

Alice Loose has been appointed as Operations Manager

3 years ago



BM is delighted to announce that Alice Loose has been appointed as operations manager.

Reporting to operations director [Ian Kingston](#), her new role involves managing a diverse portfolio of client contracts and working with onsite managers to ensure teams are operationally compliant and working efficiently in partnership with clients.

Alice worked in restaurants in her native South Africa from an early age, including as general manager of Ninja & Shoga Restaurants in Cape Town in 2007 before moving into corporate catering.

In 2009, she joined Africa's largest law firm ENS Africa as restaurant and front office client services manager, where she was responsible for staff restaurants, hospitality services, staff free issue areas as well as vending across the group's Cape Town, Johannesburg, Stellenbosch, and Durban offices.

Move to the UK

Alice moved to the UK in 2012 where she became general manager at pub group Food and Fuel's Richmond venue. She then joined BaxterStorey in 2013 as general catering manager of its ASOS site. Under her leadership, the team retained the contract after two years and went on to win the company's call centre services contract in Hemel Hempstead.

After returning from maternity leave in August 2016, she took on the Mindshare contract as general catering manager, during which time she enrolled on the company's advanced management programme to support her development into an operational role.

Alice also worked at PwC in November 2017 as general manager, overseeing the large catering and hospitality services teams across two of its London buildings.

She was promoted to WSH general manager in 2019, overseeing welcome, catering and hospitality services at both its London offices. She later took on a role as operations manager covering the full estate portfolio.

Alice said: "I am thoroughly enjoying working for BM and immediately felt like I was part of the family. The support I have received from my peers and senior managers has been second to none. I am incredibly proud to lead a diverse and supportive group of managers who will no doubt become our senior leaders of the future."

Ian Kingston, operations director at BM, said: "Alice has hit the ground running and her experience and personality fits perfectly with the BM family ethos. She has swiftly proved she is a valuable member of the team with some fantastic client feedback."

Both BM and BaxterStorey are part of the [Westbury Street Holdings \(WSH\)](#) family of foodservice companies.