



Information Pack

Mani Caterers Ltd



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Catering Edge

Mani Caterers are caterers of reputation with more than 25 years of outstanding catering reputation. We are made up of a team of highly inspired and qualified catering staff who provide our unique food range using certified hygienic procedure. Our highly specialised menu would also cater for a wide range of customers, which includes healthy options. We deliver great value fast catering services to various sectors meeting both health and appetizing demands of our diverse clients. We have a reputation for strong performance taking speed, excellence and customer satisfaction as some of our cores values.

High standards of performance – in all areas of our business - are essential to maintaining a long-term position in the market where we operate.

Impact

With our experience in running cafes, food units and Mobile Ice cream units across the United Kingdom and at events and festivals, additional contracts in our portfolio enhance our productivity while it helps us raise a bigger team of catering professionals who are committed to excellent customer service. Our fully mature policies stand the test of time while our fully reproducible processes are once again put to test for strength and quality.

Our synergistic approach to business exposes our various sites to working together to effectively achieve our greater purpose of exceptional customer focused service, delivering matchless service to our customers. We are made up of a highly inspired production team that focuses on effective service delivery.

In simple words, we operate on highly flexible, efficient, repeatable service delivery models that can be adapted to any environment or trade situation.



Service Delivery

Our service delivery model is a reiterative cycle of quality and efficiency monitoring process that has allowed us to step up our service efficiency, quality and flexibility to increase customer satisfaction.

Our experience in 7 day a week catering projects spans over 20 years. Our strategy involves well trained staff and particularly excellent team managers and supervisors whose primary goal is to ensure effective business continuity while customer satisfaction is maintained across board.

Service Maintenance

At Mani Caterers, we define maintenance as the management, control, execution and quality of those activities which ensures that optimum levels of availability and overall performance of resources are achieved, in order to meet set business objectives.

Service Consistency

In the rush and bid to meet up with service demands in a 7-day / week service, quality may tend to suffer if there are no constant check. That is why Manicaterers approach the process of maintaining quality in two fold.



1. Internal – Policy Driven Quality Assurance

This process is owned by the internal Quality assurance manager whose duty is to consolidate various data collected e.g. Risk Assessments (COSHH, Food Safety risk assessment, mystery Shopper assessment, etc) while taking time to show up on the various sites un-announced. The natures of these checks ensure that site staff is always in top form to ensure the accuracy in maintaining quality.

2. Independent Quality Assurance Audit

QMS, an independent Quality Management international organisation specialises in Assessment and Certification of industry Quality Management systems. The QMS assessment team periodically audits the various standards that lead to ISO 9001 certification to ensure standards are maintained at all time.

Business Assurance / Continuity

Our business process is based on a 'continual improvement management system' that ensures standards and quality are maintained and improved. Our business process continues to evolve since it is based on the PDCA model of ISO 9001:2000.

Plan: Here we design or revise business process components to improve results. This ensures a proper strategy is put in place for a properly functioning system putting quality of service as priority.

Do: Steps are then taken to implement the plan ensuring a down to letter implementation while its performance is also measured.

Check: A monitoring / internal audit system is put in place to ensure that quality is maintained to specified standards ensuring proper assessments of laid measures and reporting results for further action.

Act: Results of monitoring systems are thoroughly analyzed for loopholes and need for correction, which is then carried out while the system is continued. This ensures a well-maintained and continually improved system.



Production Quality

Having worked with several different private, corporate and government clients around the United Kingdom, we have long understood that production quality is the unique reason why Manicaterers outperform our competitors. Our team push the envelope to ensure our set production standards are kept intact by consistently practising due care due diligent in terms of our policy regarding production quality.

We aim at definable, quantifiable and achievable high performance in production standard and quality which has now become our legacy.

Quality Assurance

Manicaterers is currently ISO 9001 (Quality Management System) certified, a feat that is achievable only through tested and repeatable processes. This process is constantly reviewed for consistency.

On contract with the QMS quality assurance team, there is an assurance that our processes will continually be audited to ensure our processes stand the test of time and most importantly we continue to recertify.

