

# Case Study - Audit and ongoing support

## Burgess Hill School West Sussex

### Background

Burgess Hill School is a thriving highly successful GSA day and boarding school in West Sussex. There are 685 girls at school and the catering service is provided by an enthusiastic and dedicated in-house catering team.

ISCC were commissioned to provide a review of the current service offer and make recommendations for injecting new innovation across all three service offers.

### The Process

ISCC spent a full day at school reviewing both the Front of House service offer and the kitchen practices and processes. The approach was very hands-on with Chris working alongside the catering team in the kitchen and Simon 'out-front' observing the counter service.

From this research a comprehensive review document was produced which included a 'snap-shot' of the current standards being achieved, dozens of practical recommendations and new service innovations along with managerial best practice.

### The Outcome

The catering team were highly appreciative of ISCC's support and recommendations and the majority of the new innovations highlighted were implemented immediately, the rest being phased over the following few terms.

The culinary team remain in touch on a regular basis and continue to be supported by ISCC on an 'as and when' required basis.

### Comment from Simon Fowle, Bursar

"I found ISCC to be a thoroughly professional organisation that came in and provided really sound guidance together with some innovative ideas to help us improve our service without raising our costs significantly. I would recommend them to anyone looking for an independent audit of their catering service".

