

Method Statement
Catering Services

Table of Contents

1	Objectives	3
2	Management Supervision and Organisation Structure	6
3	Scope.....	8
4	Work Schedules and Procedures.....	9
4.1	Compliance with Food Safety.....	9
4.2	Procurement, Storage and Preparation of Ingredients	11
4.3	Equipment Resources.....	11
4.4	Menu Development and Meal Ordering	12
4.5	Food Wastage.....	14
4.6	Patient Catering Service.....	14
4.7	Special Dietary Requirements.....	15
4.8	Beverages	16
4.9	Distribution and Delivery	16
4.10	Non-patient Catering Service.....	17
4.11	Hospitality Service.....	19
4.12	Vending Machine Service.....	21
4.13	Forth Valley Area Wide Community.....	22
4.14	Work Schedules	22
4	Quality Standards.....	23
5	Contingency Plans	24

Method Statement
Catering Services

1 Objectives

Project Co will provide a high quality Catering Service which offers a range of appetising and nutritious food and beverages to enable all customers to have a choice which reflects their cultural and dietary needs between the hours of 06:00 and 21:00, 365(6) days per year. The service delivery will be flexible to provide for changing patient needs, and adapt to the nature of the service provided for the Board and the Community Hospitals.

The Project Co Catering Service will be delivered in a way that provides:

1. A wide selection of food and beverages to meet the nutritional and dietary needs and preferences of the various care groups in the Acute and Community units, for example: children; adolescents; antenatal/postnatal women; cancer; renal; elderly; rehabilitation, etc. The menu selection will pay particular attention to the provision of healthy eating choices, therapeutic, cultural and vegetarian diets;
2. Good quality, safe, wholesome and nutritious meals, snacks and beverages in compliance with requirements of all food safety legislation, and to the frequency and standard as laid out in the “Quality Improvement Scotland: Food, Fluid and Nutritional Standards”;
3. Food that is prepared and presented and served to the patient in an attractive manner, which offers customers a choice, with particular attention paid to appearance, taste, texture, portion sizes, temperature and nutritional value;

The Patient Meal service will include a daily menu comprising:

- Continental Breakfast – fruit juice, cereals, porridge, selection of breads with preserves and hot beverage as a minimum;
- Midday meal - two course hot and cold menu offering as a minimum soup, composite main course, sandwich selection and hot/cold sweet;
- Evening/supper time meal - a three course hot and cold menu offering as a minimum soup, hot main course with a selection of vegetables and potatoes, sandwich selection and hot/cold sweets;
- Hot and cold beverage service;
- Snack service; and
- Out of hour’s meal service.

A wide selection of food and beverages to meet the needs and preferences of Specific Groups requiring:

- Therapeutic Diets;
- Special Diets;
- Healthy Diets;
- Modified Consistency Diets;
- Food Challenge Tests and;
- Non-prescribed Nutrition Supplements.

4. A comprehensive and varied range of snacks and confectionery at all times including out of core hours as defined within the output specifications;

Method Statement
Catering Services

5. A staff mix, management structure and monitoring protocols which will ensure the required standards are met and maintained for the delivery of the catering service;
6. A hospitality service.

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

Method Statement
Catering Services

2 Management Supervision and Organisation Structure

As can be seen in the organisation chart below the Catering Service Team is an integral part of the Central Support Team. Accordingly, the Catering Service falls under the remit of the Central Support Manager. The Catering Service is split into two distinct teams, the Patient Catering Team and the Retail Catering Team.

The Patient Catering Team is managed by the Executive Chef. The Executive Chef reports to the Central Support Manager. The management of patient catering will be provided by the Executive Chef, who is responsible for food production, quality and safety across the entire site.

The Retail Catering Team is managed by the Commercial Manager. The Commercial Manager reports to the Central Support Manager and has responsibility for Retail Services across the site including Vending and Hospitality.

Both the Executive Head Chef and the Commercial Manager will be supported by Supervisors and Team Leaders who will have operational control for elements of the daily service delivery. The Supervisors and Team leaders will be responsible for ensuring that front-line General Assistants deliver the services in accordance with service standards and including food safety and quality.

At ward level, the catering services will be the responsibility of the Ward Housekeepers, who report directly to Customer Support Team Leaders. These Team Leaders, who report to the Customer Support Managers, will deal with all the customer service issues for all the FM services including food service to patients. The Ward Housekeepers will liaise with the Catering Team, specifically with the Executive Chef, for all aspects of the ward level catering service including food safety and quality.

