

Minutes of the Food Focus Meeting held on 30th of September 2019

Attendees: Arthur Davies; Edmund Finney; Nigella Broackes; George Geach; John Gerson; Tom Hare (in place of Kai Jackson); Izzy Hodgson; Tatiana Metcalfe; Sam Pickering; Max Dyer.

Absence: Will Elviss; James Maloney; Molly Jones; Ava Dean-Smith; Jack Harper-Hill; Charlie Kirkwood; Kai Jackson.

The Catering Department was represented by Mr Rod Riff (Deputy Catering Operations Manager) and Mr Robin Smith (Head Chef).

The Catering Operations Manager, Mr Duncan Wright sends his apologies for not attending, there was an issue in Norwood Hall that needed his urgent attention. Comments from The Catering Manager can be found below the following discussion points.

Catering Staff Action in red

HC – Head Chef

FOHM – Front of House Management

Summary of the Discussion with representatives:

- Breakfast in Cotton, please bring back the Pain au Chocolate on Fridays, and the Croissant one day during the week.
The Out House Breakfast Menus have been updated this week and copies sent to the HMs and Dames. Croissants & Pain au Chocolat are on five times a week.
- Houses with no kitchen, requested Crumpets or Muffin for breakfast.
Please speak to your Dames, they can order these as long as they do not exceed their overall budget
- Breakfast in Norwood Hall sometimes the eggs are undercooked.
Difficult to cater for individual tastes but we will continue to monitor HC/FOHM - ongoing
- Too many curries.
The feedback we have received to date suggests that curry dishes remain very popular. However, I will take this into consideration when planning the termly menus with the Head Chef. HC – next menu planning
- Youngsters prefer simple food.
During the menu cycle, we endeavour to provide as wide a variety as possible of simple and more complex dishes to suit all tastes. For the menu after Christmas, I intend to keep the supper dishes simpler and more in line with the 'Home Cooking' style; even if this means a greater repetition of the more popular dishes e.g. Homemade Pizzas, Lasagne and Cottage Pies etc. HC – next menu planning
- Tortellini can the sauce be served on the side?
I'm afraid this is down to personal taste. Serving this very popular dish in its sauce helps to keep it nice and moist on the counter when catering for the numbers as we do.

- Plain Tomato sauce to go with the Pasta instead of Tomato with Sausages or Bacon.
I have instructed the Head Chef to provide a basic Tomato Passata plus one other sauce every lunch time. HC - update menus for starting after Half Term
- Vegetarian option too spicy.
Sorry, personal taste.
- Vegetarian option more dairy free.
Noted. We have several Vegetarians and non-dairy customers so we will develop a specific dish which will appear on the menu to cater for this requirement. HC - update menus for starting after Half Term
- Vegan choices as well.
Where possible we do cater for Vegans, but as with Vegetarians, Veganism is primarily a life style choice and not necessarily a dietary requirement.
- Pulled Pork Burger is very popular.
This will remain on the menu HC
- Chicken and Avocado wrap with Curly Fries, excellent.
A very popular special and so it will remain. HC
- Beef Burger not so good.
I have already looked into two different options here:
 - Change supplier*
 - On Burger Night we will make our own. That way, we can control the meat/fat ratio to keep the burgers juicy whilst at the same time create our own, unique flavourings. HC - discuss with COM for Burger Night after Half Term*
- Cumberland Sausages not liked.
Is it the taste? The tougher skins? This was extremely popular last term. Trends may have changed, we will monitor and if necessary remove it from the menu, or again, change supplier. HC - ongoing
- Roast Beef in Preshute was tough.
Sorry. A one-off hopefully? In the first instance, please bring any issues with the Out House catering to the attention of the Chef at the time or raise it with your Dame.
- When we serve Noodles, Soy sauce needs to be on the counter.
We will put low-sodium Soy out as a general condiment. FOHM – First Monday after Half Term
- Special of the day is held up for the last sitting.
We produce 150 portions of the Special every Tuesday and Thursday, this is staggered throughout the service to meet demand. Where a special is particularly popular, we increase the portions we produce to meet demand. As with all dishes, I do not have the budget or resources to produce enough food to give every customer the complete range of choice at every meal time...but I try.

- Wafu Pork very popular.
And so it will remain on the menu. HC
- Everyone is happy with the Katsu Chicken and the Turkey Schnitzel.
Thank you, I would be foolish to remove these dishes from the menu! HC
- Snack at break time, kids are happy with the selection.
We are moving away from sickly, sweet purchased break items and produce as much 'in house' as possible. Saturday break time we will simply serve biscuits to meet the greater volume of pupils on that day. HC/FOHM - ongoing
- Second Master asked if the BBC news with the text could be shown on the TVs in Norwood Hall during breakfast.
We have requested this functionality with the IT department. Hopefully you will see that very soon. FOHM – ASAP
- We want our Banoffee Pie back!
Much against my better-will, I will purchase these desserts once a term and serve them one evening prior to the end of term. The much revered Banoffee Pie will next appear at supper on Wednesday 9th October. HC/FOHM – In time for Wed 9th Oct.

Catering Operations Managers closing comments.

Thank you all for your constructive feedback, we cannot improve and move forward if our customers don't engage with us. I was very pleased that the overall feedback was positive, so thank you from all of the Catering department, it is greatly appreciated.

As always, you don't have to wait for these forums to speak with us or tell us what we're doing wrong or right, speak to a member of staff at any time, including me.

Regards,

Duncan Wright

Catering Operations Manager



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