



KING'S FUND CATERING ADVISORY SERVICE

EXHIBITION 12th January to 8th April 1971

VALUE for MONEY staff CATERING

A policy with a modern approach to staff catering

THE HOSPITAL CENTRE

HOKT (Kin)

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King Edward's Hospital Fund for London

CATERING ADVISORY SERVICE

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VALUE for MONEY staff CATERING

(A policy with a modern approach to staff Catering)

When 'Pay As You Eat' was introduced most hospitals found a considerable drop in the number of staff taking meals. After a few months in many instances the number of meals served reverted back to the original amount but in others they never fully recovered. Despite these differences there was a common factor which predominated, and still does in many hospitals, and that is the cost per head rose significantly.

This exhibition endeavours to show how these problems might be tackled and overcome.

From surveys undertaken it would seem that the pattern of staff feeding now developing is that the number of people taking a full three course meal is being much reduced. Snacks both hot and cold are now required and sandwiches too are becoming popular. Indeed a greater variety of dishes is being demanded and many hospitals are meeting these demands. Unfortunately, in satisfying the 'customers', many catering officers have not been able to satisfy their treasurers who endeavour to ensure that the DHSS requirements are met. These are to provide refreshments on a 75/25 or 60/40 cost basis. It is considered that this inability to achieve these targets is due principally to lack of control.

Control can only be achieved by good organisation, but control is also very much facilitated by having the right equipment and layout of dining areas.

It has not been possible in the limited area available to show full sized seating accommodation but only sections indicating standards. On the other hand the service areas are full sized and realistic.

In addition to the main parts of the exhibition there is a display of foods which a caterer might consider to be a help in controlling costs.

This exhibition has been planned to show a suitable layout for a hospital having approximately 500 staff taking refreshments at midday. It is now well known that the peak loading for the staff meals is at midday: breakfast and supper show a considerable decrease in numbers.

To meet the staff's requirements it is thought that three areas are required for 500 midday refreshments:

1. A main dining area for some 350 people to take a modest meal at a reasonable price
2. A snack area for 60-100 people at an attractively low price
3. A more expensive area for those wishing to pay a higher price, perhaps 40-60 persons, for a waitress service and better appointments

Control as is known in the commercial world is difficult to achieve where two percentages of 'profit' are expected from one service counter. Therefore to facilitate control it is recommended that each service area has its own percentage target.

RECOMMENDATIONS

Recommendations for the various areas are as follows:

MAIN DINING AREA

	Staffed Service	Vending Service
<u>Service Periods</u>	07.00 hrs to 09.30 hrs	24 hrs a day
	12.00 hrs to 14.00 hrs	except
	18.00 hrs to 21.00 hrs	11.00 hrs to 12.00 hrs

Menu

Before entering the dining room the menu board should indicate the dishes available from each service counter. Generally the main service counter will have the dishes which are within the 15p (3/-) meal agreed by the Ancillary Staffs Council. The call order service will provide dishes cooked to order and therefore normally there will be up to a 10 minute wait. The vending machines will provide a quick service of hot snacks although there should also be some of the main dishes available.

The menu board showing the variety of dishes might be as below and should be changed daily.

Example

<u>Main Service Counter</u>	<u>Call Order Unit</u>	<u>Vending Units</u>
Minestrone Tomato Juice		
Steak & Kidney Pudding	Ham Omelette Bacon & Egg Pork Sausages Fillet Cod Meuniere	Beefburgers Sausages & Tomatoes Bacon & Egg Steak & Kidney Pudding, Carrots & Boiled Potatoes
Egg Salad		
Potatoes, Boiled, Croquette Spring Cabbage Sliced Buttered Carrots	Chipped Potatoes Tomatoes	
Rhubarb Crumble & Custard Cream Caramel Baked Rice Pudding		Rhubarb Crumble Baked Rice Pudding
Cheshire Cheese & Biscuits		

A similar menu might be available in the evening but emphasis might be placed on cooked to order meals.

