



MITIE ON REVIEW CONSULTANCY

IN THIS GLOWING REPORT, SEE WHY STEVEN WATTS AT REVIEW CONSULTANCY IS REVERED AS ONE OF THE BEST IN THE BUSINESS AS SARAH ALLEN REPORTS

MITIE (an acronym for Management Incentive Through Investment Equity) sought the advice of Review Consultancy to put forward a development proposal for its catering services provided at Newbury College and to conduct a benchmarking exercise for its catering services at two large secondary schools in Wales. Review Consultancy, headed by Steven Watts (right), is a firm of professional and experienced catering consultants working with individual clients to develop, improve and add value to their catering services.

For both consultations Watts submitted a written fee proposal to MITIE detailing the services being provided, fees associated and the terms and conditions of payment.

Requirements of the project included service reviews, market testing, immediate, mid and long term costed implementation options and recommendations for the services, consultation with suppliers, staffing structures, working practices and training needs. After completion of Review Consultancy's assignment and follow up consultations with all stakeholders, Watts and his team continued their presence through staged implementation visits.

MITIE's client for the projects, Tony Lelliot, has nothing but good things to say about Review's work.

"Steven Watts was exceptionally professional in his approach to what was asked of him. His liaison at each stage of the project was dealt with in a precise and timely fashion, whilst forging sound relationships with both MITIE and our clients at the College. This created a great working partnership throughout the consultation period and beyond."

Watts is proof that experience goes a long way, as Lelliot will insist. "Steven's knowledge of catering in the private and public sectors enabled him to create good rapport with all stakeholders and deal with problematic issues as and when they arose."

Many of the changes and recommendations put forward by Review Consultancy have been implemented during the last few months.

"It has seen a considerable upturn in sales and has gone a long way in improving relationships with our clients," says Lelliot.

"The future proposals made within Steven's report are now being considered for implementation in 2009, which will secure our position still further."

A glowing report, you'll agree. But would Lelliot use Review's services again in future?

"Review Consultancy gave exceptionally good value for money and went the extra mile in ensuring recommendations made were implemented and delivered. As a company we would certainly use Steven's consultancy again."



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