

Appendix 3

Revised Café Service Standards & Performance Indicators

| Item Reference | Description | Assessment |
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| 1. Social Outcomes | Social Outcomes: Open Space cafés as places to meet and make friends; cafés as places offering healthy food at affordable prices; cafés supporting a strong sense of place and designed identity in the landscape, supporting distinctiveness. | |
| 1.1 | Quality food and a balanced menu using seasonal ingredients that caters for a variant of users. Menus and prices are clearly displayed to actively promote products and allow quick and easy decision making. | |
| 1.2 | Changes to core menu provided to reflect seasonal dishes. Caterer communicates to COLC regarding proposed changes to menus, service style, and other operational matters. | |
| 1.3 | Training is delivered to staff which includes customer care and product knowledge and an awareness of food ingredients and allergens. | |
| 1.4 | Caterer has a complaints procedure and deals with all complaints received within 10 working days. Customers have access to feedback forms. Caterer responds to the complaints, monitors and applies learning, e.g. 'You said, we did'. | |
| 1.5 | Queuing times are managed effectively at different times of the day. It is accepted there may be unusual circumstances but general objectives should remain. | |
| 1.6 | Demonstrate steps that you are taking to minimise to waiting times for food delivery to customer. It is accepted there may be unusual circumstances but general objectives should remain. | |
| 1.7 | Demonstrate steps to achieve and maintain annually a Food Standards Agency, hygiene rating of 4 or above. | |
| 1.8 | Demonstrate how the cafe is accessible and relevant to a diverse range of users. In line with the Open Spaces Dept. Events Policy, some events may need to be agreed in advance between the City of London and the café leaseholder. | |
| 2. Environmental Outcomes | Environmental Outcomes: cafés buildings operating as carbon efficient structures; cafés supporting local food production and environmentally friendly growing. | |
| 2.1 | Café ambiance reflects the open space landscape to create a distinctive destination, encouraging an increased connection with the environment. Collaborating with the City of London to develop an environment which is appealing. | |
| 2.2 | Demonstrate arrangements to ensure all internal areas are kept clean at all times including the following - Kitchen areas (floors, walls, kitchen apparatus and equipment), Servery Areas (floors, walls, kitchen apparatus and equipment, Refrigeration, Store rooms, service yards and the public areas. | |
| 2.3 | Demonstrate initiatives to drive down the negatives of your activities, e.g. Caterer adopts a responsible procurement process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes customers aware of this. Demonstrate the Environmentally friendly packaging, including plates, bags, cups and crockery are utilised at all times. Caterer implements procedures to minimise energy consumption. Caterer implements good waste management practices including recycling. | |
| 3. Economic Outcomes | Economic Outcomes: Open Space cafés as places of employment, places where people can acquire new skills and centres of entrepreneurial activity. Open Space cafés as elements in vibrant urban centres. | |
| 3.1 | Caterer shows evidence of continuous improvement and development in response to customer feedback and the Café Service Standards. | |
| 3.2 | Demonstrate how pricing is benchmarked with other local cafés. | |
| 3.3 | Demonstrate how caterer supports local employment opportunities. | |
| 3.4 | Caterer demonstrates training and development opportunities for staff. | |
| 3.5 | Caterer demonstrates future investment opportunities to improve and grow the business, working in collaboration with the City of London through its Work Programmes. | |

Notes: Assessment Grades

0 = Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

1 = POOR - Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate required capability and capacity to undertake the service standards.

2 = ADEQUATE - Response meets the requirements of the question is relevant and acceptable. The response provides sufficient evidence of required capability and capacity to undertake the service standards but may lack details on how the requirement will be fulfilled in certain areas.

3 = GOOD - Response performs well against the question showing a good level of relevant evidence of capacity and capability to meet the service standard requirements. The response is sufficiently detailed to demonstrate a good understanding and provides the majority of details on how the requirements will be fulfilled.

4 = VERY GOOD - Response performs very well against the question showing considerable relevant evidence of capacity and capability to meet the service standard requirements. The response is highly detailed to demonstrate a very good understanding and provides full details on how the requirements will be fulfilled.

5 = EXCELLENT - Response performs strongly against the question showing substantial evidence of capacity and capability to meet the service standard requirements which is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides full and well considered details of how the requirement will be met.

Other Guidance

Economic outcomes: open space cafés as places of employment, places where people can acquire new skills and centres of entrepreneurial activity. Open space cafés as elements in vibrant urban centres

Social outcomes: open space cafés as places to meet and make friends; cafés as places offering healthy food at affordable prices; cafés supporting a strong sense of place and designed identity in the landscape, supporting distinctiveness

Environmental outcomes: cafés buildings operating as carbon efficient structures; cafés supporting local food production and environmentally friendly growing