

Top 10 Tips – Catering

Supplied by: Jasper's Corporate Catering



Things you should know about your caterer...

- 1.** Priorities – Our priority is always our customers and, as we are the catering specialists, we feel that it is important to keep you up to date with laws, guidelines and systems. Any caterer of quality should ensure these are part of their business so that you, the customer, receives the food and the service you deserve.
- 2.** Safer food, better business – In January 2006, the Food Standards Agency introduced a management pack entitled 'Safer food, better business' to ensure that all catering businesses comply with regulations for best practice. The management pack essentially keeps catering companies up to date with new legislation and ensures that staff training is implemented and recorded and, most importantly, ensures that procedures for safe food production are kept to.
- 3.** Registered premises – Any good catering company would approach the local authority before setting up their operation (Jasper's does this with every new site it opens). It is now a legal requirement to register your catering operation premises. This allows the local authority to inspect the registered premises, record a history of inspections and advise and assist the operation, giving the customer confidence.
- 4.** Delivery – The delivery of products is an important part of being a caterer. Jasper's uses its own registered refrigerated vehicles, which are open to inspections from the local authority. Its vehicles are cleaned and sanitized regularly. Some caterers use normal cars or even taxis! Running registered vehicles can be expensive, but it is essential in ensuring a good quality food service.
- 5.** Training – The most important element of ensuring safe food production is the production team. If the team is not well trained, the customer is at risk. At Jasper's, a full-day induction is provided before team members even approach the kitchen and they must be trained in or hold a Basic Food Hygiene certificate, as required by law. It is this approach to staff that earned us an Investors In People award in 2007.
- 6.** Hazard Analysis – HACCP (Hazard Analysis Critical Control Point) is an internationally recognised and recommended system of food safety management. By following a HACCP system, you ensure that any 'critical points' or 'hazards' are highlighted and controlled. Any good quality caterers will embrace the HACCP approach for both the business operator and the customer.
- 7.** Reputable suppliers – At Jasper's we only use suppliers that adhere to all legal requirements in operating their business supply proof. They must provide quality, safe produce and have systems in place to ensure that this is the case.

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- 8.** Fair business – Jaspers' suppliers must also practice 'fair business' or 'fair trade' activities to ensure that growers and producers are treated fairly. This means honest business, excellent produce and service at fair prices for our customers.
- 9.** Insurances – Businesses are required by law to hold relevant insurances to protect themselves and their customers.
- 10.** VAT – By law catering should be VAT chargeable. If a caterer delivers food without charging VAT, they are breaking the law and so is the customer. Make sure your caterer is operating their business within the law.

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