



FCSI & LACA – WAVELL SCHOOL MAKE OVER

Phase #1 Let's take a look....

- ▶ Talk about stakeholders! The Headteacher, Assistant Headteacher, Bursar, Head of Maths, students, the Catering District Manager, the kitchen team... All there and involved to see what can be done...

Phase #1 Where we are now

- ▶ Problems identified
- ▶ Student feedback and constructive concepts and ideas
- ▶ Initial ideas, and
- ▶ Timings & planning

Phase #1 Problems identified

- ▶ Major congestion at the main service
- ▶ Queue times
- ▶ Lack of menu communication

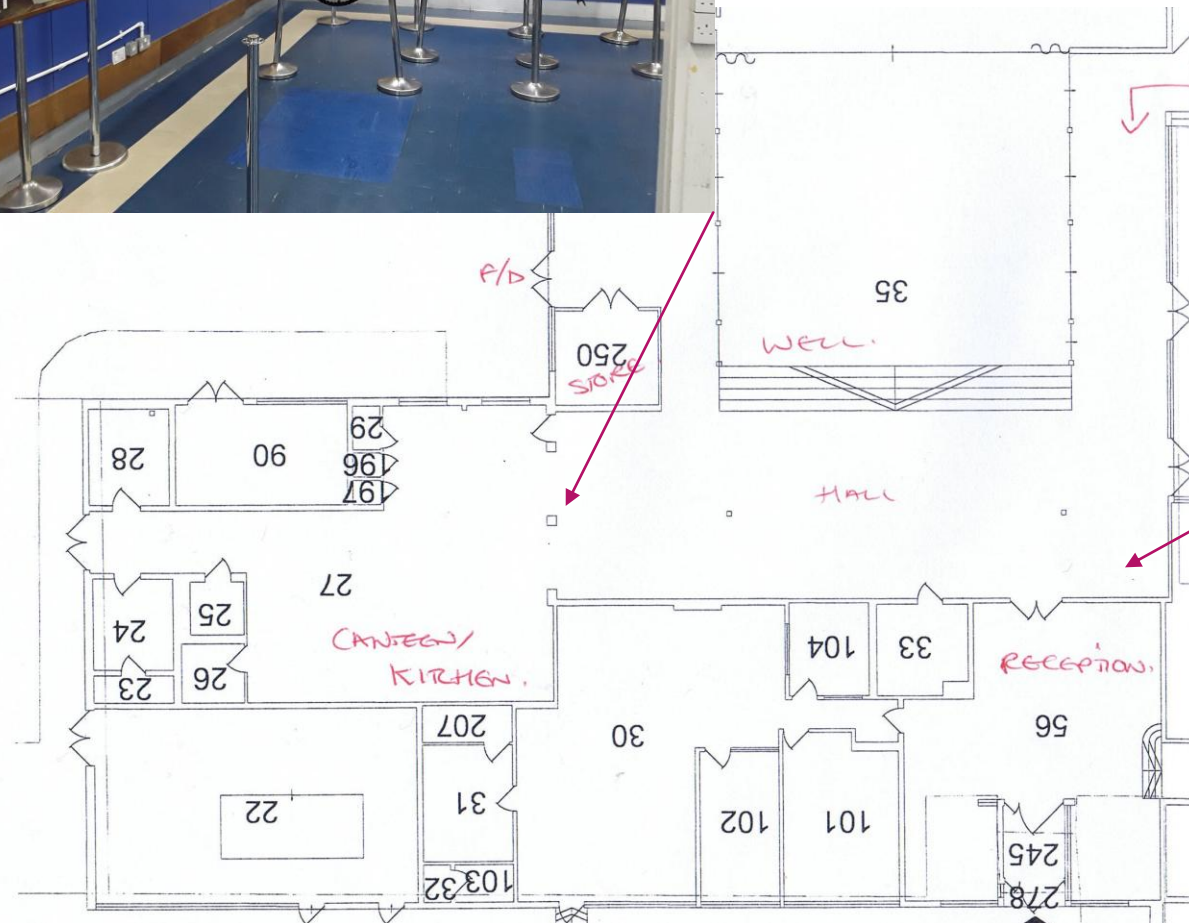


Phase #1 Problems identified

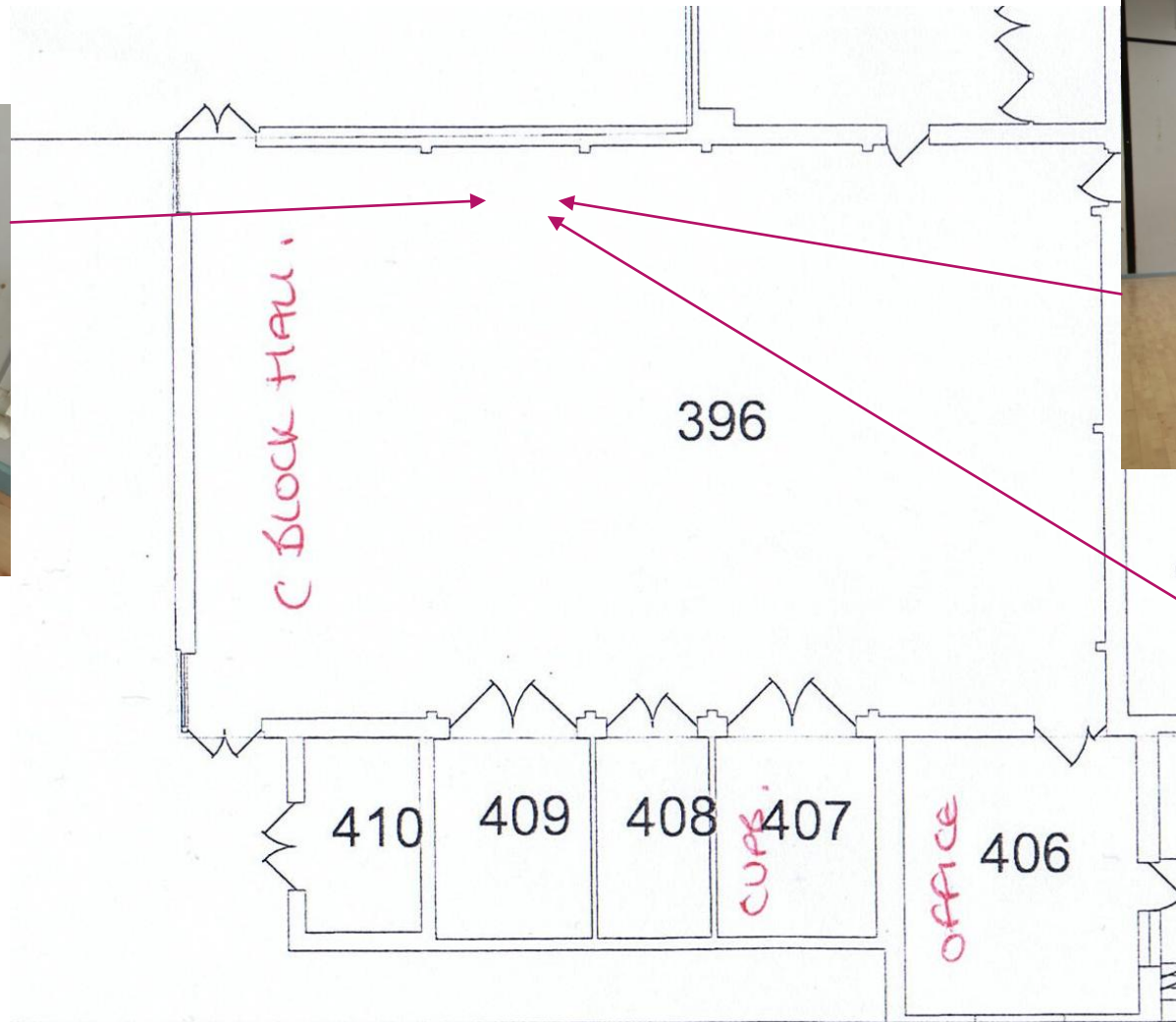
- ▶ Fresh baking, roasting and production: need more cooking capacity (Reliance on pre-prepared foods)
- ▶ Disparate and un-professional service styles and displays are worn and dated
- ▶ Dining ambience, furniture and facilities
- ▶ Not appealing to some 41% of FSM, staff customers and a large number of potential cash customers



The Wavell School Main Hall Service Areas



The Wavell School C Block Hall Service Area



Let's see how this looks in the autumn 2017 term....

- ▶ Comparable stats - Autumn Term (Sept-Dec) 2016 - Daily Averages
- ▶ 991 students - Years 7-11 with 123 staff members (904 paying students, 87 FSM)

66 days	Sales per day £	Trans-actions	average spend £	% uptake	registered
Breakfast	32	25	1.28	2.7%	
Break	356	270	1.32	29.8%	
