



Mildenhall
College

eats Catering at Mildenhall College

We wanted to have some changes to our catering provision. Students voiced their ideas for improvements in a 'wish list' which included:

- A greater range of food and snacks
- Larger portions
- No long queues
- Quicker service
- A more inviting dining room

As a school we wished to offer students a satisfying and enjoyable healthy range of meals and snacks and we also wanted to encourage more young people to use the service and reduce the number going off-site at lunchtimes.

In 2012 a new Catering Manager, Mrs Claire Wilden, joined the college and plans were made for some major changes to the service which have had a major impact.

Firstly, we agreed to undertake a major re-furbishment project for the dining room. This was funded by revenue raised by **eats** and from a contribution from the college over three years. The dining room was re-decorated, a new wood effect floor laid and new furniture bought in. Bright pistachio and red chairs with cream tables at one end and a sophisticated bistro with soft seating, wooden effect chairs and tables at the other provide two separate but linked dining environments.

An outside kiosk was established in the Summer term which provides students with a further outlet to obtain snacks at break and lunchtimes.



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A re-organisation of the service points in the dining room with an 'express coffee bar' allows students to be served quickly and this initiative, together with the outside catering kiosk, means that students no longer have to wait in long queues.

The main change has come in the menu with a much greater range of nutritional snacks and 'quick options' for those on the go whilst still maintaining a good variety of traditional plated meals which cater to individual tastes and needs.

The coffee bar is open from early in the morning until mid-afternoon so students can treat themselves to a drink or breakfast before school starts and Sixth Formers and staff can access refreshments during the day.

Portion sizes are bigger and students and staff report that they feel they are getting much better value for money. The food and drinks are attractively presented and the whole dining room now feels like a professional operation of the kind to be found in any establishment on the high street.

Students are enticed with weekly offers and reward cards. They also take part in online surveys about the menu and service and meet regularly as the **eats** student forum to continue to provide the catering manager with ideas and feedback.

The impact: revenue is up and as a result more staff can be employed therefore providing a better and quicker service for the students and staff at Mildenhall College.

Refurbishing the dining room and improving the service has been one of the most instantly visible and most talked about initiatives at the college. Students, staff and visitors to the college love the new service and dining room.

Ms S Byles

Headteacher

