

HCL AWARDS 2021

The Venue

Friday 12th November 2021 - Ashridge House, Berkhamsted, Hertfordshire, HP4 1NS

The HCL Awards Evening 2021 will be held once again at Ashridge House, a former Royal residence in Berkhamsted, Hertfordshire which also served as THE inspiration for the design of Hogwarts (Harry Potter fans will instantly recognise the staircase).

Set in 190 acres of outstandingly beautiful gardens, Ashridge House is steeped in British history dating back to 1283 when it was first established as a monastery for the order of the 'College of Bonhommes'. In 1539, with the dissolution of the monasteries, King Henry VIII acquired it as a country residence later bequeathing it to his daughter and future Queen, Elizabeth.

In the 1920's Ashridge was set up as a Charitable Trust which is still in place today. During both world wars, Ashridge served as a convalescence home for invalid soldiers until 1949 when it in turn became a finishing school for young ladies. Finally, in 1959 it became home to the renowned Ashridge Business School and is now also a world-class venue.

A perfectly balanced partnership to celebrate our staff achievements.



A look back at the HCL Awards Evening 2019 at Ashridge House – A truly spectacular evening for all our guests.

Congratulations to all those who were shortlisted. The final winners were:

<p>Chef Manager of the Year (Secondary Schools)</p>  <p>Charlotte Theophani Chef Manager, The Reach Free School</p>	<p>Special Contribution Award</p>  <p>HCL Mobilisation Team</p>	<p>Primary / Academy School Catering Team Awards - Region A</p>  <p>Skyswood Primary School and Nursery Catering Team</p>	<p>Cook Manager of the Year (Primary Schools) - Region A</p>  <p>Kelly Ferry Cook Manager, St Michael's Woolmer Green School</p>	<p>HCL Partner of the Year</p>  <p>Lawrence More Willis Jenkins Commercial Kitchen Design & Supply Solutions</p>
<p>Secondary School/Academy Catering Team of the Year</p>  <p>Tring School Catering Team</p>	<p>Mobile Workforce Award</p>  <p>Carrie Tyson Mobile Cook Manager, HCL</p>	<p>Primary / Academy School Catering Team Awards - Region B</p>  <p>The Cranbourne Primary School Catering Team</p>	<p>Cook Manager of the Year (Primary Schools) - Region B</p>  <p>Virginia Hussey Cook Manager, Northaw C of E Primary School</p>	<p>The HCL Outstanding Recognition Awards, presented to the two highest scoring nominations in the 2019 awards programme:</p>  <p>The Reach Free School</p>
<p>Operational Manager</p>  <p>Kirsty Yearsley Contract Manager, HCL</p>	<p>Delivering Service Excellence</p>  <p>HCL Secondary / Commercial Team</p>	<p>Primary / Academy School Catering Team Awards - Region C</p>  <p>Swing Gate Infant School and Nursery School Catering Team</p>	<p>Cook Manager of the Year (Primary Schools) - Region C</p>  <p>Joanne Butcher Cook Manager, Bushey and Oxhey Infant School</p>	 <p>Oak View Primary and Nursery School</p>

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Excellence in Education Catering

www.HCL.co.uk/HCLAwards2021

Upload your nomination: www.hcl.co.uk/HCLawards2021

Acknowledging staff commitment, loyalty and their overall contribution to our successful organisation is particularly important to HCL. Being nominated for an award not only gives a sense of kudos and honour at a personal level for individuals, but at the same time raises the professional bar in our continual quest for the delivery of service excellence.

The spectacular HCL awards event, aims to recognise individual colleagues and teams who have shown excellence in the way in which they have undertaken their duties or who have demonstrated outstanding support in the pursuit of providing a distinction in education catering.

How to Nominate...

