




THOMAS FRANKS



CATERING PARTNERSHIP AT
MOUNT HOUSE SCHOOL
CATERING INFORMATION
FOR STUDENTS, PARENTS & STAFF

“Founded on the principles of honesty, trust and loyalty”

WHO WE ARE

There is an honesty in the food we serve and one which will benefit your students. The kitchen will be a hive of activity where all the dishes and locally sourced ingredients are freshly prepared and even the salad dressings are made from scratch. The only frozen food permitted will be sweetcorn, peas and puff pastry; everything else will be made from natural, raw ingredients.

Part of the way we encourage healthy eating is to provide beautifully cooked food with plenty of variety and fresh fruit and vegetables.

Thomas Franks was founded on the principles of honesty, trust and loyalty. Where we only work with local and regional, family owned suppliers.

FRANK BOTHWELL, FOUNDER

A GREAT PARTNERSHIP

At Mount House, we are continuing to adapt the lunch variety, where we created bespoke menus for hot meals, salad options, a packed lunch offer and desserts. Along with regular daily offerings we were providing match teas for pupils after they take part in fixtures, pre-covid; paired with hospitality and special event catering which has been customised to the needs of each individual event.

Our commitment to improve the local economy has continued. As always, we have been using local suppliers to get the freshest, tastiest ingredients while also helping maintain a sense of community.

We are thrilled to be continuing our very happy partnership between Mount House School.



**MOUNT HOUSE
SCHOOL**



2004

IT BEGINS
Thomas Franks was founded 16 years ago.

08

FROM THE BEGINNING
In 2008, we appointed a talented Catering Assistant who became our very first home grown Operations Manager in 2016.

07

LOCALLY SOURCED
We use over 300 local suppliers to supply 140+ locations across the UK and joined with family owned Savona in 2007 to provide our locations with quality produce.

13

COMPANY VALUES
In 2013 we held our first Company Conference.

14

COELIAC ACCREDITED
We became the first contract caterer in 2016 to be awarded Coeliac UK GF.

18

CALLING OUR CHEFS
In 2018 we launched our very own Thomas Franks Chef Academy to develop our own Chef Apprentices.

15

LOVE OUR PEOPLE
We achieved 'Investors in People' accreditation in 2015.

LONG SERVICE
1 in 6 of our employees have worked for Thomas Franks for ten years or more.

2020

£50 million turnover
1750 employees
53 head offices
105 independent schools
35,952 school lunches served each day
78 day schools
27 boarding schools

FAST TRACK 100

We were recognised as a 'Fast Track 100' company in 2011 for being one of the fastest growing private companies for sales in the UK.

11

HOME SWEET HOME

In 2011 we moved into our offices in Hook Norton Brewery.

12

GOOD EGGS
In 2012 we received the Good Egg Award for our commitment to local suppliers.

LOVELY PEOPLE

Thomas Franks employed its 1000th employee in 2017!

17

RENOVATIONS

In 2017 we expanded our Head Office into two offices at our home in Hook Norton.

FUTURE LEADERS

In 2019 we ran our first 'Women in Leadership' Programme.

19

JUNIOR TO LEADERS

Our first Head Office Apprentice became one of the first UK students to pass a CIPD accredited HR Apprenticeship in 2019.

OUR STORY

Eating a balanced diet throughout the day not only ensures optimum growth and development, it also provides sustained energy for pupils academic and physical activity. It optimises their concentration levels and makes an essential contribution to overall nutrient requirements. Our commitment to healthy choices is outlined in the 'Nutrition in Schools' induction training, which is delivered by our Company Nutritionist, Julia Hayes, to all our new Catering Managers.

We often set up a tasting table when the pupils first enter the dining hall to ensure that they can try small pots of new cuisine. This is a fun way to ensure the pupils experiment with new tastes and flavours. We are great believers in food, helping to provide a home from home, by prompting a congenial atmosphere by plating the food for them, as if they were at home. Occasional plating of meals helps to provide a congenial and homely feel.

We believe that pre-prep, prep, senior and boarding schools all need separate menus which are tailored to their nutritional needs. This also includes, managing all the dietary needs of each pupil, within our care. As well as providing our teams with the appropriate training and coaching, we create a bespoke service guide for each of our locations. This ensures that they are clear about your expectations and their part in delivering high standards to ensure that all pupils receive the same quality, portion size and variety of food.

