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Document Title: STANDARD OPERATING PROCEDURE FOR CATERING		

CHUKA UNIVERSITY

Standard Operating Procedure


For

Catering CU/SOP/CATD/28

Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
Prepared by	Ms. P. Murithi	Assistant Catering officer	25.6.2012
Reviewed by	Prof. D. K. Isutsa	Deputy Vice-Chancellor (AA)/MR	01.3.2013
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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that all catering activities are managed effectively to ensure compliance with this International standard and the Chuka University's and the Government's statutory policies, procedures and regulations.

2.2 Scope

This procedure applies to and defines all the activities carried out by the Catering Department.

2.3 References

- Catering Duty Roster
- CU Charter, 2013
- CU Quality Manual
- Current CU Students' Handbook
- CU Customer Service Charter (Current)
- Egerton University Act, 1987
- ISO 9001:2008 Standard Clauses 7.1, 7.2, 7.3, 7.5, 7.6, 8.0

2.4 Abbreviations

ACO	=	Assistant Catering officer
HOD	=	Head of Department
JAB	=	Joint Admissions Board
SSP	=	Self Sponsored Programs
SOPs	=	Specific Operating Procedures

2.5 Definitions

Head of Department: Refers to the head of department who is accountable for certain products of CU. In this context: Department broadly refers to Office, Division, Directorate, Institute, School, or Section of CU.


JAB Students: Government Sponsored Students-Students who are admitted by JAB and benefit from Government fees subsidy.

SSP Students: Students who do not benefit fully from government fees subsidy

2.6 Responsibility

The Catering Officer has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose.

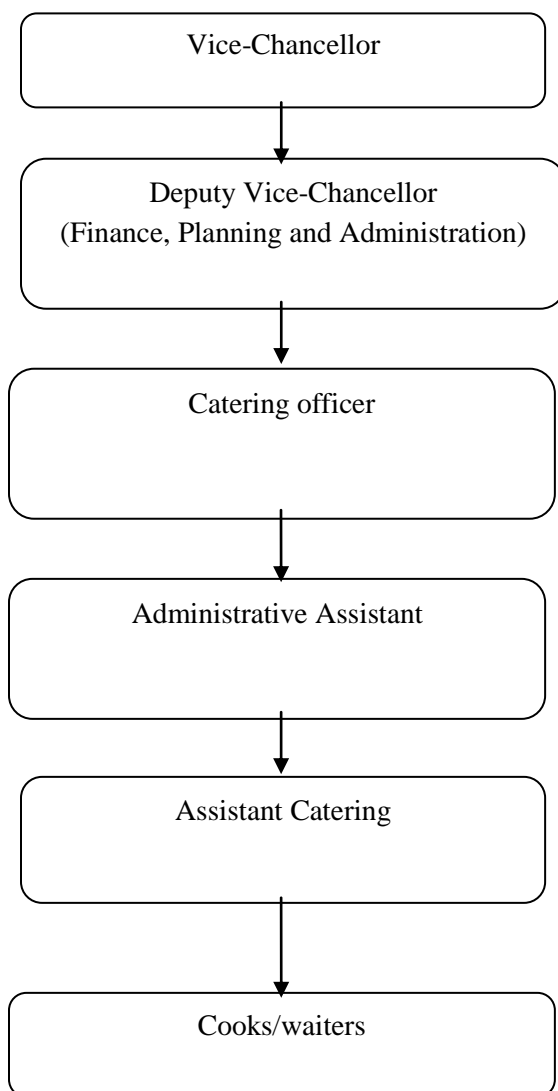
The Catering Officer has the primary responsibility for providing the information from which the documentation for its processes can be compiled and for initiating action to keep them up to date.


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All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

3. ADMINISTRATIVE STRUCTURE

Catering Department is one of the Departments within the University. The current administrative structure for the Department is as follows:



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4.0 PROCESSES

4.1 Overview

Catering department is responsible for maintaining feeding services in the university.

The core activities of the department include:

- (i) Ordering foodstuff, cleaning materials and equipment for use in the department.
- (ii) Preparing meals for customers (mainly students and staff).
- (iii) Serving meals to customers.
- (iv) Collection of cash for meals served to customers.
- (v) Maintenance of hygiene in the food production and service areas.
- (vi) Daily record keeping.
- (vii) Identifying items for disposal from the department.
- (viii) Monthly departmental stock taking.
- (ix) Provision of catering services to the CU official functions.

4.2 Process for Requisitioning Foodstuffs, Materials and Equipment


- (i) Procurement plan is prepared every financial year.
- (ii) Requisitioning for foodstuffs and materials for every semester is done by applying to the Deputy Vice-Chancellor (Administration, Finance and Planning).
- (iii) After the approval of the requisition, food stuffs and materials are purchased by Procurement Department(CU/SOP/PROD/25)
- (iv) Purchased goods are received and inspected at the central stores.
- (v) Catering department applies for issue of goods from the central stores through Registrar Administration and Planning.
- (vi) Goods are then stored in the catering Department sub-store for use in the kitchen.

