

# The Business of Running a Canteen


19 August 2023

# Business Basics

Debbie Booth, Finance Officer  
WACSSO



# You are a business!

- Does being a volunteer mean you don't have as much responsibility?
  - Treat the decisions as if it were your own business
  - Can you afford employees?
  - Can your employees be members of the P&C
  - Can your employees be on the Executive Committee?
  - Will there be a conflict of interest with someone who is on the Executive Committee?
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# Management of the Canteen

- Who is responsible for managing the canteen?
- Who can make decisions?
  - Terms of Reference
  - Delegation of Authority
- What are the decisions that need to be considered?
  - Employment and volunteers
  - Opening hours
  - Menu and prices

# Is your canteen profitable?

- Employment costs
  - Salaries
  - Accrued entitlements
  - Workers Compensation
  - Superannuation
- Equipment and maintenance costs
  - Allocation for repair and replacement

# Reporting to Management

- Financial
  - Profit/loss
  - Timing
- Other Issues
  - Health and Safety
  - Equipment Maintenance and Replacement
- Identification of future Opportunities and Problems
- 2-way communication

# Obligations

- BAS and IAS
- Superannuation
- Salaries
  - On time
  - Payslip
  - STP
  - End of year


Contract and JDF



# Review, review and review again

- Don't keep doing things 'how they have always been done'

Unless its perfect of course!

- Make sure you know how well your canteen is performing
  - Financially
  - Turn-over of employees and staff
  - The support from the school community
  - Support for your staff/volunteers
- 



# Contact

For more information

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# HR Implications

Lois Andrijich, Director  
Life at Work



# Agenda

- 1) Employment types
- 2) Employer obligations – pay and conditions
- 3) Modern Awards
- 4) Checking pay rates (BOOTs)
- 5) Performance Management considerations

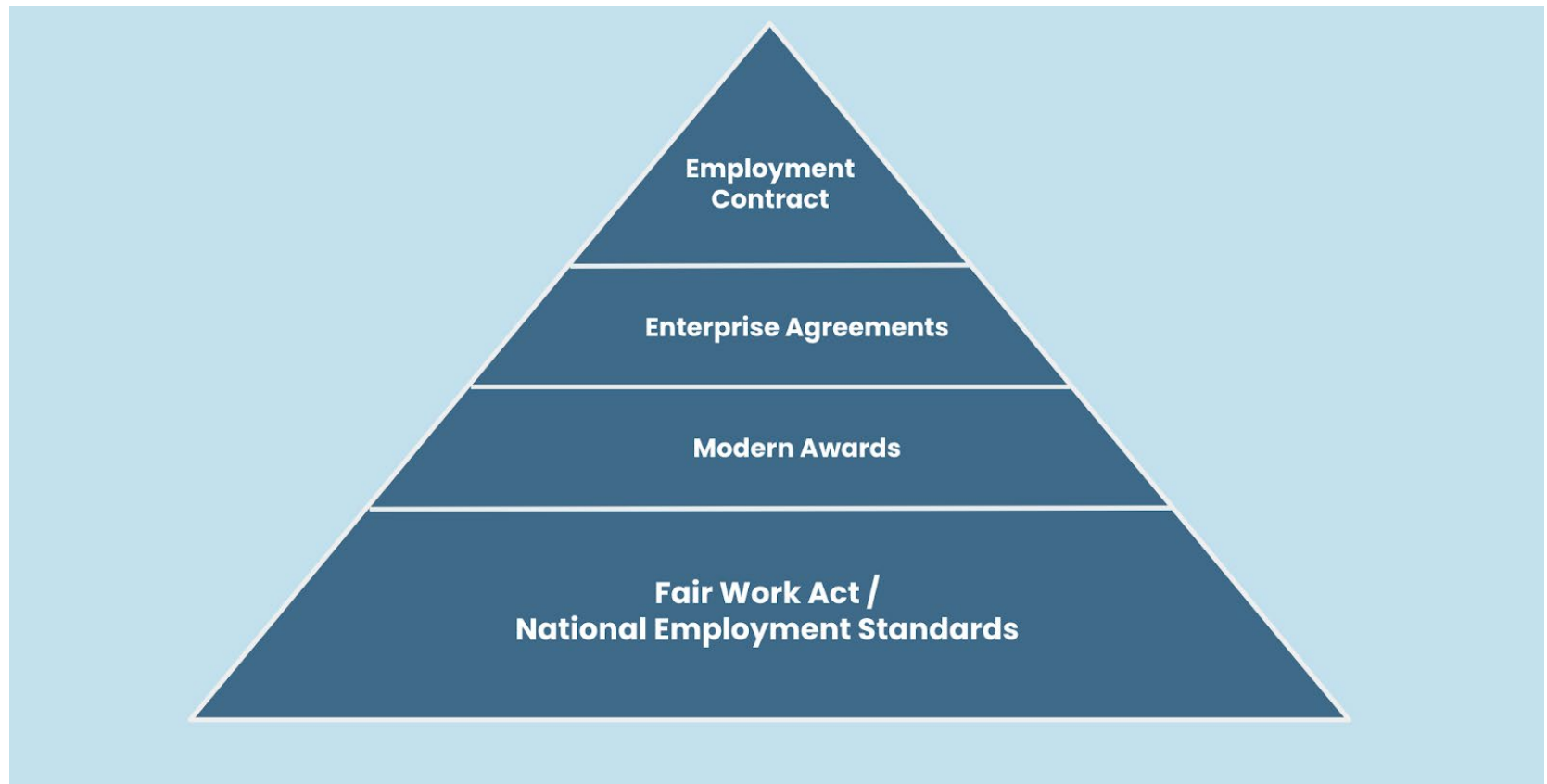
# Employment types

- Full-time
- Part-time
- Casual

Other ways to engage a person:

