

SERVING UP **RESILIENCE**



WINTER CONFERENCE 2026

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TUCO WINTER CONFERENCE 2026



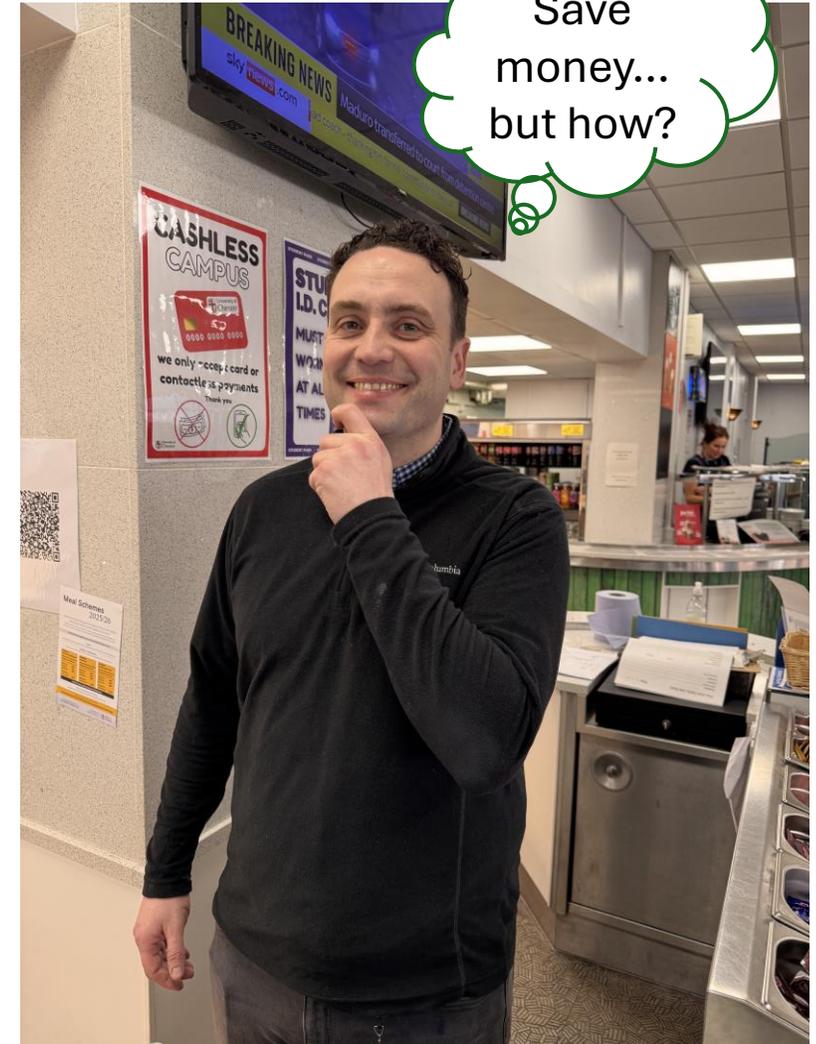
University of
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It's just what we do!

Outsourcing Challenge in HE Catering

- Rising Costs & Labour Pressure
- Myth: Outsourcers are more efficient/commercial
- Leadership asked us to save money – We chose innovation over outsourcing
- Reality: In-House delivers unique community, agility and value



3 Anti-Outsourcing Pillars

- Community integration
- Civic and commercial diversification
- TUCO Framework Optimisation



Community Integration – Food as a connector

- Curated local/student-led stallholders
- Catering team working side by side as enablers
- Shifted Narrative: From ‘Canteen’ to community builder
- Dietetics students, Race advocates

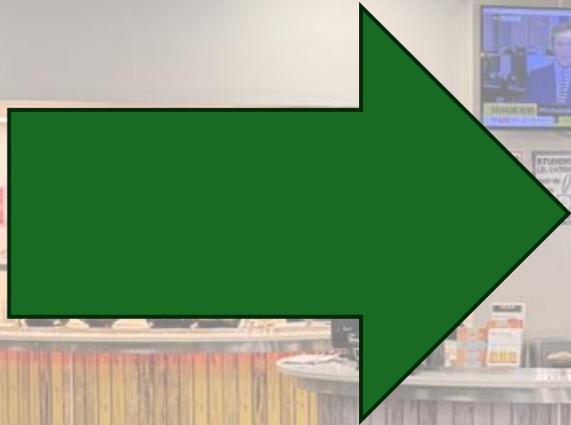






**CREATING A WELCOMING & RESPECTFUL
ATMOSPHERE IN CHESTER CAFETERIAS**

Canteen



**Community
Hub**



Civic Diversification: From Campus to Town Hall

- Partnered with Civic Team
- Became Preferred Caterer for Chester Town Hall
- Delivered Professional, trusted service externally

Reflections

- Reputation grower
- Income generation
- Repeat bookings (80% Repeat rate)
- Client feedback

- Proves in-house caterers **can** compete commercially



Optimising TUCO Framework

- Creative use for product range, pricing & resilience
- Introduced student aligned concepts (Go Global, Bake and Bite)
- Used EPOS to reduce food waste & optimised menus
- Frameworks as enablers – no restrictions



Value added service

- Improved quality at stable prices
- Sales mix shifts
- Student satisfaction
- Waste reduction
- Menu efficiency
- Transparent value & relevance
TUCO members love (e.g., EPOS-driven demand forecasting prevented overproduction)



IMPACT!

↑ engagement

↑ revenue

↑ satisfaction

↓ Food Waste

IN HOUSE: VISIBLE,
COMPETITIVE,
STUDENT FOCUSED

Key takeaways and Q&A

- Make your team visible
- Don't fear the external market
- Use TUCO Frameworks boldly and creatively
- You don't need a big budget – just start evidencing the incredible work you already do!

Thanks for listening!