4.3 Process for Preparation of Meals

- (i) Daily supplies are issued to the kitchen supervisor from the catering store by Assistant Catering Officer /administrative assistant
- (ii) Preparation of meals begins at 5.00 am and the rest of the activities in meal preparations follow the daily work schedule (refer to catering daily work schedule)
- (iii) Other tasks in meal preparation are shared among cooks (refer to catering duty roster)
- (iv) Food production operations are supervised by assistance catering officer/administrative assistant

4.4 Process for Service of Meals

- (i) Waiters begin service of breakfast as 6.30 am.
- (ii) The rest of the meals are served as per the daily timelines of meals service (refer to catering daily working schedule)
- (iii) Supervision of food service is done by assistant catering officer

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4.5 Process for Selling Meals

- (i) Daily menu is displayed near the cashiers counter (refer to daily meals menu).
- (ii) After purchasing, a student is issued with a receipt from the cash register.
- (iii) A student presents receipts to waiters at the service counter where meals are served.
- (iv) Money collected from the daily sales is recorded by the cashier before depositing at the Finance Office for banking (refer to catering daily sales register).
- (v) The amount and records of daily sales are also verified by assistance catering officer and administrative assistance
- (vi) A receipt is issued by the finance after depositing the money.
- (vii) Receipt is filed by catering(refer to catering daily sales files)

4.6 Process for Issue of Foodstuffs From Catering Department Substore


- (i) Foodstuffs are requested daily by the kitchen supervisor or any other appointed staff. (Refer to catering store requisition form).
- (ii) Issuing is done by In-Charge of Catering Department.
- (iii) Stock records are updated using consumable ledger book and bin cards.

5.0 RECORDS

- (i) Catering duty roaster
- (ii) Catering daily sales register
- (iii) Catering daily sales receipts
- (iv) Work schedule
- (v) Consumable goods ledger records
- (vi) Bin cards
- (vii) Menu cards
- (viii) Daily issues requisition form
- (ix) Monthly stock taking sheet
- (x) Permanent ledgers books

6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

- (i) Maintain customer satisfaction
- (ii) Meet 70% demands of customers
- (iii) Increase sales annually by 10%
- (iv) Increase daily customer turnover

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APPENDIX 1 PROCESS MAPS

i. Requisition of Food Commodities and Equipment


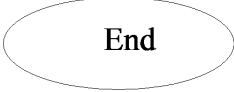
RESPONSIBILITY	ACTION
CATERING DEPARTMENT	<p style="text-align: center;">Start</p> <p>Requisitioning of good from the Deputy Vice-Chancellor (A, F&R)</p>
DEPUTY VICE-CHANCELLOR (AFP)	Approval and returning to the Catering Department. NO/YES
CATERING DEPARTMENT	Sending the approval to Procurement Department
PROCUREMENT DEPARTMENT	Sending quotations to pre-qualified suppliers
TENDER OPENING COMMITTEE TENDER EVALUATION COMMITTEE	Opening the returned quotations Preparation of summary of the opened quotations. Rating of suppliers
DP (A, F&P)/TENDER COMMITTEE	Approval of winning bidder. NO/YES
CATERING DEPARTMENT	Making requisition of required items
DP (A, F&P)	Approval of LPOs. NO/YES
PROCUREMENT DEPARTMENT	Sending LPOs to suppliers Receives the delivered materials
INSPECTION COMMITTEE	Inspection of the delivered goods and writing the inspection report
CATERING DEPARTMENT	Making stores requisition of the delivered goods
CATERING STOREKEEPER	Receiving and recording the goods received in catering substore
	End

ii. Meal Preparation


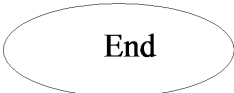
RESPONSIBILITY	ACTION
CATERING DEPARTMENT	<p style="text-align: center;">Start</p> <p>Issuance of food items for the following day's meal preparation a night earlier.</p>
COOKS	Carrying of the following day's Mis en place (prior preparation) in the evening before supper time.
COOKS	Starting of meal preparation from 5.00 am Preparation of three meals of the day i.e. breakfast, lunch and supper. Finishing of the days' activities at 9.00 pm
CATERING DEPARTMENT	Sampling of all the meals prepared before dispatching for sale to clients/students. Inspection to ensure that all the meals for service are well laid out on the buffet table and service staff are punctual.
	End

