

freshideas

Delivering quality hospitality



Welcome to Fresh Ideas from the University of Exeter, Campus Services

Dear Colleague,

Welcome to the 2012/13 Fresh Ideas menu's from the Retail Services team at the University of Exeter. The team at Fresh Ideas aim to provide you with fantastic food and only the highest quality of service. Whether your event is a canapé reception, or a deal breaking working lunch, you can be guaranteed that your booking is as important to us as it is to you.

We hope that our menu's provide a broad range of catering options suitable for all occasions. If however you are after that something a little bit different please do not hesitate to contact us – we would be delighted to create a bespoke menu for you.

We are always striving to improve our service, and welcome any comments or suggestions you may have.

With Kind Regards

The Fresh Ideas Team

Contact Us:

Streatham Campus

Fresh Ideas Office, Cornwall House, St German's Road, Exeter EX4 6TG

Opening Hours: Monday to Friday 9am – 4pm

Telephone: 01 392 723556 Email: freshideas@exeter.ac.uk

www.exeter.ac.uk/campuservices/freshideas



Menu Selection

We have created a new range of menus for 2012/13 and expanded the variety available to you whilst retaining some firm favourites. We hope you enjoy our new selection and that they meet the variety you require in the upcoming year. Should you require a bespoke menu for your event please do not hesitate to contact us.

- 3** Refreshment Breaks
- 4** Refreshing Drinks
- 5** Sandwich Luncheons
- 6** Food on the Go!
- 7** Finger Buffet Menus
- 9** Essential Extras
- 10** Healthy Options
- 12** Green Impact Menus
- 13** Celebrations and Receptions
- 13** Celebrations and Receptions (Drinks)
- 15** Canapés
- 16** Booking Information and Terms and Conditions

Prices are correct at the time of print, for our most up to date prices please visit our website.

Refreshment Breaks

Fair-trade fresh filter coffee and selection of herbal teas £1.70

	Individual	with Coffee/Tea
Snacks		
Selection of Wrapped Biscuits	£0.65	£2.00
Freshly Baked Cookies	£1.05	£2.30
Luxury Biscuits	£1.30	£2.55
Flapjack	£1.30	£2.55
Chocolate Brownie	£2.00	£3.10
Pastries		
Pain au Chocolate	£1.35	£2.60
Mini Danish (1 per person)	£1.05	£2.30
Mini Danish (2 per person)	£1.70	£2.90
Mini Muffins (2 per person)	£1.70	£2.90
Breakfast Basket (Mini Danish & Mini Muffin)	£1.70	£2.90
Cakes and cream tea		
Carrot Cake	£1.45	£2.90
Chocolate Cake	£1.45	£2.90
Lemon Drizzle Sponge Cake	£1.45	£2.90
Toffee Cake	£1.45	£2.90
Devon Cream Tea (plain/fruit scones with clotted cream and strawberry jam)	£2.05	£3.50
Gluten Free Products		
Chocolate Brownie	£2.05	£3.10
Caramel Shortbread	£2.05	£3.10
Cranberry and Almond Slice	£2.05	£3.10

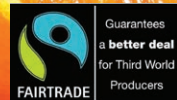


Refreshing Drinks

Refreshing Drinks

Fresh Ideas still/sparkling mineral water (750ml)	£1.40
<i>Please return the Fresh Ideas water bottles for re-use as part of our sustainability drive.</i>	
Still/sparkling mineral water 500ml	£1.25
Still / Sparkling Water 750ml	£2.10
Fruit Juice – Orange, Apple, Cranberry	£2.40
Bottle Green Fruit Presses (Individual)	£2.60

Please note that the above drinks are not sold on a 'sale or return' basis.



Sandwich Luncheons

Keep lunch simple with a sandwich platter...

