



▶ Team 2011 Training Manual

Catering Role Specific Section

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Haere Mai!

Welcome to Rugby World Cup Catering! We thank you for your time, your enthusiasm and your commitment to being part of Team 2011.

What is Functional Area Specific Training?

The first face-to-face component of your training covered general aspects of Rugby World Cup and included information essential to all members of Team 2011.

In Functional Area specific training, we go into more detail regarding the role you will be performing during the Tournament, including our expectations and job specific requirements.

We are very fortunate to have within Team 2011 an immense wealth of experience and skills which will enable us to present a world class event with passion and professionalism. We hope you will also learn from and enjoy this more specific training session.

Kai for the Crowd

Catering is one of the most memorable aspects of any major event delivery and we have to get it right first time, every time and on every day of the Tournament.

Catering delivery can range from a minimal provision of a bottle of water to a hard-working Team 2011 member, right up to the delivery of fine dining to the most important and influential guests of the Tournament.

Our philosophy is simple, “our customers never forget!”. We have a duty to make sure that each of these customers take away memories of the best New Zealand and Rugby World Cup 2011 has to offer.

Catering Programme

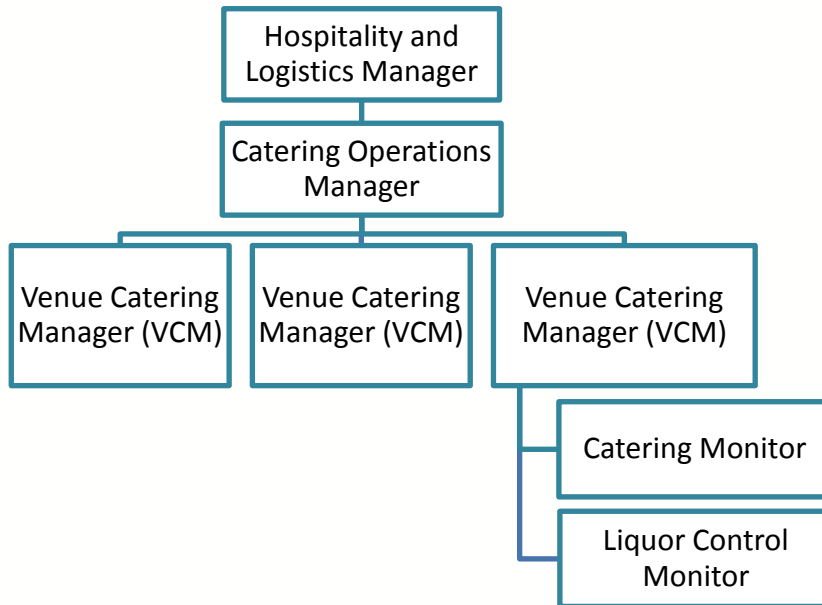
Rugby New Zealand 2011 has been granted catering rights within the stadiums during Rugby World Cup 2011.

The Catering Programme within Rugby New Zealand 2011 is responsible for the delivery of in-stadia catering services across all 12 Match Venues.

With 1.6 million ticket holders ready to take their seats at the Tournament, there will be a high demand for quality food and beverages and exceptional services.

In addition to catering services at the match venues, catering is required at other locations such as hotels where teams are staying, training grounds, FANZONES and Team 2011 Workforce Centres.

Catering Team Structure



Catering Programme Objectives

The Catering Programme aims to provide food and beverage services that are delivered to the highest standard to every customer being served

Catering Team 2011 members aim to:

- Ensure high standards of catering services are delivered to the different customers in the match venues
- Monitor intoxication levels of the public
- Assist at Workforce Check-in.

Our Clients

The Catering Programme will be managing caterers throughout the country. Over 10,000 catering staff will be delivering food and beverage services during Rugby World Cup 2011. Catering services will be provided at each of the match venues to:

- General public
- Official hospitality and sponsor guests;
- Official VIP guests
- Teams, match officials, media and Team 2011 members.

