

Mr Dave O'Neill

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F&C Ltd, at its headquarters in Exchange House and its Edinburgh offices, had been provided with its hospitality and staff refreshment service by a very well established contract caterer for many years.

Recently appointed, Dave O'Neill whilst perfectly happy with the quality of service provided in the London offices required the London contract to be financially evaluated and reviewed against the current market and the Edinburgh contract tendered on the open market.

Review Consultancy carried out a thorough and detailed review of the year's financial position of the London contract, including invoices, Client charges, product costs, labour costs and fees. A report was prepared on the basis of the review's findings, recommending where actions, savings and indeed rebates should be discussed with the incumbent caterer. Review supported the Client in these discussions to a successful, mutual outcome.

A future open, extended contract was agreed based on the report's recommendations including transparent net costs and a fixed fee, with a by-annual review structure. In addition the Client received a significant rebate based on historic charges.

The Edinburgh contract was successfully tendered, involving the potential contractors competing in a "cook off" for the directors. Review Consultancy supported the Client in the financial, by-annual review and contract negotiations with the successful company. This also led to a significant saving on the previous contract.

Dave O'Neill commented "Review's sensitive handling of a contract that had broken was extremely professional and highly commendable. Led by Steven Watts, their work with us and our two catering contractors was nothing short of superb and we look forward to working with Steven again in the future".