

ENHANCING EMPLOYEE WELL-BEING THROUGH ONSITE CATERING SERVICES

BMSW5104 (Managing Projects in the Organization)

Group 1:

Project Initiation:

1916730 Roman Kadlubiec

Project Planning:

2133762 Bernad Mrsic

Project Execution:

2133589 Ivo Gazepov

Project Closure:

2131895 Oksana Mrsic



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Delga

PROJECT INITIATION

Stakeholder Analysis in Food Services Project

- Understanding project goals, expectations, and effects.
- Aligning project with business goals, budget, and worker satisfaction
- Involving Human Resources, Facilities Management, Finance,

and Procurement departments.

- Health and Safety Committee sets rules, Environmental Health Department enforces laws.
- Negotiating better terms with caterers and obtaining permit

Define the Project Scope:

Project Aims: Enhance Workplace Culture and Environment

- Promote health and lifestyle benefits.
- Improve workplace relations through recreational events.
- Encourage indoor breaks over outdoor breaks.

Project Goals:

Corporate Catering Service Goals

- Meet nutritional needs of company workers.
- Offer full meal service with snack choices.
- cater to diverse worker needs and preferences.

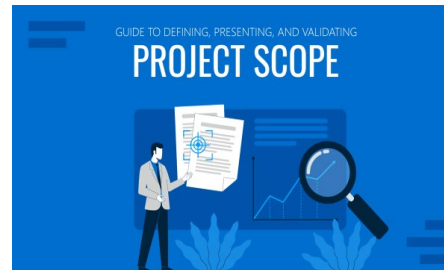
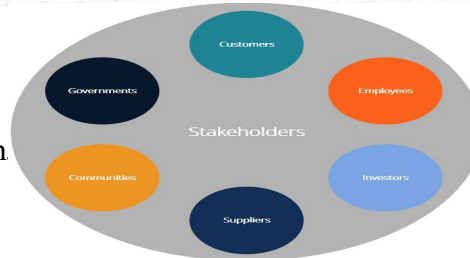
Target Audience for Food Service

- Identify main customers for tailored services and products.
- Initial scope: All workers, potential departmental focus for testing and distribution.

Service Assumptions and Limitations

- Service runs from normal office hours (8 a.m.-6 p.m.).
- Possible longer hours during busy projects or special events

(Berkun, 2015)



Service's Dietary Needs Assumptions:

- Offers diverse meal options.
- Meets common dietary needs: gluten-free, low-carb, vegetarian, vegan.

Potentials limitations: Food Service Limitations

Space constraints due to current work environment.

- Potential need for repairs or renovations.
- Resource limitations: buying kitchen tools, hiring specialized staff, and adhering to health and safety rules.

Project Charter for inhouse catering

Objectives:

- Managed by Group 1 and sponsored by DELGA.
- Objectives: Set up on-site catering for healthy meals, increase employee productivity adhere to health, safety, and environmental guidelines.
- Actions: Restaurant design, kitchenware shopping, menu creation, catering hiring, safety and cleanliness rules, dining commencement, client feedback monitoring.

- Project timeline: Starting date May 13th, end Date July 14th 2024

- Budget: 75,000.00



1. Conduct a feasibility study to assess the viability and potential benefits of implementing onsite catering services

2. Obtain approval from senior management to proceed with the project.

1

The benefits of commercial lunch catering

Business commercial Catering Benefits

- Enhances productivity and employee morale.
- Promotes a healthier workforce.
- Provides socialization, relaxation, and refreshment.
- Makes wellness a daily priority.

Lunch breaks: are employees using them?

Employee Lunch Break Usage

- 2018 survey shows average 22-minute lunch break.
- Some workers miss lunch due to workloads, chores, and lack of food options.
- 66%-82% of workers don't always take breaks due to social and work relationships, guilt, and work overload.
- Over 70% of employees with onsite restaurants eat with coworkers.
- Business lunch catering provides healthy meals and socialization opportunities.

Workplace catering improves lunches

Workplace Catering improves Lunches

- Building relationships with coworkers boosts productivity, engagement, and retention.
- Lunch catering fosters a healthy workforce.
- Healthy food improves concentration, mood, tiredness, memory, engagement, and morale.



