

King Edward's Hospital Fund for London
Catering Advisory Service

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The Hospital Centre,
London, W1H 6AN
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ST. HELIER HOSPITAL
Centralisation of Staff Dining Services

INTRODUCTION

At the request of the Hospital Management Committee a survey of the catering service for staff was carried out. This resulted in drawings being prepared and an outline of the operational catering policy being submitted. Certain amendments to the policy were made by the Committee and they have been incorporated in the policy mentioned below. It should also be stated that on the advice of the Treasurer's department SET was omitted from the wages cost comparison.

Dining Rooms

The facilities for staff to dine are at present divided into 7 different dining areas, three in Ferguson House, one in East Home and three in the main building.

Menus

The choice of food on the menus is attractive and reasonable considering the existing facilities. However there is a demand for cooked to order dishes, snacks and proprietary food items with the introduction of PAYE. This demand cannot be satisfied because of the lack of space, cooking equipment and serving equipment.

Catering Staff Costs

The cost of the present staff establishment based on current wage rates and a sample 8 week period is £39434 p a. The number of staff employed is more than 80 to service the existing dining rooms and Ferguson House kitchen. This number of staff and dining areas creates difficulties for management in maintaining adequate supervision and the necessary Staff establishment.

The catering department also provides a night meal service from the kitchens and dining rooms in the main hospital. Whilst this is a necessary service, changes in eating patterns of staff brought about by 'pay as you eat' make this an expensive service when related to the numbers of people dining.

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CATERING POLICY

General

Facilities have to be provided for a 24 hour meal, snack and beverage service for all grades of staff, casual authorised visitors, and patients' relatives who may wish or need to avail themselves of these services.

A separate room is to be available for the service of meals for occasional special functions.

A cafeteria service is to be provided in the restaurant, with alternative services from a Call Order Bar, and vending machines.

Beverages for service trolleys and trays for staff offices and committee meetings are to be prepared in the central service suite.

Control

The Catering Officer will be responsible to the Hospital Secretary and Treasurer for accounting for all food and drink consumed and the taking of cash through cash registers and vending machines.

The central dining area will be under the direct supervision of the dining room Supervisor who will be responsible to the Catering Officer for dining staff control and cleanliness of the area.

The dining room Supervisor will ensure that portions of food served comply with the instructions of the Catering Officer.

Menus

The menu in the restaurant generally will offer a choice of fruit juices, two soups, one cold main dish and side salads, two hot main dishes, one of which is cooked to order, a choice of two kinds of potato and two vegetables, two hot and one cold sweet, fruit and cheeses. In addition a range of foods such as yoghurt, sandwiches, rolls, soft drinks, carton milk and other items as needed by demand will be sold.

The Call Order Bar will service a range of hot dishes such as steaks, omelettes, hamburgers, toasted sandwiches, and draw from a stock of suitable frozen foods, to offer dishes which are different from those in the restaurant. This bar will also service the restaurant cafeteria counter as and when necessary.

The food offered in the Vendorteria will be drawn from the daily menus plus proprietary packed foods. There will also be available milk, cold drinks, soup, tea, coffee, chocolate drinks, snacks and meals from refrigerated vending machines which can be heated in a microwave oven.

Restaurant Service

Diners will collect their meal from a cafeteria counter and at the end of the service line will pay cash for all food taken. The trays should be of a design suitable for eating from thus tables need not be pre-set, and clearing the room will be simplified as tableware remains on the trays which are collected by the dining room staff.

Call Order Bar Service

The same type of tray should be used as in the restaurant but in this area diners will be expected to take their trays to a clearing trolley themselves. Food will be collected from a smaller service counter and cash taken at this point also.

24 Hour Vending Service

All vending machines will be set to vend at prices common to other service areas and the same type of tray provided. Customers will be expected to take trays to a clearing trolley.

It is intended that the major amount of food and meals sold through the vending machines will be prepared in the main kitchen. There are certain techniques which must be adopted for this to be successful which will require simple equipment for wrapping and packaging the food on suitable disposable dishes and plates. Recipe instruction cards will be prepared to ensure that food is plated correctly for microwave oven reheating.

Staff Training

Instruction on the use of new catering equipment will be provided by the CAS jointly with manufacturers' help. The suppliers of vending machines will be required to provide demonstrators to train dining room staff to operate and clean the vending machines.

