfying.

Why is Universal Foodservice Designs different?

It's our approach. UFD believes that design methodologies should never be a fixed track to a fixed destination, but a conversation about everything that could be made to happen. As such, Universal Foodservice Designs listens to the client and work with them to apply the ideal Foodservice or laundry design that fits their specific business module.

UFD applies the latest international and local trends to its designs and employs new technologies that reduce staff operational costs, water consumption, chemical, gas and electrical usage. Universal Foodservice Designs looks to bring the future of foodservice and laundry designs into existence now.

Universal's services

Universal Foodservice Designs offers its clients a range of cost effective services including:

- ✓ Feasibilities studies.
- ✓ Briefing documentation
- ✓ Foodservice & laundry tender specification documentation.
- ✓ 2D and 3D CAD drafting services
- ✓ Services' design co-ordination.
- ✓ Spatial planning.
- ✓ Contractor/Builder interface co-ordination.
- ✓ Operational concepts.
- ✓ Project management assistance.
- ✓ Budgetary management and advice.
- ✓ Site inspections, dilapidation compliance reporting and approvals.
- ✓ HACCP certification and assistance
- ✓ Design documentation.
- ✓ Waste management planning and advice
- ✓ Management Advisory Services.
- ✓ Dirty utilities planning & advice

The Universal Ethos

Universal Foodservice Designs believe that quality Foodservice and Laundry designs are an integration of diverse influences - aesthetic, cultural, religious, economic, technological, legal, management and planning. Foodservice and laundry facilities are part of a wider context of project planning and need to assist in the quality of life or the entertainment of the guest, resident or patient whilst blending into the theme and nature of the facility.

Universal Foodservice Designs sees its role as coordinating the foodservice and laundry design process including the provision of return operational briefs, conceptualizing and communicating the design, documenting the details, establishing budget estimates, working with the project design/management team in overseeing the facilities construction and quality control over the finished facility. UFD aims to design Foodservice and laundry operations which are flexible, functional and sustainably efficient, intelligent and aesthetically satisfying.

Design methods

The goal of design methods is to gain knowledge of the key factors that the client wishes to achieve in order to gain better results for users with the nominated space, services, environments and systems they rely upon. Insight, in this case, is clear and deep investigation of a situation through design methods, promotes a successful outcome.

As such, strong communication in all forms is the cornerstone to a good facility design. UFD always seeks to engage the client to ascertain the requirements, desires and needs of each operation. The communication is then transposed to written form for approval.

Drawings of both a conceptual nature and in electronic form are then applied to assist the written word. As the design develops and specification documentation is produced the thoughts conveyed by the client are verified by communication and documentation.



Design methods

To complete its work in an efficient and professional manner UFD utilises the following systems, software and hardware:

CAD drawing services	Autodesk AutoCAD 2020	Used for 2D & 3D cad drawing services
CAD drawing services	Autodesk Revit 2020	Used for 3D drawing services
Specification documentation	Windows 10 Professional	Used to create specification documentation
PDF and Illustrative reports	Adobe Illustrator CS6 and Bluebeam Review Software	Used in the production of illustrative presentations
Spread sheets	Microsoft Excel 2017	Services data and budget spread sheet
File sharing	Registered with Aconex, Build Tools, OmTrak, DropBox as well as operating its own FTP site	For the uploading of large document packages

Sustainable designs

Sustainable Designs is the philosophy of designing physical objects, the built environment, and services to comply with the principles of ecological and social sustainability.

Universal Foodservice Designs specialises in the design and documentation of sustainable foodservice and laundry designs for health care, aged care, hotels, clubs, resorts, convention centres, central production kitchens, corporate and government agencies.

Using cutting edge ideas and emerging trends in sustainable designs, UFD looks to bring the future of foodservice and laundry designs into existence now.

Primary emphasis is placed on reducing the carbon foot print on any Foodservice or laundry operation that UFD is involved with.

Looking at ware washing systems with heat exchangers that reduce power consumption or Electronic expansion valves in refrigeration systems that provide better efficiency to the evaporator and reduced power costs are examples of systems that UFD review to assist in reducing operational costs.

Refrigerant gases that do not damage the environment are investigated as well as alternative power sources. Heat exchanger technology in built into refrigeration plant is utilized where possible as is equipment in the kitchen that are energy efficient and at the same user friendly.

We offer detailed Environmental sustainability development review reports as part of our scope of services. This is critical today as the ever increasing costs of utilities are already impacting on the "bottom line" of many foodservice and laundry operations.

UFD is committed to providing efficient and sustainable foodservice and laundry operations.



Clients

Universal Foodservice Designs is proud to be having worked with the following organizations in delivering compliant and sustainable foodservice operations.



