



HOSPITALITY CATERING SERVICES AT THE INSTITUTE OF EDUCATION SERVICE LEVEL AGREEMENT – FEBRUARY 2009

Introduction

The Institute's catering service is outsourced to Sodexo as part of a collaborative arrangement with Birkbeck College and the School of Oriental and African Studies.

Sodexo provides catering to the Institute's staff dining facilities and are also responsible for providing and servicing all hospitality functions held at the Institute's Bedford Way, Woburn Square, Gordon Square, Emerald Street and Endsleigh Street premises.

The catering team is headed by Ashley Birchall (General Manager).

Scope of Service

The catering team provides the following services:

- All hospitality catering to internal and external functions held within all Institute premises.

Levels of Service

The catering team will endeavour to ensure that:

- At least 50% of soft drinks and confectionary snacks provided for sale in the vending machines on Level 4 of the Institute's Bedford Way premises are healthy, organic and fair-trade branded.
- Only organic and or fair-trade coffee and sugar will be provided at all functions
- Hospitality orders are delivered and set up within the room/s specified within fifteen minutes prior to the time the order is required.
- Hospitality services provided comply with the originators instructions.
- A range of gluten-free, hallal and kosher foods will be made available as part of the hospitality offering if specifically requested at the time of booking subject to their availability.

- Where hospitality catering is required for one hundred persons or more in the Halls (i.e. Clark Hall, Elvin Hall, Jeffery Hall, Crush Hall), these will be serviced by at least one hospitality member of staff for the duration of the function as standard. (Events requiring catering for between 50 and 100 will be serviced if specifically requested at the time of booking.) This arrangement will not apply to classrooms regardless of the numbers being catered for unless specifically requested at the time of booking.
- The service demonstrates a courteous and helpful attitude at all times.
- The service maintains confidentiality in keeping with the nature of the business.

Resources

The catering team is headed by Ashley Birchall (General Manager), Jackie Connell (Deputy General Manager), and Pedro Tejero (Hospitality Manager). They are supported by three hospitality service assistants; a head chef, an assistant chef, four catering assistants and one accounts clerk.

The team is supported by additional hospitality service assistants as and when required to assist with large hospitality functions.

Delivery of Service

The Institute's Lawton Room and adjacent Quiet Room are available for fine dining from 19:00 hours Monday to Thursday by arrangement.

The provision of hospitality services is available to be delivered from 08:00 to 18:00 Monday to Friday within the Institute's Bedford Way premises and from 09:00 to 16:00 to all other Institute premises as standard.

An extended service up to 22:00 hours Monday to Thursday to all Institute premises is available by arrangement and Saturday and Sundays from 08:00 to 21:00 hours to the Institute's Bedford Way premises only is also available by arrangement.

Where extended service is provided outside of standard times, additional labour charges may be applied.

Where a cash bar service is required there will be a minimum four hour charge per member of staff required totalling **£7.55 per hour** plus VAT, Monday to Friday 08.00 - 18.00 hrs. For Monday to Friday after 18.00 hrs the charge will be **£11.35 per hour** plus VAT. Saturday and Sunday the charge is **£17.00 per hour** plus VAT per member of staff required.

Funding and Charges

Catering services are invoiced as part of room hire charges to external users. Charges levied are based on set external tariffs (reviewed annually) and or alternative rates as agreed with the originator.

No catering requests are accepted unless submitted on a Catering Request Form. Requests received without this form or forms which are incomplete will be returned to the originator to re-submit.

Please note there is a minimum order value per order of £8.10.

Communication

For emergency catering requests i.e. item missing from or late hospitality orders; please call extension 6470/5317.

If you require details of costs for a particular function please contact the catering office on 020 7612 5317/6405. Should you have any other general queries regarding catering services please forward these preferably by e-mail to the General Manager Ashley Birchall e-mail: a.birchall@ioe.ac.uk or call 020 7612 5318.

Meetings between the Institute's Facilities Manager, the General Catering Manager and Sodexo's Group Manager take place at least bi-monthly, and more frequently if required. The objective of these meetings is to discuss queries raised by users of the service and any other operational matters applicable to the service.