Maintenance

Maintenance of all catering equipment will be by contract with the manufacturers concerned. Maintenance of the vending machines should also be by contract although it can be arranged for suitable hospital personnel to receive training from the manufacturers as additional insurance against sudden breakdown.

The Design of Unit

The actual number of persons to be served is 633 comprised as follows:

Doctors	70
Ward Sisters	60
Nurses	300
Resident Ancillary Staff	33
Non Resident Staff	170

This number has been assumed as the maximum, and it is considered that 10% could be deducted from this figure to allow for days off, vacancies and other reasons for absence.

It is generally thought by the CAS that at the peak mid-day period a considerable number of staff will only buy a snack meal or part of a main meal. For the purpose of calculating the maximum number of seats required the above figures have been used as the upper limit of persons to be fed.

This basic requirement can be provided as shown on drawing No 59/6. The design is based on creating central dining accommodation within the main kitchen block by utilising the existing dining rooms, rest room, and VIP private dining room, female toilet, and the interconnecting corridor. Kitchen areas now used for potwashing, trolley cleaning, and two store rooms have also to be incorporated and are resited elsewhere with the minimum of interferences to the main kitchen.

The total area has a natural division by the position of the central service suite allowing provision of a restaurant on one side and a call order bar and vending area on the other. Further sub-divisions can be created by varying the style of furnishing and interior decor, the object being always to create the correct atmosphere for an attractive meal service.

In the layout submitted there would be 100/120 seats in the restaurant and a similar number in the other combined section. It is realistic to expect a turnover of $2\frac{1}{2}$ times per seat in the restaurant and 3 in the other area. Therefore a total of 600+ people could be catered for in the peak mid-day period. It is important to note that the two main dining areas are not separated structurally and should there be too heavy a demand on one section, there is nothing to preclude the overflow customers using another dining area.

In regard to VIP parties it is understood that the Hospital will provide a room for them on the first floor.

While capital cost may limit the choice of materials or the final design it is considered important that a colour scheme and a design of the interior is achieved in detail. This should include details and specifications of service counter front panels, valances over these units and the fascia or surround of the vending unit, carpets, curtains, furniture and suspended ceilings.

STAFF ESTABLISHMENT FOR NEW CENTRAL DINING AREA

The establishment has been based on the maximum mid-day meal demand of 600+ and the requirements of the cafeteria and food service areas generally.

This proposal is made on the basis of a five day working week for full time staff. This does not prevent part-time staff being employed within the total man hours allocated to this establishment.

Staffing Structure

Dining room Manageress/Supervisor	1
Senior Waitresses or (Assistant Supervisors)	4
Dining Room Maids	16
Total	<u>21</u>
The total man hours per week are:	840
Estimated hours paid extra for Sunday	96 @ ordinary rate
Estimated hours paid extra for Saturday	48 @ ordinary rate

The estimated cost of this establishment per annum is as follows:

	<u>840 hrs</u>	<u>96 hrs</u>	<u>48 hrs</u>	
1 Supervisor	14. 6.0.	1.12.8.	16.4.	
4 Assistant-Supervisors	53.12.0.	6. 2.6.	3. 1.3.	
16 Dining room maids	<u>198. 8.0.</u>	<u>22.13.6.</u>	<u>11. 6.9.</u>	
per week	266. 6.0.	30. 8.8.	15. 4.4.	£ 311.19. 0.
per annum	13847.12.0.	1582.10.4.	791.5. 8.	£16221. 8. 0.
Cashier and shift allowance £21.10.0. per week				<u>£ 1118. 0. 0.</u>
				<u>£17339. 8. 0.</u>
				<u>850.13. 4.</u>
				£18363. 4. 7.
				<u>962. 4. 8.</u>
				<u>£19325. 9. 3.</u>

In comparison with the man hours currently worked in all dining rooms the new establishment and central dining arrangements would effect a saving of 700 man hours per week or 17½ full time staff.