Choose the bread of your choice: • white • wholemeal • granary

Choose the fillings of your choice:

Traditional platter £3.10

Beef, watercress and tomato
Chicken mayonnaise and salad
Baked gammon ham and salad
Roast turkey, stuffing and cranberry
Bacon, lettuce and tomato

Continental platter £3.60

Prosciutto, Milano and chorizo with mango chutney and baby leaves
Mozzarella, rocket and tomato with balsamic glaze
Goat's cheese, sun blushed tomato and baby gem
Spicy roasted Mediterranean vegetables with houmous
Chicken Caesar salad

Seafood platter £3.60

Crayfish tails with lemon crème fraîche and rocket
Prawns Marie-Rose with iceberg lettuce
Smoked salmon, cream cheese and chives
Tuna fish and home made coleslaw

Eastern platter £3.10

Chinese style chicken
Chicken tikka
Coronation chicken
Thai sweet chilli crayfish with rocket
Lime and chilli marinated lamb

Vegetarian platter £3.10

Mixed cheeses with spring onions
Cheddar cheese, pickle and salad
Egg mayonnaise with cress
Houmous, carrot and baby spinach leaves
Mushroom pâté with rocket

Dairy free and/or gluten free (by request) £3.10

Baked gammon ham and salad
Turkey cranberry and salad
Houmous, carrot and baby spinach leaves
Thai sweet chilli crayfish with rocket
Chicken salad

Can't decide?

Let us worry about it instead – go for chef's choice, we will provide 40% of your sandwich selection suitable for vegetarians unless you specify a different preference.

Traditional £3.10

Premium £3.60

Food on the Go!

Working Lunch – four items £6.50

Please choose one from:

Assorted pack of sandwiches / baguette / wrap (M, F, V)

One from: Muffin or Flapjack Also included: Burts Crisps, Piece of fruit

Boardroom Working Lunch £7.60

Please choose one from:

Executive sandwiches or Think Food Salad Box

One from: Selection of Hand Baked Local Crisps or Japanese Rice Cakes

One from:

Mixed Berry Plate or Tropical Fruit Platter with Crème Fraîche Dip

Local Cheese Platter with Crackers and Jail Ale Chutney

Mini Fruit Tartlets or Slice of Cheesecake

Meeting Platters £7.30 per person (minimum of five people)

Platter of assorted sandwiches and wraps (40% vegetarian unless otherwise requested)

Platter of assorted slices of quiche

Platter of desserts (carrot cake, chocolate cake, lemon drizzle sponge, toffee cake)

Platter of whole fruit

Packed Lunch £4.40 per person

Sandwich

Crisps

Piece of fruit

Fruit juice carton orange/apple 200ml

Luxury Packed Lunch £10.45 per person

Think Food Salad Box

Japanese rice cakes or Selection of Hand Baked Local Crisps

Luxury Biscuit

Piece of Fresh Fruit

Bread roll and butter

Bottle of still/sparkling mineral water

Sachets of salt/pepper/mayonnaise & vinaigrette

Knife, fork, napkin and wet wipe

Finger Buffets

Buffet 1

£8.35

Assorted sandwiches (1) M, F, V

Sweet chilli chicken fillet with chilli dipping sauce (2) M

Vegetarian dim sum selection with sweet and sour sauce (2) V

Stone baked Italian pizza with roasted vegetables and mozzarella (2) V

Fresh fruit platter (2) V

Buffet 3

£9.95

Healthy Option

Mediterranean style filled mini bread rolls (2) M, F, V

Baked seeded mackerel bites with horseradish and crème fraîche (2) F

Platter of locally smoked meats with roasted vine cherry tomatoes (1) M

Baked duck rolls with hoi sin sauce (2) M

Selection of filled mini peppers, marinated olives and sweet chilli rice crackers V

Fresh fruit platter (2) V

Buffet 5

£11.50

Selection of Swedish filled flatbreads (2) M, F, V

Smoked salmon blinis with sour cream and caviar (1) F

Southern baked chicken fillets with BBQ sauce (2) M

Crudités with a selection of local dips V

Traditional cumberland pork sausages with cider apple chutney (2) M

Hand baked local sweet chilli crisps V

Stilton and mushroom knots with Caesar dip (2) V

Platter of filled mini macaroons (2) V

Buffet 2

£8.35

Selection of Swedish filled flatbreads (2) M, F, V

Platter of pork and apple pies/ Leek and potato pies with Devon fire chutney and rustic breads (2) M, V

