Appendix 2 - DRAFT Café Service Standards & Performance Indicators

Social Outcomes	Item Reference	Description	Measurement	Weighting	Mark	Score	Maximun Possible Score
11 Security of James Marin and professor and security depthods to all color and professor professor. Professor approaches and security apportunity or prefess treatment (Content Content C	Social Outcomes			fordable pric	es; café	s suppo	rting a
1-2	1.1	variant of users. Menus and prices are clearly displayed to actively promote	expectation, 3=meets expectation, 4=exceeds expectation,	3	5	15	15
1-3	1.2	communicates regarding proposed changes to menus, service style, and other	expectation, 3=meets expectation, 4=exceeds expectation,	2	5	10	10
Contamer complaints are from the name. Description to be appead at the some of the control for the control force and the source of the control force of t	1.3		expectation, 3=meets expectation, 4=exceeds expectation,	3	5	15	15
15 Substituted from many to unusual concursaments and perfect between 2 minutes at 1	1.4	commencement of the lease). Caterer deals with all complaints received within 5 working days for written complaints. Customer have access to feedback forms and user satisfaction surveys are carried out by the tenant on a regular basis.	1=significantly fails to meet expectation, 2=fails to meet expectation, 3=meets expectation, 4=exceeds expectation,	2	5	10	10
1.5	1.5	is accepted there may be unusual circumstances but general objectives should		2	5	10	10
1.7	1.6	different times of the day. It is accepted there may be unusual circumstances		2	5	10	10
Description contains the gargetic in advance between the City of London and the earlies described between the City of London and the earlies described between the City of London and the earlies described between the City of London and the earlies described by the content of London and the earlies described by the content of London and the City of London and the earlies between the City of London and Ci	1.7	Café achieves and maintains a food hygiene rating of 4 or above.	1=No & 5=Yes	3	5	15	15
2.1 Callé design and ambiance clearly reflects the Health landscape, activity base and types of visitor to create a unique and distinctive destination (be descissed at the commencement of the leasa). 2.2 Callé design and ambiance clearly reflects the Health landscape, activity base and types of visitor to create a unique and distinctive destination (be descissed at the commencement of the leasa). 2.3 All areas kept clean in accordance with best invoisity practice at all times including the following. Fischeria repeat floors, walls, kinctive apparatus and equipment, Servey Areas (floors, walls, kinctive apparatus and equipment, Servey Areas (floors, walls, kinctive apparatus and equipment, Servey Areas (floors, walls, kinctive apparatus and equipment, Refligeration, Divines (Socre agreed following a walk through the premises). 2.3 Catterer adopts a responsible procurement process where possible e.g., MSC. 2.4 Catterer adopts a responsible procurement process where possible e.g., MSC. 2.5 Environmentally friendly package and is maintained in a deem moment and kept clear of obstruction (Socre agreed following a walk through the premises). 2.5 Environmentally friendly package and is maintained in a deem moment and kept clear of obstruction (Socre agreed following a walk through the premises). 2.5 Environmentally friendly package and is maintained in a deem moment and kept clear of obstruction (Socre agreed following a walk through the premises). 2.5 Environmentally friendly package (including plates, bags, cups and crocker) 2.5 Environmentally friendly package (including plates, bags, cups and crocker) 2.6 Environmentally friendly package (including plates, bags, cups and crocker) 2.7 Catterer implements good washer management practices including recycling. Proceedures to minimize energy consumption. 2.8 Environmentally friendly package (including plates, bags, cups and crocker) 2.9 Services. 2.9 Services. 2.9 Services and control of the procedures to minimize energy consumption. 2.9 Services. 2.9	1.8	board for local groups to display local activities and events (certain events may need to be agreed in advance between the City of London and the café	1=No & 5=Yes	2	5	10	10
and type of visitor to create a unique and distinctive destination (to be discussed at the commentant of the leaves). All areas kept clean in accordance with best industry practice at all times including the following. Kinchine areas (floors, walls, kitchen apparatus and equipment). Servey Areas (floors, walls, kitchen apparatus and equipment). Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey). Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey). Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey). Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey). Fervey Areas (floors, walls, kitchen apparatus and equipment. Fervey). Fervey Areas (floors, walls, kitchen apparatus and equipment and equipment and the control of protection. Fervey) and equipment areas (floors, walls, kitchen apparatus and equipment and equipment areas (floors, walls). Fervey. Fervey Areas (floors, walls) and except and except apparatus and equipment and equipment areas (floors, walls). Fervey. Fervey Areas (floors, walls) and except apparatus and equipment and except and except apparatus and equipment and equipment and except an	Environmental Outcomes		ent structures; cafés supporting local food produ	ction and er	nvironme	entally fri	iendly
