



## ST. ANDREW'S NURSING HOME

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### Raffles Treats – Letter of Commendation

Raffles Treats had been appointed by St Andrew's Nursing Home (Buangkok) for the period between October 2013 to 2017. During these 4 years, they had been providing food services to our 300 residents.

Raffles Treats had supported us well in food services through their onsite kitchen team. They had been very accommodating to our residents' meal requests over the past 4 years and have our resident's interests at heart. They had also prepared refreshments for our management meetings and food for celebration events at last minute notice, for which we are grateful for.

Internally, Raffles Treats has also strived to improve themselves to stay competitive by undertaking many upgrading projects like Food Safety Management in 2015 for its staff, as well as participated in SPRING Singapore Service Excellence Project in 2016 respectively. They have performed well for the Nursing Home Food Audits conducted by Ministry of Health during our licencing renewal.

It is commendable that despite manpower shortages in this industry, Raffles Treats had been able to recruit and retain many of its kitchen staff to work at St Andrew's Nursing Home's kitchen. They had invested in staff development and the kitchen staff are highly motivated to provide good customer services to our nurses, staff and residents.

We regret that Raffles Treats was not successful in their bid for NH food services and therefore the food contract has to end.

We wish Raffles Treats all the best in their future endeavours and look forward to future opportunities for collaborations.

Yours sincerely,

**Winnie Chan**

**Executive Director, St Andrew's Nursing Home (Buangkok)**

Community Services of  
St. Andrew's Mission Hospital:

- St. Andrew's Autism Centre
- St. Andrew's Community Hospital
- St. Andrew's Lifestreams
- St. Andrew's Mission Hospital Clinic
- St. Andrew's Nursing Home

Affiliated to

