

CATERING AND HOSPITALITY COMMITTEE 2017/18

This is the second annual report since the Catering and Hospitality Committee became a standing committee which reports directly to the Company. The financial outcome for 2016/17 was slightly behind budget as anticipated in last year's report but was still a credible performance in a difficult market. The current year looks to be a little better, with on budget operating profit on a slightly lower than budget turnover as at the end of June. Traditionally August is a very quiet month but September has been a busy month and hence budgeted profit should be achieved.

The market continues to be very challenging but the high level of very positive feedback on quality of food, service and environment plus the number of repeat bookings indicate that the operation is 'holding its own'. The front of house team continue to work hard at marketing and promoting the Cutlers' Hall Hospitality, however the Business Development Executive who returned from maternity leave in May decided to resign as she didn't feel able to do her job full justice in a part time capacity. Her direct report, who stepped up whilst she was on leave, will take over the role and a replacement Sales Executive has been recruited.

A key benefit of the Company managing its Catering and Hospitality operation is that all aspects of Health and Safety can be closely monitored and addressed quickly when required. All equipment is maintained to a high standard and a rolling programme is followed to ensure there is always sufficient equipment to hold a 400 person dinner. During the year the new Sheffield made stainless steel cutlery, which is embossed with an abbreviated crest, was delivered and well received. The management continue to work hard at the training of serving staff especially agency staff.



The first quarter of the new Master's year is looking promising and as stated in earlier years the use of the Hall by Freeman and Friends makes a positive impact on the performance of the Catering operation and in turn the financial performance of the Company. This annual report provides the Committee the opportunity to recognise the enthusiasm, hard work and dedication of our small but very able team, led by Colonel George Kilburn.

Mrs Pamela Liversidge OBE DL
Chairman

Catering and Hospitality Committee