

## Firepit Restaurant

Cave Hotel, Brickfield Lane, BOUGHTON-UNDER-BLEAN, Kent, ME13 9AJ, England

### Summary

RATING	DESIGNATOR	QUALITY SCORE
Highest Quality Assured	Food Outlet	91%

---

VISIT DATE	VISIT TYPE
21 September 2022	Day Assessment

CONTACT  
Mr Sergio Gomes Food & Beverage Manager

---

This report relates to the visit undertaken at the hotel on 21st September 2022.

Firepit Restaurant provides an excellent standard of food, hospitality and service and the Taste Gold Accolade (Highest Quality Assured) has been achieved at this first visit. Food quality was excellent, and the team worked hard to create a very pleasurable dining experience.

The hotel website has clear contact details and opening times, along with menu to view. Please ensure that the Accessibility Guide is added to the website as soon as possible, as this is also a requirement of the Taste scheme. See: [www.visitengland.org/accessibilityguides](http://www.visitengland.org/accessibilityguides)

The Taste logo can now be added to the restaurant page to promote the quality aspect and this will be emailed.

Discussion took place with Mr Sergio Gomes at the visit and he was very pleased to receive the praise regarding the service from the F&B team and the quality of the food served. All the team are wished every success for the year ahead.

# Quality Rating

## How the Overall Quality Rating is Achieved

When VisitEngland assessors visit, they will evaluate and give a quality score to all assessed elements.

Elements in each section are scored as follows:

- 0 Unacceptable
- 1 Acceptable
- 2 Quite Good
- 3 Good
- 4 Very Good
- 5 Excellent

In order to achieve accreditation, an overall score of at least 45% is required. To achieve the 'Highest Quality Assured' rating, an overall score of at least 80% is required.

Additionally, all individual elements must score 1 (acceptable) or higher.

An overall score below 45% or an individual element score of 0 (unacceptable) will result in a fail.

# Firepit Restaurant

91% Highest Quality Assured

	SCORE	PERCENTAGE	RATING
<b>General</b>	<b>22</b>	<b>88%</b>	
Exterior: First impressions	4		
Interior: Quality & Maintenance	5		
Cleanliness: Bar/Restaurant/WCs	5		
Presentation: Table Appointment	4		
Ambience	4		
<b>Hospitality &amp; Friendliness</b>	<b>19</b>	<b>95%</b>	
Bar	4		
Food Service	5		
Restaurant Drinks Service	5		
Arrival & Departure	5		
<b>Service &amp; Efficiency</b>	<b>17</b>	<b>85%</b>	
Bar	4		
Food	5		
Restaurant Drinks Service	4		
Arrival & Departure	4		
<b>Food Quality</b>	<b>38</b>	<b>95%</b>	
Menu: Choice & Balance	4		
Menu: Food Served Matches Menu Description	5		
Food: Presentation of Dish 1	5		
Food: Quality of Dish 1	5		
Food: Presentation of Dish 2	4		
Food: Quality of Dish 2	5		
Food: Presentation of Dish 3	5		
Food: Quality of Dish 3	5		

# General

External presentation is very good, with clear signage at the driveway entrance and the surrounding grounds well tended. Ample parking on a sound gravel surface and electric charge points also available.

The Firepit restaurant is accessed via a glass sided bridge from the mezzanine, which adds to the sense of occasion on entry. Contemporary in style, with a wealth of exposed beams and all finishes, furnishings and fittings of a high quality. Flooring is of an excellent standard and appearance. Lighting is controllable and set to add ambience during evening dining. Air conditioning ensures comfort in the warmer weather. The central 'firepit' a focal point and feature. Tables are simply laid with quality glassware and cutlery, black linen napkins and black earthenware style plates and drinking vessels.

Housekeeping being very well managed in all areas, excellent in the restaurant with high and low levels and under tables and chairs appearing dust and debris free. The Ladies toilet was fresh smelling and well stocked when used and shows regular attention.

## Hospitality & Friendliness

Friendly and courteous greetings on arrival in the bar and when serving the drink to the table. Restaurant staff engaging very well at all tables and making guests feel most welcome. Friendly farewells and thanks extended on departure.

## Service & Efficiency

A drinks menu and wine list were provided on taking a table in the bar. The chosen soda bottle was opened and served on a tray along with a glass containing ice, a straw and a paper napkin. I was then escorted to the reserved table when ready to dine.

