

PAVILION

Staff Handbook



Bread // Coffee // Goods

Pavilion exists as a café, a bakery and a goods store. Remaining true to ourselves, our values are rooted in providing for our community, supporting local growers and giving back to those around us. Our Sri Lankan back story makes for a distinct infusion to our British heritage and roots.

We bake great bread.
We make fresh food.
We are good to our staff.
We're fair to our suppliers.
We love our community.

Wholesome, honest and conscious in our many pursuits, we offer British heritage and park culture with a twist.

Blending our Sri Lankan back-story into everything we do, we use the spices of Sri Lanka to enrich our locally sourced ingredients with a flavour of our past adventures.

Pavilion is about sharing these adventures.





Origins

Sri Lanka

Pavilion's story begins in the hill country of Sri Lanka. In love with the culture, people and community he found there, Rob, Pavilion's founder brought his adventure home with him.

Borough Market

Armed with organic tea loaned to him by the tea farmers he met out in Sri Lanka, Rob set up his very first stall on Borough Market.

Trading alongside the best food growers in the UK, he cut his teeth alongside the most inspiring people in the industry. The aim was to capture the essence of each season in organic tealeaves supplied from a single estate.

Pavilion Café

Then came Pavilion Café, a take-over at the heart of Victoria Park, serving up restaurant quality food at great prices. Sri Lankan breakfasts and hot dishes became the café's signature – a mainstay of the original Pavilion.

We started baking our own bread for the cafe and since then, Pavilion has also expanded into the bakery and goods stores located in East London and Newquay.

The Park menu features classic breakfast options and has been lauded as one of London's top spots for brunch by The Telegraph and by famous East-London based foodie, Gizzie Erskine. Think full English and eggs poached to perfection. We also sell our bakery products at the café along with the cheapest cup of builder's brew in these parts.

Park culture is at the heart of what we do so being kid and dog friendly is important to us. This applies to all our goods stores, as well as our Victoria Park Café foundation.





Sri Lankan Breakfast

The Sri Lankan breakfast is a signature at our Victoria Park Pavilion Cafe. We also sell a Sri-lankan lunch spin-off of dhal and roti with hoppers at our Broadway Market and Columbia Road stores.

Our typical Sri Lankan breakfast inspired by owner Rob's time spent in Sri Lanka consists of:

- Crisp, savoury, coconut pancakes
- Dripping egg yolk
- Feisty fresh chutneys (or sambols)
- Soothing, turmeric-yellowed coconut gravy.

Second to this is a plate of dhal complete with boiled egg, rice and a turmeric coconut gravy accompaniment. It's enough to spice up anyone's day.

Victoria Park



Victoria Park, Old Ford Rd, London E9 7DE
Open 8:00 - 18:00



PLEASE REFRAIN FROM SMOKING
IN THIS RESTAURANT
AND BARS
THANK YOU

Pavilion Stores

Bread, coffee and goods that nod to our Sri Lankan roots and love of all things local and organic come together in the Pavilion shops.

Setting up shop on East London's famed market streets Broadway Market and then on Columbia Road, Pavilion brings the feel of the outdoor market and sunny park culture inside.

Our flat whites are up there with the best coffees of East London. Fresh, locally baked loaves hit the shelves warm, are sold on the day and never go to waste. With the bread go our pairings – from olive oil to salts, spices, teas and a pantry of pickles and preserves. Lunch times also see us serve up our famous Sri Lankan Dhal as well as a selection of sandwich baguettes bursting with the best of British fillings.

Great craft food that celebrates the seasons and supporting our community is what makes us who we are. Nodding to the Sri Lankan spice trail with distinct flavours and vibrant pairings is our unique point of difference.

Broadway Market



18 Broadway Market, London, E8 4QJ0
07:00 – 16:00 Mon-Sun

Columbia Road



130 Columbia Rd, London E2 7RG
07:00 – 14:30 Mon-Fri
07:00 - 16:00 Sat, Sun

SOUBDOUGH
BAYUETTE 4.50
100% Organic Sourdough
made with whole wheat
flour & yeast

classic 3.50
WHITE
SOUBDOUGH
Organic stoneground white
Flour, pinch Rye, Levain (100%)

Community / Craft Culture / Heritage

Our small Sri Lankan tea stand became a thriving café soon followed by a bakery and a shop two times over. We're not interested in expanding for expansion's sake; we're here to stay because we want to be part of something bigger:

The sharing of local, craft food production

The sharing of skills and knowledge

The sharing of heritage and culture

Sharing our passions, adventures and success is what drives us. We love to see communities breaking bread over a table-of-plenty and this culture of sharing is what makes us different.