OUR APPROACH TO FOOD



FROM YOUR AREA

At Thomas Franks we support and work with local and family run suppliers, who also share our ethos. They in turn, provide us with fresh, seasonal produce of the highest quality. Locally grown and reared produce has a more intense flavour, is fresher and more nutritious when compared to food that has travelled further. In addition to this, our suppliers also provide free samples for our customers and come into our locations to offer informative discussions and taster sessions. We invest in our relationships with our suppliers which is in turn rewarded with their dedication and loyalty, many of whom have worked in partnership with us since day one.

- ◆ We only source red tractor British meat and sustainable fish that is MSC certified
- ◆ We endeavour to buy British fruit and vegetables where possible
- ◆ We support Fair Trade products to ensure a fair deal for growers.
- ◆ Our milk and cream is supplied by British farmers
- ◆ We only use free-range eggs



“Together we can
make a big change”

SUSTAIN ABILITY

WHY WE DO WHAT WE DO

We are committed to helping the planet. Our ultimate goal is to have zero waste in all of our locations. To help achieve this our containers are either reusable or compostable.

Together, we can make a big change to the use of energy, fuel and water through planned management of producing, storing and cooking food. We have initiatives such as the Green Kitchen, which we have planned to roll out in all of our locations by the end of 2021. We all have a responsibility to use sustainable, traceable products and ingredients to secure a greener future.

OUR PEOPLE

FRANK BOTHWELL
FOUNDER OF
THOMAS FRANKS

Frank is passionate about establishing a vision for each of our clients, based on their specific needs. As a very hands on Founder, Frank is committed to entering a strong partnership with Mount House School. He will oversee the delivery of your new enhanced service to ensure we make a tangible and sustained difference for every customer, commensurate with the ethos of your school.



