



FOOD FOR THOUGHT

Introducing the QMUL Guarantee

#QMULFeedingSuccess

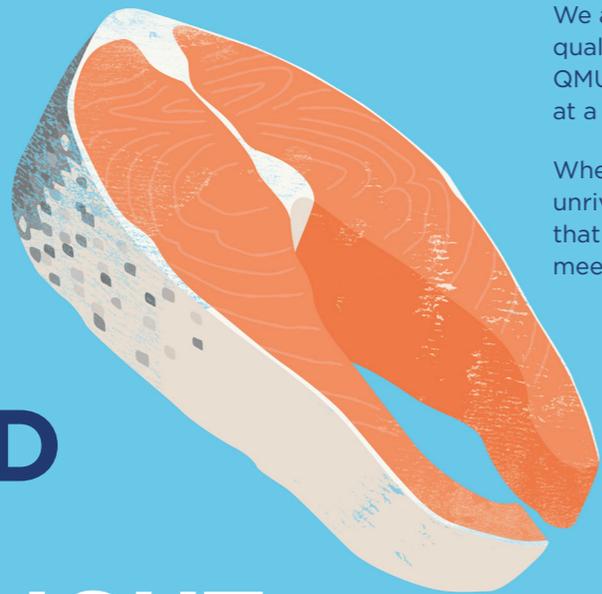
 Queen Mary
University of London



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What it means

We are committed to providing you with the best quality food and service. We have introduced the QMUL Guarantee so you can see this commitment at a glance.

Wherever you see this stamp you can be sure of unrivalled value for money and can be confident that the food you eat and the produce we use meets the highest standards.

QMUL Guarantee



But why?

We want to ensure we provide our students, staff and guests a catering service that is worthy of a world-class university. We also want people to know that we are proud to be part of QMUL.

How can we do this?

We looked carefully at every aspect of catering at QMUL to better understand what we offer our customers and what they demand of us. We talked to our staff and our students as well as consulting with our own catering team who serve you every day.

The result of this process was the formation of:

- our brand essence
- our proposition
- our values

Together these form the foundation of who we are and inform every aspect of our work, from the service we offer to the food we prepare. This acts as a promise to our customers and ensures you know exactly what you can expect from us. We are proud to serve QMUL and we want you to be proud of the service we offer.

Introducing our outlets and services

QMUL manage four outlets across our campuses and Hospitality QMUL – a service dedicated to catering for meetings and events.

Mile End Campus



Healthy, authentic, Italian-inspired food in a warm and friendly environment. Our dishes are freshly prepared to order.



Offering a wide selection of hot and cold food from around the world, freshly prepared to eat in or take-away, as well as serving Starbucks Fairtrade coffee.



A relaxed environment to read a newspaper and enjoy a selection of hot beverages, soft drinks, sandwiches, light snacks, jacket potatoes and soup.

Whitechapel Campus



A bright and modern cafe. This is an ideal location for an informal meeting, relaxing after a lecture or enjoying a coffee with friends.

Hospitality QMUL

From large-scale events to more intimate gatherings, we can assist with every aspect of an event, combining detail and imagination to ensure the success of every function.

Contact us for details: hospitality@qmul.ac.uk / 020 7882 3866

Our brand essence

This is our heart and soul in just a few words

Serving QMUL - Feeding Success

Our proposition

This is a short statement that summarises what we are all about and what makes us tick

Committed to ensuring the well-being and success of our students, staff and guests, we provide restaurant and hospitality services for Queen Mary University of London, delivering unrivalled value and the high standards expected of a university with a global reputation for excellence.

Our values

These five values define how we approach every aspect of our work

Care

- We have the well-being and success of our customers at heart
- Our success will benefit students and staff in every sense, as our profits are re-invested in QMUL
- We look after and invest in our team
- We do it for our customers – without students, staff and guests we wouldn't be here
- We provide fresh, healthy, ethically and sustainably sourced food

Understanding

- We listen to what the QMUL community needs and are best placed to meet its needs
- We take the time to get to know our customers
- We know that earning a customer takes time but losing a customer takes a second
- We believe in what we do
- We listen and are always keen to improve

Pride

- We are proud to be part of QMUL
- We take pride in a happy customer
- We feel privileged to serve our customers and enrich life at QMUL
- We are proud of the difference we make every day

Community

- We believe that together everyone achieves more
- We thrive as a team
- We are an integral part of life at QMUL and enrich the university experience
- Our success is through partnership with our team, QMUL and the wider community

Determination to deliver

- We strive to be the best that we can be
- We deliver the best possible service
- We are committed to succeeding, whatever the challenge
- We will go the extra mile
- We will maintain the standards of the university, whatever the event

