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## Customer-focused services: PayPal

When PayPal, Dublin, moved into its flagship ‘European centre of excellence’ in early 2009, Sodexo was thrilled to be asked to continue providing catering, cleaning and a gymnasium for the 1,000-strong workforce.

The state of the art, 13,000 square metre facility embodies the highest standards of architectural excellence. The new centre will serve as the model for PayPal’s international operations worldwide.

### A smooth transition

Taking an enthusiastic, energetic and ‘can do’ attitude towards the move, Sodexo partnered with PayPal’s WPR team to develop a programme for business transformation and innovation within soft facilities management. The result? A smooth, on-schedule transition with no detectable disruption of Sodexo services and excellent customer experience, even when catering was being provided in the old and new buildings simultaneously.

Working in the 370 square metre kitchen and service area, 22 Sodexo employees ensure the staff restaurant is capable of serving up to 1,000 covers per day. Meanwhile, an extensive hospitality catering service provides full support to 18 meeting rooms.

### Award-winning catering

Amid these impressive volumes, the quality of catering at PayPal has been recognised with several prestigious awards.

Sodexo’s catering at PayPal won a gold medal at the Hotel and Catering awards – beating 600 other entries. The award is considered the premier Irish catering award. It recognises customer-focused catering services that centre on a commitment to using local produce to create nutritional, restaurant-standard menus.

The Sodexo catering service also received a ‘Happy Heart Award’, which demonstrates the restaurant provides healthy options that meet the Irish Heart Foundation national standards.

In addition, three of the Sodexo PayPal team won medals for outstanding service at the Sodexo Salon Culinaire Awards for their performance within individual disciplines of craft chef expertise and barista techniques.

### A commitment to local sourcing

Sodexo is proud to be the only organisation, in the contract catering sector, to hold the Quality Assurance Scheme (formerly Feile Bia) award. To achieve this, Sodexo demonstrated the quality and origin of its food, highlighting a commitment to sourcing Irish produce from recognised Quality Assurance Schemes.

The award also demonstrates Sodexo’s commitment to sustainability and local food procurement. Sourcing as much produce as possible from local growers helps to minimize food miles. This reduces the catering operation’s carbon footprint, while simultaneously meeting client demands for local produce and sustainable initiatives.

Beef, pork and lamb are all sourced through Sodexo’s major suppliers, who buy directly from local Irish farmers. The Sodexo PayPal team also take full advantage of their strategic geographical location to ensure they receive the best quality fish from local trawlers, to create the freshest, most flavourful fish dishes.

This plethora of awards, and Sodexo’s daily dedication to a high standard of service, shows that, for workers at PayPal, Dublin, top quality service is always on the menu.

### Sodexo services:

- Catering
- Cleaning
- Waste management
- Gymnasium management
- Window cleaning
- Vending
- Hospitality