

# **Hospitality Policy**

August 2018

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## 1 INTRODUCTION

The Hospitality service at London Metropolitan is provided centrally by the Estates Department. The service comes under the management of the University's Commercial Businesses Manager, but is outsourced to a specialist provider, Chartwells, who provide both the hospitality service and all of the University's catering outlets.

The purpose of the Hospitality service is provide catering support for key university activities such as open days, VIP visits, external events and commercial activities, or when University departments are hosting important visitors or high profile meetings including external guests.

It is not intended to be used for internal meetings, including LMU staff only.

The catering contract ensures that we comply with licensing, food safety and other relevant regulations that apply to the provision of food services, and must be used in all cases when catering is required.

Only those staff who have been authorised to do so, may order catering through the Hospitality service, and must abide by the procedure as described below.

## 2 ORDERING PROCEDURE

All catering purchases for events taking place on University premises must be made through the standard ordering process, using the link to the online system below.

<https://londonmet.hospitalitybookings.co.uk/updated/default.aspx>

Details of the range of hospitality packages available, can be viewed on the online system.

Please let us know if you have any additional requirements that are not included within our current range.

Note: All staff placing catering orders must first be set up as authorised spending officers for their School / Department.

In very exceptional circumstances, where highly specialised requirements are needed or the incumbent supplier is unable to provide catering to that venue or at that time, external caterers may be used, but only with prior approval from the Head of Campus Services. In such cases the event organiser will be required to provide proof of all necessary compliance documentation, including food hygiene certificates.

If you experience issues with either being set up as a user, or have difficulties placing orders, please contact the Catering Team

Email: [catering@londonmet.ac.uk](mailto:catering@londonmet.ac.uk)

Ext: 2013

## 3 CATERING FOR MEETINGS – REFRESHMENTS AND WORKING LUNCHES (LMU STAFF)

Refreshments for meetings involving solely internal University staff are generally **not** permitted. However, if meetings are scheduled to run for more than four hours, then an exception may be made, but only with the prior approval of the Head of Campus Services.

In such circumstance the maximum spend per person will be as follows:

£3 - morning or afternoon tea & coffee

£5 - lunch

#### **4 CATERING FOR MEETINGS – REFRESHMENTS AND WORKING LUNCHES (LMU STAFF & EXTERNAL GUESTS)**

Refreshments for meetings involving University staff and external guests scheduled to last less than four hours maybe permitted with the prior approval of the Commercial Businesses Manager.

A key consideration will be the ratio of external guests to LMU staff, the prestige and expectations of the event, potential of the event to improve the reputation or profile of the University, or to generate income for the university; or to further any other of its' strategic aims.

In such circumstances, the maximum spend per person will be as follows:

£3 - morning or afternoon tea & coffee

£5 - lunch

#### **5 SMALLER MEETINGS – REFRESHMENTS AND WORKING LUNCHES (LMU STAFF & EXTERNAL GUESTS)**

University staff hosting meetings with only one or two external guests can place a request through the online hospitality system for vouchers, which can be redeemed at any one of the catering outlets.

Prior permission should be sought from the respective budget holder.

The maximum spend per person:

£3 - morning or afternoon tea & coffee

£5 - lunch

Note: If required, additional funds can be added to the value of the vouchers at the point of purchase.

#### **6 MEETINGS - OFF CAMPUS**

If the meeting / associated working lunch/dinner, is to be held off-campus, prior approval from the Head of Campus Services is required. The event organiser will need to provide sound business reasons, clearly outlining the tangible benefits to the University from dining externally.

#### **7 KEY UNIVERSITY EVENTS**

Schools & Departments are required to forecast their planned schedule of **major** events and any related hospitality requirements for the year ahead. Any hospitality costs should be included in your annual budgetary submission and the Head of Campus Services should be advised of the budget that you have set aside. To comply with the University's financial planning cycle these costs should be identified by 31<sup>st</sup> March each year (**with effect from March 2019**). Please advise us once the budget has been approved.

Please consider the following to assist with your budget estimates -

Number of events

Estimated spend per head (please refer to the online hospitality system for illustrative costs, or email: [catering@londonmet.ac.uk](mailto:catering@londonmet.ac.uk) for bespoke requests).

Estimated numbers of attendees

Type of catering required

Rationale of benefits to the university (E.g.)

- Enhance student experience
- Income generation
- Improve reputation and profile
- Further strategic aims

## **8 COMPLIMENTS / COMPLAINTS**

After every event, the booker will receive an email from Blue Runner Solutions Hospitality System with full details of hospitality ordered and a link to a short customer feedback survey. Please take this opportunity to rate the service you have received and help the Catering Team improve delivery and service provision.

## **9 FOOD WASTE**

The University is committed to reducing the amount of food that is wasted on our premises. The Hospitality service can be particularly inclined to generate food waste, largely because too much food has been ordered or because less people attended an event than were anticipated.

The Hospitality service is keen to support the University's objective to reduce food waste and is committed to doing the following:

- Ensuring staff who are organising events have a good understanding of the quantities of food involved in their choice of hospitality from our range (for example by holding focus group meetings)
- Liaising with staff after events if more than 30% of the food is left over
- Keeping our hospitality range under review to ensure that we are removing/substituting unpopular items
- Providing a flexible approach to matching food offers with actual requirements
- Seeking out opportunities to recycle left over food

## **10 ANNUAL REVIEW**

The hospitality range will be reviewed as a minimum on an annual basis. All staff who regularly order hospitality will be invited to participate in this review process.