equipment, Servery Arithmen areas (floors, walls, kitchen apparatus and equipment, Refrigeration, Stores (Score agreed following a walk through the premises): External and internal tables are cleared and sanitaged within 3 minutes of being vacated. Litter is picked at least twice a dig within the designated area, Service yard and refuse storage area is maintained in a clean manner and kept clear of obstitution (Score agreed following a walk through the premises): 2.4 Caterre adopts a responsible procurement process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes sustomers aware of this process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes sustomers aware of this process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes sustomers aware of this makes sustomers aware of this process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes sustomers aware of this process where possible e.g. MSC Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes sustomers aware of this process where possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process where possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC Fish and the process of the possible e.g. MSC F	2.1	and type of visitor to create a unique and distinctive destination (to be	expectation, 3=meets expectation, 4=exceeds expectation,	3	ε	9	15
seling vacated. Litter is picked at least twice a day within the designated area. Service yard and reflexe storage area in a minitarized in a clean manner and kept service yard and reflexe storage area in a minitarized in a clean manner and kept service yard and reflexe storage area in a minitarized in a clean manner and kept service yard and reflexe storage area in a minitarized in a clean manner and kept services. 2.4 Caterer adopts a responsible procurement process. Where possible e.g. MSC principal yarding procurement process. Where possible e.g. MSC principal yarding procurement process. Where possible e.g. MSC principal yarding principal yarding procurement process. Where possible e.g. MSC principal yarding principa	2.2	including the following - Kitchen areas (floors, walls, kitchen apparatus and equipment), Servery Areas (floors, walls, kitchen apparatus and equipment,	expectation, 3=meets expectation, 4=exceeds expectation,	3	3	9	15
Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and makes customers aware of this makes customers aware of this Environmentally friendly packaging, including plates, bags, cups and crockery are utilised at all times. Environmentally friendly packaging, including plates, bags, cups and crockery are utilised at all times. Building achieves AC rating for energy efficiency. Caterer implements procedures to minimise energy consumption. 2.7 Caterer implements good waste management practices including recycling. Economic Outcomes: Open Space cafe's as places of employment, places where people can acquire new skills and centres of entrepretarial activity. Seginficantly fails to meet expectation, 4-exceeds expectation, 9-mails to meet expectation, 9-mails to meet expectation, 9-mails to meet expectation, 9-mails to meet expectation, 9-mails on the expectation, 9-mails to meet expectation, 9-mails expectation, 9-mails to meet expectation, 9-mails to meet expectation, 9-mails expectation, 9-mails expectation, 9-mails expecta	2.3	being vacated. Litter is picked at least twice a day within the designated area. Service yard and refuse storage area is maintained in a clean manner and kept		3	3	9	15
are utilised at all times. 2.6 Building achieves AC rating for energy efficiency. Caterer implements procedures to minimise energy consumption. 2.7 Caterer implements good waste management practices including recycling. 2.7 Caterer implements good waste management practices including recycling. 2.7 Caterer implements good waste management practices including recycling. 2.8 Economic Outcomes: 2.8 Economic Outcomes: Open Space cafés as places of employment, places where people can acquire new skills and centres of entrepreneurial activity. 2.9 Sufficient numbers of management and staff are provided to perform the services. 3.1 Sufficient numbers of management and staff are provided to perform the services. 3.2 Caterer shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.2 Prices benchmarked to 6-8 other local cafés (including 2 park cafés) sixmonthly and prices charged to be no higher than the average price plus 10%. 3.4 Caterer employs local staff (insert % and define local). 2.8 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 3. Sufficient numbers of management information is provided within 7 days of month end. Annual budget presented by (insert date). 3. Sufficient numbers of management and staff are provided to perform the series of the expectation, 3-meets expectation, 4-exceeds expectation, 3-significantly fails to meet expectation, 3-and exceeds expectation, 3-and and exceeds expectation, 3-and exceeds expectation, 3-and exceeds expectation, 3-and and exceeds expectation, 3-and and exceeds expectation, 3-and exc	2.4	Fish, Red Tractor Meat, Fairtrade and other Ethically traded products etc. and	1=No & 5=Yes	3	5	15	15
2.7 Caterer implements good waste management practices including recycling. 1-significantly fails to meet expectation, 2-fails to meet expectation, 3-meets expectation, 2-fails to meet expectation, 3-meets expectation, 2-fails to meet expectation, 3-meets expectation, 3-meet	2.5	are utilised at all times.	1=No & 5=Yes	3	5	15	15