Selection of local vegetarian quiche (1) V

Caesar chicken fillets with baby gem, parmesan flakes and Caesar dressing (2) M

Fresh fruit platter (2) V

Buffet 4

£9.95

Green Impact

Assorted sandwiches on local granary bread (1) M, F, V

Devon made traditional and cheese and onion pasties (1) M, V

Beetroot and Goat's cheese tarts (1) V

West Country cheese platter with Devon chutneys and biscuits (1) V

Brixham crab cakes with a chilli chutney (2) F

Glazed mini strawberry and pastry cream tart (2) V

Buffet 6

£10.95

Selection of filled mini rolls and sandwiches (1 1/2) M, F, V

Mini dill scone with smoked salmon and citrus crème fraîche (2) F

Goat's cheese and red onion marmalade tart (1) V

Cracked black pepper potato skins with sour cream and chive dip (3) V

Irish stout and chicken liver pâté shots with bread sticks (1) M

Sweet pepper and cream cheese baskets (2) V

Carrot, parsnip and beetroot crisps V

Chocolate petit four selection (2) V

Finger Buffets (cont.)

Vegetarian Buffet £9.20

Selection of Swedish filled faltbreads (2)
 Goat's cheese and red onion marmalade tart (1)
 Vegetarian dim sum selection with sweet and sour sauce (2)
 Vegetarian quiche (1)
 Bowl of marinated olives, baby gherkins and filled mini peppers
 Fresh fruit platter (2)

Gluten free (meat and fish) £9.20

Selection of gluten free meat and fish sandwiches (1)
 Baked salmon fish cakes with lemon mayonnaise (2)
 Chicken fillets with BBQ sauce (2)
 Lamb and mint sausages (2)
 Goat's cheese and caramelised red onion tart (1)
 Fresh fruit platter (2)

Gluten free (Vegetarian) £9.20

Selection of gluten free vegetarian sandwiches (1)
 Celery, leek and blue cheese tart (½)
 Potato and cheese pie (½)
 Carrot, parsnip and beetroot crisps
 Falafel with tomato and chilli jam (3)
 Fresh fruit platter (2)

Vegan Buffet £9.20

Houmous, carrot and spinach granary sandwich (1)
 Crudités with a selection of dips
 Baked falafel with mint jelly (3)
 Vegetable chilli pie (½)
 Carrot, parsnip and beetroot crisps
 Houmous with marinated olives and sunblushed tomatoes with bread sticks
 Fresh fruit platter (2)

Dairy/Lactose free £9.20

Selection of dairy free meat and fish wraps (1)
 Baked Cajun chicken fillets with dip (2)
 Crispy duck spring rolls (2)
 Traditional Cumberland pork sausage with cider apple chutney (2)
 Pesto marinated salmon bites (2)
 Fresh fruit platter (2)

Essential Extras

£1.60

Carrot, parsnip and beetroot crisps V
 Cocktail vegetable samosas with sweet chilli dip (2) V
 Quiche fingers (1) M, F, V
 Sweet potato curry bites (3) V
 Falafel with mint yoghurt dip (2) V
 Crudités with dips V
 Chicken, ham and leek mini pies (2) M
 Sausages wrapped in smoked bacon (2) M
 Thai vegetable Dim Sum (2) V

£1.90

Honey and mustard chicken strips (2) M
 Southern fried chicken goujons with red pepper jam (2) M
 Mini vegetable spring rolls (2) V
 Mediterranean vegetable pizza (1) V
 Fresh fruit platter (2) V
 Mini tropical fruit tarts (2) V

£2.25

Mini sausages marinated in honey and mustard (2) M
 West Country crab cakes (2) F
 Chocolate, raspberry and vanilla macaroons (2) V
 Mini fruit cake selection (2) V
 Tropical fruit platter with wild berries and a crème (1) V
 fraîche dip

Healthy Options - Finger Buffet

Option one £9.40 per person

Mediterranean style filled mini bread rolls (2)	M, F, V
Baked seeded mackerel bites with horseradish and crème fraîche (2)	F
Platter of locally smoked meats with roasted vine cherry tomatoes	M
Baked duck rolls with hoi sin sauce (2)	M
Selection of filled mini peppers, marinated olives and sweet chilli rice crackers	V
Fresh fruit platter (2)	V

Option two £9.40 per person

Assorted sandwiches on granary and seeded breads (1)	M, F, V
Smoked salmon and creamed cheese mini bagels (2)	F
Crudités with a section of local chutneys	V
Baked Cajun chicken fillet with Cajun dipping sauce (2)	M
Beetroot, carrot and parsnip crisps	V
Strawberries with crème fraîche dip	V

Healthy Options - Lunch

As an alternative to a sandwich lunch or finger buffet why not consider our light option?

