

KMC – 2024-2025 Season Catering Booking Support Information

1. KMC employs an external caterer. There are menu choices for all budgets to enable all units meeting at KMC to be provided with Festive Board options. We believe this is the most extensive choice list across Warwickshire. These cover buffets through to formal meal choices.
2. For non-buffet menus, Menus and prices are based on a single choice per course and alternatives are available only for medical, religious or vegetarian reasons and not for preference reasons. In 2024-25 an alternative of a 'fish pie' at a supplement is being introduced for the sharer menu. This is because some people prefer fish as the religious alternative. The supplement reflects the extra cost. It may however be a frozen alternative because for the sharer menu there is no chef in the kitchen.
3. Bookings must be made via the internet booking form on the KMC website. This enables a full audit trail to be maintained. A confirmation e mail receipt will be received by the booker within a minute or so of the booking being made. Enquiries can be made through the e mail address (only) noted on the menus. In updating numbers dining as per below, the form can be edited and resent before the meeting.
4. Bookings continue to be required by COB on the Tuesday in the week before the meeting. This is to enable the caterer i) to book food requirements with suppliers and most importantly ii) book staff via a rota which is issued on the Wednesday morning for the following week. The UK continues to suffer from Global Supply chain shortages (as you will have seen at the supermarkets) and from a lack of hospitality staff so this notice is important.
5. The booking form should contain estimated numbers dining. Numbers should then be confirmed 3 days before the meeting via an edited booking form. Such changes between these dates should be minimal eg 23 estimated is now 20 rather than booking for 35 and then confirming only 17 are required.
6. Social events eg Xmas menus or wakes or anniversaries etc are separately available and priced separately with the caterer and whilst using the same booking form, members may wish to make enquiries with him to tailor the event accordingly. Social Event menus are available by discussion with caterer and are not shown on the website.
7. All Food is prepared by Rupert and then cooked at KMC. For **formal menus** there is a duty chef in the kitchen as well as serving staff in the dining room and the bar allowing more flexibility. Staff levels are formula based depending upon the numbers dining. The waitresses also serve behind the bar so please bear in mind their dual role. For the **sharer menu** only one catering staff member is on site (not a qualified chef) and that person cooks the food, serves behind the bar and waits on the tables. That person can of course only be in one place at a time and hence flexibility is reduced. Sharer menus provide a 2 course meal where the main course (eg a casserole or Pie) is provided in large serving dishes on the tables for members to help themselves to. The second course (starter or pudding) is either pre-placed on the table or served by the waitress.

8. The cashless bar is always serviced by the catering staff which allows KMC to provide drinks at very reasonable rates lower than commercial rates. The waiting staff will ask the WM (or equivalent) at c 9.30 (or earlier if a small unit) if there are any last orders and whether the bar can be closed and any bills produced. That is up to each lodge. If kept open the waiting staff will generally close the bar at c 9.45 and they will not stay in the building beyond 9.45-10 pm unless by prior arrangement at a charge.
9. We try to release the waitresses around 9.30 – 9.45 and possibly before. The waitress will issue the WM or Treasurer with an invoice for i) the drinks at the bar, (if applicable) like all retail establishments, drinks should be paid for on the night of the meeting before leaving the premises payable to KMC. And ii) for the food – payable to the caterer. If paying by internet transfer both *must be paid within 24 hours*. The caterer charges a late payment charge of £20 per week as detailed on his menus. Units should therefore ensure they have methods to pay and people are available to pay (eg not on holiday) or if not alternative arrangements within the Lodge are made to enable payment on time.
10. A feedback form is provided on the night by the waiter/waitress to the WM. We encourage the WM to ask the wider Lodge if everything is OK before completing the form. All forms are shown on the KMC website unless specifically requested not to do so by the WM. We publish all forms – good, bad or ugly in the spirit of complete transparency. Specific Complaints must be handled there and then on the night directly to the serving staff without exception.
11. Please remember KMC is an unmanned site. Caterers will have left before the Lodge members and are only responsible for locking up and making safe the kitchen area. The instructions on the back of the main door are clear about who is responsible for dealing with the overall temple ie closing windows, switching lights off and locking up – The Lodge. Hence any legal or financial consequences of not doing so will rest with the Lodge on behalf of all KMC members.

These guidelines are there to help avoid misunderstandings which occasionally occur especially when Dining Secretaries change or when Units decide to try something different to their normal fayre.

If there are any queries please contact the caterer (caterer@KMcentre.co.uk) or

Keith Reynolds Chair (kwr@drenou.com)

K. R. Reynolds

Chair