

Dear Parents, Guardians and Students,

I write to you today in my capacity as the Operations Manager with responsibility for your school contract, to update you on the recent survey results. I am hoping that this letter will reassure you that we are doing our very best to work collaboratively in improving areas of the service where required. We are evolving the range of menus as our partnership progresses. These surveys are an important part of our relationship at Marlborough Science Academy as it's only through student, staff and parental feedback that we can provide a dining experience which caters for all tastes and dietary requirements.

Going forward we are planning to have regular meetings with the student council so that we can continue to receive feedback on the service, so please do use your form representative to pass your comments and suggestions on.

In addition, we have set up a new e mail address so that you can feedback directly to us at any time – please e mail cateringfeedback@marlborough.herts.sch.uk Any emails sent to this address will come to both myself and the school.

Student Responses (Years 7-11):

Thank you to the 472 students who took the time to respond to the survey, it was pleasing also to see that 67% of you said that we provide food that you like to eat.

75% of you said the main reasons you like to use the restaurant is because of the quality and the convenience, this is one of our main goals and we strive to keep the standards high.

Once again, thank you for this positive feedback!

Several of you said that you would like the food to be cheaper, and whilst this is the common theme across all surveys we run, I confirm that we are doing our best to offer value for money, whilst providing healthy options and variety. The introduction of new items like "Power Bites" at £1.30 is aimed at reducing the cost whilst maintaining choice and quality within our range.

Meal Deals – We offer several meal deals, unfortunately, according to the survey almost half of you don't know about them. Please feel free to speak with our restaurant team and check out the posters in the restaurant - you will find there are plenty of meal deals you can take advantage of. For example, the main meal deal priced at £2.75 includes a main meal plus dessert represents excellent value for money and provides a healthy, nutritious, and extremely tasty food experience.

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Registered in England and Wales

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The fact that many of you are unaware of these means that we, as a company, have work to do in our Marketing Department! This will be actioned shortly and we will look at all avenues available to us when thinking about how we communicate to students, staff and parents.

278 of you suggested certain meal deals you want to see like “Drink and cookie”, “Crisps and drink”, “Main Meal and cookie”, “Buy one get one free”, etc. While there are certain items that we are not allowed to sell in the school restaurant (e.g. crisps) we will look at these suggestions as part of our overall service review and planning for next year.

88% of you said that you are not happy with or there are inconsistencies with portion sizes, and this is something we will work on to ensure we have a consistent approach.

Post 16 Responses:

Thank you to the 108 of you that responded to the survey.

Whilst the overwhelming majority really liked and appreciated the all-day offer, friendliness of our Café Manger and the sweet treats on offer, there were notable comments made on the range of menu items.

Our primary aim with a 6th form café is to provide our older students with a “Pret style” experience, at a very competitive price.

We realise that we have work to do here, and the ambition is to serve sushi, mezze, tapas, seeded bagels, handmade sausage rolls, artisan breads and fillings plus a coffee range that is high quality.

Once again, more effective marketing was a very pertinent point raised and we will work hard to raise awareness of the food and deals on offer on a daily basis.

If there is anything else you would like to share, discuss, or point out, please feel free to reach out to me or my team.

Best Regards,

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