

CASE STUDY

Working in partnership with Chiswick Community School



Chiswick School is a large comprehensive school which is currently working on improving and updating many of its facilities and services so they can offer their students top class education and opportunities. One of the forefront things on their agenda was to improve the dining facilities for the students.

On assessing the existing catering service, we identified some key areas for improvement:

- Queue times were too long
- Favourite foods, particularly sandwiches and panini were running out too early
- Dining room was uninviting and not somewhere the students wanted to spend time

We started working on increasing the efficiency of the serving area by moving it back into the kitchen so creating a space separate to the dining room. Floating tills were used so that students moved away from the serving counters to pay, thus reducing congestion, preventing the 'Grab & Go' and salad counters becoming blocked by people waiting for hot food and reducing queue time. Biometric payment technology was also introduced so that students only have to scan their fingers in order to pay. This has all the existing benefits of the smart card payment systems, but removes the chance of students losing their cards and can reduce queue times as students will not be searching in bags and pockets for their card.

Staff were also trained on stock control so that favourite items, particularly in the 'Grab & Go' chiller did not run out but without high levels of waste at the end of the day.

It was important that the dining area became a place where students wanted to be, a place for them to sit, eat and socialise. To facilitate this, we took out the long, traditional tables to make way for smaller tables, picnic style benches and high stool tables.

This gave a High Street coffee shop feel to the whole dining area. Suspended ceilings and coloured lights were introduced to the room to eliminate the feeling of sitting in a hall and making it a much more comfortable and inviting space.

Feedback on the transformation has been extremely positive. Here's what Paul Sykes, the Business Manager at Chiswick had to say. "I feel that catering should be the best it can, and Innovate have been just that. They have completely transformed what was a tired and underused canteen into a vibrant and inviting space. The traditional school dinner offering has been replaced with a creative menu offering a range of food that has been really well received by both students and staff alike, indeed the number of students using the facilities has nearly doubled. Innovate's overall professionalism and commitment to support the school is a leading example of what should be expected in order to inspire students with a blend of healthy eating and an inviting environment."

innovate
my goodness!