



# YOUR GUIDE TO EVERYTHING 'M'

ISSUE **02**  
M THREADNEEDLE STREET

## IN THIS ISSUE:

We are more than a little bit excited to welcome you, your guests and our members back to M Threadneedle Street, updating you on all we have planned between now and the end of the year from the M and Gaucho Golf Day, to the highly anticipated Young Chef of the Year Awards and our NHS Appreciation Dinner to celebrate our NHS heroes.

It's definitely been a good few months since your last visit, so we want to remind you of all the fantastic ongoing offers we have available at M Threadneedle Street including the popular, new Steak Roulette board, much-missed daily happy hour and our neighbourhood discount for locals.

You will have noticed a lot of newly introduced changes in our

restaurants in order to maintain a Covid-19 secure environment. Please make yourself familiar with our new Mindful Dining Policy at M.

You can also read on to find out how can take advantage of a range of incredible benefits by becoming M Member and explore the versatile spaces we have available at M Threadneedle for private dining and events.



## MARTIN'S MUSINGS

Welcome back to M – Your 'Covid secure' gastro-playground of drinking and dining!

"Since our late March lockdown, we have kept ourselves rather busy: After teaming up with Hildon, Gaucho and Operation Nightingale to provide 5000 meals for the NHS, we created a new 'Safe-Social' lunch menu for our international grill restaurants and have a series of exciting events planned over the Summer, we even have a new website on the way and of course have been redesigning our restaurants and terraces to ensure you can enjoy 'Mindful Dining' - confident that you are both safe and can enjoy our M heightened hospitality. The world may be different, but a very warm welcome and the world's best steaks can still be found at M!"

Martin Williams, Founder

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# ONGOING OFFERS AT M THREADNEEDLE STREET

## DAILY HAPPY HOUR

Not only can you be excited that you can once again enjoy your favourite cocktails, but that our much-missed daily happy hour is back! Whether you're joining us for dinner or simply drinks with friends or colleagues, enjoy two for one on our classic cocktails between 5 and 7pm daily. Please note that our bars themselves will no longer be offering vertical drinking, but you can enjoy seated cocktails.



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## STEAK ROULETTE

Have you had a chance to feel the thrill of the spin yet? We recently introduced the Steak Roulette wheel at M Threadneedle Street where guests had the chance to enjoy the world's best steak, at the flick of the wrist. For £40, you can test your luck and spin to the wheel to see which steak you're having for lunch or dinner, whichever it lands on, it's yours. Steak options range from 100g Japanese Kobe to 400g Botswana ribeye. Find out if the odds are in your favour by asking a member of the team for a punt. Note: no amount of bribery will get you a second chance, strictly one spin for each guest!

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## M NEIGHBOURHOOD DISCOUNT

To those local to us, in the spirit of supporting our local neighbourhood, we are offering twenty five percent off food to those who work and live in the Bank and surrounding areas. Are you a registered neighbour of M? Email our Business Development Manager at [Caileigh.Wiese@rarerestaurants.co.uk](mailto:Caileigh.Wiese@rarerestaurants.co.uk) to register your interest. It pays to be a neighbour of M.



## M WINE STORE

Visit our M Wine Store in Victoria or shop online to explore our collection of over 300 quality wines from around the world with a key focus on the six countries M sources its renowned meat and steaks from — USA, Argentina, France, Italy, South Africa and Australia. The M wine selection ranges from premium and exclusive wines for that special occasion to everyday drinking wines to suit all tastes and palettes, for you to enjoy at M Victoria or to take home/have delivered. Browse our M Wine Shop online for home delivery or visit M Wine Store in Victoria to sample the best wines sourced from around the world.



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## 'SAFE SOCIAL' SET LUNCH MENU

We are introducing a new 'Safe Social Set Lunch' menu where you can enjoy our set lunch menu in a Covid-19 secure environment. To celebrate our re-opening and to welcome you back, we have teamed up with Tanqueray to offer all guests a cocktail on the house when they pre-book and dine from our 'Safe Social Lunch' menu this July. Our safe social lunch menu includes dishes which are perfect for summertime dining ranging from Salmon Sashimi and Bao Karaage to start, followed by Argentine Rump or the M Burger with Chips or Salad, or Pan Fried Sea Bream. Book your table for lunch and choose two courses for £25 or three courses for £29.