Breakfasts for which it is now thought there would be limited numbers would be cooked to order - menus on the following lines might be available:

Continental Breakfast

Warm roll, butter,
marmalade, coffee

Cereal

Porridge

Grilled Bacon

Fried Pork Sausage

Poached Fillet of

Smoked Haddock

Scrambled Egg

Poached Egg on Toast

Grilled Tomato

Saute Potatoes

Breakfast roll

2 cups of tea

Continental Breakfast

Warm roll, butter,
marmalade, coffee

Cereal

Porridge

Grilled Bacon

Fried Pork Sausage

Grilled Kipper

Boiled Egg

Fried Egg

Baked Beans in Tomato Sauce

Fried Bread

Breakfast roll

2 cups of tea

Price Food/Charge Ratio 75/100

This meets the DHSS requirement of providing meals in which the food (raw material) cost 75% of the charge made, the remaining 25% being a contribution towards overheads, wages, etc.

Equipment

It is suggested that the service is divided into counter, call order and vending machine services.

As many items as possible should be prepared and portioned in advance and displayed in hygienic showcases for the customer to help himself in this system of cafeteria/self service.

The hot section of the counter now requires adjustments from the layout which was recommended a few years ago by the King's Fund. At that time it was designed to serve a set priced meal offering alternatives. Today there is a greater selection of dishes which are cooked as required. A 'call order' unit is therefore incorporated.

A hot water boiler is sited in the service line for making tea for breakfasts but it is suggested that for mid morning beverage, lunch, afternoon tea and supper, beverages are obtained from the machines.

The vending machines should be sited away from the serving counter (in this exhibition they are near to the counter because of space limitation) so as to speed up service and avoid congestion. Apart from a variety of beverages there should be the same table d'hote menu and some of the snack dishes available from the machines. Tea and coffee from vending machines can be good but it is necessary to use the right ingredients and carefully select the machines. No cold snacks should be served in this dining area if the seating accommodation is to be used to the best effect.

The machines of course are useful in providing a good service for night staff and for staff requiring hot meals or hot snacks outside normal serving periods.

The number of machines required are:

- 1 refrigerated assembly for storage of meals to be heated
- 2 microwave ovens for reheating
- 1 dispenser for confectionery and biscuits
- 2 units for beverages & soup

1 change machine

Vending machines could also be considered for dispensing milk and fruit juices.

SNACK AREA

<u>Service Period</u>	Hours according to demand
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For those people where economy is of prime importance there should be a snack bar. Only quick cold snacks would be available in this room together with beverages and soup.

Sandwiches	ham, cheese, beef, tomato & lettuce, egg
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Rolls	ham, cheese, plain buttered
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Pastries	sausage rolls, pork pie, fruit pie
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Biscuits	semi sweet, sweet, chocolate, wholemeal
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Beverages	tea, coffee, chocolate, bcvril, soup, milk
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Fresh Fruit

Prices charged for the above items should be lower than in any other room as the amenities are of a lower standard. There should also be a saving in serving staff. Vending machines should be stocked in slack periods. It is recommended that the food charge ratio is 90/100 i.e. the basic food costs 90% of the price charged.

Equipment

The whole service should be by vending machines which will

- (a) save employing serving staff. A girl will be required to tidy the room from time to time.
- (b) ensure accurate returns for snacks taken thus facilitating control.

The vending machines required are:

1 for coffee, tea, chocolate, soup

1 for milk

1 for squash

2 for sandwiches, rolls, pastries, biscuits, fresh fruit

1 or 2 change machines

WAITRESS AREA

Service Periods 12.00 hrs to 14.00 hrs
 & in the evening if demand warrants the staffing of room.

This area is for those who wish to take longer for a meal and are prepared to pay a higher price for waitress service and surroundings. The menu would be basically similar to the main dining area but in place of the hot snacks there would be greater variety and one or two more expensive dishes available. A typical menu is shown below.