Our Work

We work with the very best people. Not just our service-driven work force but the suppliers we call friends and the local, independent businesses we want to bring up with us.

Our focus is on organic, locally sourced and quality driven produce that is bang on trend. We commit to delivering high volumes at super fast speeds (from coffees on a Monday morning to croissants on Columbia Road market days). Our chefs at Victoria Park have been known to churn out 2000 pre-poached eggs in a matter of hours.

We're very focused on providing great tasting, restaurant quality food in quick time - always aiming to beat the consumers expectations in all areas of service.



We expect...

You arrive 10 minutes before your shift starts every day
No mobile phones are used while you're at work
You use your phone off-site
No smoking in uniform or in the vicinity of any of the Pavilion locations
No personal belongings behind the counter
No eating food behind the counter
No staff drinks in sight of the customer e.g. water bottles, soft drinks,
You are neatly turned out in a clean and tidy uniform before your shift
No swearing

Uniform

Pavilion t-shirt
Pavilion Jumper
Dark trousers or shorts (no tracksuit bottoms, no light wash jeans) these
can be dark wash denim in black, grey or dark blue – ironed!
Unfussy trainers
Pavilion apron

Hair tied back
Minimal make-up
A trimmed, clean beard
No jewellery except earrings
No scarves, hats, bandanas
No nail varnish

Induction

Every member of staff will have one of these to give you a proper insight into our business.

A typical induction day runs as follows:

Meet with Gemma or Frankie directly at the office

You are issued your uniform

Run through the staff handbook

Visit all the sites with a member of the HR team

Attend the Square Mile coffee training course

Attend a baking class (this will be within your first week.

Please refer to the Baker's Handbook for more info in this area)





All staff are provided lunch or £5 to spend on lunch
Staff should only eat on a break – and no eating behind the counter
There's a 20% discount across all products

PAVILION
BAKERY

TRANSIT
CUSTOM

E J65 UUC

ARTWORKS
OKSHOP
ST
UVWXYZ
abccontemporary
xyzculture
1234567890
ABCDEF
GHIJKL

BRE
COFFEE
GOOD





HOLIDAYS / SICKNESS



ESPRESSO 2.2
AMERICANO 2.2
FLAT WHITE 2.1
CAPPUCCINO 2.1

WE ARE Hiking! WE ARE Hiking!

HOLIDAY

The holiday year runs from 1st April to 31st March.

Your annual holiday entitlement in any holiday year is 5.6 weeks (maximum of 28 days). We don't recognise public holidays, which are viewed as normal working days.

If you work part-time, your annual holiday entitlement will be calculated and applied on a pro-rata basis.

You will be paid your basic salary in respect of periods of annual holiday.

You are required to submit annual holiday requests to management as early as possible, normally giving a minimum of one month's notice prior to the requested annual holiday start date. Please ask for a holiday request form when requesting your annual leave, this needs to be completed and signed by yourself and your manager before it is confirmed.

We may require you to take all, or part of any outstanding holiday entitlement, and reserve the right not to provide you with advance notice of this requirement.

A maximum 5 days' holiday can be rolled over into the next year; however this must be taken within the first 2 months.

If you want to find out how much holiday you have accrued, please ask Gemma or Frankie and they will work that out for you. Please note management have the authority to deny holiday.

SICKNESS

We know that sickness can't be helped but the following procedure is in place to make sure that we still run the stores effectively, even in the case of your absence.

If you are sick and unable to work, contact your store manager by telephone.

If the shop manager on duty can't be reached then contact Gemma or Frankie by telephone.

Senior store managers must contact Luke or Frankie at the office if they're unfit to work

Text messages or emails aren't acknowledged as acceptable ways to report your sickness.

Be responsible and communicate if you're not feeling well enough the evening before so that this allows enough time to arrange cover

