



February 2022 THE NEWS

Hello!!

Happy New Year to you all! We hope you had a great Christmas and managed this time to get together with your friends and family. It certainly seems like a long time ago already!

As we continue to move forward and start to reopen sites again, we are all encountering the problems of staff, food and delivery driver shortages that is impacting the whole country. This is unlikely to change dramatically anytime soon; so, are having to adapt our services and menus accordingly.

On a brighter note, an accidental consequence of staff shortages, Employers are now very keen to retain existing staff. This has seen some clients now spending more money on providing a quality catering service. This has resulted in an increased interest in Companies at the upper end of the Contract catering market, which after the past two years is very welcome news.

Our sales team is working hard to develop new business opportunities particularly in the Midlands and South and we expect some exciting news for you all in the coming weeks. Don't forget our £1,000 tax free commission for any lead you send us (which we don't already know about) that results in us gaining the contract.

We are investing heavily in our Head Office support teams and have welcomed four new Relief managers to help support sites with staff



shortages. Billy Harrington, Graham Palmer, Ian Weston and Simon Tomlinson. We're sure you will all join us in welcoming them to the team.

We think it is vitally important now to concentrate on the future and ensure that we remain at the forefront of innovation. New ideas are vital to keep our offers exciting and fresh. We'd love to hear and see of any ideas or innovation you've seen or tried that you think could be shared.

The start of 2022 saw Richard Drewett joining the board of TNS. Richard and the whole Operations Team have worked tirelessly throughout the pandemic, and we are delighted to welcome him on board (pardon the pun). He is a great asset to the company and is greatly appreciated by all the other Directors.

No doubt the coming year will bring its own challenges; but we both believe strongly that we have a fantastic team within TNS that is more than able to meet these obstacles and will continue to provide not only excellent service to our clients, but it's also a great place to work.

Lastly, as always, a big thank you to all of you for all the hard work you have done during the past months. It is greatly appreciated by us both.

Tim & Phil



We served 276 Christmas dinners



Nothing is impossible. The word itself says I'm possible!



We baked 26 birthday cakes

We served 1,220 slices of afternoon tea cakes



We made 1,668 mince pies



The new normal...



Ian Hutchinson, Chef Manager at Bernard Sunley describes life during Covid in the care section of our business. This is an insightful reflection of the strains and pressures that the Friends of The Elderly team have faced and overcome in all of the homes.

“On Monday 23rd March 2020 the Prime Minister locked down the UK. The next day we all reported for work, and I was stopped by the police on the way. FOTE provided a strong response but there was an underlying fear that we could bring Covid into the Home or catch it and pass it onto our families.

As the nation baked banana bread and kept fit with Joe Wicks, life at Bernard Sunley settled into the 'New Normal'.



Working out Covid-safe practices, keeping our distance, wearing masks and PPE all shift long, constantly sanitising and being tested, even on days off, was a constant reminder of the invisible threat.

No visits from relatives, entertainers, the Easter Bunny or Santa meant every occasion from the calendar or spur of the moment was baked for, and every mealtime needed to be special as this was the residents' only point of contact with others.

Our staff worked over and above what was required, with no agency or relief, doubling up on work effort, extending shifts and working additional days. All this, while home-schooling children as well as shopping and caring for sheltering relatives.”

Name a puppy!

Due to the donations we've made to The Guide Dogs for the Blind Association we are able to name a puppy and we'd like you to choose!

Pick a gender neutral name (as we don't know if we are getting a male or female pup) with two syllables so it's easier for the dog to follow.

Please email your chosen name to admin@tnscatering.co.uk with **Guide Dogs Name A Puppy** in the subject box.



Entries need to be in by Friday 11th March and will be chosen at random. The winner will also receive a bottle of bubbly. We'll keep you updated with puppy pictures through the year - watch this space!

A measure of success at Gist

How do we quantify exactly what 'success' is?

Is it through our customers telling us how much they enjoyed their marinated chicken wings, corn on the cob and tangy slaw, or their tasty hot grab and go breakfast meal deals, or is it clients telling us how much of a positive impact the catering has made onsite and the refreshing injection of energy they see in our kitchens?

Is it our teams enthusing about the ability to work with fresh ingredients and have autonomy and



“Customers love the new concepts, customer numbers and takings have increased. Staff are excited with the new options on offer, and are coming up with their own suggestions.”

Gist Thatcham:
Sue Young, Chef Manager



“Taking over in May 2021 with a brand new team was a real challenge but we now have a really strong team at Gist Cumbernauld. Homemade desserts are going really well. Peak came on the 3rd week in December and the difference in trade was incredible but really fun for all the team.”

Gist Cumbernauld: Mick McMullan, Chef Manager

freedom with their menu choices, or simply the fact they just enjoy working with TNS?

Or should we measure our success by achieving outstanding sales?

From an Operational point of view, building new and positive relationships with people is always an extremely rewarding experience and this is something I have enjoyed with many people on many levels throughout these first 7 months of working with the Gist Group.



“The transition to TNS was fairly smooth, Matt [Edwards] was a huge support through the mobilisation. The support from Head Office has been great & we definitely feel more of an individual rather than just a number on payroll. Peak was an incredibly busy month with a huge increase in volume, the team worked incredibly hard. We are looking forward to 2022 and continuing to promote TNS values and of course increasing our sales!”

Gist Faversham, Julie Sheaff – Chef Manager

“With a real emphasis on a fresh and relevant food offer I think we have put down a large marker saying what TNS is all about. We regularly get compliments on what we produce whether it's a buffet or home baked items on the counter.”

Gist Crewe: Matt Tooby, Chef Manager



“From day one TNS made us all feel very comfortable and welcome. Our sales have grown each month through new menu ideas and a passion for freshly cooked food, and this has made the team grow in confidence.”

Gist Hemel Hempstead:
Darren Dimenna,
Chef Manager



This is also a measure of success and I believe the Gist contract has yielded all of the above.

Gist is all about high volume and efficient service. The ultimate end customer is Marks & Spencer and their reputation in the market place for quality and service is renowned, something that we must reflect in our catering onsite. Gist specialise in logistics and have a fluidity in their approach to the service they provide to their customers and I'm comfortable in saying that this is a perfect match for TNS.

And yes, of course, the sales we generate are a quantifiable measure of success.

Forecasting forward to the end of year one, it is not unrealistic to think that we could actually exceed these sales by over 45 % across all 7 sites. – A successful first year? I would say so, & all thanks to the onsite teams, Relief & Operations Team who have helped make it such a success – **Thank You.... James!**



“I think the first 7 months being with TNS have gone better than we thought it would, especially our sales. Overall a good start with TNS.”

Gist Barnsley, Alan Naylor – Chef Manager



“I am really enjoying my time with TNS and how they have welcomed me and my team into the family. Nobody likes somebody new taking over but I have to say that James and Rich did a good job in ensuring that me and everybody else settled in nicely into “The New Standard”.”

Gist Enfield, Billy Roan – Chef Manager

Spreading joy to beat the January blues

'Blue Monday' is regarded as the most depressing day of the year. To spread some joy for you and our customers we launched 'I just wanted to say...' and 'This one is on us'.



This one is on us ...

Free coffee is bound to improve a customer's day (it certainly does mine). Our random act of kindness cards enables you to surprise your customers with a free hot drink. Limited numbers of the cards were given out across the business to the delight of our customers.

Why stop there?

Good question! We have decided not to! These small acts brought so much joy we are going to continue all year round!