2

Deliverables

Stakeholder Analysis Report

- Identifying all project stakeholders.
- Assessing their influence on project outcomes.
- Comprehensive analysis of stakeholders' interests, influence, and potential impact.
- Strategies for stakeholder involvement and information management.

Project Charter

- Justification or purpose of project.
- Measurable project goals and success criteria.
- High-level requirements and conditions.
- Overview of milestone schedule and budget.
- Requirements for project acceptance.

Feasibility Study Report

- Market Analysis: Understanding staff demographics and local catering options.
- Financial Analysis: Estimating catering business startup costs and comparing to savings or earnings.
- Technical Analysis: Assessing infrastructure, kitchen plan, equipment, and health and safety requirements.
- Risk Analysis: Identifying and addressing potential project challenges.
- Legal and Regulatory Analysis: Considering permits, licenses, food safety, hygiene, and environmental regulations.

Approval Documentation

- Request for approval from Project Manager to start company's in-house food initiative.
- Project charters include goals, deliverables, timetable, and budget.
- Feasibility assessment analysed market, finances, technology, risks, and project compliance.
- Stakeholder analysis identified key stakeholders and their needs.
- Project deemed beneficial to organization's goals and operations.
- Project must be started and completed with approval.

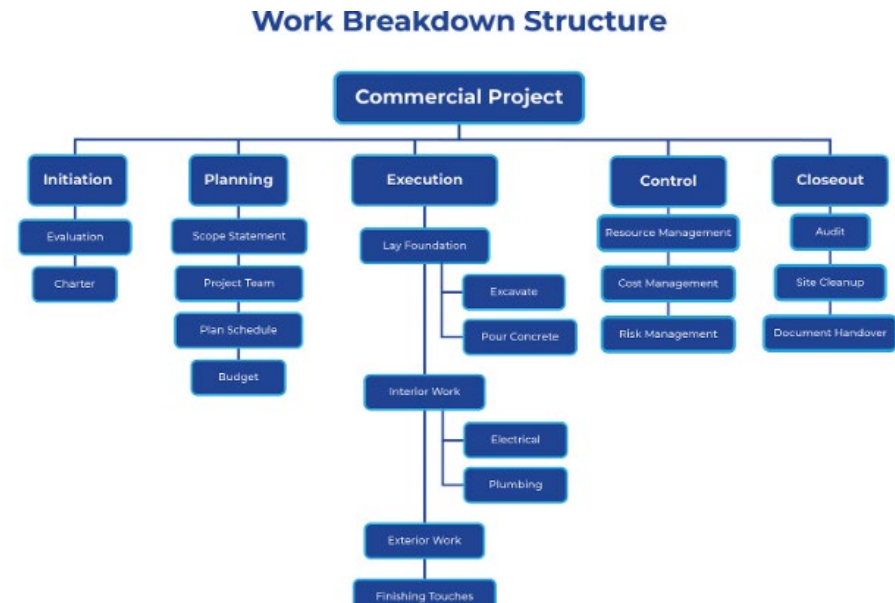
(Wysocki, 2019)

Enhancing Employee Well-being through Onsite Catering Services

Work Breakdown Structure Outline

1. Project Management
 - Establish project team and roles (INITIATION Roman, PLANNING Bernad, EXECUTION Ivo, CLOSURE Oksana)
 - Develop project plan
 - Monitor and control project progress
2. Stakeholder Management
 - Identify stakeholders
 - We have analysed stakeholders using Mendelow Matrix
 - Develop stakeholder engagement plan
3. Research and Planning
 - We have conducted market research on catering options
 - Analyse catering requirements (dietary restrictions, preferences, etc.)
 - Assess feasibility of onsite catering
4. Financial Planning
 - Develop budget for cateringservices
 - Allocate funds for infrastructure (kitchen equipment, dining area setup, etc.)
 - Assess cost-effectiveness of onsite catering vs. external catering
5. Infrastructure Setup
 - Design kitchen layout
 - Procure kitchen equipment
 - Renovate/allocate space for dining area
6. Vendor Selection and Contracting
 - Identify potential catering vendors
 - Solicit proposals and bids
 - Negotiate contracts
7. Health and Safety Compliance
 - Obtain necessary permits and licenses from local authority
 - Ensure compliance with food safety regulations
 - Train staff on health and safety procedures
8. Communication and Training
 - Communicate project objectives and timelines to employees
 - Conduct training sessions for kitchen staff
 - Educate employees on new catering services
9. Pilot Implementation
 - Conduct trial period for onsite catering
 - Gather feedback from employees
10. Full Implementation
 - Roll out onsite catering services organization-wide
 - Monitor and adjust as necessary based on feedback and performance
11. Performance Evaluation
 - Assess the success of onsite catering implementation
 - Gather feedback from stakeholders
 - Identify areas for improvement

