



# CANTEEN MANAGEMENT SERVICES

[rorys.com.au](http://rorys.com.au)



SOUTH AUSTRALIAN  
SCHOOLS CHOOSE RORY'S  
HEALTHY, FUN & AFFORDABLE  
SCHOOL LUNCHES.



# OVERVIEW

Rory's School Lunches is a professional catering business set up specifically for canteen management. We have the systems, processes, staff, and knowledge to run school canteens efficiently and to deliver nourishing food to your students.

Rory's Group is a proudly SA owned and operated business, meaning profits and jobs stay within SA and our school communities. Since 2016, Rory's School Lunches has created nearly 70 new SA jobs. Where possible, we buy from South Australian suppliers such as Nippy's, Nocelle fruit and veg, Fleurieu Milk Company, and Northland Distributors for packaging.

Rory's School Lunches works with 51 schools across Adelaide metro area. In the last year, we have grown the number

of schools we service by approximately 20 percent. Much of our growth is contributed by parent inquiries and referrals from existing customers who are happy to recommend Rory's School Lunches to their peers.

We know schools have the enormous responsibility of educating tomorrow's leaders. Let us worry about suppliers, canteen rosters, and menus so you can focus on running your school. And we guarantee Rory's School Lunches will never, ever, call in sick!

Rory's is committed to being the forefront.....

For a no-obligation discussion of the benefits Rory's School Lunches to your school, please contact Rory on 0413575800.





# WHY OUTSOURCE?

To help schools understand the business case to outsource canteen management to Rory's School Lunches and how this alleviates your canteen worries, we have prepared a business case template "Why Outsource Your School Canteen". The business case includes a handy Excel tool to help you calculate the costs of running your canteen in-house versus outsourcing it. This document would be useful to present to the school committee. Email [rory@rorys.com.au](mailto:rory@rorys.com.au) to request a copy of this template.

Canteens have evolved dramatically over the years. No longer do schools have the availability of parent volunteers or the financial position to employ staff at a School services officer rate.

- We can often hire existing staff already in the canteen.
- We can cater for all occasions such as providing staff dinner for parent teacher interview evenings, staff training days, important business meetings and even sports day etc
- Free up your admin from questions/concerns from parents as we have a dedicated phonenumber for these.



**yummy**



## ONLINE CANTEEN - QKR! APP

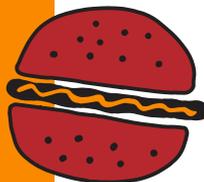
Rory's School Lunches works in conjunction with QKR for Schools - Mastercard to provide the convenience of online ordering for schools, parents and students.

Used via the QKR App downloaded on your phone or tablet, orders can be placed any time of the day or night and up to 2 weeks in advance. Payment is made using a credit card linked with the students name and class details. Gone are the days of scrambling for loose change and a brown paper bag!

Not only can QKR be used for canteen orders but they also can be used for other school payments. School fees, excursion payments and uniform orders just to name a few.

WE SAW THE APP BEING USED AT ANOTHER SCHOOL AND THOUGHT IT WAS FANTASTIC. IT HAS BEEN DESIGNED SPECIFICALLY FOR SCHOOLS. PARENTS CAN MAKE TRANSACTIONS ANY TIME OF THE DAY OR NIGHT AND THEY DON'T HAVE TO WORRY ABOUT HAVING CASH TO PAY FOR SCHOOL LUNCHES.

*Charmaine Aistroe  
St Francis Xavier*



# WHAT WE CAN OFFER

Rory's School Lunches has spent the last 18 years creating and refining a selection of menus to satisfy, nourish and delight students from R-12. Every year we push ourselves to improve our menu to cater to the needs of students and parents.

Rory's School Lunches offers the following ranges as part of our Canteen Management Service:

- Salad & Sandwich Range (Made & ordered daily)
- Pre-ordered Fresh Produce
- Bulk Frozen Orders
- Weekly rotating menus in Cafeteria and Bain-Marie
- Special diets accommodated for
- Direct contact with Rory and Leadership team
- Dedicated parent help line to answer questions and trouble shooting
- QKR ordering
- Working with Children's check plus Catholic Clearance for all staff

including Rory's delivery drivers

- Canteen audits conducted on a regular basis with emphasis on Food Safety to ensure every canteen measures up to government standards
- Covid Safe practices implemented
- Commission paid to the school based on both canteen and catering sales
- School set up, equipment and maintenance

## CANTEEN AUDITS

To manage the risks associated with a canteen, Rory's School Lunches has a comprehensive set of documented procedures. As part of our standard contract with schools, we conduct bi-monthly audits to ensure every canteen measures up to the catering industry and government standards. Any area that does not reach the standard is immediately rectified with additional training or upgrades.





I HAVE FOUND RORY TO BE A PASSIONATE  
AND INNOVATIVE PROFESSIONAL IN  
HIS FIELD AND HAVE NO HESITATION IN  
RECOMMENDING RORY'S SCHOOL LUNCHES.

