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To whom it may concern,

We have had a number of long term issues relating to the tuck shop at the school. The school has approximately one thousand students as well as a large number of staff. Previous executives had spent a number of years working on problematic and wide ranging issues. Under my leadership the new executive also spent close on a year with the same issues. We were not making significant progress. We were advised that Jocelyn Ashcroft at Tuckshop and Canteen Management Consultants should be considered.

She was professional throughout the whole process. Her experience was made evident in that within a short time she was asking all the right questions. Following her on site visit she was able to, not only provide the executive with an analysis of the root cause of the core issues, she also provided a step by step way forward. This was followed by training of the executive and staff to allow the reforms to start to be rolled out.

In addition to the initial assessment and training her ongoing phone support has proved most helpful.

Having a competent and independent review made the P&C and the executive confident that the reforms were driven by objective and balanced reasons.

Costs for the consultation as well as costs associated with implementing the recommendations have been shown to be small in comparison to the benefits gained.

We now have a profitable tuckshop, healthier food, more customers and happier tuckshop staff. There are plans to replace aging equipment and we will be dramatically increasing our donations to the school.

I have no hesitation in recommending Jocelyn to any that want to take their tuckshops to the next step.

Yours Sincerely,

Greg Arney