

WELCOME TO
Talkington Bates



THE MOVE TO TALKINGTON BATES WAS VERY SMOOTH
AND OUR TEAM HAVE INTEGRATED INTO THE CULTURE
OF THE FOUNDATION WHICH WAS VERY IMPORTANT
FOR THIS CONTRACT.



Lucy Palfreyman, Chief Operating Officer at The Paul Hamlyn Foundation

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Our Introduction

We created Talkington Bates, an independent contract caterer 25 years ago to provide

a range of exceptional, tailored catering & hospitality services to businesses across the UK.

With many years of experience working in the catering & hospitality industry, we are a proactive bunch, taking great pride in our services and always striving to go the extra mile for our clients. We offer a complete 'one stop solution' contract catering & hospitality management service.

We look forward to hearing from you.



Paul + Janice

Award winners

OVER OUR 25 YEAR HISTORY WE HAVE MANY
ACHIEVEMENT AWARDS AND INDUSTRY RECOGNITION
WHICH WE ARE IMMENSELY PROUD OF



1 COMPANY REGISTRATION NUMBER
03937653

2 FORMATION DATE
NOVEMBER 1997

3 TRADING FOR
25 YEARS

4 NUMBER OF CONTRACTS
35

5 TURNOVER (MARCH 2020)
£4.9M





YOUR STAFF RESTAURANT

re-imagined

Quality over quantity over quantity menus designed to use high quality, ethically sourced premium ingredients.

Indulgence, fun and variety making workplaces fun and engaging again over fine food experiences.

Provenance using ethical, sustainable, suppliers locally and regionally. Supporting innovative food start-ups.

Safe, clean, minimal product handling Covid safe service with well-considered clear signage, protocols and cleaning procedures.

Technology pre-orders and bookings improve the ordering process, communications and cost allocations.

Versatility and flexibility working with clients at delivering an evolving service that suits all tastes and expectations.





DELICIOUS *food*

INDULGENCE – Curated menus according to seasonal produce and cooked to taste and perfection

BREAKFAST SPECIALS – Hot or cold, dine in or grab and go, breakfasts to suit all styles and budgets

PLANT BASED AND HEALTH CONSCIOUS DISHES - To improve mental and nutritional wellness, meals designed to maintain productivity and combat sluggishness

THE BEST HOT BEVERAGE - Coffee prepared using finest beans and various milk ranges, for non-coffee drinkers, a wide range of teas including hot beverage drink specials of seasonal flavours.

HEALTHY SNACKS - Having the perfect snack can improve productivity, we have a selection of ready produced and own made savoury or sweet snack for that perfect in between moment. .

INTRODUCING OUR NEW COFFEE SUPPLIER





QUARTER
HORSE
COFFEE

Promoting positive change.



Women Coffee Producers

An example of the work our importers do to promote positive change can be found in the **Women Coffee Producers program**, which we buy from whenever available. The program seeks to address inequality in coffee growing regions by creating equity, visibility and access to a wider market for women.



Preserving Heritage

We promote awareness of **heritage coffee varieties**, most recently the Yemenia Mother Population. Forging new frontiers of price transparency, our customers have the opportunity to try exciting new coffees while we donate our profits to the **UNICEF Yemen Appeal**.



Buying Coffee Direct

We deliver coffee that is **ethically sourced** and of the **highest quality**. We prioritise lasting relationships with farmers and positive development at origin.



A SAFE, CLEAN AND *friendly* ENVIRONMENT

Keeping a safe, clean and organised environment is crucial to delivering a slick service, we have in place the following;

- Providing a clean, covid secure catering facility and hospitality services.
- Bento style boxes options so meals can be individually presented.
- Pre-boxed hot and cold dishes to reduce food handling for breakfast, lunch or dinner.
- Clear signage to maintain safe distances and direct walk flows.
- Friendly, approachable and knowledgeable team.
- Extended service times and opening hours to help with spacing.
- New 'Kafoodle' labelling system to ensure we are fully compliant with new 'Natasha's Law' legislation.

