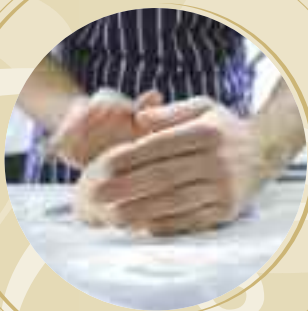




ENCORE

hospitality services



services portfolio



you're welcome

Encore is one of Scotland's leading hospitality services companies. Based in Glasgow, one of Europe's most stylish and vibrant cities, we have the skills and capabilities to deliver a memorable experience when you need it most. We provide a comprehensive range of catering and hospitality services across a wide spectrum of venues and customers. Our services are delivered in Glasgow's most cherished civic venues including the Kelvingrove Art Gallery and Museum and the City Chambers, home of Glasgow City Council and host to a busy calendar of important events and demanding catering requirements. In addition we manage an increasing number of large, complex catering contracts for well known Universities, further education establishments, sports centres and visitor attractions.



Fergus Chambers FIH, Managing Director.



inspired by success - & small details

“Encore have catered and organised Civic Events for the Lord Provost in an extremely professional and innovative way. The Lord Provost’s guests have ranged from members of the Royal Family and Ambassadors to church centenaries and voluntary organisations. Encore’s attention to detail has always ensured that the Civic Event was a success for everyone concerned”

Katrina McGhee and Catriona Innes – Assistant Advisers to The Lord Provost.



Our work at Encore is as complex as it is varied. Our aim is to provide every one of our customers with the very best experience we are capable of; from a simple cup of coffee made with care and attention by our own highly trained coffee baristas, to a five course gourmet dinner planned and prepared by our award-winning brigade of chefs.

Our reputation for successfully managing both large and small projects and contracts, has been built around our attention to small details, improving our craft by the relentless pursuit of perfection through continual staff training and the innovative approach to our business, applied by a seasoned management team.

We are proud of who we are and what we do. Wherever and whenever we can be of service to you, rest assured ... your welcome.

Encore is an award winning division of Cordia (Services) LLP, a Glasgow based company with a turnover of £174m and 8500 employees, providing customers with a wide range of specialised service offerings in; health care, catering, learning & development and IT related business sectors.



expertise at work - corporate events

"Thanks to you for your outstanding contribution to the organisation of this seasons UEFA Championship final dinner. Every aspect of the planning and preparation of the event has helped to make a truly memorable occasion for Glasgow, Scotland, and Scottish Football."

David Taylor – Chief Executive, Scottish Football Association.



Over the years we have hosted some of the most prestigious events ever to be held in Glasgow. Our ability to deliver our promises and attend to every detail has made our reputation as one of the most highly sought after hospitality providers in the country.

If you're responsible for organising the dining requirements of an important event, a banquet or conference dinner, then you'll appreciate the need to get things right first time. Careful planning is vital but you'll also need a partner capable of delivering your vision without hesitation and with abundant flair when it comes to the cuisine and service. This is where we make our mark. Encore is the expert at delivering inspired and award-winning hospitality that contributes to creating a memorable experience. What's more, we offer you the unique opportunity to experience the most exclusive and finest venues that Glasgow has to offer by opening the doors to a collection of the city's most historic, exciting, and iconic buildings that provide an exclusive backdrop against which you can deliver any high profile event with confidence and flair.

Encore can assist you plan, organise and project manage your brief with the skill and expertise needed to ensure that everything is on time and right first time.

We are proud to have been associated with and provided the hospitality requirements for a wide number of prestigious special events including;

- World Badminton Championships
- UEFA Champions League Final dinner
- American Society of Travel Agents
- Scottish Style Awards
- World Curling Championships



expertise at work - museums & art galleries

“Encore’s commitment to using locally sourced produce, served in the country’s magnificent portfolio of cultural landmarks, by a genuinely warm and attentive team, helps to create memorable moments. They have our recommendation.”

Scott Taylor – Chief Executive, Glasgow City Marketing Bureau.



