

# FCSI (UK) Press Office

## Journalists

Journalists with enquiries regarding foodservice consultancy, or who would like to find out more about the work of the FCSI, should contact us at:

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## Press Facilities

For more information on the FCSI and recently completed projects in the UK, use the [CASE STUDIES](#) tab. For coverage of more topical issues, use the [ARTICLES IN THE PRESS](#) tab.

We can also provide:

- Quotes from the FCSI Chairman and FCSI spokespeople covering topical issues.
- Specialist FCSI contacts for news or feature input.
- Conference speakers – the FCSI's independent and impartial view on foodservice design and management issues means we regularly supply speakers for conferences etc.
- Case studies and articles covering the work of FCSI consultants. We can provide brief case studies of relevant completed foodservice design or management projects, with contact details, or we can also provide a full feature of 1000-1500 words, given sufficient notice.

## What is FCSI (UK)?

The document below explains more about the FCSI and our role in the foodservice market.

# Foodservice consultants

## www.fcsi.org.uk

FCSI consultants provide fresh thinking, lateral thinking, a sense of perspective, the most up to date ideas and a structured approach designed to deliver the very best results.

No matter who you are or how high profile a name you have – there is nobody in the catering market who could not benefit from FCSI expertise at some time during their career: -

From high street or staff feeding restaurants, all aspects of education, international hotels or airline catering – FCSI consultants have contributed to the success of a huge range of UK and international projects – find out more at [www.fcsi.org.uk](http://www.fcsi.org.uk)

FCSI members offer two types of service – Management Consultancy and Design Consultancy.

### Tendering

we help by writing specifications, overseeing the tendering, appointing the caterer and managing contracts

### Design

we help schools and colleges, staff restaurants, hotels, restaurants, cafes – even retail kiosks, make the right choices to suit the customer and the chef

### Equipment

Consultants typically have 20 or more years of experience and a huge knowledge of equipment. We help you make the right choice for your business at the right price and will see that it is installed to the correct specification

### Management

we help with all management issues including:

- Operating costs – we help with benchmarking, audits and controlling costs
- Sourcing of operators – open market letting or competitive tender
- Business strategy
- Catering operations reviews
- Hygiene, HACCP and food safety audits
- Foodservice related IT systems i.e. menu planning
- Menu and recipe development
- Operational auditing and benchmarking
- Operating procedures and systems
- Project management and administration
- Tender evaluation and documentation
- Training
- Formulation of operational briefs and service level agreements
- Operating manuals
- Finance, rental and lease or contract options
- Staff and directors dining catering specifications and operator tendering
- On going monitoring and appraisal of operators

### Design

FCSI consultants can be involved in kitchen design even before the kitchen itself is built. Below is a list of services available from FCSI consultants, starting with: -

Feasibility studies to determine the right location, menu and business structure, covering:

- Market research and customer questionnaire surveys
- New site appraisals and expansion planning
- Business reviews and profitability improvement
- Best value

### Where necessary, FCSI consultants can also offer

- Catering concept generation and development
  - Concepts
  - Service style
  - Menus and pricing
  - Branding/theming
  - Staffing requirements
  - Turnover, operating cost projections
  - Advice on the strategy and viability of leisure facilities
  - Design brief development
- With the weight of legislation covering catering developments seeming to grow daily, FCSI consultants offer both design and design/management services, including:
- Scheme Design (CAD based)
  - Budget costs
  - Initial space requirements
  - Space planning/space rationalisation
  - Cost plans and value management
  - Design brief for Architects on hygienic construction and finishes
  - Design brief for Service Consultants on mechanical and electrical services engineering
  - Liaison with building control, environmental health and fire officer

### Specialist advice is also available on

- Sustainability/energy management
- Waste minimisation and management
- Performance specifications
- Temporary catering facilities
- Procurement
- Equipment testing and audits
- Access consultancy



# society international

## Detailed design can include

- Layout design including catering equipment evaluation and selection
- Design of bespoke catering equipment (including R & D)
- Mechanical and Electrical services engineering design
- Liaison with statutory authorities
- Contract drawings and tender specifications
- Building services termination drawings (CAD)
- Supplier evaluation and competitive tendering
- Interior Design
- Professional interior design service
- Corporate ID, graphics and signage

## And finally, the construction, where FCSI consultants offer

- Quality assurance monitoring and site inspections
- Project/Construction management
- Equipment testing and commissioning
- Staff training
- Defect surveys

## Who pays for advice?

Whoever gives professional advice on equipment or services expects a payback. Here are two reasons why you should choose an FCSI consultant for the most professional service.

There is no such thing as free kitchen design.

Take the 'free' services offered by manufacturers and distributors, for example. The costs of providing that service, CAD systems, design staff etc., are covered by adding to the cost of the equipment.

And is it the right equipment for you? If you need a combi-oven, for example, whose will they specify? The manufacturer will spec one of their own models; the distributor one from a limited range of suppliers from which they earn a retrospective discount.

But what is the best machine for you? What if a competitor's model offers the best option; or the distributor doesn't stock it?

Free management services: Some non-FCSI consultants claim to offer a 'free tendering' service, where they will arrange the tendering of a contract at no expense to the client.

These consultants earn their fee from the successful contractor, who simply adds the fee paid onto the price of the contract.

## FCSI consultants are totally independent

FCSI consultants will ensure you get best value for your money and deliver the best service for your customers.

A common misconception about consultants is that we take a commission on the equipment or service we specify.

FCSI consultants don't – our rules forbid this. FCSI consultants are

paid by the client to provide a design or management service and that is our only form of income and the reason why we are best placed to independently represent the caterer.

FCSI members specify £150 million of catering equipment annually and tender £150 million-plus of contracts on behalf of clients. FCSI consultants offer totally impartial advice regarding the product or service that delivers the best value within the agreed budget.

So, we will recommend the most suitable combi for your menu and find the best caterer to run your foodservice operation – independent of any vested interest – and at the best price and best value for you.

## FCSI has the experience

The FCSI (UK) aims to provide the foodservice industry with access to the best in foodservice and hospitality consulting worldwide.

FCSI UK is a not-for-profit organisation representing the leading independent foodservice design and management consultants.

## What is the FCSI?

The FCSI is the world's premier association of professional foodservice consultants who have to meet strict criteria assuring their skill, knowledge, experience and overall professionalism.

With over 1000 members in 38 countries, the society acts a vital link to the industry's foremost professionals and specialists in hospitality consulting.

FCSI (UK) has more than 50 professional members throughout the UK. Our members are highly experienced and their expertise covers tendering of contracts, health & safety, hygiene, kitchen and restaurant design, financial management – in fact every conceivable issue within foodservice.

Whatever you want from your foodservice, there is an FCSI member with the expertise to answer your need.

## Up to date

Member regularly attend educational programmes that focus on state-of-the-art developments in the foodservice industry. Sometimes it is we who advise government! We also have the benefit of networking with other professionals in the foodservice industry during our regular Society sponsored activities.

In order to gain acceptance into the Society, members must meet strict criteria assuring their experience and overall professionalism. FCSI consultants maintain high ethical standards and are totally independent and only receive fees from the client.

We are not tied to any particular manufacturer, equipment supplier or contract caterer. Our vested interest lies only in delivering the best value for money.

This means that as a client, you can be sure of the highest standards of quality and impartiality, whatever your requirement. It also means that we represent the best in foodservice and hospitality consulting throughout the world.