Every Client is unique and requires a differing level of service. UFD's services appeal to a vast range organizations including:

- Project Management Companies
- Builders
- Architects
- Interior Designers
- State, Federal and Local Government Departments
- QSR Chains
- Entertainment Precincts
- Sporting Venues
- Clubs & Hotels
- Corporate Clients
- Industrial Clients
- Contract Caterers
- Aged Care operators
- Health care providers

Statement of Independence

Universal Foodservice Designs Pty Ltd is a fully independent Foodservice and Laundry consulting organization; Universal Foodservice Designs Pty Ltd receives no remuneration in any form from project management companies, equipment manufacturers or suppliers and dealers. Universal Foodservice Designs Pty Ltd does not procure, sell, finance, rent or lease any foodservice or laundry equipment. Universal Foodservice Designs Pty Ltd receives no remuneration other than the monies received from our own clients.

Universal Foodservice Designs Pty Ltd always works in conjunction with the FCSI code of ethics relating to financial payments and professional values.

Universal Foodservice Designs offers unbiased advice and represents its Client's best interests at all times.

Quality Assurance

Quality assurance emphasizes the detailed testing of all documents and information created by UFD to uncover defects, and reporting to management who makes the decision to allow or deny the release.

Universal Foodservice Designs is fully committed to a comprehensive process of Quality Assurance. Universal Foodservice Design uses a cross referencing system of historical and statistical data against design parameters for any project to verify the design elements. All documents are double checked and proofed in the office before release.

Each phase of work on any project is viewed by a second person in the office and particular attention is paid to tender documentation to ensure conformity and co-ordination prior to issuing for tender. With each tender package issued from our office a Quality Assurance statement is also issued detailed our final reference check and sign off. This is the clients guarantee that due diligence has been applied.

Universal Foodservice Designs adhere to the QA policy of lead consultants in conforming to their requirements and so on any project we would look to work within lead consultant/project management Company's quality assurance parameters, as part of the design team.

Privacy

Universal Foodservice Designs will not disclose any information obtained during the course of the assignment unless that information is already clearly in the public domain, or permission is obtained in writing, to disclose specific information for a specific purpose.

Universal Foodservice Designs will refrain from serving a client under any circumstance in which Universal Foodservice Designs finds themselves working in conditions which may impair its independence or judgment. Universal Foodservice Designs will retain the ability to withdraw from an assignment in which Universal Foodservice Designs loses its independence during the course of the engagement.

Professional Indemnity & Public Liability Insurance

Universal Foodservice Designs will not disclose any information obtained during the course of the assignment unless that information is already clearly in the public domain, or permission is obtained in writing, to disclose specific information for a specific purpose.

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Biography **Brian Lennox FCSI**

Lead Consultant / Director

Brian Lennox is a foodservice and laundry design consultant, who specialises in the design of functional & environmentally sustainable facilities that meet the needs of the operator and patron.

A refrigeration technician by trade, Brian has also successfully completed accreditations in Engineering drafting, AutoCAD, small business operations and freelance journalism having contributed articles to International and local magazines.

Brian has been constantly involved in the foodservice industry for over 35 years working in various roles which have culminated in his work over the last decade as a Foodservice and laundry consultant.

Having worked on prestigious projects such as the National Portrait Gallery, Park Hyatt – Sydney, Siebel Pier one, Sofitel Wentworth, Bank west corporate head office – Perth, Virgin airline lounges throughout Australia, South Sydney Juniors Rugby Leagues Club, Maitland City Bowling Club, Australian Defence Logistics Program, Australian Defence Force Academy, Victoria Barracks Officers Mess and Bupa care projects in Maroubra, Sutherland, and Runaway Bay – to name a few. Additionally, Brian has vast experience in working with other consultancy design team members and has a good working relationship with many of Australia's leading services consultant teams and interior designers.

Brian has a solid understanding of controlling budget costs, spatial planning and facility design. Brian specialises in providing credible advice concerning sustainable laundry and foodservice designs which operate on less water, power and labour. This provides the operator with a better bottom line.

Australian Standards, health code regulations, Occupational health and safety, current BCA requirements and HACCP best practice procedures are all applied in the designs created by Brian.