*Mike Millard, Principal  
Pedare Christian College*





# CASE STUDY

## St. Michaels College

**Dominic LoBasso**

We recently discussed with St Michael's Business Manager, Dominic LoBasso, the issues facing school's and in particular St. Michael's when looking to appoint a new canteen management company.

Dominic had contacted Rory's Group with a view to operating their Secondary school canteen, their Primary campus canteen, and also the Café. The Café component was a new concept for Rory's, but something that suited our experience with our business origins in Espresso bars and Cafés.

After undergoing the normal tendering process, Rory's group was awarded the contract to manage St Michael's canteen management for their Primary & Secondary schools, as well as the Café for the senior school and staff. Rory's School Lunches started on site at the commencement of Term 3 this year.

**Q: What was your number one reason for looking to change your canteen management originally.**

We were using Spotless for a number of years and we felt that they had lost their primary focus of school canteen

management, as it appeared to us that their focus as a company was no longer in this area. We had also noticed that the service that they had offered us over recent years had gradually reduced, particularly in the offering they were making available to students. They also didn't show that they were keen to retain our school's business.

Since Covid, Spotless was also looking to increase their percentage of market share in terms of profits. As a result of these experiences, we looked at the major players in the market.

We found that based on their proposals, Rory's Group appeared to be a better fit for our school and school community.

The way Rory presented and how they engage with their school communities were very attractive to St Michael's as a new canteen management provider.

We were aware that Rory's were already in a number of Catholic Schools and we had heard their reputation was very good. Upon further investigation, the feedback that we received from those schools already using Rory's services was very positive.

**Q: What were you looking for in a new canteen management company?**

We were looking at several things. Firstly, a greater choice of menu for our students, and also to include more healthy menu options.



Secondly, pricing is important. We need to provide a service that keeps the costs down as much as possible, without compromising on quality. We were ultimately looking for a service provider with a good reputation that could also offer a great service to our students.

**Q: What specific problems were you looking to solve?**

Over recent years, our canteen offering had not increased, so we were looking for more options for students, in particular, we wanted to be able to offer freshly cooked meals rather than takeaway meals. That was a key issue we wanted to solve and a key driver in looking for a new provider.

**Q: What was it that stood out for you when making your decision to choose a new provider?**

The business model that Rory's put forward was important and seemed like a great fit for the St Michael's school community.

Aside from the variety, quality, and offering of the menu, there was a strong link to the community by Rory's company owners and desire to participate in the school community. This is already evident since Rory's commenced at the beginning of Term 3, with support being given to fundraising events such as Frocktober supporting Cancer research. Rory's sponsored this event and their whole team got involved on the day.

This ongoing relationship and support is really important to our school

**Q: What has been the general feedback you have received from the school community?**

Feedback from students and staff is that the new Rory's canteen service has been fantastic. The new Rory's service offers a lot more variety and healthy options, and great food quality.

**Q: How valuable was Rory's input in setting up and changing over to utilising Rory's canteen management?**

Rory's process was well planned out and timed, creating a seamless transition for us. The changeover was coordinated during the term break, including all equipment, and achieved little disruption for the school. This enabled the Rory's team to hit the ground running at the beginning of Term 3.

One thing that stood out was the QKR online ordering app set up. Rory's were really helpful in helping set up the ordering app. Rory's team also assisted with communication with parents, with new menus and ordering information.





# CASE STUDY

## Adelaide High School

Shauna Kay

### **Q: What was your number one reason for looking to change your canteen management originally?**

Because we know that our student numbers would increase from 1,400 to up to 2,000 students and we didn't think that our current in-house canteen system would be able to cope with that many students, in terms of volume of food required and also the level of service we would like to offer. We decided to bring in an expert and outsource the canteen service in preparation for this growth. We wanted to engage someone with experience in coping with large numbers of students and quantities of food, but also someone who had a good understanding of food delivery, safety, etc.

### **Q: How did you hear about Rory's?**

Rory's were recommended to us by someone within the department who had seen the Rory's Group working well at other sites.

### **Q: What were you looking for in a new canteen management company?**

We were looking for someone with experience specifically in an education setting and a company that had proven experience and demonstrated success in this specialised area. It was also important that the company had a good reputation within the community. Rory's ticked all these boxes.

### **Q: What specific problems were you looking to solve?**

We had a planned building works program and as part of that program our existing canteen was to be demolished and a temporary solution needed to be found that could house a canteen for us for a period of approximately 18 months. We needed someone that could work in a flexible environment, but we didn't know what that would look like until the right person was appointed and come in and look at options.

Rory sat around the table with the entire design team, architects, and also members from the Education Department, and advised what they would need to consider for this project. This insight was invaluable. The container pop-up model was suggested along with the evolution of a traditional canteen to a more sophisticated café model.



It was vital to the success of this project to be able to tap into the expertise of the new canteen provider which became Rory's. Rory worked closely on the fit-out of the container and also suggested utilising the Home Ec kitchen for food preparation.