Glasgow is home to some of the UK’s best loved museums and most important art galleries. Working closely in partnership with Culture & Sport Glasgow, we manage and deliver catering and fine dining to all of the city’s museums and art galleries and we appreciate the vital contribution this makes to the entire visitor experience. Our work is innovative, but also calls for constant consistency in both quality and service delivery. To assist us in achieving this, we actively manage and seek out customer feedback to provide us with a roadmap for better service and product improvement using ‘mystery shopper’, exit interviews, and group tasting panels. We leave nothing to chance and seek to improve our craft at every opportunity in every location.



expertise at work - arts venues

“Encore, its management and its staff have shown great ability to empathise with our programme and to tailor its operation to our audience.”

Francis McKee – Creative Director, The Centre for Contemporary Arts.



One of Glasgow’s best kept secrets, Tramway is one of Europe’s most significant multi-purpose performance and exhibition venues.

Located a few minutes South of the River Clyde, Tramway has an emphasis on the contemporary and experimental, providing a showcase for both international work and a focus for young Scottish Artists. The building offers an unrivalled range of performance, exhibition and workshop space and in addition offers a unique backdrop for corporate events, conferences and dinners.

The Tramway also incorporates the delightful, ‘Hidden Gardens’, an award winning community project and Scotland’s first permanent public garden. Tramway is also home to Scottish Ballet’s new headquarters.

Tramway’s Café Bar is hugely popular with visitors offering a wide range of freshly prepared contemporary and popular dishes incorporating fresh Scottish, Fair Trade, and organic produce.

The Centre for Contemporary Arts in Glasgow is housed in a building originally designed by Alexander “Greek” Thomson on the world famous Sauchiehall Street.

The CCA is home to various arts organisations and contains a 74 seat cinema, a 200 capacity performance auditorium, 4 art gallery spaces, the Terrace Bar & Beer Garden and, at its heart, the glass roofed CCA Café.

We can offer a variety of rooms for meetings, parties and even weddings, catering for any size of party up to 90 guests. Enjoy everything from imaginative canapés to sumptuous 5-course dinners, all freshly prepared by our award-winning team.

The Café offers an excellent range of wines, beers and spirits and an extensive menu throughout the day and evening. Coffee is a passion at all our venues and the CCA is no exception - our trained baristas look forward to dazzling you with their ‘coffee art’.



expertise at work - universities & education establishments

“Encore has served the hospitality needs for the University for the last nine years. There is no question that they have excelled in all that we require of them.”

Professor Pamela Gillies BSc PGCE MEd MMedSci PHD FRSA FFPH AcSS Hon FRCPS(Glasg) – Principal & Vice Chancellor, Glasgow Caledonian University.



Providing catering and hospitality services to large Universities and further education establishments, is a challenge on which we thrive. We currently provide catering and hospitality services for Glasgow Caledonian University, Glasgow's Metropolitan and Anniesland Colleges.

Our partnership with Glasgow Caledonian University has been a great success with both the University Executive and the 16,000 strong student population.

The University has been a customer for over a decade and during this time Encore has not only met the needs of this growing establishment, but has pushed the boundaries to provide what is arguably a University catering service for the 21st Century. Over the years we have refined our offering in many innovative and exciting ways by keeping the ever changing needs of our customers at the centre of our focus and constantly exploring and acting upon emerging trends in catering for the youth market. Our initiatives have included the introduction of a Fair Trade coffee service, delivered by carefully trained coffee baristas, organic home made pasta and a range of Halal menu options to cater for a growing multi-cultural student population. Our latest innovation is the introduction of a unique environmentally aware café concept; Café Roots, specialising in organic and Fair Trade sourced produce.

Our successful management of large catering contracts in the further education sector is best evidence of our capabilities and credentials in a highly competitive market where lowest price is no longer the determining factor in providing a sustainable service to an increasingly sophisticated customer base. We invite you to talk to us about how we can engage with you to reduce your costs whilst improving customer satisfaction across your catering estate.



expertise at work - sports centres

"BADMINTONScotland has hosted two World Championships and four European Events. On each of these occasions, Encore not only provided a wonderful catering service, but, as importantly, a professional, personable and efficient delivery."

