

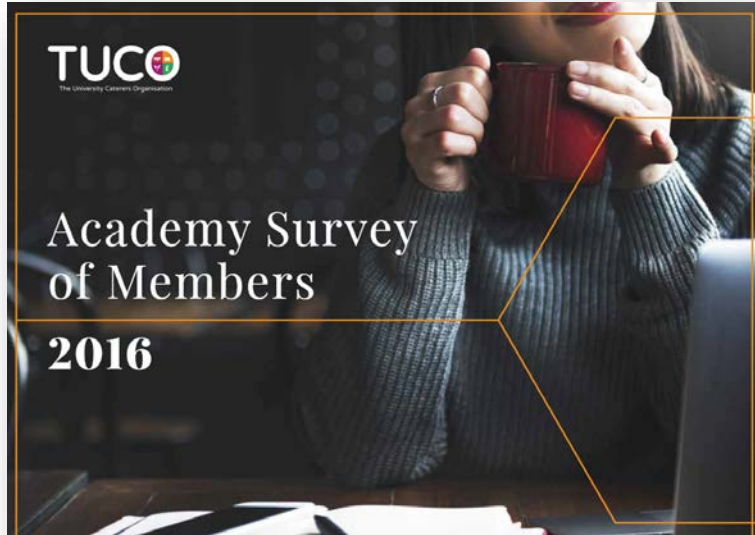
TUCO WINTER CONFERENCE

1st DECEMBER 2017

"To be the first choice training provider for our members."

TUCO

ACADEMY



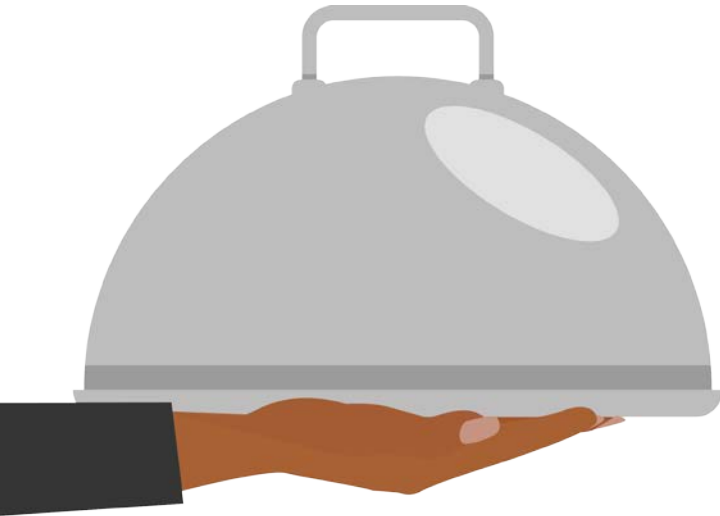
Research by LONDON SOUTH BANK UNIVERSITY

- TUCO members cater for **3.5million** students
- TUCO members serve approx **635,000** meals a day
- Busiest day of the week is **Wednesday**
- TUCO members employ **32,730** members of staff
- **58%** of staff employed are front line, **14%** chefs
- Estimated L&D budget of TUCO members is **£1.4million**

- Significant reliance on 'catering champions'
- Significant support for personal development plans
- L&D is seen as a critical success factor
- Strong support for accredited learning
- e-learning supported
- Strong support for the TUCO academy

TUCO's Response

TUCO
ACADEMY



Delivering hospitality apprenticeships as a **Recognised Training Provider**

- Chef de partie
- Commis chef
- Team Member
 - Bar
 - Barista
 - Food
 - Front of House
- Hospitality supervisor

Post Graduate Certificate, Diploma & MA

- Higher Education Hospitality Management
 - Leadership
 - Strategy
 - Marketing
 - Project Management
 - Product Development
 - Sustainability
 - Dissertation
- Aiming to recruit first cohort Sept 2017



- 5 packages
 - Compliance essentials
 - Food and drink sales and service
 - Counter food and drink sales and service
 - Compliance for managers
 - Managing people (Q1 2017)