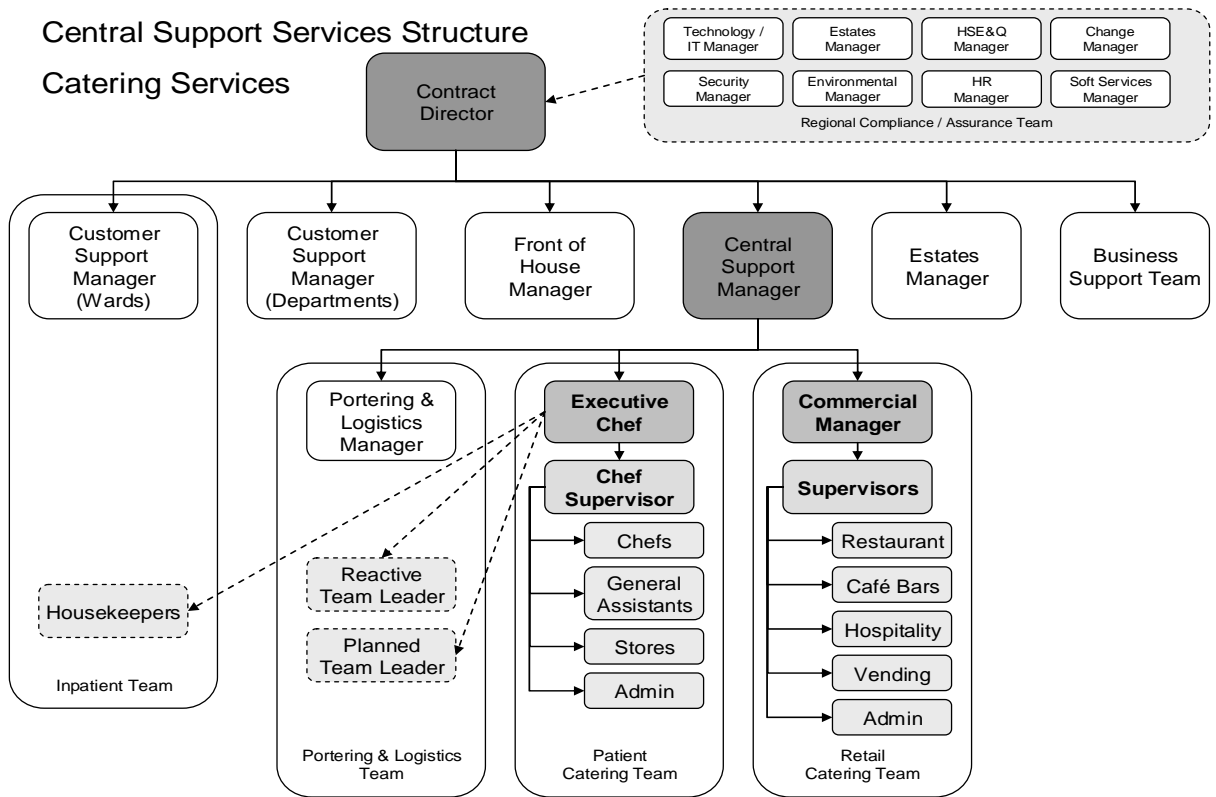
The transportation of patient food trolleys between the main production kitchen, on the lower ground floor, to the wards shall be carried out by the automated guided vehicles on an agreed schedule – which will be contained in the ward Service Level Agreements, which will be agreed prior to service commencement.

The Catering Department will schedule the times for the delivery of the patient meal trolleys with the Portering Department who are responsible for managing the delivery/collection timings for the Automated Guided Vehicles.

For the avoidance of doubt, the transportation of patient food trolleys and cool boxes between the main production kitchen and the Community hospitals shall be carried out by the Board staff using the Board vehicles and equipment.

Method Statement
Catering Services

Catering Services Organisational Chart – Figure A



Method Statement
Catering Services

3 Scope

Project Co shall operate the Catering Service which requires the provision of patient meals and commodities to the Site and to the Board community as defined in the Catering Service Specific Specification. In addition, Project Co shall provide a number of non-patient catering services which include: retail facilities throughout the facility, hospitality services within the facility and vending throughout the facility.

Project Co will follow the guidelines laid down in Assured Safe Catering in delivering the patient and retail catering service at the facility. By following the principles of Hazard Analysis Critical Control Points (HACCP), the service at the facility will comply with all legislation, guidelines and recommendations as required, a list of these can be found in Section 7 of this Method Statement and the Catering Specific Service Level Specification. The use of the HACCP principles will mean that there will be fully auditable systems, procedures and evidence to demonstrate due diligence for the following:

- the procurement, storage and preparation of all ingredients and foodstuffs as necessary;
- the supply of all equipment and consumables; and
- menu development, meal ordering and meeting any specific dietary needs.

In delivering the Catering Service, Project Co shall provide the following items as a minimum:

- equipment (including patient meal trolleys within the facility but excluding the community), crockery, cutlery and consumables;
- all ingredients and foodstuffs as necessary (but excluding prescribed dietary supplements); and
- a patient menu system, available at the bedside, to include information on the full menu cycle for the appropriate patient group and include Hallal, Kosher, soft diet and any other special diets as agreed with the Board Dieticians. The contents will be clearly indexed and include advice on healthy eating and guidance on making the appropriate choice.

