

Introduction & Context

Melbourne Recital Centre is a performing arts venue situated in the heart of Melbourne's arts precinct. The Centre is a venue of and for the 21st century: celebrating the past, welcoming the present and imagining the future, a place where artists and audiences are invited to engage, challenge and explore.

In 2018-19 the Centre welcomed more than over 200,000 visitors who attended over 600 public events - 320 of which were self-presented. In 2019, the Centre celebrates its 10th anniversary.

The Centre's Foyer Bars on the Ground Floor and Second Floor are the primary food and beverage service points for Melbourne Recital Centre audiences. The bars operate usually from 30 minutes prior to an event in Primrose Potter Salon or 60 minutes prior to Elisabeth Murdoch Hall events, and during interval. From time to time bars may be opened post-show, subject to agreement.

The turnover of the Foyer Bars is approximately \$500,000 per annum.

Scope

For the purpose of this EOI the Registrant is asked to:

Submit a proposal to provide bar management services including the provision and oversight of the following:

1. Supply of liquor to visitors

- 1.1.** The Contractor will carry on a business of supplying liquor to visitors to Melbourne Recital Centre in the licensed areas (both in foyers and function spaces as required)

Notes: Under the terms of its liquor licence, Melbourne Recital Centre is solely responsible for all wholesale purchase of all liquor to be supplied on the premises. Melbourne Recital Centre is at all times primarily responsible as licensee.

2. Supply and Supervision of Trained Staff

- 2.1. The Contractor will supply the trained staff for foyer bar operations
- 2.2. The contractor is responsible for the rostering all staff in an efficient and cost-effective manner consistent with delivering a high level of customer service.
- 2.3. The Contractor will liaise with the Centre's operations and front of house teams to determine opening times, staffing levels and availability of MRC foyer bar workers.
- 2.4. The Contractor will supervise all staff working in the Foyer Bars and ensure they are acting in compliance with relevant Health Codes, Liquor License terms and Melbourne Recital Centre policies and procedures.
- 2.5. At least one representative of Foyer Bar Management will attend weekly Melbourne Recital Centre operations briefings.

3. Hiring and Coordination of equipment

- 3.1. Melbourne Recital Centre provides basic refrigeration, dishwashers, storage, and a safe for storage of cash and other sensitive items. Any hired equipment will be coordinated by the Contractor and the Centre invoiced for costs incurred.

4. Negotiation and Supply of Stock

- 4.1. The Contractor and Melbourne Recital Centre will consult on food and beverage products to be sold over the Foyer Bars.
- 4.2. The Contractor will negotiate prices with suppliers on behalf of the Centre.
- 4.3. The Contractor will order all stock and invoice Melbourne Recital Centre to recover costs. All stock remains the possession of Melbourne Recital Centre at all times.
- 4.4. The Contractor will complete a monthly stock-take and provide an inventory update to the Centre (also monthly).

5. Systems: stock handling, cash control, point of sale, bar presentation

- 5.1. The Contractor will manage stock control and handling systems and implement procedures in line with industry best practice and mandatory compliance i.e. food safety standards.
- 5.2. The Contractor is responsible for cash control and handling systems in compliance with the relevant Melbourne Recital Centre policies and procedures.
- 5.3. The Contractor will use the Centre's point of sale system, Square POS, and be responsible for the day-to-day management of the system including programming of menu items, reporting, reconciliation, trouble-shooting and training.
- 5.4. The Contractor's staff is responsible for the removal of waste to designated collection points on site at the end of service.
- 5.5. The Contractor's staff will be responsible for maintaining a well-presented and hygienic bar at all times.

6. Operating Hours

Unless instructed otherwise by Melbourne Recital Centre Management, Foyer Bars will operate

- At least 45 minutes prior to start time for events in Elisabeth Murdoch Hall
- At least 30 minutes prior to start time for events in Primrose Potter Salon
- During interval
- Level 2 Bar to operate when sufficient audience numbers are seated in the Circle
- At other times as required by Melbourne Recital Centre
- The Foyer Bars will not operate for Primrose Potter Salon events at times when there is no other programming in the building, unless by prior arrangement
- The Foyer Bars will not operate for select daytime events where other catering is supplied or where the audience is unlikely to purchase items.
- Note that Melbourne Recital Centre hosts public events approximately 250 days per year.

7. Ad hoc services

- 7.1. In a non-exclusive arrangement, the Contractor may act as a caterer for functions held within Melbourne Recital Centre, subject to a procurement process.

Selection Criteria

- Demonstrate that the Registrant has the high level of expertise, experience and staff resources to deliver to our expectations.
 - Demonstrate an understating of operating conditions unique to the live entertainment sector, specifically, music.
 - Demonstrate leadership and best practice.
 - Demonstrated ability to recruit, train and manage staff.
 - Demonstrated high level of attention to detail.
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- Provide credential and testimonials.
- Possess the ability to negotiate with and work with multiple suppliers, both current and new.

Fee Structure

The Registrant's proposal should include a fixed management fee, plus hourly staffing rates for the operation of the Foyer Bars as detailed in the Scope above. Please also provide information about:

- Any added value services such as corporate partnership (value in kind, price breaks)
- Any out of pocket expenses or additional expenses
- Detail cost structure of any out of scope activity

NB: all stock is purchased by Melbourne Recital Centre and remains the Centre's property.

Irregularities

The Registrant is expected to co-operate fully with any investigation that may be initiated as a result of a finding of an offence against the law or an impropriety. In the event that such an investigation makes unreasonable demands on the Registrant's time and/or resources an additional fee may be negotiated.

Performance Indicators

- Customer satisfaction: high level of satisfaction in areas of service and value for money, consistent with MRC customer satisfaction
- Client (MRC) Satisfaction: high level of client satisfaction in areas of service, rostering, training, financial results and timely reporting
- Staff Satisfaction: consistent with staff satisfaction/engagement of MRC staff
- Presentation: bar consistently clean, attractive and welcoming, staff well-presented, back of house areas clean, hygienic and well-maintained, stock stored correctly.
- Financial: generate annual profit of 15% (or greater) of foyer bar turnover, costs well-managed,, annual turnover, cost of goods sold, per capita spend
- Menu: meets brief of appealing to Centre's audiences, varied seasonally with an emphasis on environmental sustainability and minimal waste
- Conform to all relevant Melbourne Recital Centre policies, procedures and requirements for working in the venue, including Respectful Behaviours Policy and cash handling procedures.

Familiarity with relevant Acts and Standards

The Registrant should be familiar with all relevant Acts and Standards pertaining to Melbourne Recital Centre's operations and relevant to this specification.