Menu

Minestrone
Tomato Juice
Liver Pate

Individual Steak, Kidney
& Mushroom Pudding

Cold Beef, Ham or Egg
Salads

Spring Cabbage
Sliced Buttered Carrots

Croquette or Boiled Potatoes

Rhubarb Crumble & Custard
Cream Caramel
Baked Rice Pudding

Selection of Cheeses

Cooked to Order Dishes

Grilled Sirloin Steak
" Rump Steak
" Fillet Steak
Lamb Cutlets, Sauce Reform
Gammon Steak & Pineapple
Fried Lamb's Liver & Bacon

Puree Potatoes
Chipped Potatoes

Fried Mushrooms
French Beans
Grilled Tomatoes

Choice of Ice Creams

Coffee & Cream

Price

The food/charge ratio recommended for this is 50/100. The contribution towards better furnishings and other overheads is therefore 50% of the price charges. It is suggested that a minimum charge of 25p (5/-) is made in this room.

Because people using this room are prepared to take longer over the meal and may well have to wait for the meal being cooked (up to 15 minutes) the installation of a bar has been suggested. The profits from this should more than offset the staffing cost.

FURNISHINGS

It will be noted that the standard of tables and chairs in each area varies in accordance with the price food/charge ratio as it is felt that people are prepared to accept a lower standard for a reduced price.

Carpeting is shown in the higher priced area as it gives a better tone to the room and at the same time contributes to noise reduction.

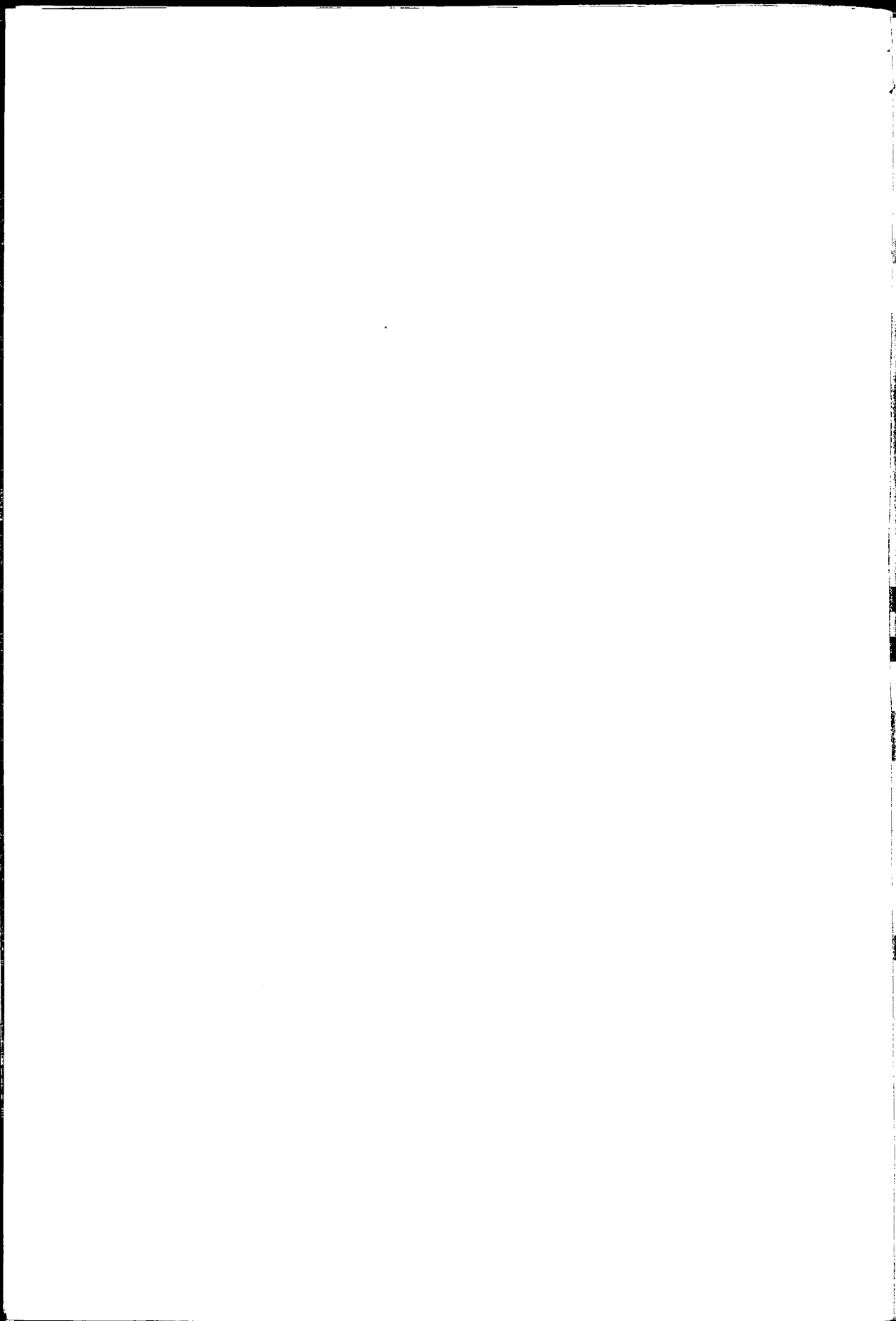
Plant displays whilst making a room attractive also help to break sound echoes and thus help to quieten a room. Plant displays can also be used as 'room dividers.'