4 Work Schedules and Procedures

4.1 Compliance with Food Safety

SP01 Project Co will develop, 3 months prior to the Service Commencement Date, a site specific and documented HACCP system. The system will include policies, processes, procedures and recordable evidence which will encompass all the food safety requirements for the catering services.

This system will be managed and administered on a day to day basis by the Executive Chef. The HACCP system will be fully compliant with the guidelines set down in Assured Safe Catering and relevant legislation.

Prior to service commencement Project Co will ensure that appropriate training relating to the operational policies, procedures and practices to ensure food safety and hygiene standards has taken place. This training regime shall be continued at an appropriate level, including refresher training, throughout the life of the contract to ensure compliance with an Assured Safe Catering programme based HACCP principles.

In addition the Catering Service will be subject to external verification by an Environmental Health Officer and Project Co appointed Auditors. Each step in the HACCP process will form an element, for example storage, within the HACCP system. Project Co staff involved in elements of the HACCP process will be required to be fully trained and competent in those elements, for example the store persons.

The system will follow a positive action protocol and log and record all required data to demonstrate due diligence and compliance.

SP02 Project Co and the Board food safety standards will not be compromised at any time. The Project Co staff uniform and hygiene policy shall be enforced at all times. Training will specifically address hygiene.

Additionally, all Catering Service related staff shall be trained to elementary food hygiene standard as a minimum. More senior staff with greater responsibility shall be trained to Intermediate and Advanced Hygiene standards accordingly. Our hand washing procedure and hand hygiene training shall be a key aspect of our quality processes.

Team Leaders will ensure that proper standards of food safety, personal hygiene and personnel apparel, in accordance with the Catering Guide to Good Hygiene Practice are maintained at all times throughout the operations by regular, inspections, audits and supervision.

SP02a/b The Executive Chef and Commercial Manager will be trained to the certified Advanced Food Hygiene level. Supervisors and team leaders will be trained to the certified Intermediate Food Hygiene level. Front line staff will be trained to the certified Elementary Food Hygiene level. New starts without such certification will be required to undertake and pass this level of qualification within three months of commencing their

Method Statement
Catering Services

employment.

4.2 Procurement, Storage and Preparation of Ingredients

SP03 Project Co will make best use of local suppliers and provide high quality food and ingredients taking advantage of NHS Scotland contracts where appropriate. All suppliers will be subject to verification in-line with the policies and procedures set-out in the site specific HACCP system. These suppliers will be held on an Approved Suppliers List.

SP04 Project Co will implement quality control procedures for all incoming ingredients and foodstuffs to ensure goods are within their stated expiry date, free from damage, pest infestation/damage, have been stored and transported at the correct temperature and suitable for consumption as per the PASA 'Code of Practice for the Manufacture, Distribution and Supply of Food Ingredients and Food Related Products'. This aspect will be fully documented and in the site specific HACCP system. Responsibility for this aspect of the service shall lie with the store persons. If an issue is identified, this will be escalated to the Executive Chef as appropriate to ensure corrective action.

SP05 Project Co shall ensure that all food is handled, stored, prepared, cooked and served appropriately. Procedures and supporting documentation will be contained in the HACCP system which will ensure that food and ingredients are kept at the requisite temperature at all times including but not limited to storage prior to preparation, during cooking, during transfer and at point of service around the Facilities to Key Customers.

In addition, as the supply of food and ingredients is a high risk, Project Co will ensure that only those companies which have been audited and accredited by STS or PASA will be considered for inclusion onto the Project Co Approved Supplier List. Project Co will, through the Executive Chef and other appropriate resource as directed by the Executive Chef, undertake to make unannounced auditing visits to the main chill food supplier to ensure that standards of procurement are being met.

4.3 Equipment Resources

SP06 Project Co will provide all staffing, training, supplies and equipment, hardware, menus, crockery, cutlery, utensils, disposables, personal protective equipment, cleaning materials and any other items required for the efficient delivery of the Catering Services. However, for the avoidance of doubt, Project Co shall not be responsible for providing the Board Community logistics and trolleys.

SP07 Project Co will provide, distribute, collect, wash and dry, store, maintain and replace as necessary all crockery, cutlery and other implements and equipment used in connection with the Catering Service and all areas used in connection with the Catering Services.

Method Statement

Catering Services

Stocks of crockery and cutlery for the patient service will be maintained at the ward kitchens by the Ward Housekeepers. Other areas such as the zonal Café Bars and the Restaurant will be maintained by the catering staff.

In both cases process and procedures will be operated as part of the HACCP system to ensure compliance, food safety and to maintain sufficient stocks to meet the demands of the zone.

Regular audits will take place to ensure that levels do not fall to a level so as to affect services. As part of the audit, the condition of equipment will be assessed to ensure that no food hygiene risk is present such as chipped or cracked crockery. Where faulty or damaged equipment is found, Project Co will immediately remove this item until made safe or permanently remove where necessary and replaced.

4.4 Menu Development and Meal Ordering

SP08a Project Co will provide a customer-focused service development strategy, based on the evaluation of quarterly issued questionnaires in a format agreed with the Board, that meets the dietary requirements of the patient groups and actively takes account of patient feedback regarding the:

- Range of services on offer;
- Choice of meals, snacks and drinks;
- Quality of service; and
- Accessibility of service.

Responsibility for the operation of the questionnaires and service development strategy will lie with the Executive Chef, supported by the Central Support Manager. The strategy will be reviewed quarterly to ensure appropriateness.

SP08b Taking into account the quarterly customer feedback, the menus will be reviewed by Project Co, lead by the Executive Chef. This process shall be developed and agreed with the Board.

The Board and/or the Area Wide Nutritional Steering Group will be consulted and to agree any changes prior to the menu offers being changed and particularly if it is to respond to customer feedback.

An annual general review of patient menus will be carried out by Project Co and agreed with the Board and the Area Wide Nutritional Steering Group.

SP09 Project Co will liaise with the Board dietitians when developing the menus. As part of the patient meal provision, the Executive Chef will work with the Board dietitians on a daily basis.

The Project Co Executive Chef will provide menus that are nutritionally appropriate for the target client groups as approved by Area Wide

Method Statement
Catering Services

Nutritional Steering Group.

The Executive Chef will provide a range of menus and foods reflecting the needs and preferences of differing client groups and meet their specific nutritional and dietary requirements. Client groups include but are not limited to: children, adolescents, antenatal/post natal women, cancer, renal elderly people and rehabilitation patients.

SP10

The Project Co Executive Chef will provide a 21 day menu cycle, which reflects the site/client profile, using standard recipes of known nutritional composition to ensure variety and selection and to avoid menu fatigue, giving one healthy eating option at each course. The menu will include vegetarian, Hallal, Kosher, soft diet options, and any other special diets as agreed with the Board Dieticians.

Menu cycles will be changed to take account of the seasonal nature of customer preferences and requirements. Project Co will also provide suitable special menus for choice to take account of cultural and religious festive occasions as agreed with the Board

Project Co will use a disposable menu system where required, for hygiene and infection control reasons, but our primary menu information will be displayed in a format to be agreed with the Board at the patient bedside.

Project Co recognise the importance of gathering information relating to what patients have chosen to be captured and stored for a period of time. To meet this Project Co will equip the Ward Housekeepers with a PDA/Equivalent which will be used to record, using bed numbers, the food choice of each patient. This information will be captured by the Ward Housekeeper prior to each meal service.

SP11

The Project Co Executive Chef will provide menus in the format and style agreed with the Area Wide Nutritional Steering Group. As a minimum, the menus will take into consideration; ethnic/religious requirements and languages appropriate to the local community; visually impaired and special patients needs; allergy or modification issues associated with certain dishes; and dietary coding.

The menus will contain the full menu cycle for the appropriate patient group, including a separate children's menu, and include Hallal, Kosher, Prior to service commencement Project Co shall meet with the Board Representative and all wards and departments to agree the scheduling of services. This information shall be consolidated and issued. The frequency and timings of all scheduling shall be based around the parameters set out in Part 14, the Service Level Specifications. Soft diet options, and any other special diets required by the Board Dieticians. The contents will be clearly indexed and include advice on healthy eating and guidance on making the appropriate choice.

Method Statement

Catering Services

SP12 Project Co shall provide a bed side meal ordering system as agreed with the Board operated by the Ward Housekeeper. The food service system shall be supported by the relevant production, distribution and collection of menus in a form compatible with this service methodology.

Prior to the arrival of the food trolley for each meal service the Ward Housekeeper will obtain the patients choice and portion size for that meal and capture it on the PDA/Equivalent. On arrival of the food trolley to the ward the Ward Housekeeper shall ensure it is plugged in at a central point to maintain temperatures and plate up the patients' choices.

Assistance will be given by the Domestic Assistant on the ward to distribute the meals course by course to the patients and collect the dirty plates between each course. This form of service enables the patient to choose just prior to the meal time rather than hours or days in advance.

Ward Housekeepers will keep accurate records of patient choices, portion sizes and any plate wastage as appropriate.

The patient meal service will be carried out in compliance with Appendix A – Catering Quality Standards of the Catering Service Specific Specification.

