**CATERER REFERENCE FORM**

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| NAME OF CATERING COMPANY: |  |
| NAME OF REFEREE COMPANY: |  |
| NAME OF PERSON COMPLETING THIS REFERENCE: |  |
| POSITION WITHIN COMPANY/ORGANISATION: |  |
| DATE: |  |
| **Area of Service**  | **Excellent****(score = 4)** | **Good****(score = 3)** | **Average****(score = 2)** | **Poor****(score = 1)** | **Very Poor/NA****(score = 0)** |
| Delivery of the catering concepts tabled during the tender process/ at the contract outset |  |  |  |  |  |
| Suitability of the concept/menus for the site |  |  |  |  |  |
| Quality of the food and beverages received |  |  |  |  |  |
| Quality of service received |  |  |  |  |  |
| Flexibility /variation of the product offer |  |  |  |  |  |
| Ability of the company to react to weather or other variables affecting fluctuations in visitor numbers |  |  |  |  |  |
| Ability to recognise sales opportunities and implement solutions quickly to capture sales opportunities i.e. ‘seize the moment’ |  |  |  |  |  |
| Degree of support provided by head office/ the offsite senior management team |  |  |  |  |  |
| Quality of the on site management team |  |  |  |  |  |
| Quality of staff employed |  |  |  |  |  |
| Company response time to comments/complaints |  |  |  |  |  |
| Company marketing ability/activity |  |  |  |  |  |
| Achievement of budgeted sales forecasts made at the contract outset |  |  |  |  |  |
| Timely receipt of concession payments |  |  |  |  |  |
| Level of central company support at contract mobilisation  |  |  |  |  |  |
| Project management capability vis a vis design services and fit out works |  |  |  |  |  |
| Overall level of satisfaction with the company |  |  |  |  |  |
| Please feel free to add any further comments below: |
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