

The University Caterers Organisation – Benchmarking Survey 2017

The survey is being conducted by Qa Research, an independent research company, on behalf of The University Caterers Organisation (TUCO).

TUCO are working towards gathering a range of information about catering services in order to create a comparable index and benchmark for their members.

The survey asks about staffing, operations and turnover for the catering operations across the University. We expect you may need to ask others in your organisation to complete some questions on the survey or provide the detailed information to you.

The online survey will retain the information as long as the next question icon at the bottom of the screen is clicked before exiting the survey; you can click back into it at any stage and it will remember your previous answers so you do not have to fill it all in in one go.

You can circulate the survey to the relevant staff to complete but please note only one person within your organisation can complete the online survey link at any one time for the data to be saved.

At the end of the survey you will be shown a summary page with all your answers. Please check your answers and amend any data if necessary before finally submitting the survey.

Only click 'submit' (at the end of the survey) once all sections are completed.

For this survey we are interested in the academic year August 1st 2016 to July 31st 2017 i.e. the academic year just finished.

This benchmarking survey is in relation to catering for student, staff and other visitors to campus catering outlets and catered halls of residence and not catering for conference or events.

All answers are anonymous; the benchmarking data will be shown by broad categories (e.g. large or small institutions) and not by named institutions.

Your responses will be held in the strictest confidence and will only be used for market research purposes.

General background information

Q1. Which university are you answering on behalf of?

Q2. Which best describes the university or college you work for?

University – campus based
University – city based
University – isolated campus
College of higher education
College of further education
Multi campus site
Other
Don't know

Q3. For the academic year 2016/17:

a) How many full time students (undergraduate and post graduate) were studying at your university?

b) How many part time students (undergraduate and post graduate) were studying at your university?

Q4. Which of the following best describes your catering services?

All operated in-house
All contracted out
Combination of both
Wholly owned subsidiaries

Q5. Which of the following catering services do you provide for students?

University restaurants (i.e. plated meals and seating)
University Grab and Go outlets / café's (i.e. snacks and limited seating)
University Halls of Residence
Licensed bar's / bistro

Q6. For each of the different types of catering services you provide, for the academic year 2016/17 what was:

a) the total number of transactions

b) the average transaction value (excluding VAT)

Personnel Section

Q7. During the last academic year 2016/17 how many staff were employed in the catering services department of your university?

Permanent full time

Permanent part time

Casuals / students / zero hours contracts

Q8. What was the overall gross salary cost for the academic year 2016/17 for all permanent catering staff?

Q9. What was the overall gross salary cost for the academic year 2016/17 for all casual catering staff?

Please answer based on rates for the last academic year 2016/17.

Q10. Below is a list of catering positions, based on a full time position please provide the higher and lower salary grades / bands per annum for this post at your university. If there is no exact match at your university please insert data for best equivalent based on the description of the role as you may give someone a different job title.

If you do not have anyone in such a role please leave the box blank.

Position	Top of salary band (£ pa)	Bottom of salary band (£pa)
Director of food services – senior operating manager or department head for food services or dining services. Could be responsible for other (non-catering orientated) services.		

Associate Director - senior operating manager who assumes responsibility for the department in the absence of the director		
Catering Operations Manager – responsible for the day to day operational management of more than one catering facility		
Catering Manager – coordinates and oversees the food service deliveries to banquet and catering operations for special events or is responsible for the management of one catering outlet		
Catering Assistant Manager – assumes responsibility for the department in the absence of the catering manager.		
Catering Supervisor – assumes the operational responsibility of the catering outlet and manages the catering assistants		
Catering Assistants – responsible for the front of house delivery of the food service. Normally the first point of contact with the customer		
Executive Head Chef – senior operating chef, responsible for strategic development for all catering outlets or services and manages the Head Chefs.		
Head Chef – senior position responsible for menu development, recipe development and / or product quality normally for one catering outlet or service. Works under the supervision of a head Chef		
Sous / Second Chef – works under supervision of a Head chef		
Chef d’partie - is a chef in charge of a particular area of production in a catering outlet or service. In smaller outlets may be seen as skilled generalists reporting to the sous/ second chef... In large kitchens, each chef de partie might have several cooks or assistants to supervise.		
Kitchen Assistant – General food preparation duties, normally less skilled than a Chef d’ partie.		

Q11. We would like to gather similar information about your variable hours temporary staff, please select from the list below which positions you employed variable hours staff in during the academic year 2016/17:

- Catering assistants
- Kitchen assistant
- Kitchen porter
- Casual supervisors
- Banqueting staff
- Conference staff
- Housekeeping
- Bar staff
- Retail shop
- Other (please specify)

The staff selected at Q11 should show up at Q12 for participant to indicate the hourly wage

Q12. Thinking about the variable hours temporary staff you employed, please provide the hourly rate they were paid in the last academic year 2014/15 for each of the following age bands.

Position	Under 18s	18-20	21 and over
<i>[Insert using answers from Q11]</i>			

Staff turnover

Q13a) How many full time equivalent (i.e. working 20 hours a week counts as 0.5 FTE) staff did you recruit to work in your catering department during the academic year 2016/17?

Q13b) How many full time equivalent staff left employment with your catering department during the academic year 2016/17?

Absences

Q14. During the academic year 2016/17 how many days absence did you have in total amongst your permanent staff (count any part time staff as 0.5 full time equivalent)?