4.5 Food Wastage

SP13 At the end of the meal service the crockery, cutlery and waste will be cleared to the trolley by the Ward Housekeeper/Domestic Assistant and taken to the Ward Kitchen. The Ward Housekeeper will record any uneaten food using a PDA/Equivalent (for use by the Board as necessary). This data will also be used to provide Project Co with accurate portion control data for future ordering.

Project Co will remove the dirty crockery and food waste within the confines of the ward kitchen. All food waste will be returned in sealed containers to the main kitchen for final disposal (for clarity, the chute will not be used for disposing food waste).

All food waste will be disposed of in accordance with legislative requirements and the Waste Management Service Specific Specification contained in this Part 14 Schedule 1 in a timely and effective manner.

4.6 Patient Catering Service

SP14a Project Co will discuss and agree meal delivery schedules with the Board Representative and individual wards on a planned and scheduled basis. The agreed schedules will be fully captured and documented in the individual ward Service Level Agreements.

The Executive Chef shall ensure that production kitchen operations are organised in such a manner as to have the meal trolleys ready for

Method Statement
Catering Services

collection by the automated guided vehicles to achieve timely delivery to the wards.

In addition, the Executive Chef shall ensure that operations are organised to have the meal trolleys and cool boxes ready for collection by the Board for delivery to the Community Hospitals.

SP14b The Project Co Executive Chef shall ensure that all scheduled meals and snacks for in-patients, including special diet meals and snacks, will be delivered to the agreed schedule which will be contained in the individual Service Level Agreements agreed prior to service commencement. These will be subject to review as necessary.

Patient Snacks will be provided from the Ward Kitchen by the Ward Housekeeper between 07:00 and 20:00 outside these hours the portering staff will deliver the snack to the Ward following a request put through to the Helpdesk.

At all times the Executive Chef shall ensure through the HACCP processes and procedures that the Catering Quality Standards are met as per Appendix A of the Catering Service Specific Specification. The patient meal times shall be scheduled around the times included in Table 1 of the Catering Service Specific Specification.

SP14c The Project Co Executive Chef shall ensure that all scheduled meals for the Board Community are prepared according to the premises listed in Appendix C of the Catering Service Specific Specification. The schedule shall be agreed with the Board prior to service commencement. The Executive Chef shall ensure that operations are organised to have the meal trolleys and cool boxes ready at the correct meal temperature for collection by the Board for delivery to the Community Hospitals. The Community site meal times shall be scheduled around the times included in Table 1 of the Catering Service Specific Specification.

SP15 The Project Co Executive Head Chef shall ensure that ad-hoc meals ordered by patients or member of clinical staff on behalf of the patient will be delivered to that patient within 10 minutes of the agreed delivery time.

A process and procedure to be agreed prior to service commencement will be in-place to ensure that the ad-hoc meals will be to the correct order, standard and quality. The ad-hoc meals will be provided between the hours of 0700 hours and 2000 hours. The meals will be transported by the reactive portering team to the ward kitchen and delivered to the patient by the Ward Housekeeper.

4.7 Special Dietary Requirements

SP16 Under the guidance of the Area Wide Nutritional Steering Group (Project Co's Executive Chef will be a member of this group), Project Co shall

Method Statement
Catering Services

provide special diet meals, including fortified soups and drinks to designated patients and wherever possible such meals and or beverages will be served with the other scheduled meals, such as breakfast, lunch and dinner.

Special diets may include but are not limited to: therapeutic; special; adolescent; cultural; religious; paediatric; soft meals; and any other requirement as may be reasonably requested by the Board Representative.

For the avoidance of doubt, it will be the responsibility of the Board to provide prescribed dietary supplements.

4.8 Beverages

SP17 Project Co will provide a range of hot and cold beverages for in-patients the service will be provided in line with the requirements of Table 3 and Table 4 of the Ward Housekeeping Service Specific Specification.

For day case patients the service will be provided three times per day at times to be agreed with the Board.

The serving of beverages to patients will be carried out by the Ward Housekeeper from a beverage trolley. Hot beverages will be served to patients in crockery mugs. The beverage ingredients will be supplied by Project Co.

4.9 Distribution and Delivery

SP18a The Project Co Portering & Logistics team will assume the responsibility for delivering the patient food trolleys from the main production kitchen to the FM Hub. This will be carried out by the automated vehicles for the scheduled meals such as breakfast, lunch and dinner. These meals will be delivered to FM Hubs within 10 minutes of the agreed meal time.

The Ward Housekeeper will collect the trolley from the FM hub for final preparation at the ward kitchen. At the meal service time agreed with the Ward the Ward Housekeeper will move the trolley to a central point on the ward and commence the food service to the patients.

SP18b The Ward Housekeepers/Domestic Assistants will use general trolleys to collect dirty crockery, cutlery and uneaten foods staffs. They will clear the crockery and cutlery to the ward kitchen between courses and immediately following the meal service where it will be washed. The food trolley will be returned to the FM Hub for collection by the automated guided vehicle. The automated vehicle shall then return the trolley to the designated wash-up/disposal area located on the lower ground floor.

