NOTTINGHAM CITY COUNCIL LISA RAYNOR COMMERCIAL CATERING MANAGER



Commercial Catering

In November 2014 NCC took back the internal catering at Loxley House our Head Office

As a Result:

- > The Restaurant income increased by 50%, and;
- > The Café income increased by 36%









Challenges

- Low Morale
- Poor Customer Service
- Poor Quality Food & Drink offers
- Low Footfall







Did You Know..?













Did You Know..?

































Rewards

- Motivated workforce
- > Staff retention (of the ones we wanted say no more)
- 1 Customer Concern raised in the last 3 months opposed to 8 a month prior to NCC







Staff Journey

- Staff Resources
- Refreshed Skills
- Up Skilling
- Removed from Comfort Zones
- Events Team

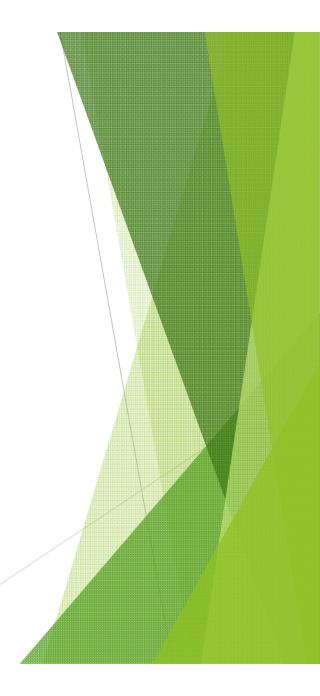












Financials

- Need to generate £1.2 million
- We are focusing on reducing expenditure especially labour and are achieving this through apprentices, work based training schemes, annualised hours and Cross Site Supervisor





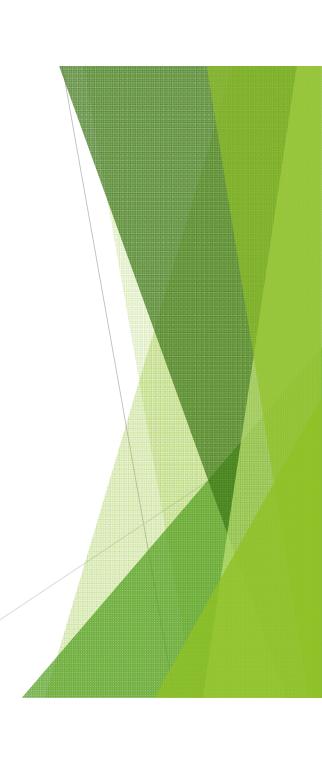


We were delighted to have won Specialist Caterer of the year in the 2016 LACA awards for our commercial catering.









What's Next?

Expand and open new businesses







Your Wedding, Your Way...





Opened Monday-Café 1899





Joint Partnership with Gedling Council in a Country Park