2016 Courses



WE RAN
28
COURSES



TOTAL
396
DELEGATES



67
INSTITUTIONS
TOOK PART

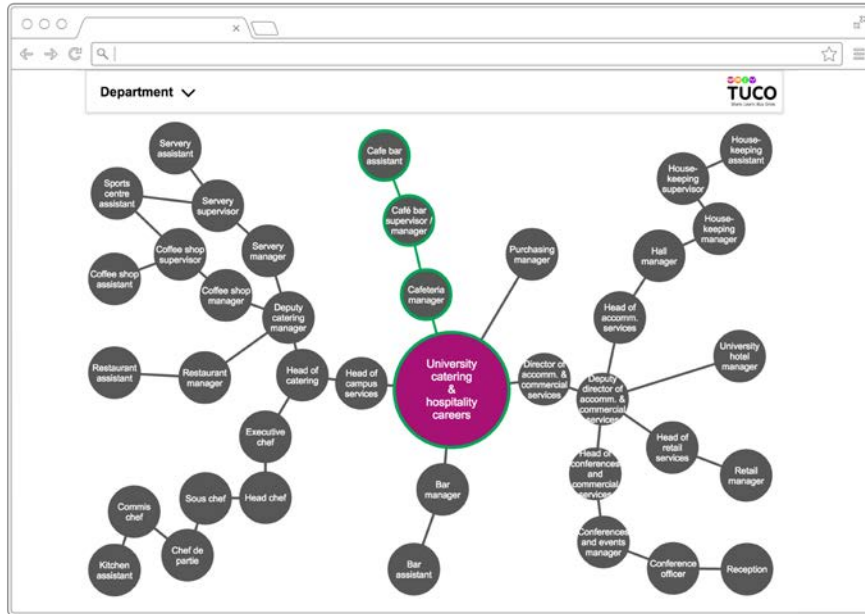
2017 Courses



40 regional courses scheduled:

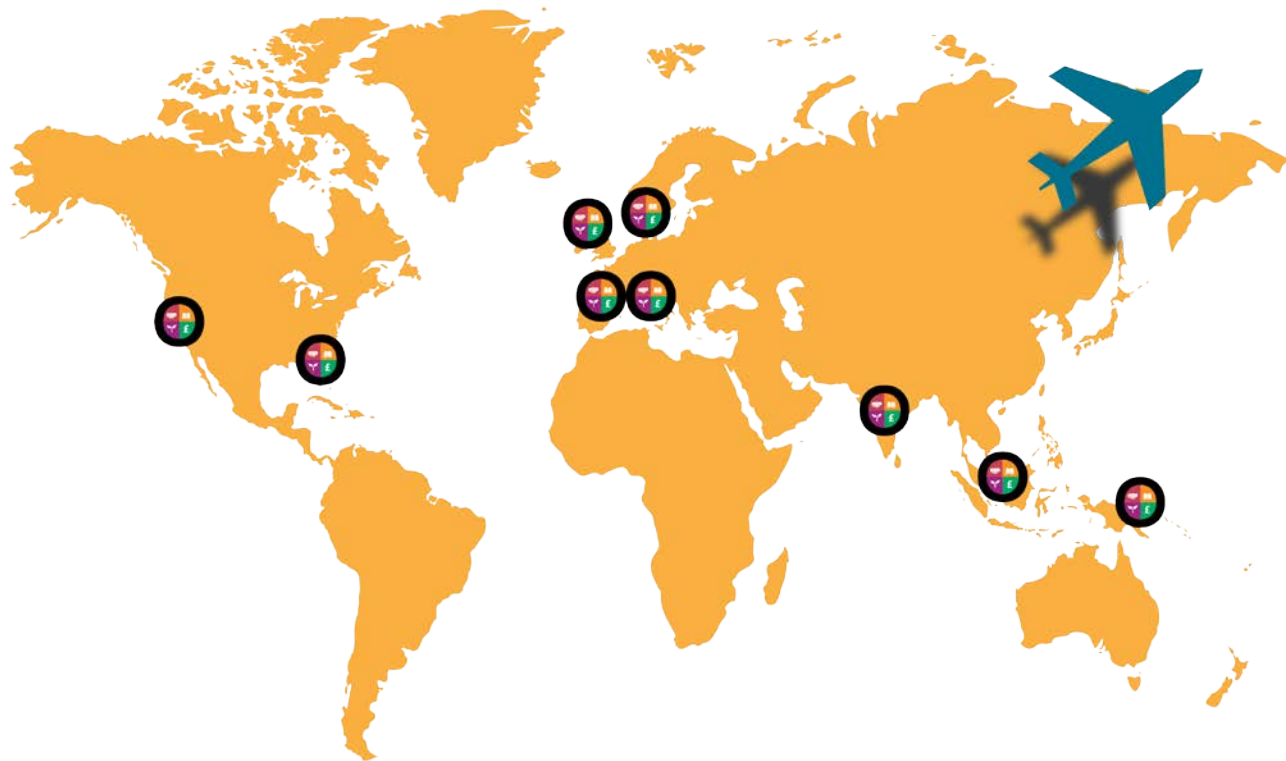
- Allergens
- Healthier foods
- Grow your business
- Strategic management
- Finance
- Sustainability
- Coaching
- Training skills

