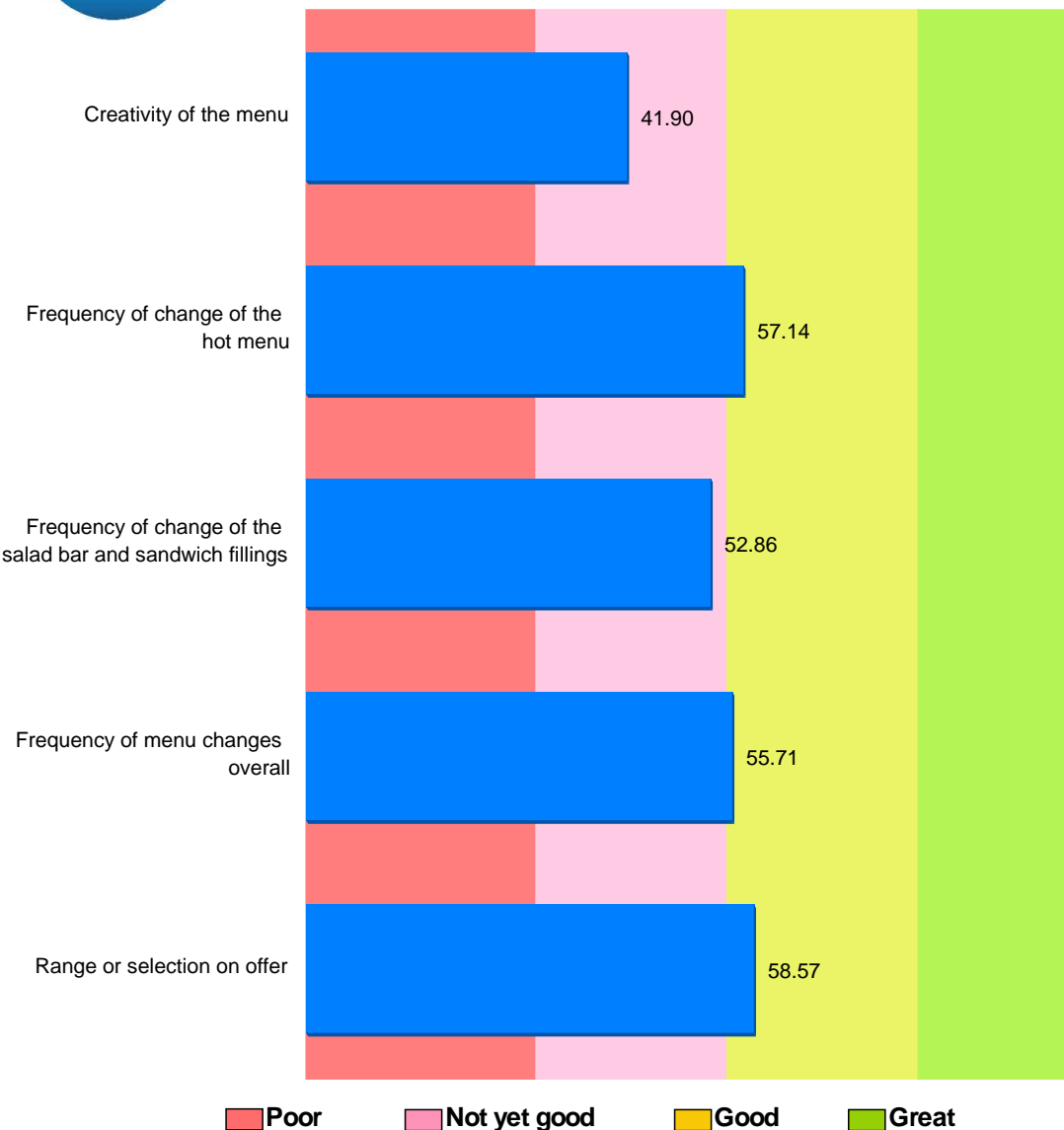


ACTION	WHO	WHEN
Display posters in the staff restaurant to show how we source our produce responsibly, sustainably and locally.	Area manager	By next week
Offer small pots of salad or suitable sides for \$1.	Chef	End of the month
Add a garnish to plated food.	Chef	Right away
Make condiments and sauces available.	Catering team	Right away
Regularly check food temperature during service and ensure all plates are warmed.	Chef	End of the month



ACTION	WHO	WHEN
Incorporate theme days, such as local celebrations and tastes of the world.	Chef	End of the month
Part of the theme days will include at least 2 hot dishes.	Chef	End of the month
Introduce at least one new filling a month.	Deli team	End of the month
Theme days.	Chef	End of the month
Add new lines to the range to include grab and go items for part time workers.	Area Manager	End of the month



VALUE

How would you rate the last meal you bought in the employee restaurant in terms of price?