**Q: What was it that stood out for you about Rory's when making your decision to choose a new provider?**

A demonstrated and proven current success in the market. Rory's already had this proven track record, and we were aware that Rory's already had a strong foothold in school settings in South Australia, working with 42 schools at the time we commenced with Rory's Group. Rory's was an early market leader in this space, offering the first model that provided the sort of canteen service that schools are now looking for and they have since established themselves as leaders in the education canteen management sector.

**Q: How is the Pop-Up Canteen working now it has been put into action?**

It is going brilliantly. Initially, there were lots of logistics to set up and I have to say that Rory's team worked so hard to iron out any issues and results providing us with a seamless transition

**Q: How did Rory's aid with the transition to this new set up?**

Having Rory's on-site to walk through the way that everything would work was an invaluable service. They physically walked through the entire process of what it would look like in terms of food preparation area, right through to deliveries. This included how long it would take to transport food down the lift to outside and into the pop-up canteen. They even considered how the queue lines would work and how long it would take for food deliveries to be transported from the refrigerated truck to the fridges upstairs to ensure food safety. No detail was missed.

Initially, we had to negotiate with our Home Economics team so that we could occupy that space and their fridges for food preparation. Rory and Shane came in and walked through what it would be like to work, cook, bake, etc in their space. Once again, their experience in knowing what to look for and what would be required helped provide a seamless transition.



# GOVERNMENT RIGHT BITE POLICY

Rory's develop menus that are thoroughly compliant with the Government of South Australia's Right Bite policy. By complying with this policy, these menus promote healthy eating. These menus take into account the different cultural and allergen sensitive needs of School Users, offering nutritionally complete options for all. Rory has been consulted by the Right Bite Policy committee for feedback regarding menu choices

In designing our Menu's, Rory's management team assures:

- The school canteen menu will be colour coded to meet the South Australian Right Bite Strategy for the purpose of helping students, parents, and teachers make healthier lunch choices.

DID YOU KNOW  
RORY'S CONDUCTS  
150 CANTEEN AUDITS  
EACH YEAR?



- We provide an extensive pre-order menu with all items available to pre-order every day of the week
- We are a "nut aware" Company and do not use nuts in any of our recipes, store nuts in the canteen site or commercial kitchen, or utilise products physically containing nuts
- Nutritionally-complete vegan, vegetarian, low gluten, dairy-free options
- The menu clearly communicates which items might contain common allergens
- The canteen menu will be made available from the link on the "College website" and from <http://rorys.com.au/menus/>



# WARRIOR

TRAINING ★ ACADEMY

Rory's has recently launched a state of the art human resource, operations and communications platform for our staff and systems, called Warrior Training Academy. All our HR, training, systems and operations are accessible on the platform and as a result of tracking our information and systems this way, it also provides us with unprecedented reporting capabilities and allows our teams to deliver and monitor best practices.



## FOOD SAFETY

Rory's School Lunches canteens have implemented Hazard Analysis and Critical Control Point (HACCP) Food Safety Plan and processes. This Food Safety Plan has been developed in conjunction with South Australian councils to ensure that Rory's is compliant with national food safety laws and South Australian Education policy.

All Rory's personnel upon induction are required to undergo "I'm Alert" a Council developed interactive online training that takes personnel through receiving, storage, cooking, sanitising, holding, and all facets of food safety knowledge required to perform Canteen Operator duties within the site.

## WORK HEALTH & SAFETY

Rory's School Lunches recognises that safety is paramount for the success of our business. We have a vision of zero injuries, zero harm to anyone, and zero tolerance of unsafe acts or workplaces. To support this vision, we have a documented OHS&W policy and all employees receive OHS&W training. We are committed to protecting the health, safety and well being of our staff and your school community.



# INSURANCES

Rory's School Lunches has the required insurances to operate the canteen for your school. Copies of our insurance certificates are available upon request. Rory's School Lunches will insure our own fixtures, fittings and contents for your school. Public and Products Liability Limit of Liability Public Liability \$20,000,000 Products Liability (any one Period of Insurance) \$20,000,000 Property in Your Custody or Control \$250,000.



# OTHER RORY'S GROUP SERVICES:



**Rory's@Home** We're excited to launch this new division of our business. Our team has diversified as a result of the current fast-changing environment and added an additional service to help assist our customers during their new 'at home' lifestyle.

Rory's@Home is a home delivery service, delivering meal kits, grocery lines & meat packs to your door. We have a range of menu items to choose from as well as a variety of grocery lines and bulk meat packs.

Visit <https://rorys.com.au/rorys-at-home/> for more info!!



## **Rory's Catering Co.**

In addition to Rory's School Lunches, our talented team also run Rory's Catering Co, Adelaide's top pick for corporate catering. We have over 18 years experience catering for events in Adelaide and are proudly South Australian. We understand great catering and reliable service are essential to making your event a success, no matter how small.



## **CONTACT INFORMATION**

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