The cost of the present establishment based on current wage rates and a sample 8 week period is £39434 per annum as shown in the cost comparison below:

	<u>Existing Dining Service</u>	<u>Estimated cost of New Dining Service</u>
Ferguson House		
Nurses dining room	£13979	Nil
Sisters	£ 2534	Nil
Night Domestics	£ 3151	Nil
East Home	£ 2506	Nil
Kitchen Domestics	£ 2507	Nil
Non-Residents Canteen	£ 9692	£ 9692
Doctors Dining room	£ 5065	Nil
New Central Dining room	<u>Nil</u>	<u>£10633</u>
	<u>£39434 p a</u>	<u>£19325 p a</u>

Estimated saving after natural
loss of staff and adjustment to
establishment £20109 p a

If doctors dining room remains
open costing £ 5065 p a
The saving would be £15044 p a

The new staff establishment has been based on a 6 week cycle of duty rosters and the cost of the establishment based on the hours needed to complete the pattern shown on Appendix 1.

Estimated Capital Cost of the new dining room

A EQUIPMENT

Ref: Drawing 59/6

Catering equipment for vending machines

Catering equipment for vending machines		£
Item 19	Hot drink vending machines	580
20	Refrigerated merchandiser for meals	1075
21	Snack vending machines (two)	430
22	Microwave oven	520
23	Cold Milk vender	315
24	Cold drink (fruit squash) vender	428
17	Hot drink vending machine	425
10	Hot drink vending machine	425
By contractor or local building supervisor - facade for vending machines		200
		£ 4398

(b) Restaurant Service Counter Electric heated

1 Tray stand		
2,3,4,5,6,7,8 Service counter	3334	
Bain Marie containers	80	£ 3414

(c) Call Order Bar

[illegible]

(d) Crockery Wash

Dishwashing machine with built in pre-rinse unit, calorifier and rinse pump, automatic fill valve, ventilation spigots.	1610	
Detergent control and rinse injector equipment for dishwasher	100	
Stainless steel tabling approx 20'	250	
Bench mounted waste disposal unit 3 hp model	390	
Section (d) delivery, erection & testing	<u>263</u>	£ 2613
Contingency sum for extras modifications and specialist fitting	700	
		<u>700</u>
		£14686

2012 B ENGINEERING AND BUILDING COSTS

	C/F	£14686
Cable alterations and new distribution		312
Extract fan extension		250
Hot and cold water service		337
Repositioning equipment		80
Heating		585
Contingency sum		254
Building costs, decoration, suspended ceilings, facias for vending machines and plinth for service counters		9750
Furniture, tables and chairs		4000
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		£30254
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**DAILY ACTIVITY and STAFFING PATTERN
FOR PROPOSED NEW CENTRAL STAFF DINING AREA**

TIME	MEALS	SECTION USED	DINING ROOM STAFF DUTIES	DINING STAFF ON DUTY & No	COOKS (call order)
6.30					
-			Breakfast Service	1	
-			Clear tables	4	
-	Breakfast	Call Order Bar	Commence dishwashing		1
8.00	& Night Staff Meals	& Vendorteria	Night Staff dirties	10	
-			Clean & service vending machines		
-					
9.30					
-			Serve morning coffee		
-	Morning Coffee & Snacks	Vendorteria	Trolley rounds etc		
11.00			Complete washing up		
-			Set tables for lunch		
-			Loading service counter		
Noon			Cleaning dining areas		
-				12	
13.00	Luncheons, Hot & Cold Snacks, etc	Restaurant, Call Order Bar & Vendorteria	Luncheon service		2
-			Clear tables		
-			Washing up		
14.00					
-	Teas & Snacks	Vendorteria	Clean dining areas, counters & machines	15	
-			Complete washing up	14	
15.30			Lay tables for supper	11	
-					
-	Afternoon Teas & Snacks	Restaurant & Vendorteria	Serve afternoon teas		
17.00			Washing up	5	
-			Re-stock vending machines for Night Staff		
-	Early Evening Meals	Vendorteria	Prepare Call Order Bar for Supper Service		
18.00					
-			Serve evening meals		2
19.00			Clear tables		
-			Washing up		
20.00	Evening Dinners, Grills & Snacks	Call Order Bar & Vendorteria	Clear Bar Counter ready for breakfast	3	
-			Check Vendorteria machines for night service		
21.00					
-					
22.00 to 6.30	Night Staff Meals & Meals or Snacks as required	Vendorteria			

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