

NO	REQUIREMENT	SERVICE LEVEL DESCRIPTION	KEY PERFORMANCE INDICATOR
1	Customer Service	High Level Of Customer Service Friendly Direct Communication Improve Speed Of Till Service (Food Vs Hot Drinks) Pleasant Outgoing Nature Positive Attitude And Willingness To Provide The Service	High Level Of Customer Service Expected With Friendly And Direct Communication And Pleasant Outgoing Nature From The Staff Shorter Wait Time For Those Buying Food/Non-Hot Drink Items Number Of Complaints Regular Spot Checks On Queue Times
2	Communication & Promotions	Wider Communication Of Café Menu, Activities And Promotions Utilise Screens For Regular Digital Content (Updated Weekly) Planned Promotions, Food In Season At Least 3 Months In Advance  Customer Satisfaction	Improved Communication Recognized By Staff Increased Staff Knowledge About The Café Offering Increase Of Sales  2 x Service Enhancements / Innovations / Efficiency Improvements / Marketing Initiatives Throughout The Month Satisfaction Survey Every 6 months Experience Capture In Place
3	Menu Offering	Expand Menu Offering To Reinvigorate Staff Interest In The Café And Increase Footfall/Sales	Increase Of Sales Positive Feedback About The Changes
4	Food Quality & Freshness	Dietary option parity compliance	Regular Food Checks For Quality and Freshness Vegetarian, Vegan, Halal and Gluten Free Options Available At All Times
5	Subsidised Hot Beverages	Barista coffee to be of high quality  Barista beverage yield efficiency	Regular Audits From Head of Coffee And Coffee Supplier To Ensure Correct Coffee Presentations  A Yield Efficiency Of 95% Or Higher Been Achieved?  A Yield Variance Of 5% Or Lower For Beans, Milk & Consumables Achieved
6	Packaging	Continue To Limit Disposable Items From Café & Hospitality Service Any Take-Away Items Must - maintain the quality - only be used when discussed with client - be biodegradable	Review Usage Each Quarter 95% Of All Grab & Go, Conference & Event Packaging Must Be Compostable, Biodegradable, FSC Certified, or PLA based
7	Hospitality & Logistics	Deliveries On Scheduled Time Consistent High Quality Of Food Correct Number Of Items Collection / Clearing  Meeting Room Set Up	Audits Number Of Complaints Rectification Time  Correct Layout & SOP Followed

NO	REQUIREMENT	SERVICE LEVEL DESCRIPTION	KEY PERFORMANCE INDICATOR
<b>FINANCIAL</b>			
8	Cost of service remains within budget	Monthly Actual cost vs Capped Budget Gross profit achievement vs Capped Budget Period reporting with full transparency Year to date sales vs Budget Reduced/Nil Subsidy Variance on usage	Monthly reporting
9	Variations to Contract	Variation confirmed in writing	N/A
<b>HEALTH &amp; SAFETY</b>			
10	Accidents/Risk Assessments	All accidents to be recorded on Navitas accident report Risk Assessments Policy	Record to be kept on site and submitted as required H&S reportable accidents, dangerous occurrences, or near misses must be followed up with lessons learned within 5 days of incident
11	A safe place to work is provided and promoted for catering team	Compliance with Health & Safety contractual requirements providing annual updates of insurances and policy requirements Documentation evidence of reporting and resolving accidents/near misses Promotion of Health & Safety within the workplace Timely reporting of faults and breakages	All requirements provided as per contract Through quarterly & monthly reporting Audits/Observation "Zero Mindset" training for senior team
12	Public Health Emergencies	Action and adhere to all EA issued public health emergency policies and guidance i.e. COVID-19 pandemic/future events	Observation and records as required

