



albacore

Specialised Workplace Catering



## CAFE CULTURE IN THE WORK PLACE

WELCOME BREAKFAST QUICK BAGEL HEARTY  
LUNCH REFRESHING TEA COFFEE BOOST REST  
AND REFUEL MEETING PLACE SKINNY LATTE IN  
FOR A CHAT BACON ROLL SUGAR BUZZ  
TIMEOUT FRESH SALAD CATCH UP...

## ABOUT US

The best locally sourced produce, cooked simply  
and served with a good slice of innovation.

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## OUR FOOD

"there is no love sincerer than the love of food"  
George Bernard Shaw

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## OUR PEOPLE

We believe our business has a unique culture where  
people at all levels contribute new ideas.

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Nicola Harrison  
Albacore  
Sales Director

Employees appreciate locally sourced, fresh, well-prepared food and drink in their place of work. They respond to a friendly and welcoming atmosphere, personal service and a smile; they work more effectively after a relaxing break. These are the core values which characterise our business and which have helped us grow since we started out in 1998.

At Albacore we have established a reputation for providing fantastic food and service, tailored to meet - and exceed - the expectations of every client and customer. We enjoy making each staff restaurant a creative and relaxing place to eat, with great food and drink, prepared from the very best ingredients.

We demand sustainability and the reduction of food miles in every service we provide; we purchase locally, organically, and ethically as a matter of principle.

We are dedicated to the idea that your staff café or restaurant should reflect the values of your organisation, with a partnership resulting in lasting benefits for your people and your business.

Read on for more about just how we do it!

**Nicola Harrison**



# ABOUT US

The best locally sourced produce, cooked simply and served with a good slice of innovation.



## Getting to Know Us

Albacore is a well-established, owner-managed, contract catering company, based in Scotland's capital city. Our success means that we are well-resourced, and have reinvested in our business, in our people and our infrastructure to ensure that we provide the best possible levels of service to our clients.

### Real Food

We believe in sourcing the best local produce, cooking it simply and serving it with flair. We provide every Albacore chef with all the support they need, through our wealth of knowledge about food, our close relationships with local suppliers, and our commitment to the very best quality meat, fish, poultry, vegetables and bakery products available from Scotland's larder.

### Real People

We can only provide outstanding food and service if our people are passionate about what they do. So, we are committed to training our teams using our wide-ranging expertise and resources, developing skills and knowledge in all areas of our business. Our local base means we can spend time with our employees, leading, training, advising and encouraging. Each on-site team is given all the support they need to make decisions about their own menus, based on the unique culture and requirements of their organisation.

### Real Value

Our approach at Albacore is to present realistic operational and financial proposals which ensure that your choice of caterer leads to delight, rather than broken promises and disappointment. As an independent, owner-managed company, we grow organically through referrals and enjoy a reputation in the industry as the most respected independent contract caterer in Scotland.

"I'VE BEEN GIVEN THE ABILITY TO PURCHASE FANTASTIC PRODUCE, AT THE BEST PRICE, AND THE SUPPORT FROM HEAD OFFICE HAS BEEN EXCEPTIONAL. I NOW FEEL PROUD OF MY ACHIEVEMENTS AND RECEIVE RECOGNITION THROUGH INCREASED SALES AND HAPPY CUSTOMERS!"

Heather MacIver | Chef



Scott Fraser is Albacore's development chef. Over the course of the year, he organises a whole series of events to engage both chefs and clients in a subject which is not just his work, but also his favourite pastime – food!

**"Enthusiasm and inspiring our chefs is an hugely important part of my role. Every six months, we visit a local restaurant, giving the chefs an opportunity to sample innovative menus and spark some new ideas. This is so important for client hospitality, as it ensures that we keep up with the latest trends, and can offer the equivalent menus in house.**

**We also give new chefs the opportunity to visit different kitchens to work alongside our chef team. There they meet our philosophy of fresh, local ingredients, simply cooked and presented."**

Catch some of Scott's enthusiasm. Try his recipe for Fish Pie...

## *Scott's Fish Pie*

Shimmering mackerel from Musselburgh.

Sweet pollock from Fraserburgh.

Fresh chives and parsley from Longforgan.

Place in an oven dish with some zesty lemon, salt and pepper. Just cover with some naughty Fife single cream. Then mash some floury East Lothian potatoes with some creamy Lockerbie butter and spoon over the top of the fish.

