



**coeliacuk**  
live well **gluten free**

Working with our Volunteers

Review of Catering Accreditation Services – September 2019

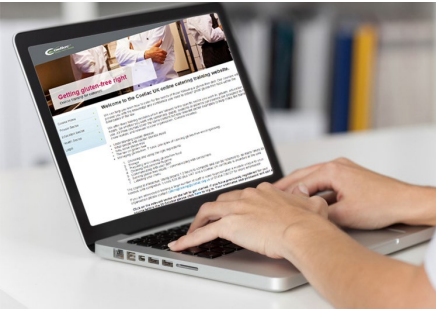
# Introduction

- Christine Lewis, Head of Catering
  - Background
  - Ella Wood – looks after renewals, training, marketing and independents
- Supported by our Research team
  - Emily Hampton, Head of Food Policy



# Catering Services

- Number of Accredited Partners: 71
- Number of Accredited venues: 3,445
- Venues audited in 2019: 401
- We've trained 707 catering individuals so far this year – phew !



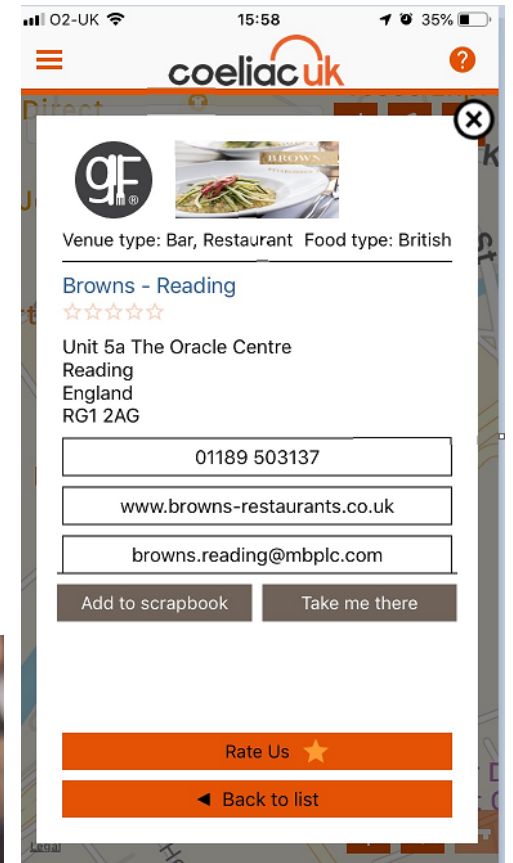
# Exciting news

- Expected announcements for 2020
  - National department store – you'll like this one !
  - Leisure company – something for the family
  - Travel – we'll do a big feature on this one
- Renewed focus
  - Education sector - Schools
- New Catering Training Platform launching 2020
- Creating a stronger value proposition



# Creating a stronger value proposition

- Accredited partners want to receive regular feedback
- You can help
  - The value of our member feed back is very powerful
  - Please help to encourage members to always rate their experience of our accredited partners



# Working with you

- We want to increase awareness of our GF Catering Accreditation programme through our members to explain why accreditation is so important from a Coeliac's perspective
- We want our members to leave this post card at the venue explaining the benefits of accreditation
- We would like to hear your thoughts, suggestions or improvements – It's not gone to print yet !



Congratulations on receiving our GF postcard! At Coeliac UK, the national charity for those who need to live without gluten, we're always on the look out for places making great, safe, gluten free food. Our community is passionate about gluten free food and want to eat out with more choice, more often, which is why they've left you this postcard.

With our help, you can make your gluten free efforts work harder by using the trusted GF trademark, a symbol of safety that gluten free consumers look for when they choose where to eat out. And what's more, our gluten free community is the largest in the UK and we keep them updated on the latest venues to try, promoted through our Venue Guide, available online and on our app, and through our magazines and newsletters.

You've already taken that first step on the gluten free journey, so contact us today to see how we can help your gluten free business grow by connecting you with future customers.

Customer name (optional):

Date and time of visit:

Comments:



**CONTACT US**

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# Post Card support

- We can give guidelines on:
  - When to use the post card
  - Who to give it to
  - How to leave encouraging comments
  - How to answer questions about accreditation



# Thank you

and safe dining 😊