40.00

How would you rate the last meal you bought in the employee restaurant in terms of value for money?

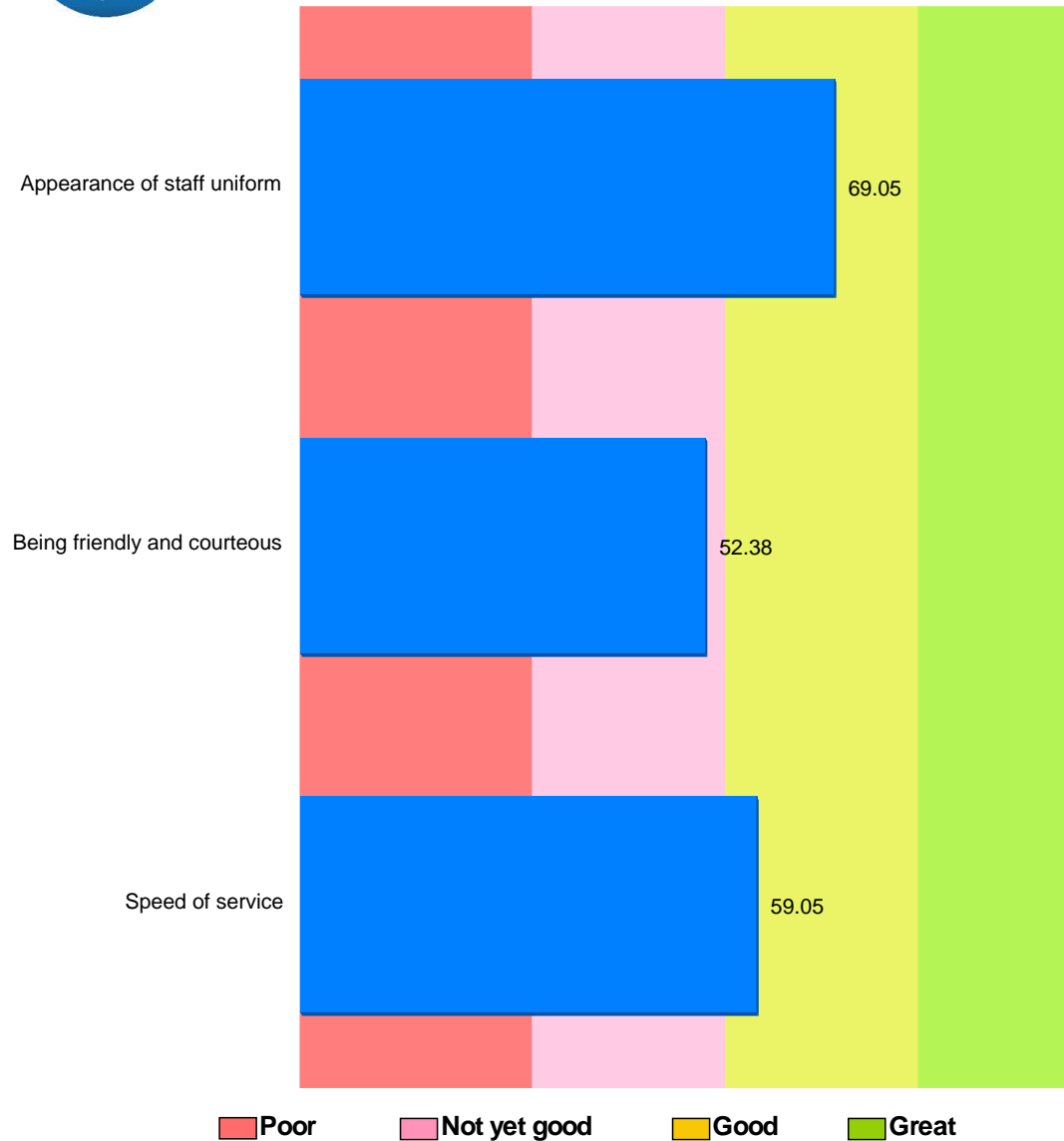
44.29

■ Poor
 ■ Not yet good
 ■ Good
 ■ Great

ACTION	WHO	WHEN
<p>Display price comparisons between our restaurant and local off site outlets</p>	<p>Catering team</p>	<p>End of the week</p>
<p>Have at least 2 promotions running each month.</p>	<p>Area Manager</p>	<p>Start of next month</p>



