

LONDON LIBRARY CATERING APPROVAL REQUIREMENTS AND DOCUMENTATION

The following items are required for consideration to join The London Library's Approved Supplier list.

Company Details

- Company Name & Website
- Main contact for tendering process
- Brief profile of Company including organisational structure & history
- Registered Office postal address & food preparation postal address if different
- List of venues in London where you are currently an approved supplier
- Two references from similar historic or heritage venues
- Details of any awards, accreditations or membership of industry bodies relevant to application

Food & Beverage Offer

- What is your unique selling point?
- Who are your closest competitors in terms of style and price?
- What type and style of event do you mostly cater for? (Please provide your top three as a percentage of your business.)

Venue & Marketing

- Why the Company feels it can provide a good service to The London Library
- What in your opinion is the unique selling point of the Library as an event venue and why would you choose to suggest the Library to a client over another unique venue?
- How would you market your association with the Library?
- How much business would you expect to generate from the Library?
- How much business do you think you can bring to the Library?
- Would you be able to commit a marketing budget to support one Library promotional event per year for joint initiatives?

Event Planning

- Who is the main contact for events in tandem with the Library?
- Who is the main contact for clients and what is your process for dealing with a client from initial enquiry to running the event on the day? It would be helpful to see any supporting documents such as the contracts or terms and conditions you send to clients.
- How do you measure the success of each event?
- Do you offer tastings to clients? Where are they held, and are they chargeable?
- How early do you provide your event timelines/project plan to the venue? Please provide an example for a plan/timeline for a previous event.

Finances

- How are your quotes for clients created? Is each one bespoke or do you have a standard pricing list?
- Do you impose a minimum spend to quote for an event?
- How are you able to adapt to a client's budget?
- In what circumstances would you be unable to work with a client's brief?
- The London Library will charge commission at 10% of the total bill. Will you pass this charge back to the client or will you absorb it?
- Please provide details needed for the Library to undertake a credit check of your company

- Please offer three quotes as the client would receive it based on the following:
 - Large scale dinner in Reading Room – 80 guests
 - Canapé and drinks reception – 150 guests
 - Small dinner in Reading Room – 30 guests

Health and Safety

- Copies of the following:
 - Company's Health and Safety Policy
 - Public liability insurance (to the value of £5,000,000)
 - Proof of waste transfer note
 - Employer's liability insurance
 - Equal opportunities and disability policies
 - Example risk assessments and method statements for relevant work at heritage venues
 - All food safety and food hygiene certificates currently held
 - Proof that food preparation premises have been inspected by the relevant local authority and/or Food Standards Agency star rating
- Number and nature of RIDDOR reported incidents over the past 3 years
- Information on how accidents/incidents and near misses are reported and investigated

Staffing

- Do you have a core waiting staff? If not, where do you source agency staff?
- How do you ensure all staff working on an event and work to your standards? Please supply any evidence of briefing documents you use.
- What training do you offer your staff? Please include any supporting documentation such as topics covered, frequency of training and evaluation methods.
- How do you ensure that the companies you sub-contract adhere to the rules and regulations of the venue? Please provide a list of your sub-contractors.
- Please provide a copy of your Modern Slavery Policy