

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..?



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Cold Drinks	Breakfast	Cold Snacks
Fruit Smoothies	Croissant	Sandwiches
Coffee Coolers	Cereal Bars	Selection of Wraps
Waters	Cereals	Premium Salad Bowl
Fruit Juices	Muffins	Cheese or Ham Salad Bowl
Sports Drinks	Crumpets	Cold Pasta Bowls
Fizzy Drinks	Fresh Fruit	Muller Rice
Energy Drinks	Porridge & Topping	Muller Yogurts



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



 **Eat Culture**
Menus and Catering Packages

*Your Wedding,
Your Way...*



 Nottingham
City Council

Opened Monday-Café 1899



Joint Partnership with Gedling Council in a
Country Park

