

Having been President of the Alligator Creek State School P&C (Mackay region) since 2008, we made a conscious decision in our 2010 annual plan and associated budget to review the operations of our tuckshop. We knew from our balance sheets that the tuckshop had run at a loss for some years and that we were not compliant with Education Queensland's Smart Choices tuckshop practices. Our goals of the tuckshop review were therefore twofold:

1. To turn the annual tuckshop loss into an acceptable profit.
2. To increase the compliance against Smart Choices tuckshop practices to ensure our 460+ school children have access to healthy foods and drinks.

We were pleased to be advised of the services of Jocelyn Ashcroft from Tuckshop and Canteen Management Consultants. After the P&C Executives met with Jocelyn to discuss our goals and objectives, she completed the 2-day review onsite in August 2010 by incorporating existing tuckshop staff and several P&C Executives before receiving her comprehensive and reader friendly 21-page report, including operational models. We are proud to report that after implementation of Jocelyn's suggestions, our tuckshop recorded a profit in term 4, 2010.

In terms of outcomes, we are very pleased that as a result of the implementation of the recommendations, the tuckshop finalised the 2010 year with a \$6,000+ profit (achievement of goal 1). In addition, the Alligator Creek State School was recognised in the top 10 of healthy tuckshops in Queensland in 2010 (achievement of goal 2).

From the school's and P&C's perspective, we believe the return of investment exceeded all expectations! Not only are we now managing our \$75,000+ turnover "small business" more professionally and economically, we are also making sure our students have access to a healthy menu.

We strongly recommend the services provided to us by Jocelyn to any other school or P&C interested in running a professional and profitable tuckshop.

Regards,

Onno Van Es

President

Alligator Creek State School P&C