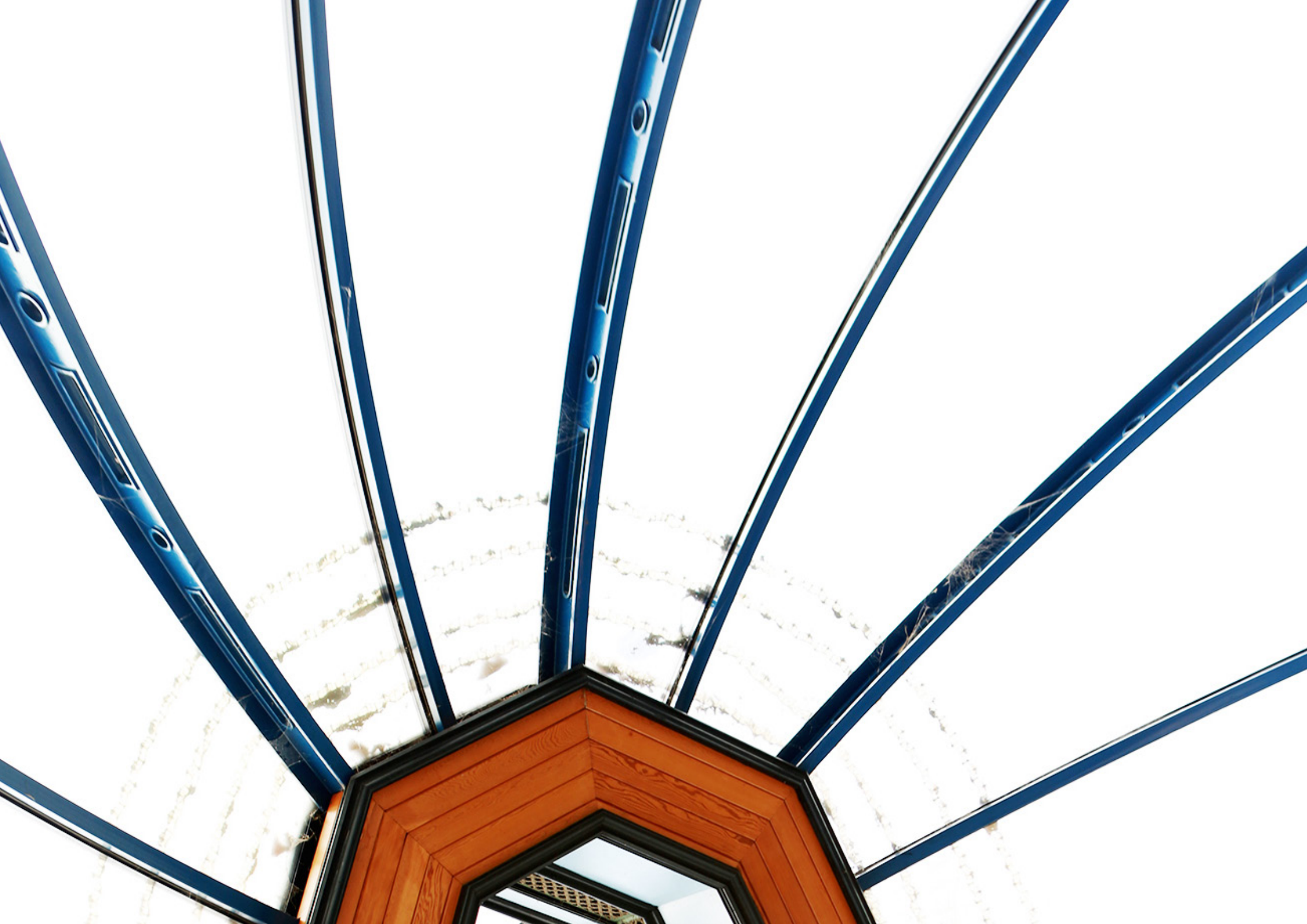
Once you've returned to work, you must make a 'return to work' phone call to Gemma or Frankie to explain the reason for your absence in full. This will be kept on your employee file.

If you're feeling unwell whilst at work, you must ensure you ask the store manager for permission to leave, who will then notify the office.

SSP is payable to all employees if they have been away from work for more than 4 days (including non working days). This is a rate of £88.45 per week.

If your sickness is proven to be false, then you will be given a disciplinary or in some circumstances dismissed.

Frequent sickness will be monitored and recorded and assessed monthly by senior management.



PAVILION

PRODUCTS



Our Products

We believe in craft bread made the right way using organic ingredients and slow processes.

That's why we work with local growers and the best produce to make sure that everything coming out of our bakery, from sourdough to cookies and croissants, is top-notch in taste and quality.



Our Flour

We use a whole range of flours in our bread – always organic – which means without the use of pesticides, herbicides or fertilizers. They come from Moulin Hoche - an organic mill located in France, in the south of Picardy.

T65H is a bio-organic bread that is 100% Made in France. The wheat flour gives the dough more moisture, and the bread more taste and preservation. We have composed for you this high-end flour “half-cream” and “half-wheat” to seduce lovers of good bread.

T85 and T150 is flour that is crushed on stone grinds from the best cereals, creating character loaves. Milling on wheels preserves the grain germ, increases hydration and gives taste and preservation to the bread.

Gruau is a strong flour made with wheats rich in protein to produce pastries and brioches.

Rye and Light Rye flour produce bread of character, with roasted notes.

