

Ken Stewart's East Bank
Cleveland, OH



Overview

When a new restaurant comes to town, it's usually cause for some excitement. But when a restaurant like Ken Stewart's arrives, it becomes part of an economic revitalization. Located alongside a luxury hotel, Ken Stewart's East Bank wanted to introduce itself to the neighborhood in a dramatic way. They brought in TriMark SS Kemp to help them do just that.

"We count on TriMark SS Kemp to give us that personal touch so that we can create an exceptional dining experience for our customers," said Lindsey Stewart, General Manager at Ken Stewart's East Bank.

Challenges

- Showcase gourmet food with distinctive dinnerware and tabletop settings
- Create an open kitchen setting
- Design the back of the house in less than 2,000 sq. ft. to support a 250-seat capacity restaurant
- Project coordination with the developer and the City of Cleveland

Solution

TriMark SS Kemp knows that it is all about details. Details like artisanal glassware just for the caviar. Two-cup covered cast-iron crocks to add an unexpected pop of color for the onion soup and side dishes. Warm Parker House rolls baked in mini cast iron skillet. Libbey "Spiegelau" glasses to bring out the color, aroma and mouth feel of each wine, delivered in a hammered hall wine bucket with stand. Even the ice cubes were a special shape and size.

"Everything about the tableware is an experience," said Anne Ladd, Director of Tabletop and Merchandising for TriMark SS Kemp. "The Ken Stewart's team wanted different and out-of-the-box, but they were also looking for value and durability."

The restaurant is well-known for its steaks, so the team chose large plates from the "Slenda" line by Syracuse. "The steak knife was discussed in great detail—no ordinary steak knife would do," said Ladd. "The Mercer Genesis boning knife has great feel and edge, so that the diners are not sawing but slicing their meats. The unique platter and bowl shapes from Syracuse's "Silk" line helped highlight the appetizers and entrees.





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Open Kitchen

In addition to a customized tabletop package, TriMark SS Kemp designed and built an open-style kitchen to allow the customers to view the cooks working on the line. “The goal was to design a space that operated efficiently and gave restaurant customers a chance to be part of the action,” said Ann Smith, Senior Designer/Project Manager for TriMark SS Kemp. As with any open kitchen design, elements get changed and refined along the way. “Every change that’s made affects something else, so we’re constantly verifying field conditions and working with subcontractors to ensure we’re all on the same page,” said Smith.

By conducting multiple site visits, the TriMark SS Kemp Project Managers could spot issues ahead of time and make adjustments. For example, the team saw that wall openings were missing once framed, so those were added on the site. The team was also able to resolve plumbing and electrical issues because of close coordination and communication with the subcontractors. In addition, TriMark SS Kemp also had to schedule and coordinate the project goals and deadlines with the City of Cleveland to maintain the developer’s tight schedule.

Back of the House

Creating a back of the house design in only 2,000 sq. ft. of space took precision planning. TriMark SS Kemp considered how each piece of equipment would contribute to the overall and flow efficiency of the kitchen. “TriMark SS Kemp designed the back of the house in a way that allowed our chefs to create high-quality dishes and deliver them to our customers with ease,” said Stewart.

Results

- Functional and visually appealing open kitchen atmosphere
- Efficient flow and design for the back of the house
- Award-worthy tabletop design
- Ken Stewart’s East Bank became the flagship restaurant in a newly revitalized area of Cleveland

“TriMark SS Kemp took care of all the details, from the hoods to the tabletops. The result is a beautiful restaurant that operates efficiently,” said Stewart.