



National
Trust

Magic Ingredients

Catering careers with the National Trust



26
fresh produce
used in
some of
today's meals



Who we are and what we do

We're one of the UK's largest catering businesses and we love great food – you'll see it in any one of our 150 restaurants and tea-rooms across England, Wales and Northern Ireland. It's in the produce we grow. The fresh, local and seasonal ingredients we use. Not to mention the beautiful settings we work in – some of the most incredible properties and places in the country.

It's a great time to be a part of our ambitious plans. We want to grow our membership to five million by 2020. We want to inspire people to get outdoors and closer to nature. And we want to continue to look after the incredible places in our care.

We treat our visitors to:

- ◆ an incredible experience
- ◆ mouth watering food and outstanding customer service
- ◆ fresh ingredients and local produce
- ◆ 150 different places to eat, whether it's a hill-top café or a fine dining restaurant.



FACT:

A little seasoning

We've been given the Good Egg Award. It means we only use barn or free range eggs in our food. Cracking.



The things we do for you

Our first tea-room opened in 1983, so we know a thing or two about looking after our people. All that experience has taught us that keeping people happy and offering a great work/life balance is the most important thing.



We treat our people to:

- ◆ a great work/life balance – that means no split shifts or evening work at most of our properties
- ◆ the chance to develop and learn new skills, building and growing your career
- ◆ the opportunity to gain recognised catering qualifications
- ◆ an enjoyable team environment – the ability to work with like-minded people, who love good food as much as we do
- ◆ the support of a huge retailer, whether you're in one of our smaller tea-rooms or our 250-cover restaurants.



Training and development

We want all our catering people to have the chance to develop and grow. We want them to be happy at work. Our 'Recipe for Success' programme gives everyone opportunities and support to grow in their career.

We'll better your career by:

- ◆ helping you to engage with customers with confidence and skill
- ◆ offering you qualifications that are designed in line with Level 2 Catering & Hospitality NVQ
- ◆ tailoring a training programme to what you'd like to learn – based on your experience, you'll choose the learning blocks you'd like to complete.



FACT:

A dollop more...

As well as our heritage and conservation, the National Trust is a pretty big business operation too. We have over 2,000 catering staff across England, Wales and Northern Ireland alone.



Our places

Incredibly, we served over 11 million customers last year – but it's much more than tea and cake (just imagine the crumbs).

We manage and run a variety of cafés and restaurants, from fine dining in converted barns to tea kiosks on Cornish cliff tops.

Our operations include:

- ◆ **cafés and restaurants in diverse locations, all of them sharing the same love of delicious food and incredible service**
- ◆ **menus ranging from freshly made sandwiches and cakes to five-course dinners.**



FACT:

An added splash...

We have over 150 catering businesses dotted around England, Wales and Northern Ireland.

Take Fountains Abbey for example. A large family café and tea-room based at a world heritage site offering 400 covers and catering for over 360,000 visitors who walk through our doors each year. Then there's Little Moreton Hall serving hot and cold food in a 36 cover, waiter service tea-room.



Our people

We want our people to be happy, to feel inspired by the places they work in and to make sure that our visitors have an incredible experience too.

Steve Lathaen joined us as an agency chef over seven years ago. He's now Catering Manager at Calke Abbey in Derbyshire.



“ I like working at the Trust because it's a people organisation. I feel appreciated – there's a great atmosphere. I also like the variety of work, the fact the clientele are all different and of course the sociable hours. I just love the buzz of the kitchen, seeing incredible food go out and people enjoying it.”

**Steve Lathaen,
Catering Manager at Calke Abbey**



FACT:

A pinch of salt...

One of the ways we're involving people in our work is MyFarm – an online community of 10,000 virtual farmers who control a real, working farm in Wimpole.



Fresh and seasonal

From our award-winning cafés to our elegant restaurants, great food is the key. Whether we're making traditional favourites or modern dishes, we celebrate fresh, local, seasonal produce.

Great food comes from:

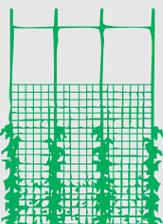
- ◆ our chefs designing their own menus, using ingredients from the land immediately around a property
- ◆ developing relationships with local artisans like bakers and cheesemongers
- ◆ inspiring people to grow their own food, to get closer to nature and appreciate the beautiful places around them.



FACT:

An extra spoonful

Our food is made of local, fresh ingredients. 70% of it is sourced by our green-fingered chefs themselves.



Acknowledgements



FACT:

Another scoop...

Last year we made over £11 million profit from our cafés and restaurants alone, which is reinvested into our incredible properties, places and people.

Unless otherwise stated all photographs are from the National Trust Photographic Library.

- 2 Chef at work, Lyme Park, Cheshire. Arnhel de Serra.
- 3 Catering assistant at Clumber Park Restaurant. David Levenson.
- 4 Chef at work, Polesden Lacey Restaurant, Surrey. David Levenson.
- 5 Serving pork sausages at Sissinghurst Castle, Kent. David Levenson. Homemade ham sandwich. William Shaw.
- 6 Wimpole Estate farmland. Megan Taylor.
- 7 Courgettes from Sissinghurst Castle, Kent. Penny Tweedle.
- 8 Polesden Lacey Restaurant, Surrey. John Millar.

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