Wall Panelling which is available today can enhance the appearance of a room and at the same time keep maintenance costs down to a reasonable level. A variety of panels are shown here.

ACKNOWLEDGEMENTS

We are grateful to all suppliers who have lent us their equipment free of charge and without whom we would not have been able to have this exhibition. A list of suppliers is attached.

January, 1971.



EQUIPMENT

Frialator International Ltd.
Concord House,
384 Finchley Road,
London, NW2.

Gloster Crusader Ltd.
Hucclecote,
Gloucester.

Gross Cash Registers Ltd.
Crowhurst Road,
Hollingbury,
Brighton, BN1 8AQ.

Hubbard Refrigeration Ltd.
The Street,
Martlesham,
Woodbridge, Suffolk.

Leon Jaeggi & Sons Ltd.
232 Tottenham Court Road,
London, W1.

Frank Magrini Ltd.
24 Royal College Street,
London, NW1.

John Moon & Partners Ltd.
Five Ashes,
Mayfield, Sussex.

Prestcold Sterne Ltd.
406 Halifax Road,
Greenford, Middlesex.

W.H. O'Gorman Ltd.
70 Vauxhall Bridge Road,
London, SW1.

Oliver Tom's Catering Equipment Ltd.
222 Kensal Road,
London, W10.

G.K.N. Sankey Ltd.
Automatic Vending Division,
22 Kingsway,
London, WC2.

Herman Smith (Aero-Services) Ltd.
Aeronautical Division,
Building 247D,
Elgin Crescent,
Heathrow (London) Airport,
Hounslow, Middx.

Call Order Cooking Unit.

Vending Equipment.
Change Machine.

Cash Registers

Ice Maker - Water Dispenser.

Hors d'Oeuvre trolley. Menu
boards. Menu holders.
Cooking utensils.

Coffee Maker. Automatic
Toaster. Tray Stand.

Cutlery Trolley.
Waste Unit.

Refrigerators - normal and low
temperature.

Refrigerated display cabinets.

Call Order Cooking Unit.
Food Service Counter.

Micro-Vend Buffet.
Change Machine.

Hot Air Circulation Oven.

W.M. Still & Sons Ltd.
Fellows Road,
Hastings, Sussex.

Cafeteria Service Counter.
Cash Desk. Table.

Taw Manufacturing Co. Ltd.
Campsbourne Works,
High Street, Hornsey, N8.

Stainless Steel Tableware.

