



FCSI – Reference relating to Professional Consultancy work by Review Consultancy.

This letter is submitted on behalf of MITIE pfi to FCSI as a reference for Review Consultancy and their Steven Watts.

Contractual

MITIE pfi Ltd procured the services of Review Consultancy to put forward a proposal for the services being provided at our Newbury College and to conduct a benchmarking exercise for the Catering Services at 2 large secondary schools in Wales. For both consultations, Steven Watts submitted a written fee proposal in advance of our appointment giving in depth information to the services to be provided, the fees associated with those services and terms and conditions of payment.

The requirements of the appointment included;

- Tendering
- Market Testing
- Services and their implementation
- Recommendations for services for immediate, mid term and long term implementation
- Operational Management of the services
- Consultation with suppliers
- Product Analysis and recommendations
- Staffing Structures and Working Practices
- Training Needs

Review Consultancy was paid following submission of their proposal and follow up consultations with all stakeholders. Further implementation visits were done as incumbent within their fees clearly outlined within their proposal.

Operational

Steven Watts was exceptionally professional in his approach to what was asked of him, his liaison at each stage of the proposal was dealt with in a precise and timely fashion, whilst forging sound relationships with both MITIE pfi Ltd and our clients at the College, thus creating a working “partnership” throughout the consultation period and beyond.

His knowledge of Catering in both the private and public sectors enabled him to create good rapports with all stakeholders and dealt with problematic issues as and when they arose.

Service Commencement

Many of the changes and recommendations made by Review Consultancy have been implemented over a period of months, which has seen a considerable upturn in sales and has gone some way in improving relationships with our clients. The future proposals made within the report done by Steven Watts are now being considered for implementation in 2008/9, which will secure our position still further.

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 his consultancy again.

Tony Lelliott
MITIE pfi Ltd