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iii. Service of Meals

RESPONSIBILITY	ACTION
WAITERS	<p style="text-align: center;">  ↓ </p> <p>Displaying of all the meals prepared on the buffet table as per the day's Menu</p>
CLIENTS	Payment for their meals at the cashier's counter
CASHIER	Collection of all the money from the daily sales and updates all the records, and hands the records to i/c catering for verification before <u>handing all monies to finance for banking</u>
CATERING	Checking of the previous day's sales record before the cashier hands money to finance for banking
CASHIER	Displaying of the day's menu near the counter and using the method of pay as you eat when selling to clients.
CATERING DEPARTMENT	<p>Counter-checking all the records from the cashier before money is handed to finance for banking</p> <p>Checking of all the records from the cashier and cash office and keeping the daily records for the same.</p> <p style="text-align: center;">  </p>

iv. Issue of Foodstuff From Catering Substore

RESPONSIBILITY	ACTION
CATERING DEPARTMENT	<p style="text-align: center;">  ↓ </p> <p>Assessing of the food required for the following day's food production and issuance of required food for the following day.</p>
CATERING STAFF	Appointment of member of staff to receive and sign for food items issued.
CATERING DEPARTMENT	Updating of the stock records using bin cards and daily consumable ledger books.
	



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STANDARD CU MENUS

1. STUDENT STANDARD MENU	2. STAFF/GUESTS STANDARD MENU	3. VIP/GUESTS STANDARD MENU
<p>a) BREAKFAST MENU</p> <ul style="list-style-type: none"> ➤ Tea ➤ Milk ➤ Drinking chocolate ➤ Mandazi ➤ Boiled eggs ➤ Cakes/buns ➤ Buttered bread ➤ Ripe banana 	<p>a) BREAKFAST</p> <ul style="list-style-type: none"> ➤ Tea ➤ Coffee ➤ Chocolate ➤ Mandazi ➤ Cake ➤ Boiled eggs/sausages ➤ Fruit in season (ripe banana/water melon) 	<p>a) BREAKFAST</p> <ul style="list-style-type: none"> ➤ Anglo American or full English breakfast. ➤ Continental breakfast. <p>ANGLO-AMERICAN BREAKFAST</p> <ul style="list-style-type: none"> ➤ Tea/Chocolate/Coffee/Milo/Milk ➤ Sausages ➤ Bacon ➤ Fried/boiled eggs ➤ Boiled arrow roots ➤ Boiled sweet potatoes ➤ Cereals ➤ Toasted sandwich ➤ Fruit in season <p>CONTINENTAL BREAKFAST</p> <ul style="list-style-type: none"> ➤ Tea/Chocolate/Coffee/Milo/Milk ➤ Mandazi ➤ Toasted sandwich ➤ Cake ➤ Boiled sweet potatoes ➤ Boiled arrow ➤ Fruit in season
<p>b) LUNCH & SUPPER</p> <p>i. Starches</p> <ul style="list-style-type: none"> ➤ Pilau rice ➤ Boiled rice ➤ Ugali ➤ Chapati ➤ Mukimo ➤ Githeri ➤ Matoke ➤ Chips <p>ii. Stews /Proteins</p> <ul style="list-style-type: none"> ➤ Fried beef ➤ Beef stew ➤ Matumbo (offals) ➤ Ndengu stew ➤ Bean stew ➤ Cowpeas (kunde) stew <p>iii. Vegetables</p> <ul style="list-style-type: none"> ➤ Fried kales (sukuma) ➤ Fried carrocabbs (carrots and cabbages) <p>iv. Fruits</p> <ul style="list-style-type: none"> ➤ Ripe banana 	<p>b) LUNCH & SUPPER</p> <p>i. Main course</p> <ul style="list-style-type: none"> ➤ Beef stew/ Ndengu stew/ Bean stew/ Matumbo (offals) stew ➤ Chapati/ Pilau rice/ Boiled rice/ Mukimo/Matoke/ ➤ Sauté cabbages/Kales (sukuma wiki)/ Mixed vegetables <p>ii. Desserts</p> <ul style="list-style-type: none"> ➤ Fruit in season (banana/water melon) <p>iii. Refreshments</p> <ul style="list-style-type: none"> ➤ Soda or water or tea/coffee/chocolate 	<p>b) LUNCHEON & SUPPER</p> <p>i. Starter Course</p> <ul style="list-style-type: none"> ➤ Soup and bread rolls/coleslaw or any cold starter <p>ii. Main Course</p> <ul style="list-style-type: none"> ➤ Roast chicken /Goat meat stew/ Beef/ Pan-fried tilapia/ Liver pate/ Lentils/ Ndengu or Bean stew ➤ Chapati/Rice/Mukimo/Ugali/Pilau Rice/Pastas ➤ Sauté kales/Cabbages/Terere/Managu <p>iii. Dessert Course</p> <ul style="list-style-type: none"> ➤ Fruit in season/Cake in sauce. <p>iv. Refreshments Course</p> <ul style="list-style-type: none"> ➤ Soda or Mineral water or tea/coffee/chocolate