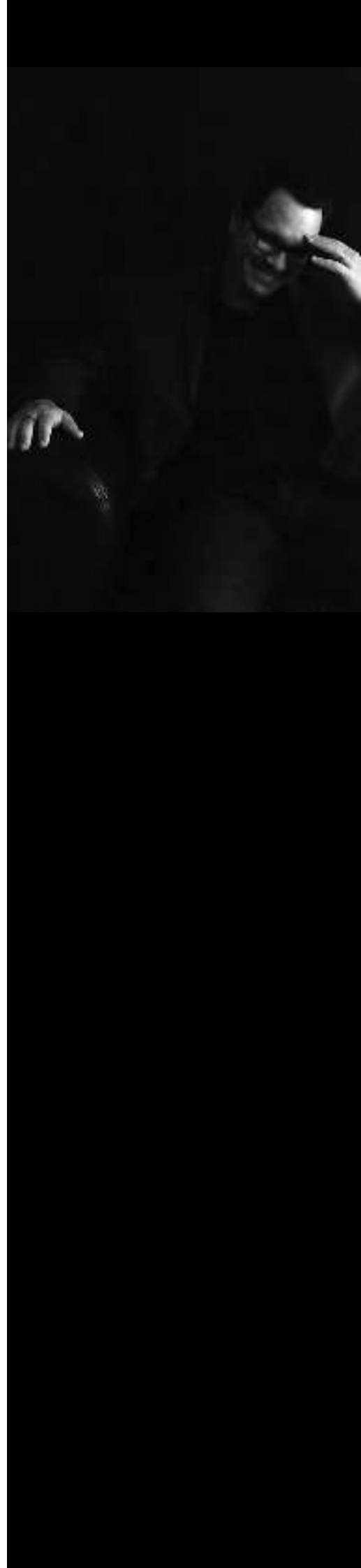
In April 2011 Brian Lennox's skills enabled UFD to become the first Foodservice Design Consultant service in Australia to be HACCP certified. This assists Brian to design facilities in line with best HACCP practices.

Brian is an internationally accredited Member of the FCSI (Foodservice and Consultants Society International) and as such works in accordance with the ethical guidelines provided by the Society.

Brian's varied background allows him to offer to the Client a range of services including Facility Design, budget control, Specification and Documentation of equipment and systems, tender review assistance, services co-ordination, facility review, Project Management and defects reporting.

Brian provides valued & constructive input to any Project Consultant Design team.

Brian can be contacted on 0422 468 834 or on his email brian@ufd.net.au.





Biography **Phyllis Lennox**

Business Management / Director

Phyllis Lennox is a Director of Universal Foodservice Designs working in the role of Marketing, Credit and debit accounts, Daily administration processes and Quality Assurance control. Phyllis has a strong banking and marketing background having worked with St. George Bank for twenty (20) years in various roles including marketing and sales from at their head office in Sydney and on the Central Coast of NSW. Phyllis has been involved with insurance firm Apia in a number of roles including, call centre staff training and marketing.

Phyllis is involved in the creation of detailed specification documentation. This involves the detailing of custom fabricated items as well as documenting all specific items with the correct code, features and model numbers.

With each tender package issued from our office a Quality Assurance statement is also issued. Phyllis cross checks all documentation produced, refereeing tender schedules, with specification documents and insuring that item numbers, dates, schedules, rates and the like all align. Phyllis ensures that all of this work is carried out before the documentation is released to the client.

This is Universal Foodservice Designs clients guarantee that all due diligence has been applied to the design and documentation process.

Phyllis can be contacted on 0414 785 424 or at phyllis@ufd.net.au.



Biography **Chris Slater**

Senior Consultant

Chris Slater is a foodservice industry professional. Working for over thirty years in various roles from commercial kitchen contracting, foodservice facility design consultancy and regional sales management for European & US based foodservice equipment manufacturers.

His previous role was as the Regional Director Asia Pacific for Ambach Ali Group Srl an upmarket Italian catering equipment manufacturer involved in multiple 5-Star hotel projects in the Asia Pacific region.

In the 90's and 2000's Chris was a senior foodservice design consultant in London with one of the world's largest multi discipline consulting firms, ARUP International, specialising in prison, healthcare, B&I, and hotel catering facility design working on a large number of projects including Dolder Grand hotel Zurich, Peterborough prison, Ashford prison, St Andrews acute care hospital in Northampton to name a few.

With a diploma in Foodservice Facility Design obtained from Sheffield Hallam University, and having successfully sat the FCSI competency exam, Chris brings a wealth of knowledge, operational know how and passion to the UFD team.

Chris can be contacted on 0418 790 205 or on his email address at chris@ufd.net.au.

Biography David Speck

Senior Consultant

David Speck works in the role of Senior Consultant at Universal Foodservice Designs, with over 30 years of hospitality experience.

After moving to Sydney from NYC, David worked nearly a decade for a well-known Kitchen Contractor building hospitality projects in both specified and design/construct scenarios. Then seeking broader challenges, David moved into Consulting where he worked for several years consulting on a broad range of international hospitality projects including luxury hotels and resorts, aged care facilities, public schools and universities, hospitals, corporate kitchens, prisons and military bases.

Over the past 12 years David has focused on the design, specification and fit-out of commercial kitchens and bars throughout Australia, New Zealand & Pacific Islands and offers an enthusiastic and comprehensive knowledge of the foodservice industry to our clients.