£10.30 per person

Please choose two options from:

Roast topside beef with watercress and English mustard
 Platters of sliced gammon ham with fresh pineapple slices and fruit chutney
 Roasted chicken fillets with Tikka sauce, fresh spinach and apricots
 Platter of smoked salmon, crayfish tails and flaked tuna with citrus fruits and crème fraîche dip
 Goat's cheese and red onion marmalade tart

Please choose one option from:

Bombay potato salad
 Singapore style noodle salad
 Penne Italian with olives and smoked tomatoes
 Moroccan style roasted vegetable couscous

Please choose one option from:

Cherry tomato, basil, cucumber and pepper salad
 Waldorf salad
 Spicy mixed bean and vegetable salad
 Assorted dressed baby leaves

Green Impact Menu One

£9.40 per person

Selection of vegetarian sandwiches from our local supplier (1)	V
Deep filled Goat's cheese and cranberry tart (1)	V
Potted smoked mackerel pâté with bread sticks (1)	F, V
Cocktail steak and cheese & onion pasties (1)	M, V
Bowls of marinated olives, sun blushed tomatoes and sweet gherkins	V
Fruit flavoured yoghurt (1)	V

Green Impact Menu Two

£10.45 per person

Selection of locally baked filled mini rolls (2)	M, F, V
Goat's cheese and red onion marmalade tart (1)	V
Brixham crab cakes with a lemon and dill crème fraîche (2)	F
West Country cheese board with a selection of biscuits and wafers (1)	V
Honey roasted pork sausages with plum glaze (2)	M
Selection of Burt's crisps	V
Lemon tart with Devon clotted cream (1)	V

Celebrations and receptions

	Price 5 portions
Crisps	£2.35
Cheese straws	£2.40
Luxury nut selection	£2.95
Tortilla chips with dips	£2.75
Marinated olives, sun blushed tomatoes and roasted peppers	£3.70
Root vegetable crisps	£3.70
Cheese and biscuits platter	£3.70 per person

To Drink

Wine list

White

Invenio Sauvignon Blanc, Chile £13.95

Fresh, dry white, with hints of guava and tropical fruits

Gulara Chardonnay, Australia £14.95

Clean and fresh with melon and apple fruit flavours and a crisp finish

Rosé

Invenio Shiraz Rose, France £13.95

Vibrant cherry pink, with juicy strawberry, and red currant fruit

Red

Invenio Merlot, France £13.95

Deep ruby red colour, with perfumed red fruit character

Gulara Shiraz, Australia £14.95

A juicy, youthful red with plenty of bramble fruit and a hint of pepper

Sparkling

Berri Estates Cuvee Brut £16.50

Soft and sparkling with lively effervescence and hints of apple and pear flavours

House Champagne £38.50

Selection of premium bottled lagers £3.30pp

We offer a range of drinks packages for larger receptions – please contact us on freshideas@exeter.ac.uk or telephone on 01392 72 3556 to discuss your requirements.

freshideas

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Canapés

Canapé selection

Smoked duck tartlet with balsamic plum chutney garnished with sesame seeds M

Luxury mini quiche - made with Parma ham and Quicques mature cheddar M

Roast beef spoon with a beetroot and horseradish relish garnished with torn rocket M

Smoked chicken, mango and coriander filo crowns M

Smoked salmon and paprika rice cakes with chive cream F, GF

Smoked trout with lemon infused crème fraîche on a dill mini scone, garnished with salmon caviar F

Quenelle of Crab with Chilli and Coriander on Croute F

Sweet Chilli Crayfish on a polenta cake topped with coriander F, GF

Blue cheese and spinach filo crowns V

Mediterranean vegetable brochette with cherry peppers stuffed with feta, roasted cherry tomatoes and olives drizzled with a balsamic glaze V, GF

Goats cheese and olive tart with fig relish V

Italian broschetta – broschetta base topped with pesto, mozzarella cheese, roasted cherry tomato drizzled with balsamic glaze V

Mini raspberry pavlova

Mini cupcake

Chocolate Belgian truffle cups V

- £3.60 for two canapé choices
- £6.20 for four canapé choices
- £8.20 for six canapé choices

Booking Information and Terms and Conditions

Our aim is to provide a high quality service, offering value for money for all our customers.

