



Bay Room Pop-up opportunity at the Manx Museum

Length of term	8 th November – 3 rd January (8 weeks)	<ul style="list-style-type: none"> There may be an option to extend
Hours	Core hours 10.30am – 3.30pm	<ul style="list-style-type: none"> There is potential to take on out of hours functions booked at the museums Deliveries to be scheduled outside core opening hours where possible
Days	7 days a week	<ul style="list-style-type: none"> There will be flexibility to collaborate with other partners to provide this service or to provide a reduced service on agreed days by prior agreement.
Rent	£800 for 8 weeks	<ul style="list-style-type: none"> There will be no additional costs during this period such as rates or electricity. Caterers will be responsible for cleaning the kitchen and café.
Menu	All types considered. MNH will favour a company who uses local ingredients and products wherever possible.	<p>Must include:</p> <ul style="list-style-type: none"> Hot & cold beverages Cake Option for light lunch Vegetarian and Vegan options Be able to cater for dietary requirements <p>Due to the nature of the building, there is no provision for deep fat frying</p>
Capacity	Covers for 30 people. The clientele include library users, museum visitors, MNH staff with additional passing footfall	<ul style="list-style-type: none"> Opportunity for operating a takeout service Manx Museum is open 7 days a week from 9.30am to 4.30pm Manx Museum Library is open Wednesday to Saturday 10am to 4.30pm
Equipment	Full inventory will be supplied.	<ul style="list-style-type: none"> MNH will not supply cutlery, crockery or kitchen utensils.
Environment	MNH will favour a caterer who keeps single use plastics to a minimum and uses recyclable products as standard as far as possible.	<ul style="list-style-type: none"> This café is in the 'Refill Isle of Man' scheme Providing prepared food to customers in foam or rigid polystyrene food service ware is prohibited.
Licence	The café won't be licenced during this period.	
Terms and Conditions		<ul style="list-style-type: none"> All promotional or marketing material, including signage to be jointly agreed with both parties. Marketing materials to be in accordance with MNH's brand guidelines The applicant will need to confirm they hold public liability/employer's insurance to a pre-agreed level. A formal licence will be issued for the period stated.
How to apply	Submission of a short proposal, including a brief summary of the experience of the applicant.	Proposals should be sent to suzanne.walker@mnh.im by 25th October at 10am.





Service Level Agreement Criteria

Customer Service

Manx National Heritage is committed to providing high standards of customer service and requires its catering provider to meet these standards in the delivery of catering services to our customers.

The Tenant must comply with all statutory and legal obligations for the operation of the service and all applicable MNH policies e.g. equality, H&S & safeguarding.

Information about the other MNH sites to be readily available to cafe customers.

The menu offer and associated pricing should be clearly displayed or readily available to customers at or close to the entrance. Where appropriate, the menu should identify the local suppliers e.g. butchers, fishmongers etc

Manx National Heritage invite and welcome feedback from our customers and this may be received verbally in person or on the telephone or in writing by email, letter or social media. The caterer may wish to offer a more catering specific survey. MNH require that a feedback mechanism allows for detailed feedback to be given for this purpose.

Complaints received at the time should be addressed empathetically and resolved ideally there and then or if not possible within 5 working days of the date of the the complaint. Complaints received after the event must be dealt with empathetically and promptly and copies of correspondence provided to the Heritage Communications Manager of MNH within 5 working days.

Staff/Training

- All front of house staff to have a good level of fluency in English
- All staff to be trained and fully competent in the provision of catering services
- All staff to be smartly presented when on duty and/or in view of customers
- All staff to hold appropriate qualifications including basic food hygiene certificate, have relevant experience and to have received the relevant level of training appropriate to their position.
- All staff must hold current qualifications to comply with all applicable hygiene and catering legal requirements