With both a degree in Culinary Arts from the French Culinary Institute (NYC) and a background in Systems Engineering and Integration, David offers a uniquely diverse skill set that ultimately benefits the client.

David can be contacted on 0451 893 054 or at david@ufd.net.au.



Biography James Lennox

Consultant / CAD / Revit Design Services

James Lennox is a valuable member of Universal Foodservice Designs and works in the role of Senior Revit & AutoCad Draftsman / Projects Coordination / Consultant.

James is accredited and proficient in the latest versions of Autodesk Revit & AutoCAD along with holding the following certifications:

- Certificate IV in Engineering Drafting
- Certificate III in Manufacturing Technology CAD
- Certificate II in Hospitality
- WH&S White Card Certificate

James is conversant with the current Australian Standards, health code regulations, Occupational Health & Safety, current BCA requirements and HACCP best practice procedures for laundry and foodservice operations and applies this information in all the designs that he works on.

James can be contacted on 0417 117 567 or at james@ufd.net.au.





Biography Daniel Tangney-Melides

Business Administration / Documentation Services

Daniel works in the role of Business administration / Documentation services.

Daniel is accredited and proficient and holds the following certifications:

- Certificate III in Engineering Drafting
- Certificate III in Business
- Certificate IV in Business
- WH&S White Card Certificate

Daniel undertakes a wide range of roles including Specifications and TPS Documentation, Reports, attending site and processing of Defects Reports, Technical Data Information Sheets and UFD'S Bimonthly E Newsletter "Food for Thought".

Daniel can be contacted on 02 4329 0630 or at daniel@ufd.net.au.



Biography Ken Williams

Consultant / CAD / Revit Design Services

Ken Williams works in the role of Senior Consultant / CAD & Revit Operator at Universal Foodservice designs.

Ken has over 11 years in the industry with experience in the construction and design of numerous hotels, aged care facilities, restaurants, bars, schools, universities & cafe's.

Ken brings to the team skills and knowledge to create equipment layouts, services layouts, coordinate between builders, architects, services trades, consulting as well as 2D & 3D design works.

Ken can be contacted on 0417 117 567 or at ken@ufd.net.au.

Biography **Surojit Saha**

CAD / Revit Design Services

Surojit Saha works in the role of AutoCAD / Revit Operator at Universal Foodservice Designs.

Operating from UFD's overseas office, he brings to the team, years of experience in the field of Estimation & Design Engineering as well as Architectural Drafting, Autodesk AutoCAD & Revit.

Surojit is a graduate in Civil Engineering from the Brindavaan University of Engineering. Surojit is a valuable member to the UFD team and is involved in the design and co-ordination of projects.



Biography **Jenson Lennox**

CAD / Revit Design Services Trainee

Jenson Lennox joins Universal Foodservice Designs as a Junior Revit & Auto CAD Draftsman. Jenson is currently completing his Certificate IV in Engineering Drafting.

Jenson is accredited and proficient in the following:

- Certificate III in information Digital Media & Technology
- WH&S White Card Certificate

Jenson is working on enhancing his skills in 2D/ 3D CAD services and over time Jenson will become a valuable member of the UFD team.

Jenson can be contacted on 02 4329 0630 or at jenson@ufd.net.au.



Recognition & Referrals

BUPA CARE SERVICES @ MAROUBRA, NSW

"Hi Brian, I would like to personally thank you and your team for your role in our new kitchen, it was a long time coming but worth the wait. All of our staff is very happy and we are all looking forward to many more years in our new workplace."

Many Thanks, Martin Foffani - Catering Manager | (02) 9315 5277"

PENGUIN PARADE VISITOR CENTRE @ PHILLIP ISLAND, VIC

"UFD have provided high quality design consultancy services on a number of our projects, and their recent collaboration on the Penguin Parade Visitor Centre project was no exception. UFD worked closely with us to ensure the efficiencies and functional requirements of the new kitchen, restaurant, and cafe serveries were fully integrated with the architectural design. Their technical knowledge of the food and beverage industry and the trusted relationships they have established with suppliers and contractors made them a high value asset in the successful delivery of this project."

Many Thanks, Chris Rogers - Terroir Head Architect | (02) 9698 2198"



HACCP Compliance

Universal Foodservice Designs is the only foodservice design consultancy in Australia certified by HACCP Australia to provide designs and documentation services that align with HACCP best practices. Hazard Analysis Critical Control Points (HACCP) is a tool that can be useful in the prevention of food safety hazards.

HACCP was introduced as a system to control safety as the product is manufactured, rather than trying to detect problems by testing the finished product. This new system is based on assessing the inherent hazards or risks in a particular product or process and designing a system to control them. Specific points where the hazards can be controlled in the process are identified.

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