(Heagney, 2016)



Onsite Catering Project

Budget Estimate

CONSTRUCTION
BUDGET

ENTER EXPENSES

PROJECT INFORMATION

Project Name	Build Onsite Catering Services
Project Description	Take out old furnishing, replace with new interior suitable for restaurant and large kitchen. Finish and trim all new flooring and lighting. Replace current layout with tables and seating area. Create self serving area and counter.
Contractor	Good Builders
Licensed/Bonded Number	C#12345678
Contact Name	Bernad Mrsic
Website	goodbuilders.com
Phone	838603-555-0198
Address	789 Smith Street, Bozeman, London

FINANCIAL STATUS

Cash Amount	£75,000
Financed Amount	£0
Total Allotted Funds	£75,000
Funds Used To Date	£60,360
Funds Remaining	£14,640

Funds Used To Date:
£60,360.00 (80%)

Funds Remaining:
£14,640.00 (20%)

LIST

BUDGET SUMMARY

PROJECT FUNDS ALLOTTED

FUNDS USED TO DATE

FUNDS REMAINING

£75,000.00

£60,360.00

£14,640.00

Item	Category	Amount	Categ...
Take out flooring	Labour	£1,500.00	Labour
Strip flooring glue	Labour	£200.00	Materials
Sand floor	Labour	£500.00	
Prep floor	Labour	£300.00	
Floor installation	Labour	£4,500.00	
Floor caulking	Labour	£250.00	
Floor trim	Labour	£500.00	
Remove old cabinets	Labour	£450.00	
Prep cabinet area	Labour	£50.00	
Install new cabinets	Labour	£3,000.00	
Caulk cabinets	Labour	£1,000.00	
Apply cabinet coating	Labour	£1,000.00	
Install Profesional Kitchen Hardware	Labour	£5,000.00	
Total		£18,250.00	