It's really easy to nominate either a team or an individual. Just take a look at the award categories, along with the corresponding entry criteria. Assess which criteria best suits the individual or team you wish to nominate and start to collate written and pictorial evidence. The judges like to see nomination submissions with a variety of evidence such as surveys, uptake or financial graphs, customer or client representation and letters of support or appreciation along with pictures and / or short films or audio files. Once you have collated all of the evidence you feel best represents your candidate(s), along with a written narrative (between approximately *500 and *1,000 words. *Word count excludes any tables, quotes, graphs and pupil / student contributions within the main narrative and excludes additional or supplementary evidence), simply upload your files using the special website address: www.hcl.co.uk/HCLAwards2021. All file formats accepted including, but not restricted to: Microsoft Word, Excel, JPEG, MP4 Video, MP3 Audio, PowerPoint and PDF.

Closing Date for Nominations: 20th September 2021



✂ The judging panel will convene on Wednesday 29th September 2021 to deliberate the nominations for all categories ✂

✂ On 1st October 2021, after the judges have made their final assessments, the shortlisted nominations for all categories will be widely advertised ✂

✂ Exclusive and personalised invitations to attend the gala dinner will be sent to shortlisted guests and their nominator in early October 2021 ✂

✂ Gala Awards Evening & Dinner - Asbridge House, Berkhamsted, Hertfordshire will be held on Friday 12th November 2021 ✂

Award Categories & Criteria

Primary School Catering Team of the Year - Region A

Primary School Catering Team of the Year - Region B

Primary School Catering Team of the Year - Region C

Open for all Primary Schools, SEN's and Primary School Academies

This award aims to recognise a catering team that has demonstrated a combined approach to raising the profile of the school catering service and increased the customer throughput overall.

There should be evidence of how the team works in collaboration and cooperation with each other and with its customers. The submission should also demonstrate how the team members work together to deliver an exceptional customer experience and service

The Catering Team must be a team of two or more and be engaged in the day to day management and delivery of the school catering service.

Submissions should include but are not restricted to: pictorial evidence of the team performance, customer throughput statistics, client testimonials, pupils' feedback or parental appreciation. Examples of added value such as attendance at parent open evenings, hospitality catering, sports days, new pupil support, theme days and customer satisfaction will be welcomed.

Primary School Cook Manager of the Year

- Region A

Primary School Cook Manager of the Year

- Region B

Primary School Cook Manager of the Year

- Region C

Open for all Primary Schools, SEN's and Primary School Academies

This award recognises the wider contribution made by a Primary School Cook Manager to the school, staff and its pupils alongside bringing together an effective team and demonstrating key management skills. The winning candidate will have established a positive reputation within the school by consistently delivering service excellence, including counter merchandising, food presentation, innovation, enthusiasm and displaying an over and above commitment to their role.

Submissions should include but are not restricted to: pictorial evidence of the catering service, customer throughput statistics, client testimonials, pupils' feedback or parental appreciation.

Chef Manager of the Year

Open to Secondary Schools, Colleges, Middle Schools, All-through Schools and Non-Education Based Staff

The winner of this award will have demonstrated outstanding results in terms of footfall and managerial qualities, managing their team with trust and respect, whilst encouraging a positive team culture, where colleagues feel valued and respected for their contribution to the overall success of the catering service. The HCL Chef Manager of the Year will have shown an enthusiastic approach to service merchandising, continually promoting the catering facilities, refreshing the daily choices for their customers and providing staff and students with customer led solutions in terms of service provision and food choices. They will have worked in partnership with the school's management team, building trust, reputation and presence, becoming an essential part of the academic day.

Submissions should include, but are not restricted to: customer throughput, pictorial evidence of service counters, promotional activities, food quality, student feedback, hospitality catering, extended services (Breakfast, break-time, after-school, open evenings etc) client testimonials and team accolades.

Operational Manager of the Year

Open to all HCL Operational Managers

The HCL Manager of the Year will have maintained a consistent level of high professional standards throughout the year, raising the profile of the organisation with their enthusiasm, commitment and initiative. They will have measured success against set KPIs and will have added value to both clients and customers with their continual and ambitious approach to the care and management of the service. The Manager of the Year Award will be presented to a colleague who has shone through challenges or adversity, demonstrated persistence in the pursuit of service excellence or handled exceptional situations with a positive and effective solution-led strategy. They will have managed their team with respect, professionalism and efficiency.