Anne Smillie – Chief Executive, BADMINTONScotland



Glasgow offers a wealth of first class sports facilities which rival any in the UK. All 29 sports centres in the city are managed by Culture and Sport Glasgow and Encore plays an active role in providing top quality catering and hospitality facilities within each venue including the popular Kelvin Hall International Sports Arena.

Our successful partnership with Culture and Sport Glasgow has developed over a number of years and we have pioneered a number of initiatives that have supported the trend towards adopting a healthier diet and lifestyle. Our 'Eat Well to Live Well' programme underpins the healthy eating choices that we provide throughout Glasgow's sports facilities. We have introduced fresh fruit smoothies and an on-site 'home made' organic pasta menu in many locations, as well as offering high quality 'barista served' Fair Trade coffee and fresh leaf teas.

Glasgow has hosted many high profile events over the years and Encore has provided the catering and hospitality to many of them including; 50,000 meals for participants and spectators of the Special Olympics, a banquet for 3,000 guests at the World Curling Championships and 500 guests at the UEFA Champions League Dinner. Encore and Glasgow now eagerly await the athletes and spectators and the start of the Commonwealth Games hosted by the city in 2014.



memorable occasions - the time of your life

"We had a wonderful evening and the memory will stay with us for a long time to come."

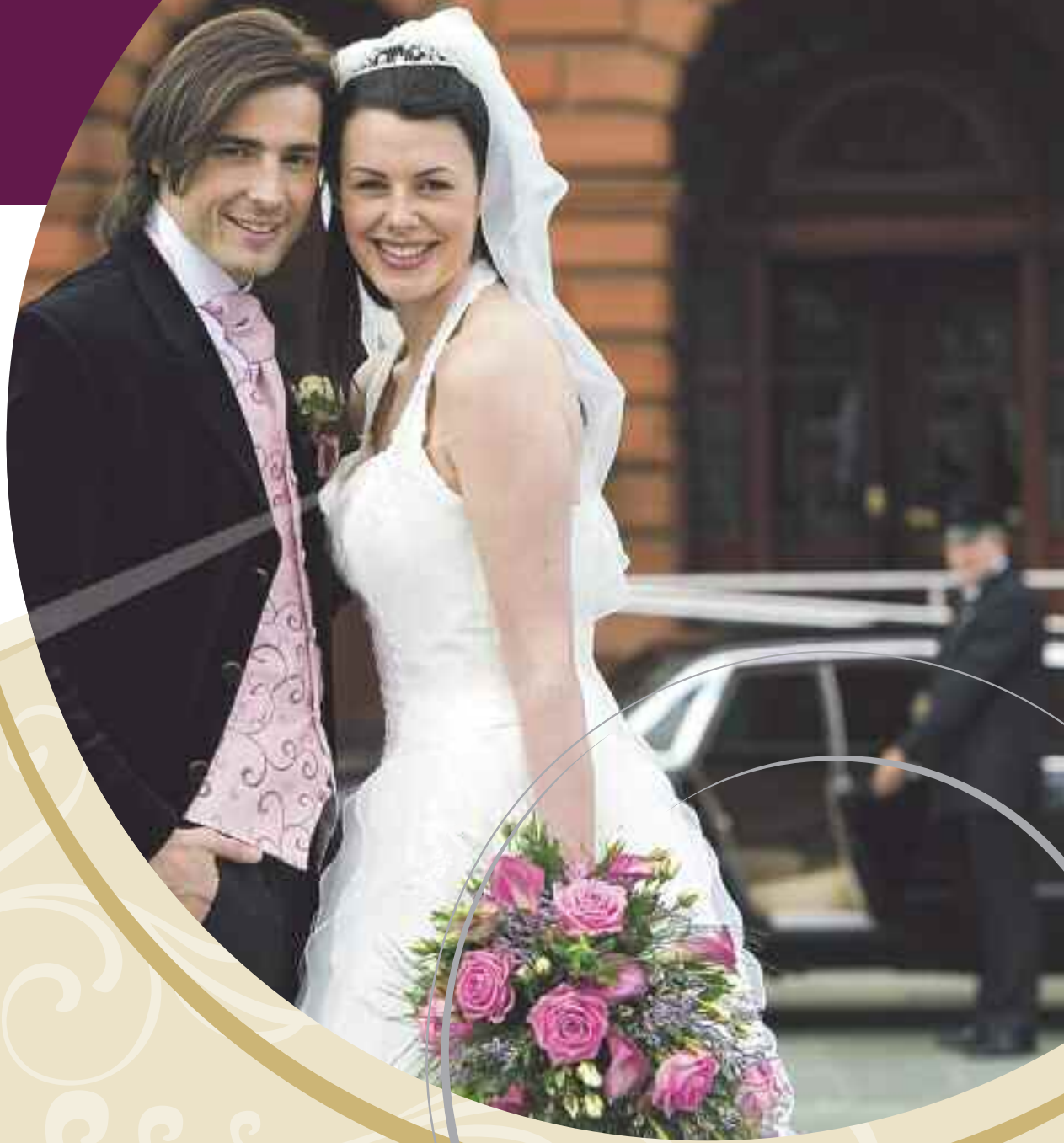
Irene McLennan.



