

## Andrew

### Food Service, Unit Manager

#### 'Business catering contract manager'

- Unit Manager supervising a valuable food service contract
- Responsible for the corporate catering experience
- Interested in menu ideas, food trends, equipment & staffing

### Career & Responsibilities

Having trained as a chef in a previous contract catering business Andrew quickly progressed so management level due to his organisational and literacy skills. Andrew has recently taken on the role of unit manager for a food service caterer that provides contract catering services for a large, international mobile telecoms business based in Woking. The contract includes all internal catering from running the staff canteen, providing teas & coffees, sandwich & deli bars and buffet lunches for meetings to preparing 3 course meals for large internal conferences. Andrew manages a team of around 20 people and is responsible for the day-to-day running of the unit as well as covering for absent staff. The business is focused on delivering to specified quality and price, whilst maintaining profit margins. Andrew needs to react quickly to policies from head office whilst meeting demands from the management at the telecoms business where he is based to maintain a strong corporate customer relationship. Andrew enjoys the challenge of providing a quality innovative weekly menu whilst maintaining costs.

### User Goals

Andrew would like caterersearch.com to help him...

- Keep up-to-date with food service news e.g. tenders, who is winning the major catering contracts, acquisitions, licensing etc
- Stay abreast of FSA guidelines e.g. dietary and nutritional trends, food safety
- Monitor product developments that will help him run his unit more efficiently, e.g. the latest mobile tea / coffee making equipment, waste management, stock control
- Understand food & beverage consumer trends & business market eating habits to help with menu refreshes & setting
- Advertise for new staff, and provide information on how to keep and motivate current staff in a low pay environment
- Keep an eye on the jobs market and follow the career paths of hospitality figureheads

### Personal Information

**Profession:** Food Service Unit Manager

**Location:** Surrey (UK)

**Age:** 35

**Home life:** Married with children

**Hobbies:** Squash | Football | Cooking | Food

**Car:** VW Golf

**Personality:** Relaxed | Organised | Customer focused

**Pet hates:** Lack of investment | Working within constraints | Prima donnas | Tupe e.g. transfer of undertakings & inheriting staff

### Internet Behaviour

**Experience:** Intermediate

**Primary use:** Corporate Intranet | Contract tenders | Consumer food trends | Equip reviews | Sourcing suppliers | Recruiting staff

**Use of B2B sites per week:** 5-10 hours

**Devices used:** Laptop | Mobile

### Typical Day

My day is structured around the main food services i.e. breakfast and lunch. This means I start at 8am with the breakfast service and mucking in where required. After this I catch up with the head chef. I try to allocate mid morning as "communication time", replying to emails and phone calls from head office, suppliers and the client including replying to staff feedback. After lunch I complete administrative duties such as reviewing the menu, preparing menu signage, completing stock orders, preparing staff rotas, developing a diary of events, cashing up, and analysing sales against budget in spreadsheets. If we are not catering for an evening event I usually leave work around 5pm.