

# 1.1 Mobilisation Plan

## 5 Weeks

### Back of House

- Catering team begins mobilisation on site
- Deep clean of space completed
- Supplier walkthrough conducted
- Delivery routes confirmed
- Equipment investment agreed and orders placed

### Customer Engagement Activities

- Annette Sustainability showcase event
- Share the Menu – “what’s on”

## 3 Weeks

### Back of House

- Ensure all ESG in place as agreed
- Start of deliveries and equipment- put in place
- Food safety and Health and safety policies in place

### Customer Engagement Activities

- Hospitality brochure shared (“How-to” guide)

## 1 Week –Go Live

### Back of House

- Two weeks of on-site support begins for smooth transition
- Davide on-site supporting coffee service
- Caroline on-site to resolve operational challenges
- Operations Manager supports GM with daily operations

### Customer Engagement Activities

- Desk drops with raffle ticket (Win a GEC hamper)
- Evening launch event
  - o Meet the team
  - o Champagne reception
  - o Hospitality showcase
- End of Week 1 client review meeting
  - o Includes support team and Operations

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## 6 Weeks

### Back of House

- Contract awarded and signed with agreed KPIs
- Budget and tariffs clarified
- Recruitment process begins
- Food development team finalise menus

### Customer Engagement Activities

- Welcome newsletter launched
  - o Opening countdown to activities
  - o Uniform preview and support team intro

## 4 Weeks

### Back of House

- Mid-mobilisation progress review
- Storage areas organised
- Rota set up support team booked for 1st two weeks

### Customer Engagement Activities

- “Coffee with Davide” masterclass

## 2 Weeks

### Back of House

- Team induction completed
- New uniforms distributed
- Catering team continues on-site mobilisation
- Davide supports coffee training and setup
- Service training delivered by support team (Isart)
- Initial external Health & Safety audit completed – all in place

### Customer Engagement Activities

- Smart Fridge launch- Vending showcase (“How it works”)
- Meet the supplier’s event