Weddings by Encore is a unique new approach to planning the wedding of your dreams in a choice of Glasgow's most prestigious and well known venues. Not surprisingly, our venues are uniquely different, each one having its own character and personality. Simply choose the one that best suits you and your wedding plans and enjoy the venue as your own for the duration of the day.

By bringing together Glasgow's award-winning venues, catering, and floral arrangement services Encore has created a one-stop facility. With the assistance of our professional wedding planners we will ensure your wedding day is professionally planned and beautifully presented. Whatever size of wedding you have in mind, we can help you organize the best venue, superb catering, sensational flowers, cars, red carpets and even the wedding ceremony itself.

From the moment you say "yes", to the toasts, speeches, and the last waltz, our aim is to provide you with the perfect wedding day experience without a care in the world.







your assurance of great service

our reputation is built on solid credentials

We believe our business approach and our culture is unique, powerful, and mutually beneficial. It is also ethical and accountable in a highly competitive and margin driven business arena where we adhere to the highest levels of corporate governance. We believe in training all our staff to the very highest standards so that they in turn can provide you with a higher standard of service. Our highly experienced project managers are dedicated and driven to exceeding your expectations. From the moment you begin to discuss your requirements with us, we are always happy to guide and advise on your choices of venue, cuisine and service level, whilst operating within your allocated budget. In acknowledgement of our approach we have received a number of awards over the years that testify to the skills and expertise available to you.

Our reputation for exemplary service is matched by the highest standards of accreditation for food hygiene and safety, so be assured you are in safe hands.

At Encore, we make it easy to work with us and are prepared to go the extra mile to ensure you are a satisfied and happy customer. We never forget that when we deliver on the promises we make, we are building our reputation for providing great service, outstanding cuisine and a memorable experience.

Our passion for detail is the keystone of our whole operation and impacts on everything we do. Your satisfaction is our inspiration to serve you to the very best of our abilities and beyond.

Awards:

Cost Sector Catering Awards
Serving the Public Award

Glasgow Chambers of Commerce
Service Team of the Year

Finalist for the Scottish Thistle Award,
Skills for a Small Business

Finalist for University Caterer of the
Year Cost Sector Caterer

Cost Sector Catering Marketing Award

Scottish Thistle Award for Business
Tourism Initiative

Association for Public Service Excellence
Catering Service Team of the Year

Royal Mail Scottish Marketing Award
for Public Sector Marketing

Civic Hosts Association UK,
Event of the Year

Catey for Food Service Caterer
of the Year

You're welcome...



ENCORE
hospitality services

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Encore Hospitality Services is a division of Cordia (Services) LLP.