

Who are we?

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 EA 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
chips and dips the next.***

To put it simply, we specialise in tailoring our service to the cultures of the companies we serve.

We are Gastronomy Australia Pty Ltd established in 1998, trading under our award winning brands "Gastronomy, the art and science of food" and "Packed Lunch".

Food Service to corporations is our core business, and it is our attention to detail that has made us:

Wedding Caterer of the Year 2008 and 2009

Boardroom Caterer of the Year - six consecutive years

Site Caterer of the Year 2005

Venue Caterer of the Year 2003

All judged by our industry and Restaurant and Catering NSW

Small Business of the Year - Services 2003

Westpac Business Champion of Champions



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 centre driven bill and provide management information reporting in a format acceptable to 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. Coffee, milk, napkins, laundry supplies and so on, all supplies tied into a single itemised cost centre driven bill.



And our staff...?

We provide on our own fully trained site chefs and kitchen staff, maitre 'ds and waiters and Sydney's best agency staff to ensure continuous seamless service.

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.

As a result of the Executive Chef's focus on development, new first year apprentices join the kitchen ranks every year. Gastronomy counters the industry's tendency to hire 3rd and 4th year apprentices once the hard yards have been put in. This has resulted in 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. Gastronomy has turned the chefs' focus onto service and client satisfaction, and their upbeat can-do attitude have cemented client / caterer relations.



Some notes on our present services

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

Facilities that Gastronomy operates include:



The Scientia Building UNSW

Catering facilities and Venue sales of the [UNSW ceremonial and conferencing centre](#): 400 seater main dining hall, plus 7 other meeting rooms and conference rooms from 20 to 150 guests.

On Site Catering for some of Australia's leading financial institutions:

Award winning fully functional independent catering facilities in house to internal and external clients. Includes concierge, venue management and catering management.

The AGSM Sites

The newly refurbished CBD campus:

Venue sales, on site management, catering and staff service. Venue includes 2 theatres, 4 meeting plenary rooms, [The Think Pod](#) and 9 syndicate rooms

www.cbdcampus.com.au

The AGSM Kensington Campus:

Reception, Venue sales, on site management, catering and staff services. Venue includes 41 residential rooms, 4 lecture theatres, a dining/plenary room, and 6 syndicate rooms



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.



We deliver

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

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 4 service supervisors, 3 barpersons, over 40 casual waiters and 4 set up crew. We utilise Sydney's top agencies to boost the staff numbers where required.



Transition to any changes we will make when we engage with your corporate culture

To put it simply, we will tailor our service to your culture. We will work alongside you to:

- **Assess** what people and processes are already in place
- **Listen** to the expectations you have
- **Investigate and document** operational and OH&S parameters
- **Utilise** our experience and people to design friendly, modern, efficient service delivery.



Services we can offer:

Concierge:	Establish a central focus for customer service and bookings
Bookings:	Design and maintain an efficient and easy to use booking system
Catering:	Deliver award winning food prepared in our Kensington kitchens
Audio Visual:	Ensure a sound working knowledge for day to day requirements
Supply:	Coffee, linen, staffing, service; all tied into a single cost centre bill
Maintain:	Your equipment and the security of your information
Exceed:	The high levels of customer satisfaction you expect

Our approach to on site staff

We are committed to partnering with our clients to develop processes that result in cost efficiencies and enhanced services management. Each process is framed with these parameters and matched with the compliance to make your best practice service delivery a delight to clients.