The trolleys are all washed in the designated area of the main kitchen and

Method Statement
Catering Services

stored here ready for the next mealtime. The kitchen staff will carry out checks to ensure that all trolleys are returned following each meal service.

4.10 Non-patient Catering Service

SP19

Project Co retail catering team, reporting to the Commercial Manager, will provide the main staff and visitor restaurant facility on level one of the main building. Food products and ingredients will be supplied to the restaurant from the main hospital kitchen via dedicated service lifts. This restaurant has a dedicated kitchen and will produce the majority of meals here for both staff and visitors. Project Co will operate an uplifted pricing structure for visitors. The option of a cashless system will be available for staff.

The Executive Chef will ensure that meals for the Restaurant required to be prepared in the main kitchen are planned so that there is no disruption to the preparation or distribution of Patient Meals.

The main meal services within the Restaurant will provide the following selections:

- hot and cold breakfasts;
- a full range of hot and cold beverages;
- soup and other traditional starters;
- traditional, international and vegetarian hot meals;
- a daily back bar call order selection including omelettes, toasted sandwiches, baked potatoes and pizzas;
- a wide range of snacks, salads and sandwiches. Pastries, bakery foods and biscuits;
- a daily choice of hot desserts;
- cold desserts including yoghurts, fresh fruit and cheeses.

Food service will be a free flow type with a range of food and beverage offers available within the restaurant.

The Main Staff and Visitor Restaurant will be open for service from 0700 hours to 2000 hours, seven days per week with selected closure of seating areas to allow for cleaning during off peak hours.

In addition to the restaurant, Project Co shall provide the following retail catering areas:

- the concourse café bar located within the main entrance with maximum visitor footfall. This will provide a range of quality coffee, teas, and hot and cold snacks. Hours of operation are expected to be between 0800 hours and 2000 hours Monday to Friday and 1000 hours to 2000 hours at weekends. Pricing will be at one level for both staff and visitors;
- the coffee bar (adjacent to Women and Children's). This will have a dual purpose, both as a small café /snack area and also as a break-out zone for staff to have informal meetings over coffee. Seating will be low arm chair type with coffee tables. Service to

Method Statement

Catering Services

consist of quality bean-to-cup coffee, a range of teas and herbal infusions, and a selection of sandwiches and light cold snacks. Hours of operation will be from 0800hours to 2000hours between Monday to Friday, and 0800 hours to 1800 hours at weekends;

- the coffee bar (located within the Mental Health Unit). This concept will have a limited number of seats and small tables. The offering will consist of a range of hot and cold beverages, with a range of snacks and cold sandwiches. The service provision will operate from 0800 hours to 1630 hours;
- a trolley service/kiosk will provide a retail service for the area adjacent to the staff entrance offering a range of beverages and snacks from Monday to Friday only. This area will additionally house the main vending area which will offer a range of hot and cold beverages with snacks and sandwiches. The vending service provision will operate 24hours.

SP20 The Commercial Manager and the retail catering team will provide the Project Co retail catering service to restaurant between 0700 hours to 2000 hours 365(6) days per year. Opening hours for the cafe/snack bar areas will be as indicated above (SP19).

Once the facilities are operational the Commercial Manager will monitor the usage of facilities to ensure that the optimum usage is maintained. If required at anytime and subject to demand the Commercial Manager will revise operational times to fit the needs of Customers. This will be agreed with the Board prior to amending opening times.

SP21 Project Co and the Board operate jointly to agree a pricing strategy that offers value for money to both staff and visitors. The prices will be comparable with pricing policies existing at the time of service commencement. Project Co will operate a dual pricing structure with uplifted charges for visitors. This system will operate in conjunction with the cashless system card issued to all staff.

The Commercial Manager in conjunction with the Executive Chef will devise a range of products and menus, which will be agreed with the Board, to offer a comprehensive range suitable to the majority of Key Customers. The offer will be regularly reviewed and will take account of seasonal changes and festive initiatives.

In the main restaurant freshly prepared on-site cooking using skilled staff with higher levels of expertise will be provided. In the café bars/snack areas the strategy for the retail service will be to provide high quality snack type food items from approved suppliers.

Once pricing and menus have been agreed, the Commercial Manager will ensure that restaurant and café bar charges and menus are clearly displayed at all times.

SP22 The General Assistants for the various area, restaurant or café bar, will

Method Statement
Catering Services

ensure all tables will be cleaned promptly five minutes after use and made available for the next customer. At the end of each day a thorough clean down of all retail facilities will be carried out by the General Assistants. The extent of all cleaning operations will be dealt with in the site specific HACCP system.

