

catering

Project description

EMCOR UK was asked by this customer to propose an alternative solution to their incumbent vendor. Financial accountability was a particular problem and the catering service was poorly regarded by customers.

Key benefits

- ▲ Change of structure: The catering team was integrated with EMCOR UK as a single point of contact
- ▲ Change of management style: Away from a distanced supplier relationship and towards an integrated partnership
- ▲ Change of food style: Fresh food—locally sourced where possible
- ▲ Customer communication strategy: To give customers a voice that was heard and responded to
- ▲ Open book financial accountability
- ▲ An aware and involved steering group has been empowered to responsibly use tariff strategies to stimulate healthy eating regimes and benefit financially from the elimination of single-use plastics

About the customer

This customer is the UK's leading provider of air traffic control services and handles 2.4 million flights and 250 million passengers in UK airspace annually.