LIST

BUDGET SUMMARY

PROJECT FUNDS ALLOTTED

FUNDS USED TO DATE

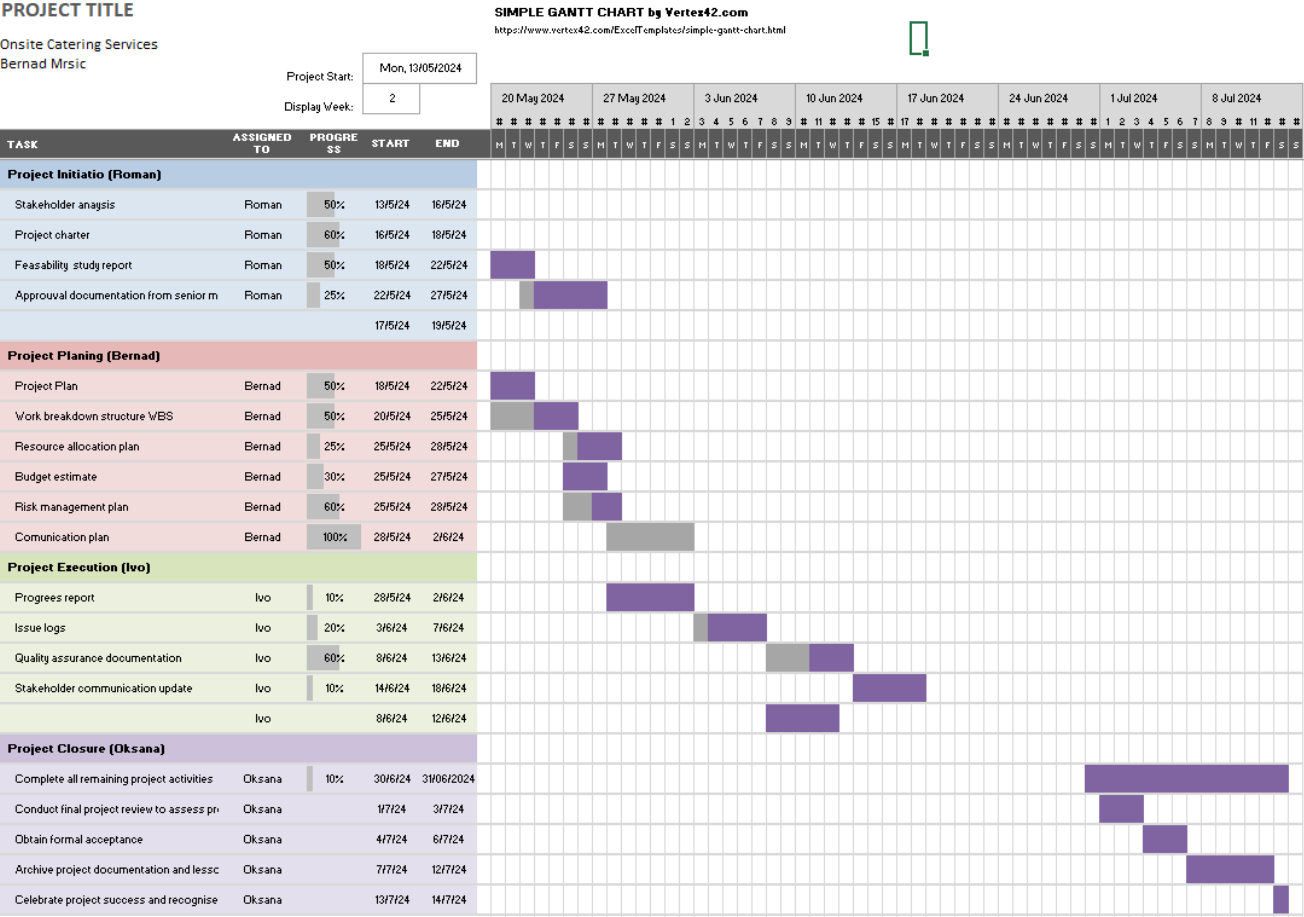
FUNDS REMAINING

£75,000.00

£60,360.00

£14,640.00

Item	Category	Amount	Categ...
Tile flooring	Materials	£1,350.00	Labour
Floor glue	Materials	£750.00	Materials
Flooring	Materials	£1,400.00	
Floor caulking	Materials	£120.00	
Floor trim	Materials	£140.00	
New cabinets	Materials	£1,250.00	
Cabinet coating	Materials	£1,200.00	
Tables and chairs	Materials	£9,800.00	
Profesional Kitchen Hardware	Materials	£25,000.00	
Cabinet hardware	Materials	£1,100.00	
Total		£42,110.00	



Onsite Canteen Project Tracker

Notifications	Status	Project / Task	Description	Deliverables	Deadline	% Done	Days Left
Kitchen Installation	Completed	Kitchen	All materials	Build a Kitchen	07/06/2024	100%	-
Setting up Ventilation System	Completed	Kitchen Equipment	Place and secure cooking equipment such as stoves, ovens, grills, fryers, and steamers. Install fridge, freezers, and other cold storage units.	Installing Equipment and Appliances	10/06/2024	100%	-
Testing and Inspections	In Progress	Vantilation Equipment	Install an exhaust hood or canopy to remove heat, smoke, grease, and odors from the kitchen. Connect the ventilation system to an exhaust fan and ductwork to ensure proper airflow.	Setting Up Ventilation System	20/06/2024	0%	10

(Kingston, 2023)



Quality Assurance Documentation

Food Safety Plan: Outlines procedures for handling, storing, preparing, and serving food safely.

Standard Operating Procedures (SOPs): Details steps for tasks like food preparation, cleaning, sanitizing equipment, and handling foodborne illness incidents.

