

Case Study - Audit and ongoing support

Haberdashers Monmouth School for Girls

Background

HMSG is a leading GSA day and boarding school set in the wonderful rolling Wye Valley overlooking the historic town of Monmouth.

There are 600 girls at school and the catering service is provided by a dedicated and highly skilled in-house catering team.

In September 2008 the school refurbished their servery area creating a modern state of the art high quality facility.

ISCC were commissioned to help launch the new catering offer from the new stainless steel and marble counters as well as provide managerial and culinary support and development.

The Process

ISCC spent a full day at school and examined in great detail every aspect of the catering service. From this research a review document was produced which included a strategy for the launch of a new and uplifted style of service and well as further development suggestions.

The Outcome

The new dining facility has been a resounding success and the 'talk of the town' at school. Uptake has boomed and compliments flowed from day one. The catering team has been further strengthened and developed through internal succession planning and the food offer is second to none.

ISCC are retained to provide ongoing support and visits to school on a termly basis.

Comment from Tessa Norgrove, Bursar

“We are delighted with the support given to us by ISCC. They have enabled our catering staff to expand their vision and helped them to plan menus that reflect something so much more than 'school food'. Parents, girls, staff and visitors are simply stunned by the quality and variety of food we offer and it is still achieved within budget!”