Economic Outcomes Economic Outcomes 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 Sufficient numbers of management and staff are provided to perform the services. Caterer shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.2 Caterer shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.3 Prices benchmarked to 6-8 other local cafés (including 2 park cafés) sixmonthly and prices charged to be no higher than the average price plus 10% 3.4 Caterer employs local staff (insert % and define local). 1=No & 5=Yes 3.5 Caterer provides training and development opportunities for staff. 1=No & 5=Yes 3.6 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 1=No & 5=Yes 3.6 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 1=more than-5%, 2= between-1% and -5%, 3= on budget, 4= between -1% and +10%, 5 = +10%	2.6		1=No & 5=Yes	3	5	15	15
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 Sufficient numbers of management and staff are provided to perform the services. 3.2 Caterer shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.3 Prices benchmarked to 6-8 other local cafés (including 2 park cafés) sixmonthly and prices charged to be no higher than the average price plus 10% 3.4 Caterer employs local staff (insert % and define local). 3.5 Caterer provides training and development opportunities for staff. 3.6 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 3.7 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 3.8 Budgeted turnover levels achieved (measured against agreed forecast). 3.1 Insignificantly fails to meet expectation, 2=fails to meet expectation, 3=fails to meet exp	2.7		expectation, 3=meets expectation, 4=exceeds expectation,	3	3	9	15
services. 3.1 Sufficient trainburger of management and stant are provided to periorit the services. 3.2 Caterer shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.2 Prices benchmarked to 6-8 other local cafés (including 2 park cafés) sixmonthly and prices charged to be no higher than the average price plus 10% 3.4 Caterer employs local staff (insert % and define local). 3.5 Caterer provides training and development opportunities for staff. 3.6 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 3.7 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 3.8 Budgeted turnover levels achieved (measured against agreed forecast).	Economic Outcomes			entres of en	treprene	eurial act	tivity.
3.2 Cateries shows evidence of continuous improvement and development in response to customer feedback and the City of London Service Standards. 3.3 Prices benchmarked to 6-8 other local cafés (including 2 park cafés) sixmonthly and prices charged to be no higher than the average price plus 10% 3.4 Cateries employs local staff (insert % and define local). 3.5 Land Everyorized and development opportunities for staff. 3.6 Exist rent invoice paid within terms / Top up rent invoice paid within terms. 3.7 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 3.8 Budgeted turnover levels achieved (measured against agreed forecast). 3.9 Land Everyorization, 3=meets expectation, 4=exceeds expectation, 5=significantly exceeds expectation, 3=meets expectation, 4=exceeds expectation,	3.1		expectation, 3=meets expectation, 4=exceeds expectation,	3	3	9	15
monthly and prices charged to be no higher than the average price plus 10% 3.4 Caterer employs local staff (insert % and define local). 3.5 Lis	3.2	·	expectation, 3=meets expectation, 4=exceeds expectation,	3	3	9	15
3.5 Caterer provides training and development opportunities for staff. 1=No & 5=Yes 3 5 15 15 3.6 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 1=No & 5=Yes 3 5 15 15 15 3.7 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 1=No & 5=Yes 1=No & 5=Yes 3 5 15 15	3.3		1=No & 5=Yes	3	5	15	15
3.6 Fixed rent invoice paid within terms / Top up rent invoice paid within terms. 1=No & 5=Yes 3 5 15 15 3.7 Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 1=No & 5=Yes 1=No & 5=Yes 3 5 15 15 15 15 15 15 15 15 15 15	3.4	Caterer employs local staff (insert % and define local).	1=No & 5=Yes	3	5	15	15
Monthly management information is provided within 7 days of month end. Annual budget presented by (insert date). 1=No & 5=Yes 3 5 15 15 1=more than -5%, 2= between -1% and -5%, 3= on budget, 4= between +1% and +10%, 5 = +10% 3 5 15 15	3.5	Caterer provides training and development opportunities for staff.	1=No & 5=Yes	3	5	15	15
Annual budget presented by (insert date). 3	3.6	Fixed rent invoice paid within terms / Top up rent invoice paid within terms.	1=No & 5=Yes	3	5	15	15
Budgeted turnover levels achieved (measured against agreed forecast). between +1% and +10%, 5 = +10%	3.7			3	5	15	15
		· · · · · · · · · · · · · · · · · · ·	1= more than EV 2= between 1V and EV 3= on hydret 4=	1	_		I
	3.8	Budgeted turnover levels achieved (measured against agreed forecast).	, , , , , , , , , , , , , , , , , , , ,	3	5	15	15

Notes:

Total Pass Score = (To be agreed) % of Maximum Score Achievable i.e. scored an average of 3 out of 5 (or 5 where Yes/No responses) Weighting Scale: 3 = High Priority to 1 = Low Priority

It is proposed that the scoring would be undertaken by representatives from the City of London and the Café Working Party and comprise of a walk through the premises, a meeting with the leaseholder and then a discussion to agree the scores.