



Nottingham Trent
University

Catering Services

Customer Service Charter

Version: 2
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1. Introduction

NTU Catering Services aim to provide a high quality, innovative, affordable and nutritious food and beverage offer that evidences a value for money commitment and exceeds the expectations of the multicultural audience of students, staff, visitors and delegates, demonstrating consideration to ethical, social and environmental factors whilst maintaining a responsibility to income generation for the benefit of the University and its staff and students.

2. Our values

- To deliver a positive customer experience
- To reduce environmental impact and support NTU's green agenda and carbon reduction targets
- Demonstrate an innovative approach and commitment to anticipating our customers future needs
- To support the local community socially, charitably, culturally and economically
- To research, promote and deliver healthy and safe food and beverage options

3. Our aims

We will:

- Provide information that is clear and accurate
- Ensure our staff are knowledgeable and fully trained
- Encourage and act on customer feedback
- Comply with all relevant legislation
- Open our outlets on time and ensure they are both a safe and clean environment
- Deliver all orders accurately and on time
- Strive to exceed customer expectation in relation to product, environment and service
- Ensure catering spaces are regularly refreshed and improved through an ongoing programme of regeneration

4. Our offer

- To provide good quality food which meets the cultural and dietary needs of all our customers
- To provide an offer which includes healthy, nutritional and innovative products
- To provide a value for money offer which compares favourably with other UK universities
- All meat products used in our freshly prepared dishes are certified as Red Tractor standard or equivalent
- To maximise the use of locally grown produce
- MSC certification will be a primary consideration in all of our fish and seafood procurement. We will only serve tinned tuna that is certified dolphin friendly and is listed on the Marine Conservation Society's 'Fish to Eat' publication
- All of the eggs that we use in our freshly prepared dishes are free range and organic

- To use cooking methods that reflect the aim to maximise the nutritional value of our products

5. Our staff will

- Treat all customers with patience, respect and courtesy
- Be approachable and friendly
- Respond to any customer complaints in a professional and timely manner
- Respond to any email or voicemail promptly and efficiently

6. Our expectations

We expect you to:

- Treat our staff with respect and courtesy
- Be considerate to other customers
- Ask us for advice when required, particularly regarding allergen information
- Inform us if we do not meet your expectations