Quality / Market Research

The variety that spans the different locations in which our catering outfits provide services has helped us learn to adapt to our ever-increasing customer diversity. We learn and adapt quickly to our every new location by gathering data and researching what exactly our major customers will prefer. This does not imply that the rest of our customers are not catered for, it only helps us quantify and adapt our supplies to ensure customer satisfaction and business performance effectively balancing current needs and future opportunities.

We consistently aspire to maintain and sustain product superiority across time, competition, and industrial disruptions.

We constantly take data and encourage our customers to comment on the quality of service received; good or bad.



Market Focus

Diversity has become Mani Caterers Strength over the years as we have had the opportunity to cater for various backgrounds ranging through Turkish cuisines, Russian festival, vegetarian and mostly British to mention a few. Our diversity is nearly boundless as a result of our strong resolve in matter of ethnicity and diversity which has helped us acquire the services of expert chefs and qualified staff over the years to cater for our ever growing varied customers. Hence our market researches in various locations help us concentrate on serving the local communities better.

Environmental Orientation

Mani Caterers is currently **ISO 14001 (Certificate number GB17061)** certified which implies that all aspect of Environmental related issues within the company have been thoroughly audited by an independent certification body and has been certified approved.

Mani Caterers also recognises the importance of environmental protection and is committed to operating its business responsibly in compliance with all environmental regulations Legislation and approved codes of practices relating to the provision of contract catering services within mobile, fast food and self service environments. It is the Company's objective to operate and maintain good relations with all regulatory bodies.

We recognise that our day-to-day activities impact on the environment in ways which are positive and negative. We wish to minimise these harmful effects wherever and whenever practicable, and will work to secure business benefit from environmental protection. Manicaterers also believes that by saving energy and water, business costs can be reduced significantly, hence reducing energy consumption, waste, pollution and correctly disposing / recycling are our main environmental aims. **It is ideal that all materials are used at a minimum unless really required.**

Further insight into Mani Caterers' Environmental policy can be found on page 11 of our full company policy.



Market Experience: Company & Staff

Over 20 years in catering excellence, Mani Caterers have consistently delivered high quality catering services to our diverse clients. We have featured in top UK events as Glastonbury, the V-Festival, and Isle of Wight Festival to name a few. Our iterative process of incrementally raising the bar on the quality of service has helped us recycle our strengths while at the same time tackle our weaknesses. We have rendered catering service concessions both Static and Mobile units in Councils and Boroughs across the United Kingdom. We also run various cafes and catering units within the boroughs across the UK.

Our teams in various locations are made of qualified staff with strong experience in areas of catering and customer service.

Current Contracts

Available on request.

Objectives: Long & Short Term

We have set our focus to delivering a 100% customer oriented catering service to all local communities we serve. Our priority is customer satisfaction, which we believe is the key step to a profitable organization. This automatically leads us to also specify the one of our key & a long-term objective is to establish a satisfied local authority or facilitators. This has helped us retain our concession over the years with all our contracts.



Opening Times

- (i) The building can be open from park opening (approximately 6.30 a.m. or at least 15 min after park opening whichever is later) to dusk (or 30 minutes before park closes, whichever is earlier. from 1st of October till Easter.
- (ii) Operating hours can be flexible beyond the required core opening if required by the Landlord for any special reasons.

Full Assessment of Facility

A full assessment of the Facility will be carried out to ensure that the equipment available can fully handle the provision of required service and meets all regulatory certifications. Health and Safety assessments are also carried out to ensure that the facility is safe for staff and customers. The result of these assessments will determine the level of enhancements that will be required to bring the facility up to standard if required.

Prices and Menu

A Fully detailed price menu will be on display on every Manicaterers site. Prices set in prior arrangement and under no conditions can they be negotiated or changed unless authorised by management.

Method Statements

Full method statements are also made available, these contain information regarding site assessments, waste management and equipping a new site. The contains are processes in running

- Pre-opening a Catering outfit
- Running a Catering outfit
- Site Management