In addition to the catering services at the match venues, catering is also provided outside of stadia. Catering is servicing hotels where teams are staying, Workforce Centres, airports, training grounds, operations centres and FANZONES.

Catering clients

- Visiting Dignitaries and Officials
- Government Ministers and Governing Royalty
- VIPs
- Stakeholders
- Sponsors
- Team 2011
- Rugby World Cup Limited
- Hotels
- Teams, managers, coaches and supporting team officials & supporters
- Previous team winners and officials
- Match Officials
- Venue Managers
- Tournament Officials
- Sports representatives
- The general public and public supporters.

We want to provide our clients with

- Efficient, courteous and friendly service
- Accurate and helpful information
- Proactive and positive attitude.

Catering Golden Rules

Smile and be friendly and polite at all times.

Be well presented, clean and tidy. This is particularly important of Team 2011 members assigned to catering.

Be aware of your surroundings. Be observant of what is happening around you and be in a position to provide assistance when required.

Always wear your accreditation and carry your Rugby World Cup Pocket Guide.



Be patient with people who speak English as a second language and speak clearly and slowly.

Set a good example to all catering contractors.

Know your local workplace and the amenities available.

Catering Learning Objectives

Role	At the end of the workshop the learner will be able to
Liquor Control Monitor	<ul style="list-style-type: none"> • Report incidents • Problem solve operational issues as they become apparent • Effectively escalate issues.
Catering Personnel	<ul style="list-style-type: none"> • Report incidents • Have constructive customer contact and report feedback • Assist with Workforce check-in • Monitor standards of staff presentation and grooming • Effectively escalate issues.

Catering Team 2011 Roles & Responsibilities

Key Responsibilities

- Pre-Tournament
- Tournament Time.

Pre-Tournament

Prior to the Tournament, the Catering Team 2011 will:

- Attend all training and be ready for kick off!
- Become familiar with your role and responsibilities, your team and your Team Leaders
- Check email regularly for relevant correspondence and reply promptly where required.

Tournament Time

Tournament time is the time to support! This is when the Catering Programme becomes active. We service and support all caterers to ensure optimum performance during the Tournament.

The main goals of the Team 2011 Catering Programme are:

- To ensure catering facilities are set up ready for the Tournament
- To ensure patrons are having a great food and beverage experience
- To ensure health and safety standards and policies are adhered to.

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Catering Team 2011 Roles

- Catering Personnel
- Liquor Control Monitor

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Liquor Control Monitor

Description

Liquor Control Monitors will assess patron intoxication levels as they arrive at venues and within the venue to assist Duty Managers, NZ Police and Security in identifying alcohol affected patrons and monitoring alcohol purchases at the point of sale.

Any issues will be advised immediately to Security, Police or Duty Managers and not dealt with directly by the Catering Team 2011 member.

Reporting Structure

The Liquor Control Monitor role reports to the Venue Catering Manager. There are no direct reports to this role.

A Day in the Life of a Liquor Control Monitor

Before your shift

- Have a nutritious meal before leaving home
- Leave enough travel time to arrive at your workplace before your shift starts – ensure that you arrive 15 minutes before your shift begins
- Remember to wear your uniform, suitable footwear and accreditation pass
- Wear or pack enough layers for your shift. You may be working outdoors in changing weather conditions.

At the start of your shift

- Check in at the Workforce Centre check-in site for Team 2011 and receive your in venue accreditation wristband
- Report to Venue Catering Manager
- Receive a team briefing as to the day's duties and events
- Check if there are any changes to the agenda you need to be aware of.

During your shift

- Pre-screening levels of intoxication outside a venue
- Monitoring levels of intoxication within the venue
- Reporting incidents
- Escalating relevant issues
- Assisting with overall catering programme delivery as required
- Assisting set up and supporting contracted caterers, security and venue may be required.