Excellent menu knowledge from both Jamie and Adam serving in the restaurant. Recommendations and explanation of the food style, dishes and ingredients were made confidently. All dishes/ingredients were announced when served to the table. Plates were cleared quickly once finished but I was offered a break between courses, so at no point felt rushed. Relaxed and unpretentious service, suiting the style of the venue. Unobtrusive satisfaction checks were made regularly during the meal.

In the restaurant there was an efficient knowledge of wines by the glass. The chosen wine was delivered to the table using a tray and I was offered water on seating. A check was made if I would like another drink during the meal.

# Food Quality

The Firepit boasts exciting fusions from the American west and far east, to offer a contemporary sharing plate experience with fine-dining edge.

Dish 1 (Scallops Ceviche - yuzu, mint, orange) well-balanced fresh flavours and delicate presentation. Baked Wingham sourdough bread and round of butter topped with smoked salt was served on a board soon after seating.

Dish 2 (Curry fried chicken - curry leaf, lime yoghurt, coriander, mango chutney) (Chargrilled tender stem broccoli, aged black vinegar, cashew, caramelized red onion, sesame) Chicken was moist and tender, delicately spices and all accompanying elements complemented each other extremely well. Cooked on a skewer, which was removed when served to the table. The broccoli retained bite and red onions were rich and succulent A generous topping of crushed cashew nuts for texture.

Dish 3 (Strawberry, lime pavlova) a light, fresh and delicious finish to the meal. Lime gel left a real zing on the palate.

# Local Produce

---

## Local Ingredients

Meat	N/A
Dairy	N/A
Fish	N/A
Fruit & Vegetables	N/A
Beverages	N/A
Other	N/A

---

## Local Suppliers

Retailers	N/A
Farms	N/A
Specialist Suppliers	N/A
Breweries	N/A
Vineyards	N/A
Other	N/A

---

## Staff Knowledge

About Local Produce	Excellent
---------------------	-----------

---

## Additional Comments

This section is not applicable as not being entered for a local food award, however, it is very positive to note that ingredients are sourced from a range of quality suppliers from across the Garden of England. The menu is changed seasonally.

## Useful Numbers

### Customer Support

All property enquiries, including assessments, reports, ratings, signage, training, and logo requests

01256 338350

[VisitEnglandAssessmentServices@aamediagroup.co.uk](mailto:VisitEnglandAssessmentServices@aamediagroup.co.uk)

### Assessment Services Accounts

All financial and payment enquiries

01733 207324

[VECreditControl@aamediagroup.co.uk](mailto:VECreditControl@aamediagroup.co.uk)

## Useful Links

### Online Details Portal

Change your online information on RatedTrips.com; add up to 20 photographs and showcase your facilities.

[www.ratedtrips.com/update](http://www.ratedtrips.com/update)

### Business Support

Advice and support for your business, including training opportunities and discounts.

[www.ratedtrips.com/business-support](http://www.ratedtrips.com/business-support)

### Participant Benefits

Exclusive offers and discounts to help your business

[www.ratedtrips.com/participant-benefits](http://www.ratedtrips.com/participant-benefits)

## Participant offers and discounts



Discover more at [www.ratedtrips.com/participant-offers](http://www.ratedtrips.com/participant-offers)

Got a question? – email us at [contact@ratedtrips.com](mailto:contact@ratedtrips.com)

# VisitEngland Inspection Appeals Procedure

Proprietors who wish to appeal against the results of a VisitEngland assessment carried out at their establishment must follow the procedure outlined below:

1. Any appeal must be made in writing to VisitEngland Assessment Services within 21 days of the original report being received.
2. The Appeal should detail the main reason for the appeal.
3. Should the appeal be about the level of star rating proprietors should ensure that their establishment meets all the necessary minimum requirements outlined in the Quality Standards booklet (a PDF or hard copy may be requested from Customer Services).
4. Appeals will be formally acknowledged within 7 working days of receipt of the appeal together with a form to organise an appeal visit on an overnight basis.
5. The appeal visit will be subject to a non-refundable fee which will not be organised until full payment had been received.
6. Once the application and fee is received, an appeal visit from a member of the senior assessor team will take place within 4-6 weeks of receipt (Subject to the establishment's availability).
7. The findings of the appeal visit will be fed back in the normal way of both discussions and a report following the visit.
8. The outcome of this report will supersede the previous visit and will be final.

Appeal Visit Fees (non-refundable) are available on request from Customer Services.