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INTRODUCTION

City Fine Food Services is an Australian owned family business.

City Fine Food Services is a food service storage facility, selling to the general population, ensuring all goods conform with and are stored at conditions within the guidelines of the NSW Food Authority Legislation 2010.

City Fine Foods has an extensive range of products, continually research the market to meet the dietary requirements of client's menus, whether it be trend, health related, religious or portion controlled.

PRODUCT RANGE

Smallgoods, dairy, fresh meats, seafood & poultry, frozen foods & frozen ingredients, beverages, herbs & spices, condiments, dressings, cereals, grains, cleaning products and packaging.

QUALITY

Items are selected from reputable supply companies providing the following criteria:

- Ability to supply product specification and documentation;
- Products received meet the specifications as per their description;
- Reliable supply and delivery;
- Packaging is labelled clearly and correctly;
- Products purchased are delivered from the supplier, arriving to City Fine Food Services in conforming conditions
- Understanding any non-conforming products will not be accepted;
- All suppliers are required to supply certification of a food safety program;
- Co-operatively provide administrative support;
- Effective communication methods, including regular informative visits;
- Providing demonstrations for the correct method of preparing their products.



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City Fine Foods has a program for receiving, handling, storing and delivering of food products, from the point of where foods are delivered to City Fine Foods Services and placed in dry, cold and frozen store, until it is transported from the store to the designated site. All vehicles used for delivery of products from City Fine Foods have been inspected and certified by the NSW Food Authority. Warehouse staff and drivers undergo an induction course receiving verbal and written instructions of their responsibilities and made aware of Hazards involved in the food storage, good hygiene practices and delivery. Warehouse staff and management have undergone training in food safety procedures. Office staffs have been trained to offer administrative support in the food safety program.

SERVICE & COMMUNICATION

The owners and managers of City Fine Food Services first began their working careers in the Food Service Industry. Although moving away from food service for several years they remained in retail before returning to the food service industry. On returning, refreshed their knowledge by participating in education programs regarding food safety procedures and joined a buying group offering regular seminars providing awareness and access to information in the food service industry. City Fine Food Services warehouse manager has 30 years' experience in the food service storage industry, during this time being involved in several education programs, creating awareness of change in food service and upgrading procedures.

In choosing companies with reputable criteria, City Fine Food Services is able to offer a reliable supply and distribution of products.



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Customers of City Fine Food Services are allocated a dedicated Customer Care Manager. The customer care manager is involved in the communication regarding products, delivery arrangements and services.

The customer care manager will organise demonstration and instruction for products at the customer's request. All financial accounts enquiries and dealings are handled by the accounts officer.

Office staff is available to take orders and assist with all enquiries Monday to Friday 8am-4pm. Outside these hours, enquiries can be made via email or with the Customer Care Manager. Orders are to be placed online or emailed by 9pm for next working day delivery. Phone orders can be placed with office staff during office our trading hours or via the Online App any time before 9pm for next working day delivery.

Deliveries are available daily Monday to Saturday consisting of 17 delivery vehicles, 15 drivers which is co-ordinated by the owners. Extra deliveries are run on the working day prior and post public holiday days, compensating for public holiday closures.

The level of communication will be determined by the individual customer requirements, accommodating accordingly.

PROMOTIONS & SPECIALS

There is no specified time allocated to our specials, generally specials will run a promotion once a month. The time of the promotion and number of products promoted will vary. During the time of promotions, a hard copy informing customers of the details will be attached to invoices with deliveries. Specials, promotions and updates are posted regularly on 4 social media sites, Facebook, Instagram, Google My Business and Twitter. Emails and text messages informing customers of specials are available, however this is left to the discretion of the customer to request nature and frequency of notifications methods.



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VALUE & PRICING

City Fine Food Services are part of buying group allowing bulk purchases at competitive prices. These savings are then passed onto customers. Once quoted, prices will be honoured until increases are enforced onto City Fine Food Services from their supplier. Certain products are known for spontaneous fluctuation and customers will be informed as this occurs.

City Fine Food Services facility has the capacity to store 600 frozen pallets, 500 chilled pallets and 2500 pallets of dry goods. The selected suppliers chosen offer regular delivery, ensuring fresh stock availability and regular rotation.

NON-STOCK PRODUCTS

City Fine Food Services has a regular stock line including more than 3000 different products. In the case where a new product is requested, appropriate channels are taken to source the required product where possible.

For fresh seafood, poultry, meat and meat& poultry cuts, we ask customers to allow 48 hours. In the case where a product will be a regular standing order, standard ordering procedures may be followed.

Customers are able to visit our storage facility with the understanding that all visitors must abide with our food safety and work safe program regulations. An appointment must be booked prior to your visit.

INFORMATION & EDUCATION

With the regular support of suppliers, City Fine Food Services is kept well informed of new products and food service trends. Updated information sessions are provided for staff in all aspects of the food service dealings and food safety regulations as required.



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PUBLIC RELATIONS

City Fine Food Services proudly support community fundraiser and corporate events, most recent being:

- Five Dock Football Club
- Kids for Cancer Foundation
- Western Sydney Homeless Connects
- Soul Origin annual charity lunches
- Heart Foundation
- Food Bank
- Tahmoor Taipans Soccer Club
- St Nicholas Church Punchbowl
- Al Zahar College
- Cure Brain Cancer Foundation
- Parramatta Mission Christmas Lunch for Homeless
- Banksia Soccer Club

CERTIFICATION

- NSW Food Authority Storage Facility Certificate
- NSW Food Authority Food Transport Vehicle Certification
- NAFDA Membership Certificate
- Codex HACCP Principles Workshop
- HACCP certified

City Fine Food Services would like to thank you for the opportunity to apply for the consideration of being your food service provider.