



# SERVICE STANDARDS AGREEMENT

## Introduction

**The Service Standards Agreement sets out the standards of service you can expect from our support departments within the School.**

Our Service Standards are centred on the School's Values:

**September - Respect**  
**October - Responsibility**  
**November - Teamwork/Co-operation**  
**December - Happiness**  
**January - Perseverance/Determination**  
**February - Honesty**  
**March - Courage**  
**April - Friendship**  
**May - Tolerance/Patience**  
**June - Sharing/Fairness**  
**July - Forgiveness**

## Customer Care

We will provide a comprehensive level of service that puts pupils and parents/carers first. Our team will be helpful, courteous and professional always. We will ensure our standards are reviewed annually to ensure consistency of our services.

## Catering – Service Standards

Our School catering service and kitchen personnel are provided by Edwards and Ward. As with other services, the main focus is for the pupils and to provide a 1<sup>st</sup> class service and to ensure children have a 3 choice menu, as stipulated by the contract.

The kitchen personnel will be friendly towards children and children will reciprocate with respect and politeness.

Each half term at least one meeting will be held with the Kitchen Manager and Area Supervisor, reviewing service delivery and upcoming menu options.

Cortis Road, Putney, London SW15 6XA

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This agreement clarifies the respective service offer and the working relationship between staff and the Kitchen team.

If you do not feel the service has achieved these standards, please contact Sharon Broaster (School Business Manager) to discuss your experience and tell us how our service to you can be improved.

We aim to measure these performance targets through:

- Spot checks
- Parents/carers surveys
- Internal surveys
- Questionnaires
- Feedback box

We hope that you find this Customer Service Charter useful and relevant, and we would welcome your suggestions on how we could improve it. You can give such feedback by emailing [finance@granard.wandsworth.sch.uk](mailto:finance@granard.wandsworth.sch.uk)



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