

# PROJECT MANAGEMENT



## Catering Contract & Control: Making Catering Contracts Work

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# Catering Contract & Control: Making Catering Contracts Work

## Introduction:

This course is designed for those with little background in catering who may have been recently made responsible for this function and would like to develop an understanding of the subject quickly. It covers the key requirements for the successful management of a catering contract. It is also designed for those with overall responsibility for catering. It, also, covers the key requirements for the successful management of a catering contract.

This course will illustrate 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 minimizing the subsidy and maximizing customer satisfaction and value for money, achieving the optimum balance for your organization. It will give time for the candidates to address some of their particular challenges and needs. The course will provide facilities managers & personnel with in-depth knowledge on the key requirements to the successful management of a catering contract. By attending this course you will be able to participate effectively in improving the performance of your catering contracts.

The course describes how the contract works and where your responsibilities lie. You will be introduced to the different forms of contract and explain how each one affects the performance you should expect from your contractor. You will be made aware of the trends that are currently moulding the services of the future and how to avoid the fads that can undermine the service if not tackled correctly. Some of the course highlights are:

- Defining the food service brief
- Developing the food service strategy & planning for change
- Understanding the cost structures of catering
- The pros & cons of the different contract models

- Legal framework & the FM's responsibilities
- Defining the contractor relationship
- Getting ready to benchmark or tender
- Developing the business plan
- Financial reporting & understanding contractor's invoices
- Contract monitoring

## Who Should Attend?

Food & Beverage Managers & Controllers, Head Chefs, Catering Officers & Coordinators, Catering Managers & Personnel, Restaurant Managers, Caterers, Catering Controllers & Assistants, Food Safety Personnel, FM personnel, Banqueting Coordinators, Kitchen Managers, Contract Caterers, Contracts Engineers, Coordinators & Officers

## Course Objectives:

By the end of this course delegates will learn about:

- 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
- 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 minimize the subsidy and maximize customer satisfaction and value for money

- Practical cost effective solutions that can be developed for a range of catering needs
- Options for food preparation, presentation and provision
- How to match services to corporate needs
- How to analyze costing, pricing and subsidies
- VAT and exemptions
- The legal framework affecting Client and Caterer
- Your responsibilities under Health, Safety and Food Hygiene Legislation

## Course Outline:

### **Introduction: Overview of the Food-service Industry, Overall Size, Structure & Key Players**

- Catering at work
- The financial component
- Interpreting the caterer's accounts
- Investment by the caterer
- Costing and pricing
- Effects of sales mix
- Contract catering
- Market overview
- Why cater
- Growth and trends
- Facilities and concept options

- Branding
- Case studies
- Future trends

### **Subsidies & Strategy**

- Subsidy policy and impacts
- Nil subsidy
- Emerging strategies
- Cross subsidy model

### **Understanding the Cost Structure & Contracts**

- Cost structure
- Influences and effects
- Subsidy and turnover
- Food costs
- Labor costs
- Overhead costs
- Caterer's earnings
- Effect of sales mix
- Contracts
- The contract types and how they impact on risk
- Transferring risk
- Risk & reward
- Subsidized and commercial models

- Vat – calculation basis
- Principal and agent

### **Contracting Out Foodservice**

- Risk options
- Management fee
- Fixed price
- Guaranteed performance
- Concession contract

### **Benchmarking & Monitoring**

- Approaches
- Parameters

### **CSR**

- Corporate social responsibility
- Reducing energy and waste

### **Health, Safety & Hygiene**

- The responsibilities of the client-side manager
- Key performance indicators
- Tell-tale signs of problems
- Are you getting the best from your contractor?
- Critical success factors
- 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 labeling
- COSHH
- Licensing act
- Packaging waste
- HASAW
- HACCP and risk assessment

### **Services & Space**

- The implications of different services