Grate on some nutty Mull cheddar and bake in a moderate oven for 35 minutes until golden brown.

Serve with some succulent Scottish asparagus from Myreton Farm.



"ONE OF THE HIGHLIGHTS OF MY YEAR IS THE ANNUAL VISIT TO THE TASTE FESTIVAL, AN EVENT ARRANGED FOR CHEF MANAGERS AND CLIENTS. AS WELL AS HAVING THE OPPORTUNITY TO SAMPLE TASTER DISHES FROM 20 OF EDINBURGH'S TOP RESTAURANTS, WE CAN SAMPLE THE OFFERINGS FROM UP TO 100 SPECIALITY FOOD AND DRINK SUPPLIERS –SUCH A DELICIOUS ROUTE TO NEW IDEAS!"

Scott Fraser | Development Chef



## Outstanding Workplace Restaurants

Our core business is to provide restaurants and cafes in workplaces across Scotland. Each operation is carefully tailored to meet the needs and aspirations of your business.

We take all the responsibility for the catering operation on your behalf. This includes:

- **Providing varied, nutritious and healthy menus for breakfast, lunch and hospitality services**
- **Recruiting, developing and training the catering team**
- **Managing payroll, and associated insurances and taxation, holidays, absence and all human resources matters**
- **Ensuring all hygiene, health and safety legislation required by law is covered**
- **Training in food quality, health and safety, hygiene, customer service and cash and stock control**
- **Managing the supply and control of all food, beverage, cleaning and disposable products from reputable suppliers which have been audited for due diligence and awareness of sustainability and the environment.**

WE PROVIDE HOSPITALITY AND WORKPLACE RESTAURANTS FOR SOME OF THE LARGEST AND MOST PRESTIGIOUS COMPANIES AND BUSINESSES IN SCOTLAND. THEY INCLUDE LEADING BANKS, WHISKY DISTILLERS, EDUCATION AND RESEARCH ORGANISATIONS AND MORE.



## Our Clients

All of our clients are based in Scotland and chose Albacore as their preferred catering partner. Please call us for their contact details and we can put you in touch. We know they'll be delighted to tell you about us!

Our market-leading portfolio of clients spans a number of sectors including banking and financial services, manufacturing, distilling, professional, education and research.

We always aim to surpass our clients' expectations! The route we take is to offer variety and value for money, maintaining a structured framework of control and cultivating a highly motivated service team.

It is not our intention to grow our business at a significant rate but to complement and add to our existing portfolio.

Our aim is to provide each and every client with a quality of service that genuinely exceeds anything else available in the market today.



# OUR FOOD

"there is no love sincerer than the love of food"  
George Bernard Shaw



## Take Some Fresh Ingredients

That's our recipe for great food. Albacore has always believed in using local producers and eating food in season, when it is at its best. We know that Scottish farmers and growers offer some incredible produce; whether that is top quality, high welfare meat, sustainably caught fish or sparkingly fresh fruit and vegetables, so why look elsewhere?







## Healthy Lifestyle

### **Making a difference in the workplace**

We put the health and wellbeing of our customers at the top of the agenda. Our healthy eating policy is based around the idea of choice – we don't dictate to our customers, however we do offer information that promotes healthy choices. Many of our clients are committed to the Healthy Working Lifestyle Award and we are hard at work to support them.

### **Healthy cooking and planning**

All our cooking is carried out with healthy eating in mind. We recognise the links between diet, nutrition and preventable disease and pay close attention to the guidelines on the [healthScotland.com](http://healthScotland.com) website. Our nutritional therapist is involved in menu planning to ensure a good nutritional balance for every menu.

We actively reduce levels of fat, salt and sugar in the foods we prepare, increased the use of fruit, vegetables, rice, pastas, cereals and bread, and reward customers by offering a variety of vegetables or salad which can be included within the price of a meal.

### **Healthy extra**

And we like to take it a little further. In all of our contracts, we ensure that one dish a day pays extra consideration to our Healthy Eating policy. This could be a dish that in the past was deemed 'unhealthy' - but with a change of cooking methods and some healthier ingredients, we can transform it into a healthier menu item.

