

POL/01: Introduction

1.0 Campus & Commercial Services Group (CCSG)

1.1 Catering services within the CCSG are provided by three distinct businesses, these being; Warwick Retail, Warwick Conference Park & Events and Training & Conference Centres.

2.0 Warwick Retail

2.1 Warwick Retail manages a portfolio of retail outlets across the University campus. This includes eleven cafes, two bars, two restaurants and eight shops - catering for over 16000 students and 5500 staff, as well as visitors and conference delegates throughout the year.

2.2 Rootes Grocery store is one of the busiest in the UK, processing over 7000 transactions a day. The shop also has a Bake n Bite bakery, a fresh salad bar and stocks a full range of groceries.

2.3 All cafes (which includes two Costas), serve fresh barista made coffee with a selection of cakes, pastries and snacks. The three larger cafes are located in different hubs of the campus and serve hot breakfasts, cooked lunches, suppers and a range of sandwiches, salads and wraps.

2.4 Warwick Retail also manages two outlets within Warwick Arts Centre; the Cafe Bar and Theatre Bar. These outlets are very popular amongst the 280,000 visitors the Arts Centre welcomes each year.

3.0 Warwick Conference Park & Events

3.1 Warwick Conference Park and Events is the name given to the business which manages and delivers all conferences and events on the main campus of the University of Warwick. It manages and services events from 2 - 2000 people from all around the world.

3.2 On a daily basis during a busy conference period the department will cater on average for around 1200 delegates and provide 70 internal events campus-wide.

3.3 The business has won numerous awards for its service and provision in the sector and industry as well as producing and supporting staff to achieve success in the industry through various national competitions for both chefs and service staff.

3.4 Employing 60 permanent staff and over 100 support staff and annual sales to a figure in excess of £8.5 million a year.

4.0 Training & Conference Centre - Arden

4.1 A 121 bed roomed establishment, comprising of; main production kitchen, main restaurant, private dining room, bar and lounge area

4.2 Producing and serving up to 2,000 meals a week from its main production kitchen

4.3 Three satellite coffee stations providing in excess of 3,500 beverages per week.

4.4 A wet bar and provides a beverage service in 121 bedrooms.

4.5 Having a staff establishment of 48 contracted staff and approximately 25 casual staff, including a brigade of ten chefs.

4.6 Services include packed meals, carvery service, silver service, table d'hôte, hot and cold buffets, formal banquets and beverage service to rooms.

SECTION 1 - POLICY

5.0 Training & Conference Centre - Radcliffe

- 5.1 Radcliffe is one of three Training and Conference Centres within the University of Warwick catering for a wide range of national and international companies throughout the year.
- 5.2 It caters for up to 2,500 meals per week for day and conference delegates in 200 and 56 seater dining areas.
- 5.3 Radcliffe also offers a bar lounge to service 154 bedrooms. The main lounge incorporates a large, purpose built coffee station capable of serving tea, coffee and accompaniments for over 4,000 people per week. A secondary lounge offers the same for approximately 500 per week.
- 5.4 The catering team consists of 40 contracted and casual staff providing the highest quality of standard and service. Other services include; BBQ's, buffets, packed meals and formal banquets.

6.0 Training & Conference Centre - Scarman

- 6.1 Scarman is the largest of the three Training Centres offering a high quality product and service, dedicated to the needs of both commercial and academic training.
- 6.2 It consists of 204 bedrooms, a tiered lecture theatre, 12 lecture rooms and 42 case study and syndicate rooms
- 6.3 The Centre employs 85 full-time and part-time managerial, clerical and manual staff and serves 3,500 meals per week in three restaurants, from its own production kitchen.
- 6.4 It employs approximately 36 full-time catering staff, of whom 12 are in food production.
- 6.5 The standard of service is that which might be expected in a four star hotel, ranging from full English breakfast, carvery lunch to table-d'hote style plated up to a maximum of 400 within its four dining rooms.
- 6.6 A full 24 hour room service and bar menu is available. It also regularly provides BBQs, Buffets both in and outside of the dining rooms and packed lunches.
- 6.7 Boasting a bar lounge, incorporating a large, purpose built coffee station capable of serving tea and coffee for over 4,000 people per week.
- 6.8 Scarman operates one main bar, night porters bar and room service drinks and is licensed to sell/serve alcohol across the whole building including the bedrooms.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser