



Catering Committee

Wednesday 28th September 2011
5010

Committee Members Present:

David Dobson DD (Chair)
Tracey Hughes (Facilities Co-ordinator and SLO)
Xavier Brazzi (Chartwells - Catering Manager)
Amy Marsden (Faculty of Management)
Claire Llewellyn (Faculty of Management)
Chloe Blinman (Faculty of Finance)
Victoria Oriade (Careers)
Debbie Durston DDu (Events Manager)

Apologies for Absence

Christina Dickson (Information Services)
Lloyd Jennings (Head Chef)
Marilyn Parris-Bell (Faculty of Actuarial Science & Insurance)
Joanne Pakstun (Cass Exec)
Nicole Jackson (MBA)

1. Approval of previous Minutes

Minutes were approved. It was agreed that a new set of action points would now commence to reflect the start of a new academic year and Committee membership.

2. Matters arising from the previous Minutes

There were no previous matters arising due to decision taken in point 1.

3. New Hospitality Brochure

Members of the Committee are invited to take a look at the new brochure which all members should have received via e-mail and to pass any feedback to XB.

There have been a few changes to have a more healthy option. i.e. new breakfast choice.

Chef is offering a premium afternoon tea. CB asked to show this to senior management to see if this would be of interest.

Action: CB

DDu requested that some of the cake choices be removed and replaced with fruit instead, which was agreed.

VO questioned the cost of the finger buffet, as it has increased in price. DD informed the committee that we were losing money, so we had to increase the costs. However, there will be no more price rises in 2011/2012 from September as the costs have been set for the coming year.

DDu stated that some people may just order sandwiches and a few other items to bring the costs down, so the £12.50 menu may need to be revised to make it more appealing to the customer. In relation to the £15.50 menu, quantities are needed so that customers know what they are getting for their money.

XB – Took off the working lunch platter from the brochure as customers were not ordering this item.

For the fork buffet, the Chef can devise three different menus to add variety for a three day event. If customers have special requirements, please can they get in contact with the Chef directly on extension 5181.

It would also be beneficial to note what clients are having in case they come back to site again, to ensure that they are getting variety.

There have been some changes to the hot fork buffet. Catering are currently working on the Bluerunner system to tweak it to make it easier for staff to order some of the new options.

DDu asked whether there can have menu with two similar dishes (ei Beef lasagne and Vegetarian lasagne) XB to look into this

We will hold a different meeting in the Hub to sample some bowl food.

Action: XB to look for a space in LJs diary

Staff should note that there are restrictions in place for the location of serving bowl food. This is to ensure good quality; the food needs to be done in the Hub Restaurant. The wording is to be changed in the brochure to state “quality” of food rather than logistical requirements.

Action: XB

There will also be a revision of the wine list at a later date.

4. Use of external caterers and suppliers

We have groups of staff who want to bring in external products. However, we do not like doing this. Anything brought in from outside must be brought to the attention of the catering management first, as this is in breach of their contract if we do this. There is also the risk of someone becoming ill. If we allow this, we do not have an audit trail of the order, delivery and temperature it is stored at.

When we do agree, we will maintain the area and will put in measures to audit everything.

We can look into alcohol but departments do not have a license to sell. We would be prosecuted and lose the license for the University. Staff are advised to speak with the Catering management first

Events must be charged corkage. This must be done so that we are not seen as a cheap venue for events.

Wine Society; their supplier is Chartwells also. XB can speak to them to try and arrange a deal otherwise we will have to continue to charge corkage on glasses, tablecloths etc.

DDu asked to look at the cost of cases? Any wine that is not used it would be the event organiser's responsibility to remove from site. It would be cheaper than by the bottle.

5. Prices and catering costs

This is where we are going to be for the next 12 months. DD will continue to send inflation statistics in the future. There was a 6.4% increase in food for the last year.

We could potentially raise costs by 7% next year. We have worked hard again to keep costs down in the Café and Restaurant. We are slightly more expensive than the main site on some product due to size of the contract (city have 20000 students we have 2000). We have changed a few things i.e. cost of jacket potatoes.

6. Opening and Closing times

The following changes have been implemented:

The Hub Restaurant – 11:30am until 15:00pm
Café on Fridays – 18:30pm closing

If staff have anything planned for weekends, please let the Catering Management know so that they can make special arrangements.

Weekend opening have been extended, the Café will open at 8:30am

7. Customer expectations of catering provision

Staff need to think about items they are ordering. It is worthwhile to over order on certain products which would be "Sale and Return". Remaining items not used, Catering would take back and staff are not charged for it. This would give us more scope to provide a good service.

8. Late requests on the Bluerunner system

Verbal requests are ok, but it must be booked on the Bluerunner system. Better planning is needed so that we can accommodate requests where we can.

Any changes relating to food or wine; 48 hours notice is needed. Catering will accommodate where they can but notice is needed.

9. Key Performance Indicators

We currently measure the catering provision three times a year, covering Hospitality, Café and Restaurant.

If they fail to match the minimal acceptable score they contract has to give money back.

July 2011 raised an issue with labelling, which is now being addressed.

10. Financials

This was discussed.

11. Any other Business

AM – raised the issue that quantities have not been consistent for research seminars. DD advised the committee to contact catering immediately when this happens so that it can be addressed.

CB – requested amendments to an order but nothing arrived. Orders amended within 24 hours of booking will generate a provisional booking and requests staff to contact catering directly ext: 5180 mob1025 or 5240 mob 1212

TH suggested to DD about looking into the feasibility of catering staff having a PDA that links to the Bluerunner system for real time updates.

Action: TH/DD/XB to look into

Catering to also advertise the number to call for last minute changes

EXT: 5180 mob1025 or 5240 mob 1212

Action: XB

The meeting was called to a close.