

The FC Food Offer and Service Standard

The FC Food Offer

"The food we offer is locally distinctive with freshly prepared food that is safe, healthy and most importantly good to eat. We aim to deliver this through menu choices that respond to a whole range of visitors to our woodlands"

Requirements of the Food Offer

In meeting the definition the FC need to be able to demonstrate a food offer that:

1. Ensures that supply, production and preparation gives a locally distinctive food offer.
2. Offers food that is freshly prepared and safe to eat.
3. Promotes healthy and balanced whole food
4. Gives choice and recognises diverse dietary and customer requirements
5. Gives required food availability and reflects seasonality
6. Meets complimentary service requirements
7. Gives suitable staff support, training and development
8. Demonstrates effective financial management

The following gives a bit more detail about what these requirements mean, expressed as expected criteria.

Guidance for Catering Operations

1. Ensures that supply, production and preparation gives a locally distinctive food offer.

Criteria:

- a. Purchase and procurement of food and consumables should be from approved suppliers where possible and noted, ideally those that demonstrate locally sourced; locally produced; Organic; Fair trade; Free Range and sustainably farmed provenance.
- b. Local suppliers for fresh meat, wet fish, fruit and vegetables and bread should be used as far as possible.
- c. Menus that are designed around local and seasonal produce and as in those above as far as possible.

2. Offers food that is freshly prepared and safe to eat.

Criteria:

- a. Food on offer should be prepared in a way that meets health, safety, hygiene and environmental standards and regulations.
- b. All food that is freshly prepared is served at the correct temperature with all preparation protocols followed clearly at all times. Pre-prepared food should be served at correct temperatures.
- c. Menus are designed around freshly prepared produce and meets criteria above as far as possible.

3. Promotes healthy and balanced whole food

Criteria:

- a. Thought should be given to the sourcing of healthy and whole food and where possible and this should be noted.
- b. Menus that demonstrate and give choice for healthy eating options and are designed around health and whole food produce as far as possible.

4. Gives choice and recognises diverse dietary and customer requirements

Criteria:

- a. Meets with a range of customer requirements including those for specific vegetarian diets and for children.
- b. Takes account of customer requests to meet other more specific diets for example vegan, gluten free, dairy free; wheat free; Halal, Kosher (not inclusive list) and where possible provides a choice or ability to direct to menu options for these. Note that at the very least staff should be in a position to give an open and informed response to customers.
- c. Menus that are designed around the time of day and seasons to give choice and variety for a range of dietary and customer needs

5. Gives required food availability

Criteria:

- a. The food offer as stated is made available during agreed opening times during Peak and off peak season
- b. Menu's and food availability may vary but should respond to visitor numbers and needs within the agreed times.
- c. The standards and status of the counter display and food should be constantly checked and monitored to ensure that food appears fresh and appetising at all times.

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6. Meets complimentary service requirements

Criteria:

- a. Customers should receive timely, efficient and friendly service for all aspects, including: Waiting for tables; Placing orders; Taking orders; Receipt of orders; Payment request; Queue to payment or order time and table clearing.
- b. Pre visit information about menus, tariffs and opening times should be available by phone and where possible on business and FC web links.
- c. Menu's, tariff display and other customer information should be displayed on site in a suitable and practical location using appropriate media, as agreed
- d. A procedure is in place for customer complaints/comments and this should be acted on, reviewed regularly and made available to FC staff on request
- e. Service charges are voluntary and fully passed onto to staff.

7. Gives suitable staff support, training and development

Criteria:

- a. The catering operation shall ensure Catering Staff have appropriate qualifications, competent skills and knowledge to fulfil their job requirements in respect of Food Health; Safety and Hygiene; Health and Safety and customer service requirements as highlighted in these criteria.
- b. Records that demonstrate staff Training achievement and progress will be kept and made available to request to FC staff.

8. Demonstrates effective financial management

Criteria:

- a. Ensure systems, procedures and guidance are in place to monitor financial performance as per the agreement and any specified monitoring required.
- b. Transparent cash handling policies should be in place, for example all customers are issued with an itemised receipt.
- c. Facilities for non-cash payment (i.e. Debit/Credit Card) will be available.

Overall model for Our Food Offer

The food offer should reflect not only the type and location of outlet on offer, but also the unique and diverse range of visitors to a site and any specific activities taking place. E.g. sculpture, play, Go Ape, adventure, cycling. The following considers the food and service style for cafés and restaurants.

- At least three simple snacks or starters plus three main courses including at least one vegetarian option in each category.
- A range of at least four freshly prepared sandwiches including at least one vegetarian option and served on a choice of white or wholemeal bread products.

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- A selection of at least three healthy children's meals should be available including half portions of adult's menu. Menu will vary seasonally with at least three different menus each year.
- The restaurant should also be able to cater for other dietary needs on request eg: vegan, dairy free, gluten free
- Soft drinks ideally low sugar content and water, fizzy drinks preferably from a regional producer.
- Tea and coffee ideally including a range of premium coffee's such as latte, cappuccino.
- Ice cream –ideally form a quality regional supplier.
- A range of cakes and pastries cooked by the company or from a quality local supplier.
- At least two seasonal puddings prepared by the caterer.
- Fresh fruit.
- Food and drink normally be through a table service to customers on simple white crockery.
- Food outlet will provide seating in agreement with local management but this must be wood based furniture. NO plastic garden furniture to be used or sponsor branded umbrellas.