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# WHAT'S ON AT M?

## DELIVEROO/CALL-AND-COLLECT

Not only can you enjoy a range of your in-restaurant favourites delivered straight to your door with Deliveroo, but we are also offering a new collection service. Whether you're ordering to be delivered to your office for lunch or collecting dinner on the way home, we have a range of food and wine for every occasion. For delivery to your home or office, please visit our website to place your order and for collection, please call us on 020 3327 7770 with your order details.



## YOUNG CHEF OF THE YEAR

The highly anticipated Young Chef of the Year returns for the fourth consecutive year to showcase the best young talent our UK hospitality industry has to offer. The best of the best chefs under 30 will compete to win the esteemed title of Young Chef of the Year 2020 along with one-on-one mentoring with Culinary Director and Ready, Steady Cook Chef, Mike Reid. To follow the competition or apply to compete, please visit our website [www.mrestaurants.co.uk](http://www.mrestaurants.co.uk)



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## M GOLF DAY

We are excited to announce that the 'M Masters' is returning for the sixth year to bring you a day of exclusive golf at Stoke Park, one of the finest parkland courses in the country. As previously, you can look forward to an 18-hole course featuring fun activities, hole prizes and plenty of food and drink in association with our brilliant partners such as Pommery Champagne, Belvedere, Gaucho and Glenmorangie. For more information or to register your interest, please email Seline Alver on [seline@mrestaurants.co.uk](mailto:seline@mrestaurants.co.uk)

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## BRUNCH IS BACK!

We have added a new dining slot to our day in the form of brunch. Join us at M Threadneedle Street every Saturday between 12pm and 3pm to enjoy a range globally inspired brunch dishes and the choice of bottomless cocktails, Champagne or Prosecco (including non-alcoholic options). Enjoy brunch dishes inspired by six countries including Shakshuka from South Africa, American Short Rib Hash and Japanese inspired Breakfast Ramen. Advance booking is required, so book soon to avoid disappointment. (Note: As soon as we are permitted by government standards, this event will include live music as prior to lockdown)

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## NHS APPRECIATION DINNER

On September 28th we will be hosting an 'Appreciation Dinner' for NHS keyworkers at M Threadneedle Street to celebrate 200 doctors, nurses and their partners from London's Nightingale and St Thomas Hospital, both of which are local to our restaurants. The evening will see a special menu of food, drinks, live entertainment from special guests and many generous donations, to thank the NHS heroes who have tirelessly risked their lives during these challenging times. For more information and to nominate a key worker you would like to show appreciation to that we can formally invite to one of our dinners, please email us as [rsvp@mrestaurants.co.uk](mailto:rsvp@mrestaurants.co.uk)







# THE M EXPERIENCE - POST COVID-19

June 24<sup>th</sup> 2020, amended to comply with new government updates

Here at M Restaurants we are making changes to adhere to the standard government guidelines across all our restaurants. These requirements and precautions are set to make you and our own teams as safe as possible whilst still enjoying the M experience for pleasure and whilst at work.

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## DECONTAMINATION AND STERILISATION

In addition to our existing (pre-COVID-19) cleaning supplier, M is now using the latest technology in decontamination fogging and sterilisation. We are exclusively using ex-British Armed Forces professionals to administer clinically tested chemicals in the air, covering the entire surface area of our restaurants. This technology provides a long-lasting protective shield on any surface that it is applied to, killing off 99.99% of bacteria and viruses.

The chemicals that are used are laboratory tested and clinically proven to not be harmful to humans, animals or electrical appliances once on any surface in our restaurants. The company we are using has recently cleaned interiors of NHS ambulances. We are committed to using best practice to look after your health in a clinically proven way.