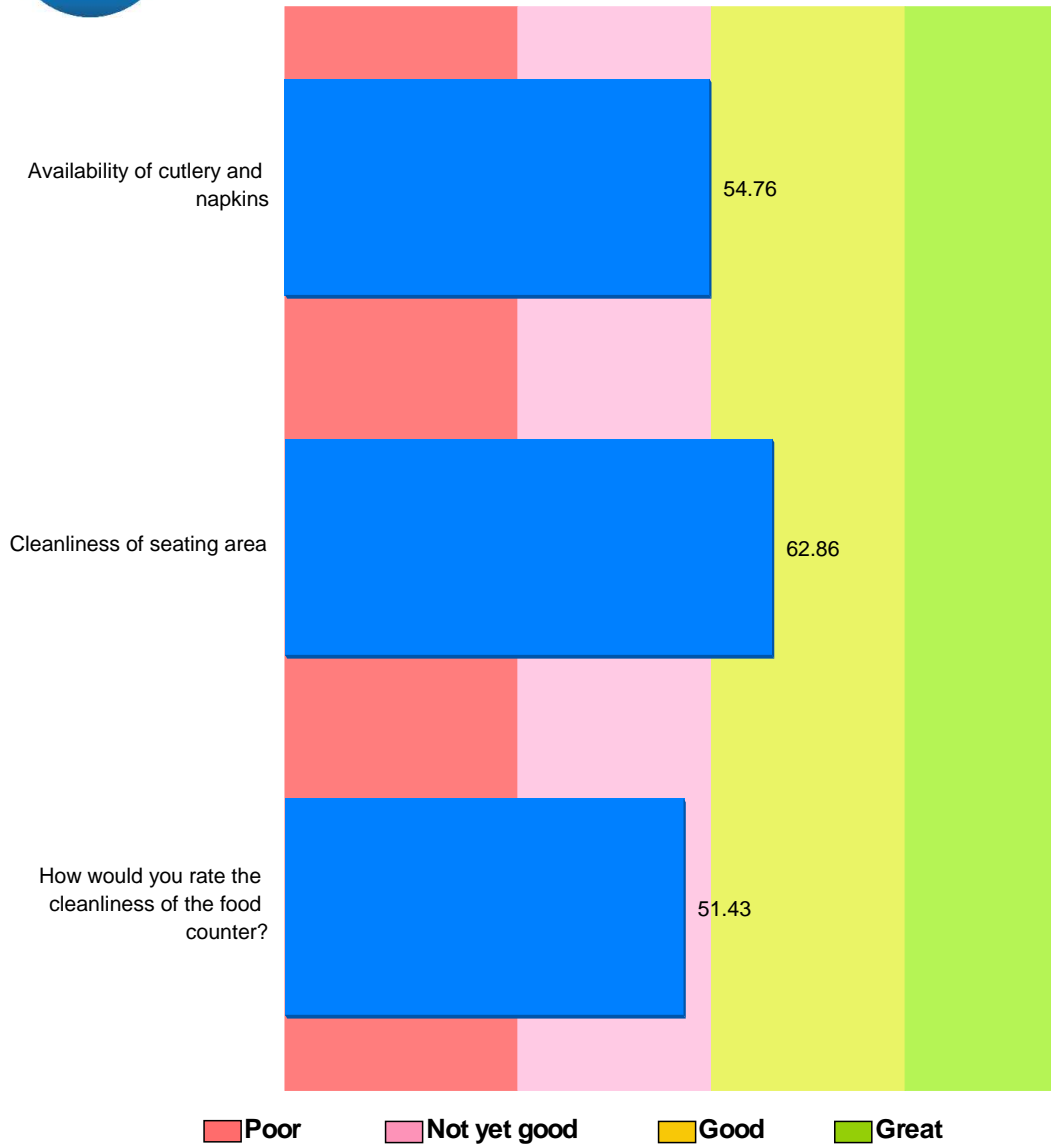
TEAM



ACTION	WHO	WHEN
Issue each team member with an extra set for rotation, to minimise wear and tear. We are expecting to have a new uniform introduced in 6 months.	Area Manager	End of the month
Ensure every member of the catering team greets each customer. Team leaders will also attend customer experience training.	Catering Manager	End of next month
Train extra team member on the till and to operate spare till at peak times.	Catering Manager	End of the month



FACILITY



ACTION	WHO	WHEN
Catering team to check these are available regularly throughout service.	Catering team	Now
Clearly mark where the empty plates and trays should be placed when leaving the restaurant. Add and extra table clean during service.	Catering team	Now
Clearly mark where the empty plates and trays should be placed when leaving the restaurant. Add and extra table clean during service.	Catering Manager	End of the month