TUCO Careers Map



- Illustrates the breadth of roles in University Hospitality
- Can be used for auditing skills, training and development
- Can also be used for performance management, recruitment and retention of staff

2016 Study Tours



- Orlando
- Bologna
- Rungis Market
- Copenhagen
- Hampshire
- London Street & Bar Tours
- Vanilla Black

2017 Study Tours

- Most ambitious programme of study tours.
- Tailored to members specific requirements with a blend of experiential learning.
- Partnerships with key providers.



Study Tours 2017



- Poultry Knife Skills
 - 1st March
- Vanilla Black
 - 9th March
 - 27th April
- The Edinburgh Experience
 - 22nd – 24th March
- Tea for TUCO
 - 30th March



- Garnish for Good
 - Koppert Cress Rotterdam
 - 3rd & 4th April
- Molecular Cooking
 - 10th May
- Gastrophysics
 - 17th May



- San Sabastian & the Basque Culinary Centre
 - May 2017

- Rungis Market
 - 16th & 17th May



- Northern India
 - 6th – 17th November
 - Delhi University
 - St Stephen's College
 - Banares Hindu University
 - St John's College Agra
 - Experience Rajasthan food
 - Dine with an Indian family
 - Street food

TOURS – TO BE CONFIRMED



CAMBODIA



- Vietnam & Cambodia
 - November 2017
 - 11 Nights
- A Taste of London
 - 14th & 15th June 2017
 - Visit to Taste of London
 - Soho street tour
 - Dinner at Danslenior
- Leeds
- Cardiff



Business Costs
Benchmarking



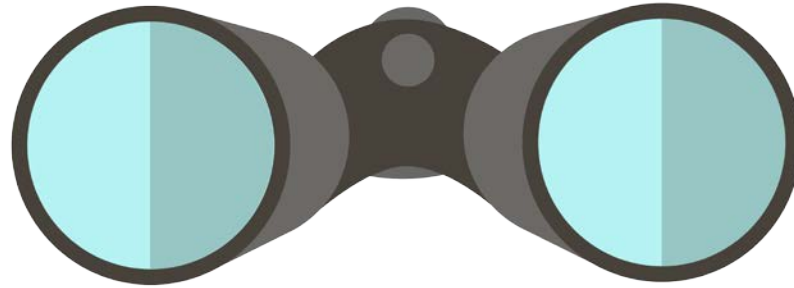
Tackling
Food Waste



Benchmarking
against the High
Street



Global Food
Trends



LOOKING AHEAD



Business models
for delivering
catering



Benchmarking

- Business Costs
- Against the High Street



Global Food
Trends
- update



The University Caterers Organisation

Thank You

www.tuco.ac.uk