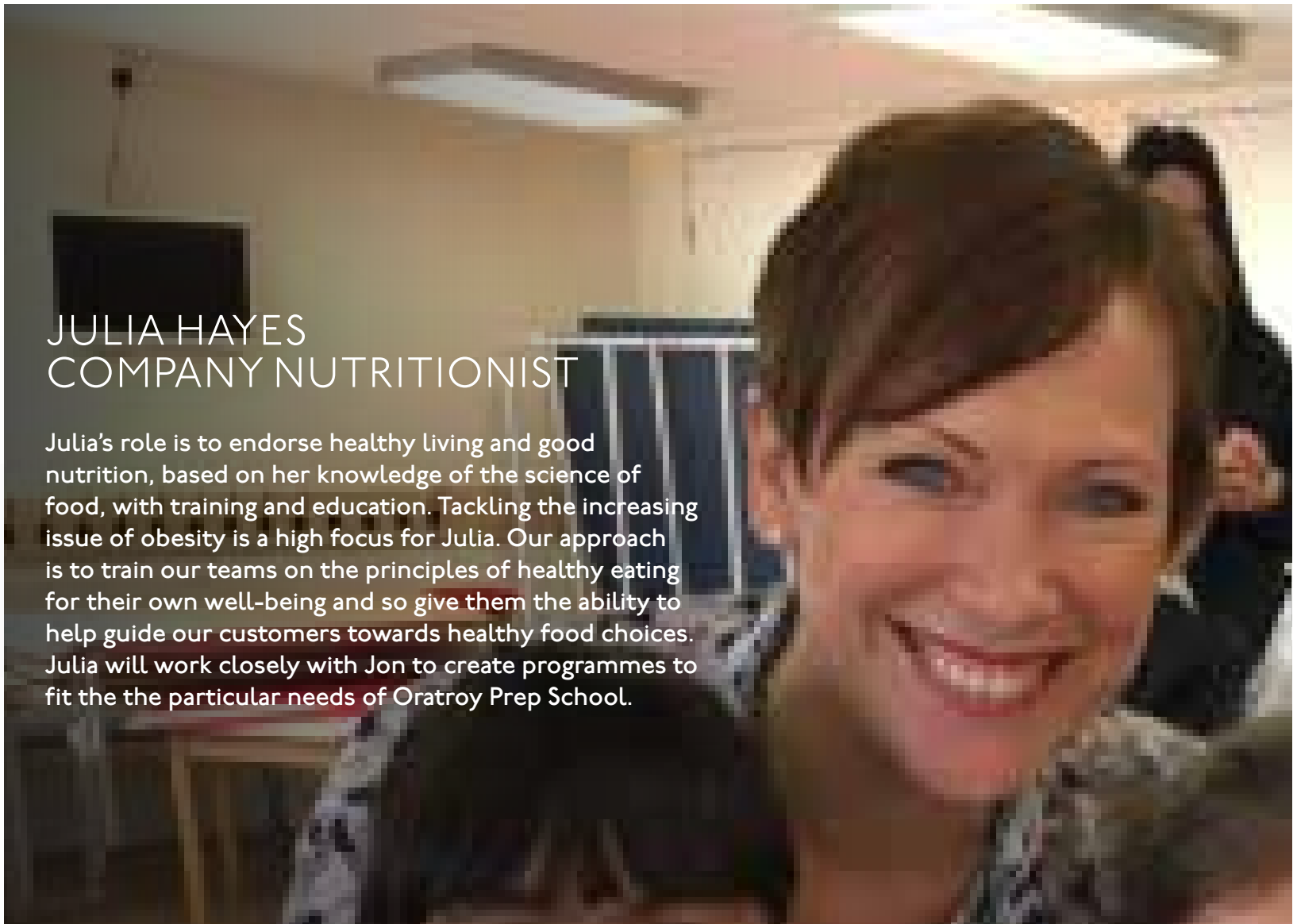


WE LOVE FOOD

GAVIN YOUNG
CHEF DIRECTOR

Gavin oversees the Thomas Franks food vision ensuring it is effectively delivered in every location. Delivery standards, training and coaching are also part of his remit. As a restaurateur for ten years, Gavin's first love is the combination of food and service. He is passionate about selecting the freshest seasonal produce from local and regional suppliers to maximise the flavour in his menus.

Gavin has been working behind the scenes with the team to create bespoke, nutritious menus for the Dining Hall. He has provided hands-on training, coaching and will keep a keen eye on the development of the kitchen team.



JULIA HAYES
COMPANY NUTRITIONIST

Julia's role is to endorse healthy living and good nutrition, based on her knowledge of the science of food, with training and education. Tackling the increasing issue of obesity is a high focus for Julia. Our approach is to train our teams on the principles of healthy eating for their own well-being and so give them the ability to help guide our customers towards healthy food choices. Julia will work closely with Jon to create programmes to fit the the particular needs of Oratroy Prep School.



GLUTEN



NUTS



SOY



SESAME



PEANUTS



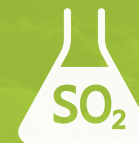
FISH



CRUSTACEANS



MOLLUSCS



SULPHITES



CELERY



MILK



EGGS



MUSTARD



LUPIN

ROBUST ALLERGEN MANAGEMENT

When managing different food allergies, Thomas Franks take their responsibility incredibly seriously.

Our allergy policy is designed to avoid the risk of a pupil suffering an allergic reaction to the food. The team is provided with comprehensive training, which is updated accordingly in line with current legislation. Each team member is given clear instructions on how to carry out Thomas Franks' differentiated allergen management procedures, other dietary needs and cooking bespoke food when needed.

MENUS



“We believe that no-one should be without nutritious food”



FEEDING COMMUNITIES

During the pandemic, the crisis of food poverty in the UK, Portugal and Malta, was even more noticeable. We believe that no-one should be without nutritious food. Therefore we set up our Feeding Communities Project.

We produced and delivered over 200,000 meals, prepared at 15 locations, and delivered to charities all over the country to help feed children, vulnerable adults, the elderly, key and NHS workers. We intend to continue this legacy as Thomas Franks and the country move forward. For more information, visit our news section at www.thomasfranks.com

HYGIENE STATION



PLEASE KEEP A 1 METRE SAFE DISTANCE



STOP GERMS BY WASHING THEM AWAY

-  1. Wet your hands
-  2. Add soap
-  3. Wash for 20 seconds
-  4. Rinse soap
-  5. Dry your hands

COUGHS & SNEEZES SPREAD DISEASES

-  1. Always carry tissues
-  2. Cover your coughs and sneezes
-  3. Throw used tissues in a bin
-  4. Always wash your hands

ONE WAY SYSTEM IN PLACE

Please follow the arrow signs around the building



ONE WAY PLEASE KEEP A 1 METRE SAFE DISTANCE




MOVING The recent pandemic has changed how we operate in our locations. We worked closely with Mount House School to ensure we fully comply with local guidelines.

To keep everyone safe, all our locations have a specific risk plan put in place to manage food delivery. In addition to this, Thomas Franks has created a document that outlines how our food service delivery will commence as the new normal begins. This includes advice, guidelines, and training for our staff on every stage of food preparation and service.

FORWARD



THOMAS FRANKS



CATERING PARTNERSHIP AT
**THE MOUNT
HOUSE SCHOOL**
CATERING INFORMATION
FOR STUDENTS, PARENTS & STAFF