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## STANDARDS IN M RESTAURANTS

Your visit to your local M

- All M Restaurants will undergo a vigorous decontamination and sterilisation process before opening, and once fully opened these processes will be carried out at regular intervals.
- Hand sanitisers with foot pedals will be made available at reception and washrooms in all of our restaurants.
- The capacity in all M Restaurants has been reduced by no less than 30%.
- A mandatory two metre spacing between tables will be enforced, ensuring you and your party are two metres away from other diners. Social distancing between guests dining together will be accommodated in our venues in accordance with government guidelines.
- In order to protect you and the M teams, all seating in and around M bar areas and members lounge areas has been removed. Vertical drinking and drinks receptions are not permitted in any M Restaurant until further notice.
- Indoor gatherings should only be occurring in groups of up to two households (including support bubbles) while outdoor gatherings should only be occurring in groups of up to two households (or support bubbles), or a group of at most six people from any number of households.
- It is against the law to gather in groups of more than 30 people, except for the limited circumstances as set out in law. In these specific cases, venues should take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place.
- We will maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable) from customers when taking orders from customers.
- We will minimise customer self-service of food, cutlery and condiments to reduce risk of transmission. For example,

- providing cutlery and condiments only when food is served.
- Minimise contact between front of house workers and customers at points of service where appropriate. For example, using tables at tills and counters to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable).
- We will adjust service approaches to minimise staff contact with guests. Indoor table service will be used where possible, alongside further measures such as assigning a single staff member per table. Outdoor table service will also be carried out, although customers are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.
- We will provide clear guidance on expected customer behaviours, social distancing and hygiene
- to people on or before arrival, in online booking forms, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided.
- We are providing written and spoken communication of the latest guidelines to both our teams and guests inside and outside of the restaurants.
- Police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.
- - If you are booking for large groups of nine or more, you will only be permitted to dine in our private dining rooms, until further notice. Rooms are subject to availability.
- - All doors will be open where possible to avoid 'touch pad' contamination.
- M Restaurants will operate a one-way system for entry and exit, where available.
- M Restaurants are fitted entirely with non-contact, 'Toto', rimless toilets. Combined with the highly effective Tornado Flush and extremely smooth, long-lasting CeFiONtect glaze, the design of these toilets is exemplary in the area of hygiene.
- All washroom doors in our M Restaurants will be fitted with foot pull to avoid hand contact.
- Waiter stations in our restaurants will be stocked with sanitising wipe packs for your request.

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## THE M TEAM

- All members of our M team will ensure their hands are washed/sanitised upon leaving their house and immediately once arrived at work.
- All teams will be subject to having their temperature checked before working and will be sent home if a temperature is detected.
- Sanitiser hand pumps will be installed on walls at all front and back of house staff entrances.
- All team members will be required to pass a 'return to work' food hygiene training program.
- All teams will be required to take a return to work COVID-19 test, if provided by the government.
- All back of house teams will be required to wear government standard/approved face masks whilst working.
- All chefs will wear masks, hats/hair nets.
- All team members will wash and sanitise their hands no less than every fifteen minutes.
- Our staff will refrain from physical contact with you where

possible and where not deemed necessary for their employment.

- Staff will not be permitted to share food or drinks at all.
- No use of mobile phones will be permitted whilst at work, including front of house, back of house and managers.
- All staff who use a computer, keyboard, mouse or phone in any form of office environment for the purpose of work will be required to sanitise each of the listed items before and after use each day.
- Teams must travel to and from work in personal clothes and shoes, changing on site into their uniforms.
- All common areas will be wiped down with sanitiser spray on the hour and a half past the hour.
- This includes door handles, push pads, reception desks, handsets, washroom counter tops, faucets, till systems, PDQ machines and stations. During peak periods, full time cleaning attendants will be on shift.
- Checklists will be in place for each department and used for every wipe down.
- When gloves are worn by back of house staff, they will be disposed of and refreshed at no longer than thirty-minute intervals.

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## SERVICE AND DINING STANDARDS

### BOOKINGS

- Our Reservations Team are here to help you with bookings in our restaurants and private dining rooms. We have taken comprehensive measures front and back of house to ensure that both you and our teams can enjoy working and dining in our venues with absolute confidence that all safety measures and good practices have been implemented. More information can be found on our website in the news section and is subject to regular changes and upgrades as per government advice.
- Our teams will be happy to talk you through the extra measures that we have taken to control your safety whilst enjoying a M 'Mindful Dining' experience.
- We will stagger all dining times to avoid queuing at reception and 'return times' will be given to you when booking.
- All private dining rooms are available to book (minimum spend may apply, subject to availability).
- Group bookings are restricted to 'Private Dining Rooms' only and capacities have been reduced in accordance with government guidelines.