Submissions should include but are not restricted to: pictorial evidence of initiatives, colleague collaboration, peer testimonials, team references, performance against KPI / targets.

Mobile Workforce Award

Open for all mobile Staff, including General Catering Assistants, Cooks, Cook Managers, Chefs & Contract Supervisors

HCL prides itself on the seamless services it provides regardless of operational issues or unforeseen circumstances. The ability to operate in any one of its contracts to deliver the high professional standards our clients expect is only possible because of our dedicated Mobile Workforce. A critical and integral role, HCL employs a dedicated Mobile Cleaning Team alongside an operational support team of Mobile Catering Managers and General Catering Assistants, who have all been fully trained and who are the mobile driving force that underpins HCL's service principles. Submissions are sought for either individuals or groups of mobile colleagues who have demonstrated tenacity and professionalism and have established how they've handled challenges with positive and workable solutions, who demonstrate a friendly, helpful demeanour and who excel at customer service.

Special Contribution Award

Open for both operational and office based staff

The winner of the Special Contribution Award will have conveyed a total commitment to HCL's business objectives throughout the year with inspirational output and will have delivered collaborative and partnership working with colleagues and industry professionals. They will have raised the profile of the organisation with cutting edge, industry leading performances and demonstrated insightful solutions in their quest to provide service excellence. This award is open to both teams and individuals.

Submissions should include: Pictorial evidence of achievements and client testimonials.

Education Catering Team of the Year

Open to all Secondary Schools & Academies, Colleges, Middle Schools, Secondary SEN's and All-through Schools

This award aims to recognise a secondary school catering team which has demonstrated a combined approach to raising the profile of the catering service and increased the uptake overall.

There should be evidence of how the team all work in collaboration and co-operation with each other, the school and with their customers. The submission should also demonstrate how the team members collectively deliver an exceptional customer experience by extending the services throughout the academic day and provide additional amenities for school staff, governors and visitors.

Submissions should include but are not restricted to: pictorial evidence of the team performance, customer throughput statistics, client testimonials, student feedback or Governor appreciation. Examples of added value such as attendance at parent open evenings, hospitality catering, sports days, new pupil support, theme days and customer satisfaction will be welcomed.

Delivering Service Excellence Award

Open for both operational and office based staff

This award will be bestowed on an individual who has gone above and beyond the parameters of their role in the pursuit of delivering service excellence. Evidence of performance against objective-led strategies should be submitted alongside examples of how this individual has achieved effective and positive outcomes. The winner of this award will have revealed high levels of innovation, creativity, enthusiasm and overall commitment to bring about a sustained change within the business. Nominations will need to show improvements in work streams with quantifiable evidence in terms of improved working, Partnership collaboration, or increased customer throughput.

Unsung Hero Award

Open for any individual with a link or connection to HCL

This award is looking to celebrate those unsung heroes within the catering industry who often demonstrate amazing dedication, go above and beyond in their role, or always produce outstanding projects, programmes or services.

The recipient of this award will have demonstrated a unique contribution to the education catering industry, whether this individual works within the school, is a supporter of school meals or provides or supplies to the industry.

The outcomes of this individual's contribution will have demonstrated added value, original initiatives or a unique situation that has benefited the education catering service in some way.

Community Engagement Award

Open for collaborations between Education based staff and the wider community with a catering theme

This award is a celebration of schools' efforts to support either older people, residents in care or any other disadvantaged group with a food based theme. This award is designed to highlight and reward the most effective projects being delivered by schools and their pupils within their local community.

If you have a food based project which encourages children to grow into socially conscious young people, or a teacher that has gone over and above their duties to bring the school and the wider community together through food, then tell us by entering them for this prestigious award.