Stoneground is the traditional way in which millers will mill grains into flour. Two large circular stones are placed together with very little space in between, grinding down the grain into a fine flour you can use for baking. Stoneground has the advantage of being a much ‘cooler’ milling process because the stones don’t heat up as easily as metal roller-milled flours. This preserves the delicate flavour and the colour of the grain.



White Sourdough

Our Pavilion white sourdough is made with a levain (a raising agent made from flour and water, which we use instead of yeast).

The levain was started with orange juice for a delicious, acidic kick that gives the bread extra flavour. The acidity also comes from the rye flour in our Pavilion sourdough levain, adding extra flavour and shine to our white loaves.

This bread is ultra soft - best eaten as a chunky sandwich with lashings of butter or dipped in olive oil and balsamic vinegar. It's also great toasted.



Brioche

Brioche is a sweet, French bread brought to life with sugar, butter, flour, eggs, milk, salt and a little water. Our brioche has milk and water to make it a little lighter than your classic Brioche, making our buns great for savoury combinations. Think understatedly sweet burger buns.

Brown Sourdough

Our brown sourdough is made with our house levain (a raising agent made from flour and water, which we use instead of yeast) along with rye, wholemeal, white and cann white flour. What makes our brown sourdough special is our 'soaker' (pre-fermented grains of cracked wheat and cracked rye), which we add to the bread for a smooth, easily digestible and hearty wholemeal. Our bakers recommend eating as toast as part of a hearty and healthy breakfast, or with hunks of cheese and dollops of chutney.



English Muffin

Pavilion's English muffin is made from flour, water, butter, sugar, salt and a pre-fermented dough. We add pre-mixed 'old' dough to our new mix in order to add extra flavour and acidity to our muffins. Fluffy and light, the English muffin in our range is great for toasting at breakfast and makes a good accompaniment to eggs Florentine or eggs benedict. They also last longer and are larger than your standard shop-bought muffin.

Multigrain sourdough

Our multigrain sourdough made with our Pavilion levain (made from flour, water and was kick-started with orange juice) contains a mix of the ancient grain emmer along with rye and wheat flour. It's our longest lasting loaf thanks to the inclusion of honey (a natural preservative, which also adds flavour), seeds we soak overnight and a fluffy moist crumb. This is a sandwich go-to and makes for the perfect breakfast pairing to our peanut butter.



Ciabatta

Ciabatta is an Italian bread that's made with olive oil to add flavour and silkiness. Pavilion's ciabatta is left to rest for a little longer than the rest of our loaves to ensure an open crumb, ultra light texture and plenty of aeration for a soft and springy feel. This bread has the highest hydration of all our loaves which means the dough is ultra moist, making this a good option for sandwiches. Our bakers recommend keeping it Italian with plenty of olive oil, mozzarella, pesto and fresh tomatoes.

Baguette

Unlike our other loaves, the baguette has malt powder in it for a hint of sweetness and to give it a creamy crumb, while maintaining a caramelised crust. The baguette has 3 different raising agents that contribute to its light and airy texture, yeast, our house levain and poolish (which adds an extra depth of flavour). Best on the day, our baguette makes for the ideal picnic partner; dip it, fill it or simply smother it in butter.





Croissant

The croissant is part of the Viennoiserie family of baked goods made from yeast-leavened dough and levain. Originating in Vienna, this French favourite was later adopted by the Parisians who made the croissant we know and recognise today. A dough with many layers of butter is what make up a croissant. We call it laminated dough because we alternate layers of dough and butter. The butter between each layer of dough lifts the layer and makes it flakey. The more even the layers, the flakier the croissant.



Pain Au Chocolat

Our fluffy, flaky pain au chocolat is a croissant for the chocolate lover. Made from the same ingredients and using the same techniques as a croissant (the ol' butter-dough-layer alternation), the pain au chocolat includes an injection of Belgian, Callebaut chocolate for an addictive sugary kick.



Pain Au Raisin

Our pain au raisin is a part of the Vienoiserie family, made from sweet, yeast-leavened dough and filled with a crème patissiere to add flavour and moistness. We use raisins soaked in a syrup of sugar and water for an extra juicy addition, then we top each pastry with sugar syrup for flavour and shine.



Cinnamon Buns

A Scandinavian classic, loved in Finland, Denmark and Norway, our cinnamon bun is one of our most popular sweet treats. There's Cardamon in the dough for extra flavour while the addition of egg makes the dough slightly softer. A sweet paste of butter, sugar and cinnamon is spread into the bun and the butter melts and seeps into the dough for a generous oozing of aromatic flavour. Great for breakfast or as an afternoon pick-me-up.