OUR CHEFS COOK YOUR FOOD EVERYDAY. THAT IS WHY WE ENCOURAGE THEM TO VISIT SUPPLIERS, TO EAT IN LOCAL RESTAURANTS, TAKE THEM ON FORAGING EXPEDITIONS AND ABOVE ALL, NURTURE THEIR LOVE OF HOSPITALITY.

## Behind the Scenes

We look after our suppliers. And they look after us. It sounds so simple. But you'd be surprised how many people just don't get it. So how does it work?

We deal mostly with small and local independent suppliers. They're friends as well as business partners. They provide high quality foods and consistently excellent service. We pay them on time. They pull out all the stops for us, day in day out. Everybody's happy. Especially our customers.



### *Supplier focus...*

#### **JK Thomson | Fishmonger based in East Lothian**

We value our suppliers as much as they value us. Long term relationships and trust leads to better quality of supply.

JK Thomson is a great fishmonger that has supplied Albacore for five years with locally sourced fish and shellfish. They understand our business and we understand theirs.

Our chefs visit their premises, and their boats, and value the personal relationship that has been built between the two companies.

There is no better feeling for a chef than to know exactly where the fish they are serving has been fished from, and that the supplier is sensitive to the long term sustainability of the oceans.



"Sourcing fish from sustainable stocks is something we are very passionate about. We believe that the future of our industry relies very much on supporting initiatives which focus on ensuring that fishing grounds are managed properly, so that the preservation of key stocks becomes paramount. We know that Albacore hold these beliefs as well - that is why our relationship is strong "

JK Thomson



### *Let's meet for a coffee...*

Coffee culture has its origins in the early 16th century coffee houses of Arabia where men would gather to socialise and play games. As coffee spread to Europe, Asia, and the Americas, so too did coffee culture. Intellectuals visited the coffee houses of Europe, debating the ways of the world and brewing revolutions.

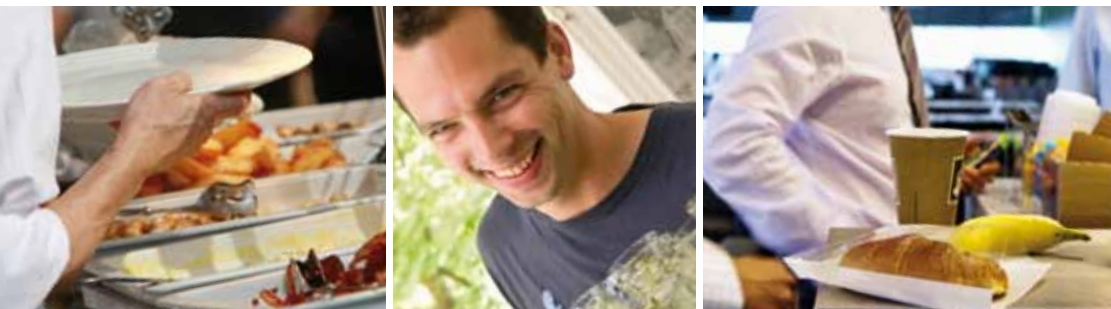
Today's coffee culture in coffee houses and coffee shops often includes comfortable seating, friendly service and wireless internet. It even percolates into the workplace, with more and more organisations choosing to have meetings in their workplace café or restaurant.

Coffee culture differs depending on where you are in the world. In Ethiopia, you might be invited to a very elaborate coffee drinking ceremony that lasts two hours or more. In Greece, you're more likely to be served a cold coffee drink than in other countries. And we British still drink more instant soluble coffee than any of our European counterparts.



# OUR PEOPLE

We believe our business has a unique culture where people at all levels contribute new ideas to the way we work and the products we sell. Ultimately, we know this is what will delight your people.



## Delighting Your People

### **Recruit and retain staff**

Recent surveys clearly show that the provision of in house catering facilities is regarded as one of the most important perks by employees.

### **Create the right impression**

A well-presented and managed staff restaurant or café says a great deal about your business. It makes a positive statement to staff and provides visible evidence of the company culture to external visitors.

### **Meet over coffee**

A relaxed café atmosphere is ideal for many types of meeting. Coffee and conversation in a social setting can foster good communications, help people make excellent decisions and get the job done.

### **Be more effective**

Reduce the time spent on the 'coffee run' by bringing the coffee bar into your office. Boost morale with lower-than-retail tariffs. Provide healthy, stimulating menu choices and see your staff work more effectively after lunch.