Lunch	637	384	1.66	42.4%	
FSM	93	51	1.84	59%	87
Adult	11	7	1.74	5.7%	

INITIAL IDEAS

- Full survey of user and non users (& Parent/Carers) to become annual benchmark
- Identify and convert areas into service points
- Use of audio and visual menu display
- Develop imagery, uniform and brand
- Review menu and food production
- Salad bar service

INITIAL IDEAS

- Dedicated Year 7 & possibly Year 8 dining experience (C Block)
- Year 7 summer promo - to be well fed - no packed lunches
- New queue methods and controls
- Greater involvement of Food Tech. Department
- Better communications in various media types

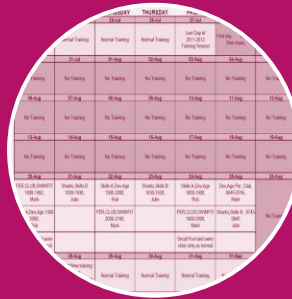
Timings and Planning



Today- review what we understand, identify supporters for our aims



April 2017: Detailed plans, commence benchmark survey and team consultations



May 2017: Agree implementation programme: Place orders: delivery of training and schedule accreditation / recognition schemes



June 2017: trial runs, part implementation. Major Year 7 (and possibly Year 8) commitment programme



July 2017: Present initial feedback from new schemes and service methods. Prepare for grand re-launch for Sept 2017



October 2017: financial review and comparison exercise. Complete programme and publish findings



Summary

- ▶ Collaboration success
- ▶ How can you help?
- ▶ Any questions?

Your presenters today:

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