User Responsibilities

Users are required to:

- Ensure all catering requests are made in writing, by completing a Catering Request Form available electronically from the Institute's web site.
- Ensure that a Catering Request Form is fully completed and accompanies each request (verbal requests will not be accepted). Where forms are received incomplete these will not be processed but returned to the originator to complete and return.
- Whilst Catering Request Forms can be submitted in accordance with the timeframes for the numbers to be catered for as advised below, it may not always be possible to offer you the full menu range due to the planning and preparation time required to make available some menu items. Therefore to ensure the full menu range availability can be offered to you, requests should be forwarded at the earliest opportunity.

Catering for 1 to 100 persons	minimum two working days
Catering for 100 to 250 persons	minimum five working days
Catering for 251 to 1,000 persons	minimum ten working days

Note: Working days excludes Saturday, Sundays, public holidays and Institute closure dates and working days means two clear working days from receipt of the Catering Request Form.

- It is accepted that there may be occasions where it is necessary for you to cancel catering orders. Cancellation charges will be applied as per the timeframes advised below.

Catering for 1 to 100 persons	Two days notice or more	No charge
Catering for 1 to 100 persons	Less than two days notice	Total agreed food cost of any item specifically purchased / prepared
Catering for 100 to 250 persons	Five days notice or more	No charge
Catering for 100 to 250 persons	Less than five days notice	Total agreed food cost of any item specifically purchased / prepared
Catering for 251 to 1,000	Ten days notice or more	No charge
Catering for 251 to 1,000	Less than ten days notice	Total agreed food cost of any item specifically purchased / prepared

- Leave all crockery provided for hospitality functions in the room at the end of a function. Should any item of crockery be removed (without the prior approval of the Hospitality Manager) the following additional charges will be added to the cost of the function and thus, automatically added to catering charge shown on your invoice.

Item	Charge	Item	Charge
Cup	£ 2.20	Wine Glass	£ 1.00
Saucer	£ 1.70	Water Jug	£ 8.40
Side Plate	£ 1.60	Fruit Bowl	£ 12.95
Coffee Pot	£ 15.50	Service Plate	£ 15.50
Hot water Pot	£ 15.50	Large Plate	£ 3.70
Item of cutlery	£ 0.65		

- Leave all unconsumed foods and beverages for collection by catering staff. No foods or beverage cartons or bottles are to be disposed of within bins provided in rooms. All unconsumed foods and beverages will be collected by catering staff and taken back to the central kitchens and disposed off in accordance with the Institute's waste management and recycling scheme.
- If a function finishes earlier than anticipated, contact the hospitality team via extension 6470 as they may be able to attend to the clearance of the room earlier than scheduled.

Customer Feedback

Estates and Facilities have a customer feedback system in operation, which records both positive and negative feedback. Comments on the service provided are welcomed and can either be forwarded via the completion of comment card that accompanies your hospitality order or they can be addressed to the Facilities Manager via e-mail a.tyrrell@ioe.ac.uk.

Any complaints about a service provided by the Estates and Facilities, or a contractor employed by Estates and Facilities, will be dealt with as quickly as possible and in confidence.

Following receipt of a complaint an acknowledgement e-mail will be sent to confirming its receipt. Complaints will be investigated and formally responded to within ten working days. Should the complaint take longer than this time period to investigate, periodic updates will be forwarded. Complaints will be monitored to ensure that repeated problems are identified and reviewed with the team to improve the service provided.

Performance Monitoring

The General Manager monitors the day-to-day performance of the catering team. Due to the volume of catering requests delivered, you may be contacted randomly by the General Manager and or Facilities Manager to verify that hospitality standards are being maintained and to ensure the service being provided continues to meet user's needs.

- The catering team in conjunction with the Institute's Facilities Manager maintain bi-annual records of performance monitoring undertaken which are be assessed against agreed benchmark figures to ensure standards of service are maintained at or above the benchmark figure.
- The catering team monitors, controls and assures the quality of all catering to ensure that you receive consistent quality of supply and service at all times.
- An independent catering consultant is engaged to provide two annual audits per year of the service.

Date effective from: ***February 2009***
Date of review: ***September 2009***