- Independent Contractor
  - Volunteer
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# Employer obligations – pay and conditions



# Modern Awards

- Fast Food Industry Award (Canteen staff)
- General Retail Industry Award (Uniform shop staff)
- Clerks Private Award (Administrative Staff including bookkeepers)
- No award (e.g. Finance or HR staff)
- *Note – Educational Services (Schools) General Staff Award does not apply to canteen or uniform shop staff*

# Checking pay rates (BOOTs)

- Check pay rates annually to ensure you are paying above award
- Important to understand applicable penalties and allowances
- Award rates typically increase 1st July
- Refer to award pay tables for the specifics

# Performance Management Considerations

- Address performance concerns early
- Be clear about your expectations and capture them in writing
- Utilise probationary periods (3-6 months)
- 3 strike system no longer required before termination, but adequate opportunity to improve is.





# Contact

For more information

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# Canteen Operations

Megan Sauzier

WA School Canteen Association



# Questions?

**WACSSO 2023**

# **Optimising canteen operations**





# Know your numbers – 8 key questions

All the information you need to make the right decisions regarding your business can be found in your numbers.

## Business & Financial analysis:

- evaluate the past, current, and future viability, profitability, and stability to determine overall performance
- use data from operational activities and historical financial statements
- Whether you are open 1 day or 5 days, logistics change - good business practices don't





# Know your numbers – 8 key questions

## 1. What is the total of potential customers? (number of students and staff)

- Benchmark: In general, 100 students per day of operation
- Strategies: review days of operation; increase your market e.g. food service to other local schools; catering for school events





# Know your numbers – 8 key questions

## 2. How many students and staff are your customers?

- Benchmark: at least 30% purchasing regularly
- Strategies: understand preferences and dietary needs; survey/suggestion box; special staff menu; marketing and promotion; online ordering and EFTPOS







# Know your numbers

## 3. How frequently do customers buy from you – daily, weekly, monthly

- Benchmark: weekly customers provide stability in terms of income and expenses
- Strategies: daily specials add interest and make use of seasonal produce; attract new customers with specials/combos/events







# Know your numbers

## 4. What is the average amount of money a customer spends every time they buy from you?

- Benchmark: based on your school
- Strategies: offer items in all price ranges; half and full serves; batch cooking and bulk prep



Corn cobs

- \$4.50 = 1kg = 10 cobs
- 45c each cost price



Pineapple rings

- \$2 = 432g = 8 slices
- 25c each cost price



# Know your numbers

## 5. How many people work/volunteer in the canteen?

- Benchmark: based on your school
- Strategies: streamline the menu, less choice reduces labour requirements; offer incentive for volunteers (e.g. \$5 canteen voucher; ensure included as an expense)

### Volunteers:

- Parents/carers; Grandparents
- Community members:
  - Local Council Volunteer Resource Centres
  - Centrelink mutual obligation requirements







# Know your numbers

## 6. Who are your suppliers?

- Benchmark: good product, good price, reliable, delivery, Star Choice
- Strategies: review suppliers regularly to ensure best deal; consider delivery fees and days; reduce suppliers by using distributors; collaborate with local growers/suppliers





# Know your numbers

## 7. How much are your operating costs?

- Benchmark: based on your school
- Strategies:
  - know your cost of goods (food and drink suppliers, packaging)
  - know your general expenses (e.g. insurance, wages, super, WASCA membership)
  - apply for \$1,000 grant



## 8. What is the markup percentage (or the price you charge)?

- Benchmark: based on your school
- Strategies:
  - CORE finance training – 31 August, Coodanup College, 2-5pm
  - Steps for setting menu prices fact sheet





# Support and resources

## THE BUSINESS OF RUNNING A CANTEEN



### Canteen committee terms of reference

An editable template outlining roles and responsibilities



### 8 Steps to a new food service

A step by step guide to setting up a canteen e.g. gathering school community support, registering with the local council, menu planning, launch



### How to set menu prices

A factsheet addressing the correct procedure for calculating selling prices

## WASCA MEMBERSHIP RESOURCES

**OUR MEMBERS HAVE ACCESS TO TOOLS AND  
RESOURCES FOR FREE. SCAN THE CODE  
BELOW TO SEND US AN EMAIL TO CONFIRM  
YOUR MEMBERSHIP STATUS AND THESE WILL  
BE SENT DIRECTY TO YOUR INBOX!**



- Profit & Loss template
- Recipe costing template
- Volunteer welcome pack
- Student survey template
- Canteen report template
- Managing allergies in school canteens





# Thank you

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