The Fresh Ideas service team provides a comprehensive facility for our customers, providing an efficient and friendly service at all times. Fresh Ideas food consists of a selection of food and beverage offerings, from finger buffets and sandwich luncheons to tea, coffee and biscuits. The team co-ordinate and manage the delivered food service with efficient management, administration, organization, and by monitoring performance. We will always aim to exceed expectations.

Booking Information

To order from Fresh Ideas please complete the online booking form, this can be found at:

<http://www.exeter.ac.uk/campuservices/freshideas>

For both the Streatham Campus and St Luke's Campus

For external bookings please place the order through

<http://www.exeter.ac.uk/campuservices/freshideas/bookingrequest>

We are unable to accept verbal bookings.

An online copy of this brochure is available at:

<http://www.exeter.ac.uk/campuservices/freshideas>

Location and Opening Times

Streatham Campus

Fresh Ideas Office, Cornwall House,
St German's Road, Exeter EX4 6PG

Monday – Friday 9.00am to 4.00pm
Email: freshideas@exeter.ac.uk

Tel: 01392 723556

www.exeter.ac.uk/campuservices/freshideas

Booking Information and Terms and Conditions (cont.)

The minimum order value is £10 per delivery. There is no delivery charge for deliveries on Streatham and St Luke's Campuses (within standard delivery times) but a delivery charge will apply to deliveries off campus. Charges are available upon application.

Orders will be confirmed within one working day by email. Confirmation will include a copy of the booking form and a reference number. **If you do not receive confirmation within 24 hours please contact the Fresh Ideas Office on 3556** as we may not have received your order. Please note that we are only able to process bookings during our office hours. Your booking should not be considered as confirmed until you receive confirmation from us.

Bookings and final numbers must be received at least two working days in advance.

Bookings made less than two days in advance may be accepted at the discretion of the Fresh Ideas Management team. These orders will incur a late order charge

- Less than 48 hours* = 10% of total bill, or £10 whichever is greater.
- Less than 24 hours* = 20% of total bill, or £20 whichever is greater

We will always attempt to accommodate last minute bookings but this can result in reduced availability of some menu items and limited delivery slots.

Evening or weekend hospitality requires five working days notice. We respectfully reserve the right to refuse any requests that do not reach the Fresh Ideas Office within the notice period.

For amendments and cancellations to orders please email freshideas@exeter.ac.uk quoting the reference number.

In the event of a full or partial cancellation of a confirmed booking the following cancellation charges will apply:

- More than two working days prior to event – no charge
- Less than two working days prior to the event – 50% of expected income based on numbers
- Less than one working days notice – the full cost will be incurred

There is no sale or return policy for bookings made from the Fresh Ideas menu.

A sale or return policy does apply to bottled wine ordered however a maximum 10% of the items ordered may be returned. Please contact the Fresh Ideas booking office if you need advice regarding quantities for your booking. All non-alcoholic drinks will be charged based upon the order.

Prices are correct at the time of going to print. However, some adjustment may be made in the event of seasonal variation or shortage. You will be advised at the time of booking.

Booking Information and Terms and Conditions (cont.)

Menu selection

We strongly recommend that a single choice of buffet is made for each event. This allows all your guests to enjoy the full range of dishes. If you do choose to have more than one buffet menu for your event you must have a minimum of 30 people per menu. To add variety to your buffet, why not choose additional items from the 'essential extras' instead?

We are unable to provide hot food due to logistics; however buffet items are freshly cooked before leaving the kitchen and will be warm upon arrival at your meeting room. We recommend that your buffet is consumed as near to the time of delivery as possible to ensure the best dining experience.