- SP23 The team leaders for the retail facilities shall ensure the service of, and payment for, meals and beverages in the restaurant and café bars will take place within 5 minutes of customers joining the queue. If the restaurant is subject to abnormally heavy uptake at core times, such as lunch time, the team leaders shall operate an additional mobile till to speed up the transaction times. Project Co will ensure that other retail facilities are adequately staffed to ensure that staff and visitors are served promptly.
- SP24 Project Co will ensure chilled and ambient temperature water and suitable receptacles are available at all times within the restaurant area and that they meet all statutory requirements and tests (e.g. microbiology).

4.11 Hospitality Service

- SP25 The retail team will provide the hospitality catering service, as and when instructed by the Board to cater for: beverage service to meetings; catering for functions and meetings; working breakfast/lunch; and other ad-hoc requests as agreed.

The hospitality catering service will include, where requested, all necessary items to meet the needs of the customer including items such as: beverages; food; crockery, cutlery; staffing; linen; napkins etc.

The Commercial Manager will devise a bespoke service that directly addresses the needs of the Board staff, conference delegates and visitors. Prior to service commencement Project Co will closely consult with the Board to develop a service that embraces current tastes, meal time preferences and prices.

The Commercial Manager will ensure that the requested meals/drinks/snacks are transported to the venue, set up and cleared away promptly by the general assistants.

The day to day provision of hospitality services will be the responsibility of the Commercial Manager and the Executive Chef. It will be their responsibility to ensure that requests are co-ordinated and that the service is delivered on time and to the correct area. Their teams will also be responsible for liaising with the domestic services team to ensure the area is effectively cleaned and items removed in a timely manner, within 30 minutes of the end of the function/meeting, following the function or event.

There will be small pantry type kitchens with beverage machines and limited refrigeration and storage facilities to support the hospitality

Method Statement
Catering Services

service. The majority of food will be provided from the Retail Kitchen. The pantries will be strategically positioned close to meeting areas. These areas will allow for basic hospitality requests to be met quickly and efficiently without the continual transportation of crockery and beverages.

SP26 The Help Desk will implement and manage the Hospitality Booking System. This will include as a minimum the following details: record of all service requests; function type and details; contact details of the client; and, authorised budget code/external invoice details.

All hospitality requests will be co-ordinated initially through the Help Desk. Hospitality requests will then be processed as necessary by the retail team. All departments will be issued with a hard copy of the agreed hospitality brochure that will provide a priced range of menu and beverage options. This menu will also be available electronically through the web enabled Help Desk portal. Prior to any request being accepted a valid cost code will be required. Budget codes will be taken at the time orders are placed and detailed on an invoice with details of breakdown of function cost and forwarded to the Board Representative on a weekly basis or as agreed.

SP27 The Commercial Manager supported by the Executive Chef shall ensure that catering service staff, including temporary staff employed for functions on an ad-hoc basis will be fully inducted and trained in all areas of work which they will be involved in. This training will be provided on commencement of employment to ensure that they understand their legislative responsibilities, associated regulations and process as included in the HACCP system.

SP28 The Commercial Manager will maintain a portfolio of standard hospitality menus and prices, which will be available on request to the Board. Hospitality options will be accessible on the intranet and orders placed through the Helpdesk system. Hard copy booklets will also be available from agreed appropriate point of face to face contact, such as reception. Costs will be provided on request for all bookings taken.

The hospitality service shall be charged separately. Prior to any request being accepted a valid cost code will be required. Budget codes will be taken at the time orders are placed and detailed on an invoice with details of breakdown of function cost and forwarded to the Board within 5 working days of the hospitality being provided. The hospitality invoices will then be processed using the agreed payment process.

The full hospitality process shall be agreed and documented prior to service commencement. It will be subject to review on an ongoing basis as agreed between the Commercial Manager and the Board Representative. Review will occur annually as a minimum but updates will occur during the year as necessary to reflect agreed changes.

Method Statement
Catering Services

4.12 Vending Machine Service

SP29 The vending service provision will be placed throughout the site in the visitor's hubs and other key locations such as the main staff entrance located near the A&E department. The range will consist of hot and cold beverages, sandwiches, snacks confectionary and a range of non food items. The exact locations will be agreed with the Board prior to service commencement.

The machines will be sighted unobtrusively near seating areas and accompanied by rubbish bins.

Vending services will be embedded throughout the site to facilitate ease of access to food and beverage by staff and visitors who may not wish to visit the catering facilities. The number and type of vending machines provided will be reviewed by the Commercial Manager on a regular basis. As a minimum, hot and cold beverages and cold snacks will be provided at each machine while at the main locations will contain hot and chilled snacks.

The Commercial Manager will devise a top-up schedule which will replenish all contents and maintain varied machine stocks above 50% ensuring sell by dates and good stock rotation methods are adhered to. The design will ensure that vending machinery will be positioned in such a way that facility streets are kept clear.

