

Catering panel
Role Description

Job title	Catering panel	Department	Club
Position and responsible to	CUSG CUSG chairman in conjunction with CEO Report into SLO on matchday	Responsible for	Feedback and ideas on CUFC catering
Overview of the role	<ul style="list-style-type: none"> • Independent, part time, volunteer roles • Maintain and improve the lines of communication between the club and the fans on catering issues – • To deal with matchday issues and advise on longer term catering improvements • Liaise with the club's management with regard to supporter catering issues 		
Key relationship (internal and external)	<ul style="list-style-type: none"> • CUSG and various CUFC supporters groups • SLO • DLO • CUFC catering staff and John Watt 		
Key Tasks (Daily, weekly, monthly, annually) Specific events/actions	<p>The Catering Panel Members will</p> <p>Matchday</p> <ul style="list-style-type: none"> • develop contacts with catering management at the club • observe catering operations in action in all areas • monitor fans for issues (via social media or in person) • highlight issues that arise (problems) to the SLO to seek to address them there and then • report in to SLO on the matchday • liaise closely with the catering staff, SLO and club's disability liaison officer (DLO) on matchday • undertake mystery shopping in home areas each match <p>Development</p> <ul style="list-style-type: none"> • assist the club and CUSG in decision-making regarding catering • undertake supporter related catering tasks as agreed with CUSG • report and feedback to the club and CUSG on catering performance • seek to widen the panel (aim for all stands and demographics to be represent • provide ideas to improve and develop CUFC catering • visit away grounds to seek ideas by agreement with the club <p>Communication</p> <ul style="list-style-type: none"> • provide feedback and experiences after each match • provide a member to attend and feedback to CUSG meetings • review the Cumbrians forum, Club facebook account and other fans social media to identify issues and feedback (but not respond to it – refer issues to SLO) <p>This role will be published on the club website</p>		
Other matters	<p>The Scope of the Panel will be reviewed by CUSG</p> <p>The Club will provide:</p> <ul style="list-style-type: none"> • expenses to cover mystery shopping at Brunton Park or Away games • complementary away tickets on occasion to allow the panelist to check out other clubs' catering 		

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