Kafoodle[®]

Considered **HOSPITALITY**

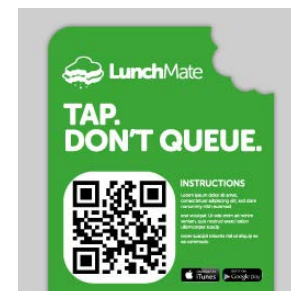
- Boxed hot meals to reduced sharing options
- Bento hospitality presentation style
- Bottled juices and smoothies
- Bringing back the China cup - moving away from disposable cups for teas and coffees
- Individual cake and meal servings to suit meeting style





TECHNOLOGY

- Micro website promoting the services
- Fast track coffee pre order, using 'Lunchmate' a pre order app for coffees, breakfast, lunches or snacks with pre-loaded funds
- 'Lunch Mule' is a clever way to nominate a colleague to collect group pre orders and works in conjunction with Lunch mate
- Special offers and hospitality bookings can be pre ordered via Lunch mate
- A custom hospitality booking form to place orders from any device at any time, with a QR code that can be placed in meeting rooms – scan the QR code below to see an example.



POP-UP *events*

We strive to stay ahead of the curve and continually add new concepts to our on-site toolkit.

1

Looking for a different flavour be it Oodles of noodles, Yassa shack (West African Gambian cuisine) or StrEat food 'hot held food in a wrap or artisan roll', we serve a variety of pop-up cuisines to suit all tastes.

2

Wellness and Nutritional events, lunch and learns with our company Nutritionist Hebe to answer all client's nutritional questions.

3

Wellness and Sustainability events, lunch and learns with Yuki blogger from Cultivate Life on practical ways to reduce food waste and how to promote a 'green lifestyle'.

4

'Chef days' for cookery and demonstrations, lunch and learns from our consultant chef Stephen Toward.

BESPOKE HERB GARDEN AND *outside spaces*

There are many benefits to growing plants be it for aesthetic or herbs for culinary uses even in an urban environment. The 'Work place garden' is a way of creating an external 'green space' that can be used to benefit the team members mentally, socially and environmentally for all around workplace wellbeing. This is a new innovation that is being offered to clients who have outside spaces and that can be utilized for the fooling benefits;

- External green space for overall employee wellness
- Growing herbs can benefit employees as teas, in foods, calming spaces to boost productivity
- Having an herb garden on site means there's less packaging involved & food miles for onsite catering
- From an ESG perspective, growing plants can boost air quality and reduce carbon emissions
- Growing plants inevitably helps bees and the decline of the bee population
- Many herbs have therapeutic qualities and calming affects.
- Team members can participate in gardening upkeep as a place to unwind
- A garden plan of seasonal grown goods could be organised for better food provenance.
- Coffee grouts and other elements of catering food waste can be used to support healthy growing plants acting as a fertiliser





FINANCE *Transparency*

We will provide comprehensive monthly reports for review. Beyond the initial mobilisation phase, our recommendation is that meetings take place weekly, monthly and quarterly between the key client stakeholders and the Talkington Bates team.

All reports are presented in your preferred format and are supported by detailed monthly accounting reports. Ad hoc reports can be viewed at any time, as our account management software (PEARL) operates online in real-time.

At Talkington Bates we believe it is imperative that we have clear, open communication with you our client and we are extremely flexible to ensure that we communicate with you, in a way that best meets your requirements.

Typically the monthly reports we provide are:

- Number of meals served top and bottom performing products
- Percentage uptake of each service
- Food wastage and production management
- Staff cost incurred by the services
- Sundry expense breakdown
- Performance evaluation, objectives met, food quality,
- Customer service, finance, events success
- Set key objectives for next month
- Team training/objectives
- Equipment issues/breakdowns
- Environmental sustainability review
- Health & safety report
- SLA & KPI achievement



OUR WEEKLY MENUS ARE FRESH, VARIED AND
HEALTHY AND THERE IS ALWAYS SOMETHING TO
TEMPT EVEN THE FUSSIEST OF EATERS.

Shelley Bennett
Head of Management Services Falcon Group Administrative Services (UK) Ltd



**TALKINGTON
BATES** *established 1997*

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