FOOD SUPPLIERS

Eden Vale Catering Service,
Victoria Road,
South Ruislip, Middx.

Dairy Products.

The Nestle Co. Ltd.
St. Georges House,
Croydon.

Vending Ingredients.

Smedley Ross Foods Ltd.
Grosvenor Gardens House,
Grosvenor Gardens, SW1.

Frozen Foods.

Smethursts Foods Ltd.
Walton Court,
Station Avenue,
Walton on Thames, Surrey.

Frozen Foods.

Woodhouse Hume Ltd.
201 St. John Street,
London, EC1.

Ready Portioned Meat
and Meat Products.

FURNISHINGS etc

Appleby-Cornford Ltd.
1 Whalebone Lane South,
Dagenham, Essex.

Self-watering Plant Displays.

Bakelite Xylonite Ltd.
Waverite Division,
12 Grosvenor Gardens,
London, SW1.

Wall Surfaces.
Prototype Wash Hand Basin.

Clifford Partitioning Ltd.
Champion House,
Burlington Road,
New Malden, Surrey.

Partitioning.



Ind Coope Ltd.
Allied House,
166 St. John Street,
London, EC1.

Mono Containers Ltd.
Malt House,
Field End Road,
Eastcote, Ruislip, Middx.

Pel Ltd.
5a Portman Square,
London, W1H 9PR

Rapfast Ltd.
Lyon Industrial Estate,
Hartspring Lane,
Watford, Herts.

Arthur Sanderson & Sons Ltd.
Uxbridge,
Middlesex.

Henry Serventi Ltd.
61 Beak Street,
London, W1.

Southern Floorings Ltd.
14 Penrith Place,
London, SE27.
in conjunction with
Hardura Ltd.
Great Harwood, Lancs.

Bar and Bar Equipment.

Vending Cups and
Disposable Ware.

Dining Room Furniture.
Lounge Furniture.
Desk.

Food Wrapping Material
and Equipment.

Curtaining

Restaurant Furniture.
Snack Bar Furniture.
Desk. Dumb Waiter.

Carpeting.



* FOOD SERVICE FOR 500 STAFF MEALS *

A LA CARTE RESTAURANT

SEATING 28 - seven tables for four
MIDDAY 40/60 meals
MINIMUM CHARGE 25 p
FOOD/CHARGE RATIO 50 : 100
i.e. contribution towards overheads 50%

BASIC EQUIPMENT

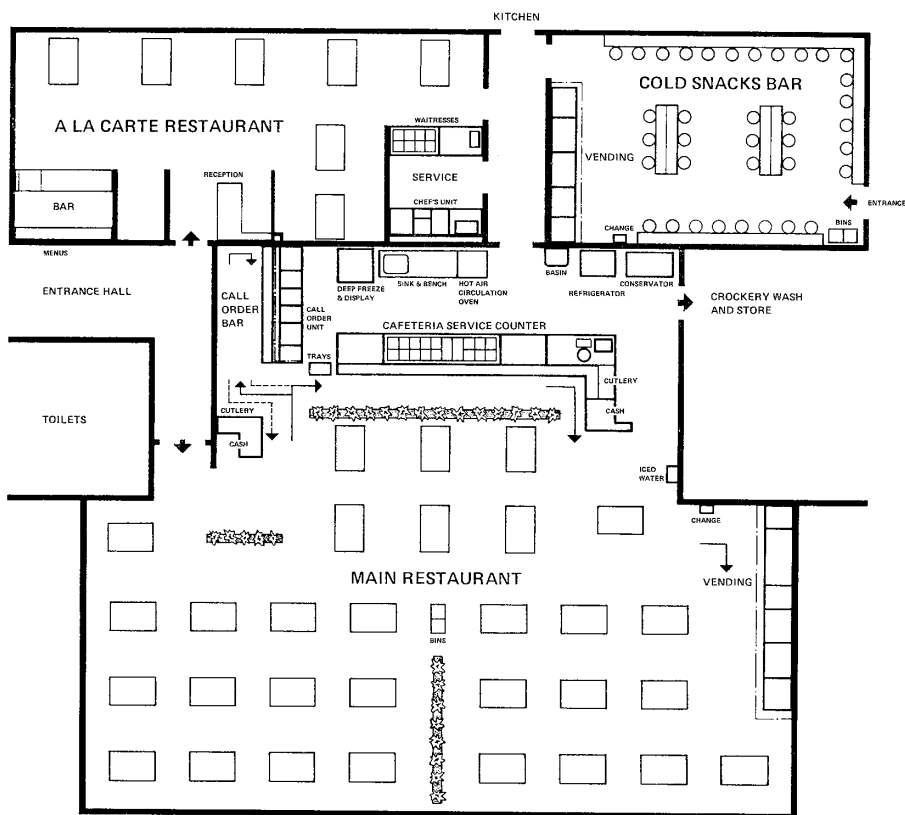
CHEF'S UNIT comprising
FRYER
STORAGE UNIT with chopping board
GRID/LEFFRY/PLATE
BOILING RINGS
EYE LEVEL GRILL
SERVICE COUNTER comprising
BAIN MARIE HOT COUNTER
COLD COUNTER, self-operated below
COFFEE MACHINE
RECEPTION
DESK and CASH REGISTER
BAR equipped for the service of
WINES
BOTTLES
BOTTLED BEERS

