

Outline to Review and Plan for the Catering Site for 2009

Below are some questions and points to consider about your current catering site. Working through the below, may help in your planning of the site for 2009.

1. ***What and how will you judge your performance (success and failure) by at our wash-up meeting?***

Consider your answers from the point of view of each of the following with regard to what they would want/not want:

- the public who buy their food/drink
- your staff who volunteer on the stall/back room
- other teams in the catering group
- the FDM/Catering Coordinator
- Any others?

The need of the public is the key viewpoint that will help you in the planning.

Therefore consider the questions below. A suggestion is to place the below in a table format and provide solutions for each point.

- Is the site easy to find? (suitable advertising, site location and signs)
- Does the site look attractive, welcoming, has a good aroma? (site layout, facilities, setting, neighbours)
- Is the menu and prices clear?(signage, well placed, obvious, not misleading)
- Will the customers be served quickly? (serving and payment set-up, selection of drinks/foods on sale, max pre-preparation)
- Is the food tasty/cold/hot/safe/available? (refrigeration, cooking, storage, good supplier, resupply)
- Is the food value for money? (right price, profit for yourself)
- Is it easy to sit/stand, eat/drink ?(suitable chairs, space, shade, condiments, utensils)
- Is there easy rubbish disposal (bin placement/emptying, recycling)
- Is it easy to get a drink?(Location, variety, temperature, re supply, signage, staff)

It is also advisable to consider your volunteers in the planning process.

- What are we doing, when and how? (Set up, sales, resupply, clean up, roster of people and tasks, stores lists and procedures :)
- What MFD rules to follow? (briefing on Terms &Conditions, Risk Assessment, Emergency Procedures, Problems, Chain of command- communication)
- Will the experience be safe and enjoyable? (layout, set-up, experience, customer satisfaction, rest breaks, power leads under cover, traffic: minimised and in safe lanes only)
- Will we make a good profit? (purchase price, sale price, waste, running costs)

Other viewpoints (Other catering sites, FDM)

- Is there a good relationship, understanding of others' needs, supportive (planning discussions, agreements, selected liaison people, good communications-mob phone? radios)