Special dietary requirements, including religious options can be catered for, please state your requirements when placing your order. Due to the necessary strict requirements we can not provide Kosher food. We can provide Vegan food although this does not meet strict Kosher laws. We can also provide certain Halal products which are available upon request.

We cannot guarantee that our food does not contain traces of nuts.

Whilst every effort will be made to produce the exact menu agreed, Fresh Ideas reserve the right to alter a particular

ingredient or item on the menu if it is not available, and replace it with a suitable alternative. Every endeavour will be made to inform the client of any changes should they arise.

Menus are subject to change according to the availability of products. All prices are exclusive of VAT with the exception of alcohol.

If you need any advice or would like to discuss your requirements in more detail with a member of the catering team please do not hesitate to call (72)3556.

Menu key

M = Meat F = Fish

V = Vegetarian Vg = Vegan

GF = Gluten Free H = Healthy

Numbers in brackets = portion size

Staffing

Waiter/Waitress service is available (minimum 3 hours) at £10.00 per hour or part hour. Staff will automatically be assigned to start 1 hour before the event begins for set up purposes.

We strongly recommend that staff are requested for drinks receptions and other events with alcoholic beverages.

Booking Information and Terms and Conditions (cont.)

Deliveries

All buffets are delivered with menus, labels and comment cards. All items will be supplied with the necessary crockery, glassware, tablecloths and napkins as standard. We will provide a tablecloth for the buffet table free of charge*, any additional cloths required will be charged at £2.50 per cloth. Crockery, cups and utensils will be delivered for the numbers booked. An additional charge will apply to any extra items requested. Prices are available on application.

Fresh Ideas will endeavour to make every effort to deliver the goods at the time agreed with the organiser. However, due to circumstances beyond the control of Fresh Ideas this may not always be possible; Fresh Ideas will endeavour to keep the organiser fully informed of any delays if they should occur.

We advise that orders may be delivered before they are actually required. Please note that on exceptionally busy days deliveries may be made up to 45 minutes prior to your requested time to enable our team to deliver all bookings on time. Please allow for early deliveries when making your room booking.

We regret during the busy lunchtime period of 11am until 2pm that orders for beverages only, for less than 50 delegates can not be delivered.

It is the responsibility of the customer making the booking to check that the room being used is one in which catering is permitted. Where possible, it is advisable to book a separate room for lunch deliveries to minimize disruption to your meeting.

Booking Information and Terms and Conditions (cont.)

Please note that due to the bespoke service there will be a surcharge of 5% of the total bill for all bookings at:

XFi – all rooms

Building: One – all rooms

Streatham Court – all rooms

Northcote House – Senate Chamber,
John Usher Room and Ted Wragg Room

Standard delivery times for Streatham

Campus and St Luke's Campus are
Monday to Friday 8.30am to 5pm.

Deliveries out of these times will be
subject to a surcharge to cover additional
costs as follows:

Before 8.30am on a weekday £30.00

After 5.30pm on a weekday £30.00

Saturday 25% of total booking,
or £80.00 whichever is greater

Sunday 25% of total booking
or £80.00 whichever is greater

On Streatham Campus, all food is
delivered in temperature-controlled
vehicles.

St Luke's Campus utilise a trolley service
due to the smaller area covered.

We try to deliver across the breadth of
Streatham and St Luke's campus, but in
line with the Health & Safety policies,
delivery is dependent on accessibility of
the room.

Fresh Ideas at the University of Exeter
uses nominated suppliers for all its food
products and therefore we cannot accept
responsibility for any food items purchased
outside and consumed on campus. In
accordance with the Food Safety Act,
customers are strongly recommended
not to undertake the preparation of food
themselves.

Fresh Ideas, Campus Services is the
internal catering provider for the
University and should be consulted with
regards to any catering requirements.

External companies should not be used,
unless approved by the Director of Retail
Services, Phil Rees-Jones, email:

p.rees-jones@exeter.ac.uk.