COLD SNACKS BAR

SEATING 38 stools
MIDDAY 60/100
FOOD/CHARGE RATIO 90 : 100
i.e. contribution towards overheads 10%

BASIC EQUIPMENT

VENDING ASSEMBLY comprising
BEVERAGE DISPENSER - tea, coffee, chocolate, soup
TWO COLD SNACK DISPENSERS - sandwiches, open sandwiches, filled rolls, assorted cold meats, cakes, cheese & biscuits, fruit, confectionery
BEVERAGE DISPENSER - variety of fruit drinks
MILK DISPENSER - cold milk in cups



SCALE 10 5 0 10 20 30 40 50 FEET

MAIN RESTAURANT

SEATING 120 - thirty tables for four
MIDDAY 250 meals
FOOD/CHARGE RATIO 75 : 100
i.e. contribution towards overheads 25%

BASIC EQUIPMENT

CALL ORDER UNIT comprising
FRYER
GRID/LEFFRY/PLATE
LOWERATOR
BOILING RINGS and
BAIN MARIE CONTAINERS
FRYER
SERVING TOP
SCREEN above ventilation box
TRAY SLIDE
CASH DESK and CUTLERY unit
DEEP FREEZE CABINET
DISPLAY above
CAFETERIA SERVICE COUNTER comprising
DOLLE PLATE
REFRIGERATED below
DISPLAY above
BAIN MARIE HOT SECTION
serving
COLD COUNTER
REFRIGERATED below
REFRIGERATED
DISPLAY above
BEVERAGE COUNTER
WATER BOILER
MILK DISPENSER
CUTLERY SECTION
CASH DESK
TRAY SLIDE
SINK and BENCH
HOT AIR CIRCULATION OVEN
WASH HAND BASIN
REFRIGERATOR
CONSERVATOR

VENDING ASSEMBLY comprising
MICROWAVE OVEN
MERCHANDISER
MICROWAVE OVEN
COLD SNACKS DISPENSER
BEVERAGE DISPENSER
BEVERAGE DISPENSER

one main dish
three snack dishes
breakfast dishes
salads
cheeses
pastries
fruit
yoghurt
confectionery
biscuits
tea, coffee
chocolate
soup (I)
tea, coffee
chocolate
soup (II)

one soup
one main dish
portion of two vegetables
two varieties of potatoes
choice of two sweets

storage
rolls, biscuits
bread, butter
cheese, yoghurt
cold meats
fruit
ice cream

tea, coffee
storage

storage of
dairy products
cold meats

storage