Alcohol Outlet Criteria

Public area outlets

- Beer may be served in 330ml cans or plastic cups
- Cans to be depressed at point of sale
- Wine to be sold in 187ml PET bottles
- Full strength beer to have max 5% alcohol
- Low alcohol beer to be less than 2.5% alcohol
- Maximum of 4 alcoholic beverages permitted to be served per person, per sale
- Low alcohol beer to be sold at lower price than full strength
- Soft drinks and water to be available for sale alongside alcohol
- Food to be available for sale alongside alcohol
- No sale, service or consumption of alcohol permitted for patrons under the age of 18
- The number of serves permitted for sale may be reduced at the discretion of the Duty Manager of the operational zone in consultation with NZ Police and Rugby New Zealand 2011
- All service staff has the right to refuse the sale of alcohol to any patron.

Hospitality areas

- Alcohol may be provided in glass bottles and glassware inside hospitality lounges and corporate boxes
- Only plastic receptacles are permitted in outside seating areas
- All alcohol to be served by a staff member
- Spirits to be available, only 30ml per serve and not in shot glasses
- Spirit consumption to be recorded on log as it is served by staff members
- Soft drinks and water to be available alongside alcohol
- Substantial food to be available alongside alcohol
- No sale, service or consumption of alcohol permitted for patrons under the age of 18.

At the completion of your shift

- Ensure that all resources and tools are returned in good working order
- Complete any attrition, incident or accident reports
- Inform the Venue Catering Manager your shift is finished before departing
- Leave for home with a smile on your dial.

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Catering Personnel

Description

Team 2011 Catering Personnel will circulate through the venue to assist the Rugby New Zealand 2011 Venue Catering Manager in ensuring that all food/refreshment service areas are operating to standards. Specifically, they will monitor food quality, presentation, outlet cleanliness, staff presentation, signage requirements.

Any issues will be reported directly to the Rugby New Zealand 2011 Venue Catering Manager.

The areas to be monitored are the retail public outlets, the 'obligatory catering areas' and the hospitality areas. Catering Personnel will be provided with manuals and checklists to assist in monitoring each of the areas.

Reporting structure

The Catering Personnel role reports to the Venue Catering Manager. There are no direct reports to this role.

A Day in the Life of a Catering Team 2011 Personnel

Before your shift

- Have a nutritious meal before leaving home
- Leave enough travel time to arrive at your workplace before your shift starts – ensure that you arrive 15 minutes before your shift begins
- Remember to wear your uniform, suitable footwear and accreditation pass
- Wear or pack enough layers for your shift. You may be working outdoors in changing weather conditions.

At the start of your shift

- Check in at the Workforce Check-in site for Team 2011 and receive your in-venue accreditation wristband
- Report to Venue Catering Manager
- Receive a team briefing as to the day's duties and events
- Check if there are any changes to the agenda you need to be aware of.

During your shift

- Assist at Workforce Check in when required.

Key tasks and food service area criteria

Catering staff monitored to adhere to following:

- High uniform and grooming standards
- Present in outlets at agreed times
- In correct uniform for specific role
- Photos and specific details will be provided to Team 2011 members to assist in assessing the above
- Measuring queuing time in public outlets
- Measuring food temperatures, both hot and cold
- Monitoring the customer service experience, to be done through mystery shoppers and surveys
- Monitoring correct opening times of outlets and numbers of staff in each outlet
- Ensuring correct equipment is in place and is clean and fully operational
- Ensuring sufficient amounts of food are available for service in each outlet
- Establishing outlets are presented in a clean and appropriate manner
- Establishing product offers are compliant with agreed menu specification and photographs
- Ensuring signage is correctly displayed for each outlet.

At the completion of your shift

- Ensure that all resources and tools are returned and in good working order
- Complete any attrition, incident or accident reports
- Inform the Venue Catering Manager your shift is finished before departing
- Leave for home with a smile on your dial.

Notes:

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