

Burnside State School P&C decided to use the services of Jocelyn Ashcroft (Tuckshop and Canteen Management Consultants) to help implement procedures and processes that had not yet been initialised.

The Executive team found the written quote to be very set out and detailed. It wasn't a unanimous decision at first, as some members were concerned about the price. After considering the information over the next month and breaking it down into sections of what we were actually going to acquire, it was soon very clear to everyone that Jocelyn's price was justified.

As P&C President I had the pleasure with working one on one with Jocelyn. When it came to planning our meetings, Jocelyn was extremely considerate of working around my other commitments. I spoke with Jocelyn at least twice before her first school visit and I have spoken with her many times since her visit.

Before I received the detailed 20 page report, Jocelyn touched base with me for about an hour to convey what I should anticipate as I read through the report. Having this information voiced to me, helped the understanding and implementation of all the requirements and reduced any stress that may have come with misinterpretation.

The report was arranged into clear areas like; work place health and safety and cleaning etc. The report also stated what was urgent, as a necessity and what was recommended, as good business practise. This allowed me to divide up the report, prioritise and delegate tasks to other executive members and write a recommended list that will assemble as the changes are made.

Not once did I phone Jocelyn for advice or clarification and ever feel like a hindrance. Jocelyn has been more than accommodating and I am confident that I will be able to continue speaking with Jocelyn during the transition period, where at the conclusion, Jocelyn will re visit the school to verify the work has been completed.

Burnside State School P&C and personally myself, greatly appreciate the time, effort and professionalism, you have imparted to enhance our school Tuck Shop. You have allowed the P&C to mature as a business of extremely valuable employees and volunteers developing templates for compulsory resources