NO	REQUIREMENT	SERVICE LEVEL DESCRIPTION	KEY PERFORMANCE INDICATOR
<b>PERSONNEL TRAINING</b>			
13	Staffing Levels	Staffing levels are monitored & managed as per the budgeted labour establishment A contingency plan in place to cover holiday and sickness Detailed person specifications and job descriptions for each team member	85% attendance level - time and attendance records to be submitted as required Cover always provided for planned and unplanned absence
14	Staff Presentation/Uniform	All employees to have a standard uniform and be well presentable	Regular Checks
15	Training	Team members to have their own personal development program, reviewed quarterly covering - Health & Safety legislation - Food Safety legislation - Specific skill training	Record to be kept on site and submitted as required
16	Motivated and supported catering team	Implementation of individual training plans	Retention Rate
<b>ACCOUNT MANAGEMENT</b>			
17	Provision of Reports	Provide Quarterly in a timely fashion 1 week prior to meeting	Observation
18	Proactive management of account	Management of account, Communicating of issues/concerns to Client with solutions	Observation
19	Management Visits	Operations Manager 3 x per month Operations Director 1 x per month	Observation
20	Invoices are correct as per contract agreement	Prices and layout as agreed by both parties (to include charge list for additional requirements/variation to contract)	Open book invoices are correct and accurate with full supporting documentation and delivered on the agreed monthly date

NO	REQUIREMENT	SERVICE LEVEL DESCRIPTION	KEY PERFORMANCE INDICATOR
<b>ACCOUNT MANAGEMENT CONTINUED</b>			
21	Management response to issues/questions	Timely response to Electronic Art's queries	Response within 24 hours
22	Mystery Shopper	Quarterly visits to reception & café	Quarterly reporting
<b>SUSTAINABILITY &amp; CARBON FOOTPRINT</b>			
23	Provenance of Sustainability	Evidence of local supply chain Evidence of ethical sourcing Evidence of sustainable produce & methods Ethical certification compliance rate Food wastage percentage	Quarterly reporting Have at least 40% of the total food and beverage spend been directed toward Irish-grown, reared or processed goods? Have 100% of coffee beans supplied been verified as Fairtrade Ireland or Rainforest Alliance certified? Food wastage percentage below 5%
<b>FACILITY &amp; SPACE</b>			
24	Cafe Presentation	Cafe visibly clean and well presented at-all-times All space related requests actioned in a timely fashion	Observation

The above Service Levels are to be continuously monitored and performance should be presented to the Facilities Manager during the scheduled Quarterly Business Reviews.

Quarterly Business reviews should be arranged by The Good Eating Company and held no later than 30 days after the Quarter End.

Financial information presented at QBRs should be sent electronically to the Facilities Manager at least two (2) days ahead of the scheduled meeting.

Quarterly Business Reviews must be attended physically in person, location of meetings may alternate between the premises of The Good Eating Company and Arup by prior agreement.

Minimum Attendees for the Quarterly Business Reviews:

1. GEC, Account Manager
2. GEC, Head Of Operations – Ireland
3. GEC, Catering Manager

MONTHLY KPI DASHBOARD AUDIT - GOOD EATING COMPANY

SPECIFICATION	WEIGHTING	SCORE	TOTAL	MAX SCORE	NOTES
Hygiene, Health & Safety All legally compliant. All records, including relevant staff training completed, relevant & up to date.	33			132	
Financials - Reporting All reports provided to client, as agreed	7			28	
Financials - Sales As or above budget.	13			52	
Financials - Costs As or below budget	13			52	
Customer Experience Menus range, tariffs, quality & presentation (Restaurant & Hospitality) as agreed	9			36	
Customer Experience Speed of service as agreed	8			32	
Customer Experience Consistently high customer service, supported by no more than 2 minor constructive comments per month. Supported by positive customer comments via cards/feedback, annual survey, external reviews & other communications.	9			36	
Customer Experience Customer experience training including GEC Learning & Development plan up to date. Mystery shopper score over 95%	8			32	

Score Reference

0. Not Achieved /// 1. Major deficiency /// 2. Minor Deficiency /// 3. Meets Requirements /// 4. Exceeds Requirements

TOTAL

400