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, ongoing, 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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