Service Specifications

Standard Coffee and Tea Services

Our standard beverage services are provided on a self-service basis
and include the provision of:

- Insulated flasks of Fairtrade filter coffee – enough coffee is provided to serve each delegate with one cup
- Insulated flasks of hot water – enough hot water is provided to serve each delegate with one cup
- A selection of Clipper Fairtrade, specialty and fruit tea sachets; decaffeinated coffee sachets; hot chocolate sachet (ratio one sachet: 20 delegates)
- Semi skimmed milk and milk jug
- Fairtrade sugar sticks and sweetener sachets
- China cups and saucers, teaspoons, table bin

We also offer a selection of cakes, pastries and biscuits as an accompaniment to our coffee and tea. Please consult page 4 of the Fresh Ideas brochure for tariffs.

Beverages, Sandwiches and Buffets – Delivery and Collection

Our delivery coordinator will check your order and set out your refreshments discreetly and with minimum disruption to your meeting. If, due to confidentiality, you do not require this service please advise us accordingly when making your booking.

- Table covering
- China crockery
- Service equipment
- Menu and name cards (buffet only)
- Paper napkins
- Cutlery, serving utensils
- Condiments and accompaniments

Drinks Reception

We strongly recommend that events serving alcohol should be staffed.

- Service tables will be clothed with linen table covers
- If ordered, white, rosé or sparkling wine will be provided chilled; red wine will be provided at room temperature
- Appropriate glassware will be provided

Service Specifications (cont.)

Storage

When your food has been delivered, store it carefully away from direct sunlight or heat sources, such as radiators and draughts.

If at all possible, ensure that fresh cream products are kept apart from strong flavoured foods.

Keep your food covered until it is required to ensure its freshness.

Food deteriorates when left out at room temperature for long periods.

We advise that you consume your meal within one hour of receipt. We would advise that food should not be consumed after three hours.

Collections

We will endeavour to collect all the equipment on the same day or by 9.00am the following day.

Please indicate clearly at the time of booking when we are able to collect items.

Please ensure that all items are packed up and ready for collection after your event. Please notify the Fresh Ideas office if the location for collection has changed. If the person who places the order is not present at the event please ensure that somebody from the attending group is aware that all items need to be packed up.

If the items are not packed ready for collection a fee will be applied. This will be charged at 5% of the booking cost.

A refuse bag is provided for your ease in disposing of all non-returnable items. It is the client's responsibility to dispose of these items so that the refuse bag is ready for collection by our staff. For Health and Safety reasons all leftover food is the property of Fresh Ideas and will be disposed of by us.

Customers are responsible for any loss or damage to our equipment whilst in their charge. A charge will be made if items are not available for collection at the end of your event.

Any returnable items missing or broken will be charged at the following replacement rates.

Plate (9")	£1.00
Cup & saucer	£2.00
Glass – Paris goblet	£0.50
Glass – Teardrop 125ml	£2.00
Glass jug	£5.00
Flask (variety of size)	£10 - £40
Table bin	£15
Boiler	£200
White display platter	£10 - £50
Glass dish	£2.50
Bottle opener	£5.00

Service Specifications (cont.)

Quality Assurance

As we continually strive to improve the quality of our service we welcome your feedback. From your comments we will be able to constantly improve our service.

The Quality Assurance Team send out questionnaires annually. All deliveries are accompanied by a customer comment card and there is an online feedback form constantly available. We would appreciate your feedback.

Customer Promise

OUR CUSTOMERS ARE OUR PRIORITY.

We promise:

- To make our customers the focus of everything we do
- To be proactive and consistent
- To offer a professional and credible service
- To act with integrity and respect at all times
- To provide the best customer experience possible at every opportunity

Environmentally Aware

The team are fully aware of the environmental issues that we all need to take responsibility for; and wherever possible we want to play our role in helping the environment.

Our disposable containers are biodegradable. The products are produced from:

Polylactive Acid

A friendly alternative to conventional, petrochemical derived products.

Fibre Moulded Products

A range of compostable dinnerware made from renewable plant material, which includes sugar cane and reed fibre.

All sandwich packaging is now biodegradable.

Wherever possible we use local suppliers to decrease our carbon footprint. We also try to arrange deliveries together to minimize our carbon emissions.

We are looking into composting our food waste and will keep you posted on our progress!

Join us at our launch in October to find out more about our environmentally friendly drive this year!



www.exeter.ac.uk/campus-services

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