



Making Catering Contracts Work

2-day course

Aim

To provide Facilities Managers with in-depth knowledge on the key requirements to the successful management of a catering contract.

Objectives

By the end of this course you will be able to describe:

How the contract catering industry is structured and is changing, together with an overview of the players

How to manage both in-house and contract operations

The key tasks to compile the annual catering budget

Key trends that are affecting the industry

How to develop a catering business plan

How to interpret the Caterer's accounts and tenders

How to negotiate and manage effective catering contracts

Types of contract and Service Level Agreement options

The benefits and limitations of bundling contracts

How to monitor standards of service

How to minimise the subsidy and maximise customer satisfaction and value for money

Practical cost effective solutions that can be developed for a range of catering needs

How to match services to corporate needs

How to analyse costing, pricing and subsidies

VAT and exemptions

The legal framework affecting Client and Caterer

Your responsibilities under Health, Safety and Food Hygiene Legislation

Description

Designed for those with overall responsibility for catering, this intensive two-day course covers the key requirements for the successful management of a contract.

We explain how practical cost effective solutions can be developed for a range of catering needs in both in-house and contract operations and how effective contracts can be negotiated and managed.

The underlying emphasis is on minimising the subsidy and maximising customer satisfaction and value for money, achieving the optimum balance for your organisation.

The 2-day course will give time for an individual 1:1 session to address some of your particular challenges and needs outside of the main group.

Programme

DAY ONE

09:30 Introduction

High Level Overview of the Foodservice Industry

Contract Catering; Market Overview; Why Cater; Growth and Trends; Facilities and Concept Options; Branding; Case Studies; Future Trends

The Catering Budget

Review of policy; internal and external issues affecting catering budgets; Subsidy Policy and Impacts; Emerging Strategies; Cross Subsidy Models; projecting demand; overheads and fees

Developing the Business Plan

To be able to put together a business plan with your caterer that can be used, on-going, to develop the catering services and monitor performance

12.30 Lunch

13:30 Understanding the Cost Structure & Contracts

Cost Structure – Influences and Effects; Subsidy and Turnover; Food Costs; Labour Costs; Overhead Costs; Caterer's Earnings; Effect of Sales Mix;

Contracts – The contract types and how they impact on risk; transferring risk; risk & reward; subsidised and commercial models

VAT – Calculation Basis; Principal and Agent;

16:00 CSR

Corporate Social Responsibility. Reducing energy and waste.

Close of group session

16:40 1:1 Session

Review of issues concerning the individual delegates. Bring along your contract and/or accounts.

16:45 Close of Day 1

Coffee: 1030-1050 / Tea: 1500-1520

DAY TWO

09:00 Review of Day 1

Contracting Out Foodservice

Risk Options; Management Fee; Fixed Price; Guaranteed Performance; Concession Contract

Defining the Relationship

The Contract; the Specification, the Tender; Investment; Contract Grouping, Purchasing; the Contract Document

The Legal Framework

Food Safety Act; Food Hygiene Regulations; Food Premises; Food Labelling; COSHH; Licensing Act; Packaging Waste; HASAW; HACCP and Risk Assessment

Services and Space

The implications of different services; Production onsite vs. Bought-in; Centralised vs. Decentralised provision.

12.30 Lunch

13:30 Benchmarking and Monitoring

Approaches; Parameters

Health, Safety & Hygiene

The responsibilities of the client-side manager; key performance indicators; tell-tale signs of problems

Close of group session

16:30 1:1 Session

Review of issues concerning the individual delegates. Bring along your contract and/or accounts.

16:45 Close of Day 2

Coffee: 1030-1050 / Tea: 1500-1520

How do I book?

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