

IFS INSIGHTS

REFLECTIONS ON CATERING & CORPORATE FOOD SERVICE

INDUSTRY INSIGHT OF THE MONTH:

TRANSPARENCY & TRUST: THE FUTURE OF FOOD SERVICE CONTRACTS



Traditional food contracts often create tension: hidden markups, inconsistent reporting, and unpredictable costs. Progressive operators are moving toward **cost-plus models with monthly reporting** that demystifies spending.

Transparency isn't just about dollars — it builds trust, improves accountability, and allows leaders to make better decisions with confidence.

PRACTICAL TAKEAWAYS

DEMAND REPORTING: A monthly P&L and inventory snapshot should be standard

LOOK FOR FLEXIBILITY: Food service should adapt to seasonal demand, staff size, and dietary needs.

INVEST IN RELATIONSHIPS, NOT JUST TRANSACTIONS: A partner who shares your goals will outperform a vendor who only “drops off food.”

CLOSING THOUGHTS

Transparency is the foundation of trust. In food service, trust leads to stronger partnerships, smoother operations, and ultimately, happier people. As we approach the holiday season, I'm reminded that trust — like a shared meal — is something that has to be nurtured.

A letter from Musette

As we move into November, many organizations are finalizing budgets and planning for the year ahead. It's often during this season that catering and food service programs are treated as 'fixed costs' rather than opportunities. But with the right approach, they can become cost-controlled investments that drive culture, wellness, and even financial clarity. This month, I want to reflect on the importance of transparency in food service — something I've seen transform relationships between providers and clients over my career.



BEHIND THE SCENES AT IFS

INSIGHT: Clients using IFS's cost-plus model consistently reduce waste and gain visibility into every food and labour dollar, while maintaining quality standards.

Curious about how transparent food service management could change your organization?

Let's have that conversation.

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