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ECHO FOUNDATION
Proud providers of aged care

8 October 2021

To whom it may concern

LETTER OF REFERENCE: FSFC FOODSERVICE CONSULTING

Francois Snijmann was referred to ECHO Foundation early 2021- at a time when the organization required re-evaluation and guidance on the improvement of our catering services. Mr Snijman has continued to provide service to ECHO for a period of approximately 6 months (thusfar).

ECHO foundation produces 3 meals a day for the Care homes (approx. 150 residents). In addition to the aforementioned, ECHO's Production Kitchen produces approximately 600 lunches each day that are transported to each of our independent living villages.

Francois Snijmann was engaged for the purpose of firstly evaluating the service and providing the foundation with guidance on areas of non-compliance to standards and recommendations to rectify same in order to attain the desired standard.

This study and report resulted in ECHO foundation entering into a tender process and engagement of an alternate service provider. Mr Francois Snijmann played an integral part in the process. Mr Snijman was engaged to manage the tender process – such service having included the generation of tender specifications for ECHO foundation; communication with the selected tender participants; management of the tender briefing, presentation and evaluation process. Hereafter Mr Snijman remained onboard in order to ensure the smooth transition ie exit of the outgoing catering company to the successful onboarding of the newly appointed service provider.

Mr Snijman proved to be an extremely valuable resource in this process. He has in-depth knowledge of every aspect of foodservices – from the layout and equipment required in the kitchen to menu compilation, workflow, work/cooking methodology, best practices, costing comparisons, onboarding of service providers and general management of foodservices.

Mr Snijman carries out these services in a professional and highly organized manner. He is always willing to "go the extra mile" for us as a client. He has involved himself in things far beyond his required services – assisting with the selection of equipment for the kitchen by contacting suppliers and arranging for viewing and comparison of equipment; personally assisting in the kitchen over a number of weeks during the change in supplier; training of personnel in the kitchen – to name only a few of his areas of his personal involvement – beyond the scope of his service contract.

It is clear that Mr Snijman has a passion for foodservice and a pride in the companies/clients that he provides a service to. Any future client can be certain that he will take a personal interest in their business and will provide them with well structured reports, detailed sound advice based on a wealth of varied experience.

VANESSA SMITH
HEAD RESIDENT SERVICES – ECHO FOUNDATION
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