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## YOUR DINING EXPERIENCE

### COAT CHECK

- To avoid queuing at coat checks, all coats and bags will be taken from and returned to you at your table, upon request.
- Coat tags will no longer be distributed, your possessions will be stored by your table number.

## SEATING

- All entrances to our restaurants and reception areas will be fitted with two metre spacing floor markings and safe queuing measures for those wishing to collect food for take away.
- You will be offered the following service options when dining with us at M Restaurants: mindful dining or non-contact.

## SET UP AND STANDARDS

- Menus will be replaced with disposable A3 paper place setting menus with a drinks and wine menu on the reserve side of your place setting.
- Menus will be available online and set as the automatic default page when you log into the Wi-Fi in all M Restaurants.
- Unnecessary items at each place setting have been reduced to avoid contamination.
- Water and wine glasses will be set on your table upside down.
- Paper wrapped straws will be used as a new standard.
- Sealed cutlery will be available for you on request.
- All wine bottles will be sanitised before serving to your table.
- Salt and pepper will be served in individual sachets on your request.
- Sugar cubes will be served in individual sachets on your request.

## RESETTING

- All tables and chairs will be sanitised after your visit.
- Wine buckets and stands will be sanitised after each use.

## SERVICE

- We are working on a pre-order service. Pre ordering can also be available on request for you if choosing our non-contact dining experience.
- Only two plates will be carried by our staff at any one-time, laundered napkins will be used to carry plates to tables.
- If you have chosen our non-contact dining option, all drinks and food will be delivered to a nearby service table from where you and your guest can serve yourselves.
- Cutlery and disposable paper napkins will be brought on a tray to your table for you to serve yourselves.
- 'Crumbing down' will be removed from our order of service, unless you request this service.
- After you have finished your main course, we will remove and dispose of your paper place settings and refresh your table with new cutlery and a new, disposable paper napkin for dessert service.

## BILL PAYMENTS

- Our bill folders will be replaced with metal trays.
- We will be introducing a bill payment app to provide you with the option to pay online.
- Cashless payment will now be our standard with cash accepted upon exception.

“Please note that due to the ever-changing landscape surrounding Covid-19 and the ongoing government updates and amendments, these newly laid out precautionary measures are subject to change frequently and at any given time depending on government guidelines, advice and updates”

# M EVENTS AND MEMBERSHIP

## MEMBERSHIP

Our exclusive M Den Membership gives members full access and privileges at all M venues in London including our secluded members den. Our personal membership is £500pp/year and our corporate membership is £400pp/year for a minimum of four members. Members are entitled to a range exclusive benefits including:

- Complimentary breakfast Monday - Friday
- 15% discount on all food and beverage across all M venues
- Bring up to five guests with you when visiting our private members' lounges at M Threadneedle St. and M Victoria St.
- Our Den at Threadneedle Street offers a pool table, rotating art gallery, Def Tech 5.1 entertainment system, a luxury Hennessy bar and even state-of-the-art TOTO electronic toilets
- Access to 'The Locker Room' – an intimate, completely private games room complete with a TV screen, PlayStation and games, dart board and personal bottle lockers
- Access to the Gaucho Suite at the O2 Arena for shows and events

To enquire and receive our brochure with more details, please email [membership@mrestaurants.co.uk](mailto:membership@mrestaurants.co.uk)



## PRIVATE DINING AND EVENTS

All of our M Restaurants offer a range of unique and versatile spaces for hosting all manner of events. At M Threadneedle Street, we have a selection of private dining rooms, large spaces for events and secluded rooms:

- The Locker Room | Events for 18 guests
- M Bar | Events for 150 guests
- M Den | Events for 100 guests
- M Grill | Dining for 26 guests
- The Hudson Room | Dining for 6-10 guests
- Underground Station | Dining for 10-36 guests, events for 30-60 guests
- The Wagyu Room | Dining for 10-24 guests, events for 15-35 guests
- Exclusive Restaurant Hire | 100-500 guests

We can cater for a range of events from board meetings to casual and formal dinners as well as drinks receptions. To find out more and to experience our delicious Group Dining Menus, give us a call on 020 3327 7770 or email [enquiries@mrestaurants.co.uk](mailto:enquiries@mrestaurants.co.uk).

