



WHAT DO WE PROPOSE?.....	2
SO WHAT CAN WE DO FOR YOU? .....	2
WHAT'S THIS ABOUT SUB-SUPPLIERS?.....	2
SO WHO ARE WE?.....	2
WE DELIVER. ....	2
ANYTHING ELSE?.....	3
SOME NOTES ON OUR PRESENT SERVICES.....	3
PUTTING ENERGY INTO OUR STAFF .....	4
SERVICES AND PRICING .....	4

## What do we propose?

Gastronomy is quite different in its approach to service.

We try to give clients exactly what they want. This would seem obvious, but consider this:

The CEO needs to impress corporate guests and needs the best in food and service. The training rooms need sandwiches for 100 and are on a budget. The tearooms need their fresh supplies. The PA to the head of the largest internal department needs advice on wine for an upcoming dinner and she needs it now.

This is what we offer. It literally is

***Silver service one day and then chips and dips the next.***

## So what can we do for you?

We will work alongside you.

We will work behind the scenes to make your front of house perfect.

We will provide the services that make you look good to your clients, your staff and all relevant government authorities. We manage sub suppliers for you so that you get a single cost center driven bill and provide management information reporting in a format acceptable you. This will be in related cost centres, in the workflow process preferred by you - That may be via a lotus notes ordering system, via excel based reporting to your accounts and so on.

We are committed to partnering with our clients to develop processes that result in cost efficiencies and enhanced services management.

## What's this about sub-suppliers?

We provide on site chefs, maitre 'ds or other supervisory staff to overlook any agency and casual staff that are required for busy days or busy periods. Coffee, milk, napkins, laundry supplies and so on, all supplies tied into a single itemised cost centre driven bill.

## So who are we?

Boardroom Caterer of the Year 2006, 2005, 2004, 2003, 2002

Site Caterer of the Year Finalist 2006

Site Caterer of the Year 2005

Venue Caterer of the Year Finalist 2004

Venue Caterer of the Year 2003

Small Business of the Year - Services 2003

Venue Caterer of the Year Finalist 2002

It's more than food, beverage and staff. It's service, systems, hygiene, and ultimately, logistics.

**We deliver.**

## Anything else?

Yes. This isn't just about price.

We will drive our prices down to ensure your clients are happy, that you are happy. But we are going to give you a good product, the best product. That may sometimes cost more. Your feedback is vital.

We will do weekly reviews until we know what we are supplying is the right product. The services we have here may not be the ones we eventually serve.

What we can guarantee is quality. We need you to be happy, that's what keeps us in business.

Please feel free to call Miccal Cummins for references from our leading corporate clients

## Some notes on our present services

Gastronomy works from its Commercial Premises at unit 4, 97-103 Anzac Parade under Caterers Gold Licence 105.

Facilities that Gastronomy operates include:

### **The Scientia Building UNSW**

1 400 seater main dining hall, plus 7 other meeting rooms and conference rooms  
Coordinated by Yvette Nieuwlaat,

### **2 The Tyree Room Restaurant**

Also in the Scientia building, Award winning Fully functional independent a la carte kitchen for, a 120 seater staff dining facility on the UNSW campus, within the Scientia Building  
Head Chef, Jethro Don.

Onsite catering and dining manager Pierre Abadie  
Plus full time kitchen staff and waitstaff

### **Deutsche Bank On Site Catering:**

Award winning fully functional independent catering facilities in house to Deutsche Bank internal and external clients, on-site Chef Tom Rossitter  
Staffing Agency, Harastys Agency

### **BNP Paribas On Site Catering:**

Catering facilities in house to BNP Paribas internal and external clients  
Onsite boardroom coordinator Agnes Hilliard.  
Staffing Agency, Clifford Wallace Agency

### **Quartermoon**

A joint venture with logistics expert Scott Kelley and Gastronomy, [Quartermoon](#) is an independently staffed office, specifically set up to hire, train and roster waitstaff, bar staff and crew for functions and events. This office also coordinates equipment logistics.

### **Packed Lunch**

Gastronomy's wholly owned subsidiary [Packed Lunch](#) is managed separately and operates independently from Gastronomy's Kensington base. Our aim is to provide consistent quality fresh food to Sydney's corporate, conference and meeting planners at the best possible price. Offering our customers a fresh delivered catering experience the simple distinctive brand represents our strong and clear commitment to fresh food and focused approach toward delivering food in Sydney.

## Putting energy into our staff

In May 2004, Gastronomy launched a new in-house training and quality system aimed at increasing training and professionalism for all staff.

Technique Gastronomy is a participatory program for every Gastronomy employee. Everybody within Gastronomy is responsible for encouraging professionalism and training others in their specific area. This system ensures knowledge generated by individuals in the company can be passed across the company for the professional benefit of all.

### **Kitchen:**

As a result of the executive chefs focus on development, new first year apprentices join the kitchen ranks every year. Gastronomy is attempting to counter the industry's tendency to hire 3<sup>rd</sup> and 4<sup>th</sup> year apprentices once the hard yards have been put in. This has resulted on superior efforts by apprentices and new and invigorated relationships between chefs and their staff. In boardrooms and venues, unlike restaurants, clients will often enter the kitchen to discuss food and service directly with the chefs. Technique Gastronomy has turned the chefs' focus on to service and client satisfaction, and their upbeat can-do attitudes have cemented client / caterer relations.

### **Floor:**

Constant assessment and grading of service staff ensure quality training is delivered where required. Rather than outsource staff requirements, gastronomy has taken a hands on approach to selecting and training its own service staff. We are very strong in this area, and included in the ranks are 3 function supervisors, 3 barpersons, over 40 casual waiters and a 4 set up crew. We utilise Clifford Wallace agencies to boost the staff numbers where required.

## Services and Pricing

On the website are our publicly listed prices for food and services. In addition we offer contracted in-house clients multi-level and multi-price point menus and service delivery. Larger customers (Food and Beverage turnover over \$500,000+ P.A.) are entitled to percentage based rebates on food and beverages

### **Chef's charges**

There are no additional chefs charges for larger customers (Annual Food and Beverage turnover over \$500,000)

Customers without our permanent on site chefs have a minimum lunch or dinner of 10 guests or a chef's charge of \$165.00 GST inclusive is applicable

### **Waitstaff**

Are not included in food costs and are billed separately

### **Other services we manage for some of our onsite clients:**

Equipment hire, Laundry services

Tea and Coffee Services

Staff recruitment both temporary and permanent (In conjunction with Clifford Wallace agency and Ellis Jones)

Beverage management

Front of house and reception

In house booking systems management

External events and functions from for in house clients