Employee Benefits

Q15. Which of the following employee benefit schemes / strategies do you offer to your catering staff? (tick all that apply)

Childcare voucher scheme
Cycle to work scheme
Pension
Disability Advisory Service
Employee Assistance Programme
Staff discounts (gym memberships, eating out, gifts etc)
Flexible working hours
Job share
Use of library services
Healthcare services
Maternity and paternity leave
Nurseries
Parent support scheme
Staff social events
Profit related pay

Q16. Please select from the list below what your catering staff are offered in terms of continual personal and professional development? (tick all that apply)

Compulsory training and development (in house)
Compulsory training and development (outsourced)
Optional training and development (in house)
Optional training and development (outsourced)
Annual appraisals
Performance reviews
Long service award
Merit pay
Mentoring
Team and individual reward and recognition
TUCO L&D

Pension provisions

P1. What percentage of your current employees are eligible for a defined benefit pension scheme (e.g. final salary)? [if none put in 0]

%

Don't know

P2. Are you currently offering any new employees a defined benefit pension scheme (e.g. final salary)? [tick which option best describes what you offer]

Yes, for all new employees

Yes, for most new employees

Yes, for some new employees but not others

Yes, but only for a minority of new employees and not for the majority

No, not offered to any new employees

P3. What is your current average employer contribution towards employee pensions (as a percentage of salary)?

%

Don't know

P4. What is the current average employee contribution towards their pension (as a percentage of salary)?

%

Don't know

Operating performance

The survey will only ask about specific catering options if you said your University or College operates them at q5

Q17a) During the academic year 2016/17, how many meals did you serve in the university restaurants (i.e. plated meals and seating)?

Q17b) During the academic year 2016/17, how many meals did you serve in the university Grab and Go outlets / café's (i.e. snacks and limited seating)?

Q17c) During the academic year 2016/17, how many meals did you serve in the university Halls of Residence?

Q17d) During the academic year 2016/17, how many meals did you serve in your licensed bar's / bistro's?

Q18. What was the overall turnover for your catering services in the academic year 2016/17?

Q19a) In the academic year 2016/17 what was the overall turnover (excluding VAT) for your university restaurants (i.e. defined as plated meals and seating)?

Q19b) In the academic year 2016/17 what was the overall turnover (excluding VAT) for your university 'Grab and Go' outlets / café's (i.e. defined as snacking and limited seating)?

Q19c) In the academic year 2016/17 what was the overall turnover (excluding VAT) for catering at your university Halls of Residence?

Q19d) In the academic year 2016/17 what was the overall turnover (excluding VAT) for your licensed bars / bistros?

Food cost

Q20a) What was the total cost of food (excluding VAT) for your university restaurants (i.e. defined as plated meals and seating)?

Q20b) What was the total cost of food (excluding VAT) for your university Grab and Go outlets / café's (i.e. defined as snacking and limited seating)?

Q20c) What was the total cost of food (excluding VAT) for catering at your university Halls of Residence?

Q20d) What was the total cost of food (excluding VAT) for your licensed bars / bistros?

Other costs

Q21a) What was the total other costs (e.g. non food, non labour such as fuel and power charges, cleaning materials, laundry, maintenance, furniture and equipment purchases, disposable goods, transport charges excluding VAT) incurred by your university restaurants (i.e. defined as plated meals and seating)?

Please do not include in this total any central charges (e.g. Finance charges, Human Resource / Personnel Department charges, space charges, rent, loan repayments, insurances).

Q21b) What was the total other costs (e.g. non food, non labour such as fuel and power charges, cleaning materials, laundry, maintenance, furniture and equipment purchases, disposable goods, transport charges excluding VAT) incurred by your university Grab and Go outlets / café's (i.e. defined as snacking and limited seating)?

Please do not include in this total any central charges (e.g. Finance charges, Human Resource / Personnel Department charges, space charges, rent, loan repayments, insurances).

Q21c) What was the total other costs (e.g. non food, non labour such as fuel and power charges, cleaning materials, laundry, maintenance, furniture and equipment purchases, disposable goods, transport charges excluding VAT) incurred by your university Halls of Residence?

Please do not include in this total any central charges (e.g. Finance charges, Human Resource / Personnel Department charges, space charges, rent, loan repayments, insurances).

Q21d) What was the total other costs (e.g. non food, non labour such as fuel and power charges, cleaning materials, laundry, maintenance, furniture and equipment purchases, disposable goods, transport charges excluding VAT) incurred by your licensed bars / bistros?

Please do not include in this total any central charges (e.g. Finance charges, Human Resource / Personnel Department charges, space charges, rent, loan repayments, insurances).

**Q22. If providing any internal hospitality, how is this usually costed?
(select one only)**

At cost
Marked up
Free of charge
Other (please specify)
Don't provide internal hospitality

If provide at cost complete Q22a and Q23

If marked up complete Q22b and Q23

**Q22a. If internal hospitality is provided at cost how do you calculate this
(i.e. what is included)?**

**Q22b. If internal hospitality is marked up, what percentage mark-up do you
typically put on this?**

**If this is different for different type of events please write in for each the
percentage and the type of event**

Q23 How do you record this internal activity / cost?

Open ended

**Thank you very much for doing this survey. Before clicking 'submit' please
check all sections have been completed.**

**You can change any of the information given in this summary page or add
in any missing data should you need to amend your answers.**