### **Offer hospitality**

Entertain clients on the premises to create a positive message about your business, save time and control alcohol consumption. Sensitive business can be discussed in private and positive relationships can develop.

PROVIDING AN OUTSTANDING CATERING SERVICE IN YOUR WORKPLACE CAN MAKE A REAL DIFFERENCE TO YOUR BUSINESS. YOUR EMPLOYEES WILL BENEFIT AND SO WILL THE BUSINESS.

## Our People

We have developed and nurtured an exceptional operations team with experience in some of the finest restaurants and catering companies across Scotland and the UK.

We recruit individuals with a passion for excellence, a relentless eye for detail, and a love of food and customer service.

For example, we recently chose a new team member to bring previous experience of operating high street branded coffee bars and restaurants, adding unique flair and style to our marketing and merchandising.

We retain the best people simply because we have such an outstanding reputation in our field.

Employees at work can choose where they eat – so we work hard with our food offer and customer service to win and keep their custom.

- Employees at work can choose where they eat – so we work hard with our food offer and customer service to win and keep their custom
- We think about every recipe from our customers' perspective
- We ensure all hygiene, health and safety legislation required by law is an important responsibility
- We provide training in food quality, health and safety, hygiene, customer service and cash and stock control means professionalism and efficiency
- We manage the supply and control of all food, beverage, cleaning and disposable products from reputable suppliers which have been audited for due diligence and awareness of sustainability and the environment.



PEOPLE ARE ATTRACTED TO WORK FOR ALBACORE BECAUSE THEY ENJOY WORKING IN PARTNERSHIP WITH THE CLIENT FACILITIES TEAM, PROVIDING FRESH CREATIVE FOOD, AND BEING GIVEN THE OPPORTUNITY TO INNOVATE WITH NEW TRENDS AND PRODUCTS.



“ALBACORE HAS RECOGNISED MY POTENTIAL AND COMMITMENT. IT’S THE PLACE TO BE IF YOU WANT TO LEARN, PROGRESS AND GROW YOUR SKILLS”

Abby Thompson | Chef

## Training For Everyone

We are extremely proud of our people at Albacore - a fully trained team of managers, chefs, baristas and catering assistants.

Their commitment to developing their craft and service skills means your staff can be delighted, on a daily basis with the locally sourced, freshly prepared menus served with real passion and a smile.

Our training packages, which link to Scottish Vocational Qualifications, are designed to increase the confidence of the individual, and consequently their creativity and innovation, both in the kitchen and front of house.

Whatever their role, every individual is capable of developing their skills on an ongoing basis, through regular assessments, and training tailored to their specific needs. All new employees undertake a comprehensive induction programme, providing the foundations for their successful career with us.

Our exceptionally low employee turnover is due to our culture of listening, understanding, and recognising each individual's unique strengths, capitalising on this when opportunities for promotion arise.

Just talk to any one of our employees to hear of their experience.





## Sustainability

Our operational systems are designed with sustainability, reduction of our carbon footprint, and managing the waste we produce at the forefront of every decision we make. Our suppliers have been instrumental in supporting our passion for this important commitment for the future.

We promote sustainability by:

- Auditing our suppliers on their commitment to sustainability
- Keeping our food offer seasonal
- Always buying local whenever possible
- Purchasing organic and Fairtrade produce
- Recycling food, cardboard, paper, cans, plastic and glass
- Recycling cooking oil
- Composting our coffee grounds
- We involve our employees in regular environmental forums involving training on sustainability
- We are passionate about locally sourcing foods and building partnerships with sustainable suppliers
- We recycle everything that is recyclable! We use alternative materials as often as possible
- We offer non-disposable china, flatware, and glassware. We choose suppliers with hybrid delivery vehicles or those using biofuels
- We promote voluntary work within the local area to sustain the environment and encourage positive relationships with the community



"MORE THAN EVER BEFORE, THERE IS A GLOBAL UNDERSTANDING THAT LONG TERM SOCIAL, ECONOMIC, AND ENVIRONMENTAL DEVELOPMENT WOULD BE IMPOSSIBLE WITHOUT HEALTHY FAMILIES, COMMUNITIES, AND COUNTRIES."

Gro Harlem Brundtland  
Politician and Physician



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