

Imperial College Union
Maintaining standards in phase 3

A paper by the President-elect and Deputy President (Finance & Services)-elect

Background

1. With Phase 3 of the Beit Masterplan due for completion in October 2010, it is imperative that the levels of service and presentation in the Union's Commercial Services are of an excellent standard. It has been noted that in previous years service standards and the appearance and maintenance of the building have been below this standard. Measures laid out in this paper serve to aid in monitoring and ensuring this standard.

Issues to address

2. There is currently no structured procedure for gaining feedback on customer satisfaction.
3. Currently there is a dis-jointed approach to monitoring the appearance and maintenance of the Union Building as a whole, particularly in the Commercial Services outlets.
4. That the Executive Committee currently only play a minor role in determining the day to day offer presented in the Commercial Services areas of the Union.

Proposal

It is proposed that:

5. That publicity, admission prices, promotional offers are approved by the Executive Committee, ensuring they consistently meet the needs of students at Imperial.
6. Any of the above items needing Exec approval should be seen by them in a timely manner before any resources are dedicated to those items. Examples include printing posters with entry prices before Exec approval, updates to the Metric website including entry prices and drinks offers.
7. The Committee delegates approval to the President and Deputy President (Finance & Services), this arrangement to be reviewed on a termly basis.
8. A drinks offer, should be present at all term-time Wednesday and Friday night events in Metric. Additional drinks offers should be made, in conjunction with the Commercial Services team throughout the year, dependant on the event held.
9. In the case of staff recruitment at Bar Shift Leader level and above, a sabbatical officer must be present in the interviewing process.
10. A weekly walkthrough with the Operations Manager and the President or Deputy President (Finance & Services) of the Beit venue be conducted in order to report on any inconsistencies and defects. These are to be actioned within one week.
11. It is noted that events must continue to be run in accordance with best licensing practice (non-promotion of binge drinking), budgetary constraints and licensing law. The Executive or their delegates will consult with the relevant professional staff when basing their approval.