

## **Catering Report 17<sup>th</sup> September 2024**

A Catering Meeting was held on Wednesday the 11<sup>th</sup> of September in the boardroom. Although the quality of the meals served is improving, there is still too much variation in the quality and quantity.

The level of service remains an issue. Meal service is taking too long, it can take up to 45mins to serve everyone. More waitrons need to be on duty.

Servest should always serve what they agree to on their menu, seasonal vegetables must be stipulated. Dessert should always be available on Sundays.

Servest were requested to investigate the provision of routine monthly statements for residents, but their software does not allow for this. Ad-hoc statements may be obtained from the Bistro manager when required.

The new pie warmer is a welcome addition to the Bistro. Please note that no tea, coffee or cake will be available during the lunch service. (12:30 to 13:00)

Servest have undertaken to ensure that the next month's menu will be distributed before the end of the current month. Printed menus may be obtained from the Bistro.