

To whom it may concern

Our P&C Association engaged the services of Canteen & Tuckshop Management Consultants earlier this year. The P&C Executives were very concerned with the financial performance of the tuckshop as it had traded at a significant loss the previous calendar year. Our P&C does not aim to make large profits from our tuckshop, we provide this as a service to our school community. The kids at our school were all being fed every day, orders were filled etc. However we could not responsibly allow it to continue to sustain such high losses moving forward.

We engaged Jocelyn to conduct a comprehensive review of our tuckshop business to identify why we were losing money and what could be done to improve the business performance so it could become profitable again. All members of our executive committee are volunteers, parents of students at our school, as is the standard practice for P&C Associations. None of us had the specific business expertise or time to conduct this type of review. Our greatest concern was that we could waste another whole year trying to figure out what was wrong, how to fix it and still end up facing another year of heavy losses. We knew the problems were multi-faceted and just didn't know where or how to begin, to systematically identify and correct these issues, without making any problems worse! E.g. arbitrarily putting prices up by too much could mean a significant drop in sales.

Our executive committee endorsed the proposal received from Canteen & Tuckshop Management Consultants then it was approved at a general meeting, for action as soon as possible.

Our executives also spent time discussing with Jocelyn what our concerns were and where we would like to see areas of improvement in our tuckshop business. Jocelyn came into our tuckshop, spent time observing how our paid staff and volunteers ran a typical day of service. Jocelyn also spent time with our convenor to understand purchasing processes, food preparation, cash -handling practices etc.

Jocelyn's findings were provided to us in a comprehensive report, listing all issues to be addressed and prioritising them for action. The information reported to us was extremely valuable and allowed us to then take immediate measures to address the problem areas, such as: over staffing (paid staff), incorrect costings for menu items resulting in losses. The review also highlighted business process issues that needed to be addressed such as improved cash handling processes, association policy documentation, stock purchasing policies, staff management procedures and policies, volunteer recruitment and food safety. Jocelyn also provided us with many templates that we could customise and use to address a number of problem areas, including an invaluable costing tool to help us accurately calculate menu costings to ensure a reliable profit margin is achieved on every item sold.

In a few short months we are already seeing the benefits of the changes we have implemented based on Jocelyn's recommendations and our Tuckshop profitability has improved. The quality of the food prepared has improved and our school community is very happy with the outcomes of the changes implemented so far.

Engaging Canteen & Tuckshop Management Consultants was the best thing we could have done to help our tuckshop. It took much of the stress and worry off our executive team and gave us reliable, professional recommendations upon which we could act to address the problems. Jocelyn's continued availability for advice and information has also proved to be invaluable as we have worked our way through the many changes we needed to address. I'm more than happy to be contacted directly by any potential Canteen & Tuckshop Management Consultants clients, to discuss our experiences further.

Leah Tozer
State School P&C Treasurer
School name withheld but available upon request