

March 2017

Dear Parent/ Guardian

As you may be aware, The Coulsdon Cluster of Schools has selected Harrison Catering Services to provide its school meals. We are delighted to be entrusted with the responsibility of feeding the school's children and look forward to the first day of service after the Easter break on Tuesday 18th April 2017.

As the Manager Client Services responsible for Harrison's operations at the school, I would like to take this opportunity to tell you a bit about the company and our plans for the catering.

Since its founding in 1994, Harrison Catering Services has always been about quality fresh food prepared on-site and served by people who love what they do. Over 100 clients across the UK enjoy a Harrison food service, with more than 100,000 meals being served each day by approximately 2,000 staff across more than 270 locations. Our website address is www.harrisoncatering.co.uk.

Harrison understands that what children eat affects their health and their ability to learn and perform in the classroom. For your school, our catering team will provide nutritious, balanced meals, and we will work to educate the pupils on how to make healthier food choices. Our goal is to instil a love and understanding of fresh, healthy food at a young age that will positively influence them throughout life.

All Harrison staff receive training in how to prepare and serve healthier food through the company's bespoke Eat Well Live Well[®] training programme. We are equally committed to ensuring that our customers of all ages have a great experience every time they visit the dining facility, and we train our staff in providing excellent customer service through our bespoke customer care training programme, The Harrison SMILE, which has been awarded a Quality Mark by People 1st, in association with the Hospitality Guild.

Of course the foundation for all this is our high standards of food hygiene and health and safety. We run our own distance learning open book training programme, which has been accepted nationwide by enforcement authorities and has resulted in an impressive safety record, with 95 per cent of our sites achieving above average food hygiene ratings (100 per cent achieve the required standard).

Going forward, our catering team at your school will work with the school council to tailor menus to the tastes and preferences of the children. We will also introduce further interest and excitement to our menus through themed lunches ranging from special holidays like Spring and Christmas to cuisines from around the world, tying these into the school curriculum whenever possible.

We have a no nut policy at all of our primary schools and are happy to work with you to make any other adaptations necessary to accommodate specific food allergies.

I hope this gives you a good picture of what Harrison will be doing to ensure the children of your school enjoy outstanding food and service. You can also look at our website Should you have any questions or concerns, please feel free to contact me by email michael.cleal@harrisoncatering.co.uk.

I look forward to meeting you in the future.

Kind regards





Michael Cleal
Manager Client Services

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