

Speeding To Success - An Update

We have continued our relationship with York Racecourse, one of our favourite Venues, with considerable success.

William Derby, Chief Executive And Clerk Of The Course, recently and kindly commented:-

“York Racecourse and York Racecourse Hospitality have worked successfully with Robert Read Associates over the past five years. Robert and his professional team have been an integral element in helping us continually monitor and benchmark performance as well as further significantly improving catering standards and average spend. The detailed catering audit process RRA adopt provides an independent, detailed and insightful snapshot into the customer experience across over 100 bars, food outlets and restaurants at York Racecourse. We have used the outputs of this process to carefully identify areas for development, investment and innovation which have resulted in greatly improved performance, catering offer and customer experience. We would recommend RRA to any progressive venue with a determination to measure and help further improve its catering offer.”