Cardamon Buns

A twist on the classic Scandi cinnamon bun, our cardamon bun is infused with sprinklings of aromatic cardamon, ground fresh on the day of making for extra flavour. Our Cardamon buns contain butter, milk, water, sugar, yeast and flour along with a sugar and butter paste that seeps into the dough make up this Eastern-spiced breakfast favourite.



Turmeric Buns

Inspired by our head baker's Tunisian heritage, the Pavilion turmeric bun takes a spice usually served up in savoury dishes, and turns it into a surprisingly sweet afternoon treat. Our turmeric buns are a deviation on the classic Scandi inspired cinnamon bun, using this colourful spice for a fresh and unexpectedly sweet flavour addition.



Chocolate Chip Cookie

You get your bang for your buck in this chocolate filled cookie that's become a firm favourite with chocolate lovers. It's ultra rich, buttery and soft and goes down perfectly with a glass of milk.

Peanut and White Chocolate Cookie

This is a classic peanut cookie with a sweet twist. We roast our peanuts and then add premium white chocolate for a unique and distinct flavour and we mix peanut butter into the dough for an extra peanuty punch.



Brownie

Our bakers insist that Pavilion's brownie is different to any brownie you'll ever have. Omitting baking powder, and using the smallest amounts of flour, we aim for an ultra-fudgy texture. Our secret is whipping the eggs and sugar together for a long time to make the mix super light.





Pavilion Peanut Butter

Our peanut butter is simply made from peanuts, olive oil and a hint of Maldon sea salt, making for a deliciously wholesome and nutty addition to any of our sourdough loaves. Try on toast with slices of banana and a sprinkling of bee pollen.



Northiam Dairy

All our milk and dairy produce is supplied to us by local dairy farm, Northiam Dairy. All the milk processed here comes from cows living in Kent and Sussex and is fully traceable.

Along side the standard regulatory testing, they also have a specialist testing systems in place to tensure that the milk is perfect for the discerning barista. Once tested it is then pasteurised.



Oatly Oat Milk

We use Oatly oat milk as a substitute for dairy milk. This product looks and acts like milk, but it isn't milk. It's made fresh from 100% Swedish oats and enriched with extra calcium, fiber for your heart and stomach, a realistic amount of good protein and is naturally low in saturated fat.



Land Chocolate

Local chocolatier Phil supplies us with a selection of his favourite chocolate bar flavours. Land chocolate is an award-winning bean-to-bar chocolate company based just around the corner from us in Bethnal Green.



Extra Virgin Olive Oil

Based in Pizzo , Calabria, Italy, Giuseppe supplies us with extra virgin olive oil fit for a Roman emperor. Proceeds from the sale of this oil go towards raising money for an ambitious restoration project that will see a crumbling cinema that has been in Giuseppe's family for generations, returned to its former glory.



Square Mile Coffee

All our coffee comes from local roasters, Square Mile, a multi award winning coffee roasting company based in East London. It was founded by two people with a collective 19 years of experience in the coffee industry, spanning from barista work, machinery support and coffee training to import, cupping and roasting and has grown to be a team of 16 talented coffee professionals, with a wealth of experience and passion for what they do.



Sri Lankan Tea

Our organic, loose-leaf and bagged tea is sourced from our close friends Chella and Ahalya at Greenfield tea plantation in Sri Lanka. We have a long-standing relationship with them that goes way back to when Pavilion was but a twinkle in our owner, Rob's eye.



Ginger Pig

All meat served up in our sandwiches and at breakfast at Pavilion, Victoria Park is supplied by local butchers, The Ginger Pig. We're firm in the belief that if livestock is looked after well in the field, it will taste all that much better on the plate.



Craster Kippers

The kippers we use on our Pavilion brunch are from L. Robson & Sons - a fourth generation family business on the Northumberland coast who have made smoked 'Craster Kippers' famous since it was founded back in 1856.



Kentdown Mushrooms

Our Pavilion recipe mushrooms are all from Kentdown Mushrooms in the South East of England. The farm has been operating for over 30 years and has two full time dedicated growers and a highly skilled group of pickers choosing the very best mushrooms for Pavilion brunch.



Neal's Yard Dairy

Indulgent cream on our Pavilion brunch specials like the sourdough and blueberry pancake comes from London-based Neal's Yard Dairy - a company that believe in creams and cheeses made with time, love and energy - all from the British Isles.



Rookery Farm Eggs

We source all our eggs from a family-run farm in Norfolk. The eggs we sell in store all come from Rookery, which ensures a truly organic product and cracking eggs for your weekend breakfast plate.



WELCOME!