Vandalism is a significant threat to the vending solution and Project Co will take steps to prevent it occurring, for example, by securing machines to the floor via bolts.

The range of vended product is extensive and all choices would be made in agreement with the Board and based upon feedback from staff and visitors. The choice is likely to include a full range of branded hot and cold beverages, confection, snacks and hot snack speciality units. Project Co will routinely monitor the vending service provision to ensure high standards are being met as part of the quality assurance system.

SP30 Not Used

SP31 The Commercial Manager will be responsible for procuring, installing, commissioning, maintaining and cleaning vending machines according to manufacturer's instructions and any other ancillary equipment required. Maintenance and cleaning will be carried out on a planned and scheduled basis by the General Assistants as part of their regular duties.

SP32 The Commercial Manger will be responsible for vending areas will be provided with litter bins, all vending areas will be kept clean and tidy at all times by domestic services staff as part of general areas cleaning schedules. Vending areas will be included in the regular cleaning schedules and spot checked in between times. Spillages will be dealt with by the rapid response team as a result of a request to the Helpdesk or by direct contact from the Retail Catering Team/Domestic Services Team.

Method Statement
Catering Services

- SP33 Prior to service commencement and during the life of the contract Project Co will liaise with and act on the advice of the Board's Area Wide Nutritional Steering Group when agreeing a list of vended goods.
- SP34 The Commercial Manager will be responsible for ensuring that vending prices and relevant promotional information will be clearly displayed next to each item and will be agreed with the Board's representative.

4.13 Forth Valley Area Wide Community

SP35 All commodities will be made available from the main production kitchen located on the lower ground floor. Community food will be available at the agreed numbers for collection at the agreed time or in-line with Table 1 of the Catering Service Specific Specification.

The Executive Chef shall ensure that internal arrangements are designed to meet the agreed service and quality standards. Details for this service shall be included in the HACCP system to ensure integrity and food safety.

Provision of the community transportation and equipment shall be the responsibility of the Board. However, the exact specification of such equipment shall be agreed with Forth Valley before service commencement to ensure that Project Co are able to provide the correct inserts as necessary.

4.14 Work Schedules

Prior to service commencement Project Co shall meet with the Board Representative to agree the scheduling of services. This information shall be consolidated and issued in the format of Service Level Agreement which is tailored to the needs of the ward or department. The frequency and timings of all scheduling shall be based around the parameters set out in Catering Service Specific Specification.

Method Statement
Catering Services

4 Quality Standards

Project Co shall ensure that the delivery of the Catering Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

Method Statement
Catering Services

5 Contingency Plans

An indicative contingency plan has been provided below. Service specific contingency plans will be developed in conjunction with the Board and will be completed 3 months prior to service commencement for the individual service mobilisation.

Indicative Contingency Plan:

Scenario: Failure of Catering Equipment	Time Period:	Description of Contingency arrangements: To ensure safe storage of foodstuffs is maintained following failure of on-site equipment to include refrigeration and cooking equipment.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Equipment Failure within Main Kitchen/Restaurant Kitchen/Café Bars/Ward Kitchens	Notification to Helpdesk or Estates Department of failure by users.	<p>On-site Estates staff to check/test operation of machines & carry out repairs if possible.</p> <p>On-site Estates Staff to ensure that failure isn't due to a loss of utilities, e.g., gas/electric, etc.</p> <p>Report failure to Manufacturer's Service Team & request on-site response.</p> <p>Manufacturer will check plant status.</p> <p>If Service Team unable to fix problem – Catering Managers to arrange for alternative equipment to be hired for the duration of the repair.</p> <p>Should refrigeration equipment be affected foodstuff will be transferred to alternative refrigerators on site whilst the repair is being carried out. If all on-site refrigeration is affected mobile refrigeration units will be utilised for the duration.</p> <p>Should cooking equipment be affected, alternative equipment in unaffected areas will be utilised. If all cooking equipment affected Project Co will liaise with the Board Representative to agree the use of whisk & serve soup and sandwiches for patients & staff for the duration.</p> <p>Should ventilation systems be affected, Project Co will have to close the kitchen (gas regulations) and liaise with the Board Representative to agree the use of whisk & serve soup and buy in sandwiches for patients and staff for the duration</p>	Main supply healthy.
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Estates Services Management Team/Executive Chef//Customer Support Manager			
Criteria for returning to normal service: Confirmation by the Service Team or on site Estates Team of repair/service carried out & equipment returned to full working order. Full Catering Service is provided.			
Procedures for returning to normal service: Inform Catering Staff, Housekeeping Staff & FM Heads of Department.			

Method Statement
Catering Services

Protocol References: Helpdesk action card Ref.
Catering Incident Action Plan Ref.
Incident Report Record