Menu Specifications: Includes ingredient lists, portion sizes, cooking instructions, and allergen information.

Supplier Records: Documents approved food suppliers, contact information, product specifications, delivery schedules, and quality assurance certificates.

Equipment Maintenance Records: Logs of maintenance and repair activities.

Temperature Logs: Maintains records of food, refrigeration, and hot holding temperatures.

Staff Training Records: Records of staff training sessions.

Pest Control Records: Documents Pest control activities.

Incident Reports: Records of food safety incidents, customer complaints, and quality-related issues.

Live Data Accessible

CEO
Senior Management Team
Employee Union Representatives



Identification: The first step in managing issues is to identify them.

Issue Description: A clear and concise description of the issue or problem encountered.

Reported By: The name or role of the person who reported the issue.

Severity/Priority: The level of impact the issue has on the project or process and its urgency for resolution. This can be categorized as low, medium, or high severity/priority.

Status: The current status of the issue (e.g., open, in progress, resolved, closed).

Assigned To: The individual or team responsible for addressing and resolving the issue.

Target Resolution Date: The deadline or target date for resolving the issue.

Notes: Additional notes or comments relevant to the issue, such as discussions, decisions, or follow-up tasks.

Resolution: Once an issue is addressed and resolved, the status in the issue log is updated accordingly.

Issue Management Log								
Project: Onsite Canteen							Date: 04/06/2024	
Issue	Description	Priority (H, M, L)	Category	Reported By	Assigned To	Status	Date Resolved	Resolution/ Notes
001		M	Technology	A. White	B. Brown	Closed		
002		H	Construction	C. Black	D. Green	Open		
003		M	Resources	E. Blue	J. Doe	Closed		

(Roberts, Paul, 2011)



Delga

Project Closure



Enhancing Employee Well-being through Onsite Catering Services

Transition Plan:

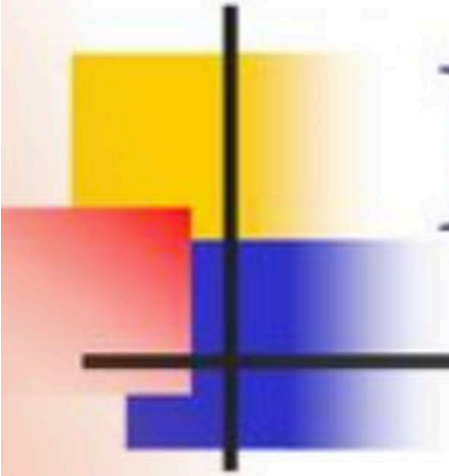
A document with the steps and procedures for successfully transitioning a completed project. It guides the handover from the project team to those responsible for maintaining and running the project once it's complete.

Lessons Learnt:

- Scope management successes and failures
- Estimating accuracy
- Communication plan effectiveness
- Vendor management techniques
- Recommendations for future projects

Celebrating Completion:

A celebration helps team members formally recognise the project's end and brings closure to their work.



Project Closure

THANK YOU!



REFERENCE LIST

Berkun, S. (2015). Making things happen : mastering project management. Sebastopol: O'reilly Media.

Bob. Hughes (ed.) (2012) Project management for IT-related projects [electronic resource]?: textbook for the ISEB Foundation Certificate in IS Project Management . 2nd ed. London?:, BCS.

Buttrick, R. (2009) The project workout?: the ultimate handbook of project and programme management . 4th ed. Harlow, England?:, FT Prentice Hall.

Heagney, J. (2016). Fundamentals of Project Management. 5th ed. New York: McGraw-Hill.

Heerkens, Gary. (2001) Project management [electronic resource] . New York, N.Y.?:, McGraw-Hill Trade.

Leach, L.P. (2005) Critical chain project management [electronic resource] . 2nd ed. Boston?:, Artech House.

Maylor, H. (2010). Project Management. Harlow: Financial Times Prentice Hall.

Reiss, G. (2007). Project Management Demystified. Routledge.

Roberts, Paul (2011). Effective Project Management. Kogan Page.

Wysocki, R.K. (2019). Effective Project Management: Traditional, Agile, Extreme. 8th ed. Wiley.