



**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**DOCUMENT : PROCEDURE FOR ACCOMMODATION SERVICES**  
**DOC.NO : JOOUST/PAF/CA/OP 15**

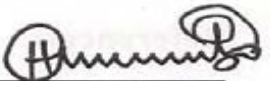
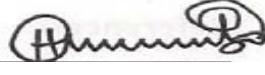
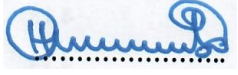
**AUTHORIZED BY: DEPUTY VICE-CHANCELLOR SIGNATURE: **  
**PLANNING, ADMINISTRATION AND FINANCE**

**ISSUED BY : SENIOR CATERER SIGNATURE: **

**0.1 DOCUMENT DISTRIBUTION**

<b>S.NO</b>	<b>TYPE</b>	<b>OFFICE</b>
<b>i</b>	<b>Master copy</b>	<b>Quality Management Representative</b>
<b>ii</b>	<b>Copy</b>	<b>DVC, PAF</b>
<b>iii</b>	<b>Copy</b>	<b>DVC, AA</b>
<b>iv</b>	<b>Copy</b>	<b>Senior Caterer</b>
<b>v</b>	<b>Soft Copy</b>	<b>JOOUST Website by password</b>

**0.2 DOCUMENT CHANGES**

<b>DATE</b>	<b>CHANGES</b>	<b>AUTHORIZED BY</b>
27/04/2012.	Deleted method 6.3 restructured method 6.4, 6.5 and 6.6	
27/04/2012	Restructured methods to include aspect of efficiency and effectiveness.	
29/04/2013	Procedure review to reflect the change of status from BUC to JOOUST.	
30/4/2015	Procedure re-issued due to Administrative changes	

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- 1.0 Purpose:** The procedure ensures that efficient and effective provision of accommodation services to students of and guests
- 2.0 Scope :** The procedure covers provision of accommodation services to students and guests
- 3.0 References:**
- 3.1 ISO 9001:2008 Standard
  - 3.2 JOOUST Quality Manual
  - 3.3 JOOUST Service Charter
  - 3.4 JOOUST Students Rules and Regulations
- 4.0 Terms and Definitions**
- 4.1 QMR:** Quality Management Representative
  - 4.2 DVC, PAF** Deputy Vice-Chancellor, Planning, Administration & Finance
  - 4.3 DVC, AA:** Deputy Vice- Chancellor, Academic Affairs
  - 4.4 BUC:** Bondo University College
  - 4.5 JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
  - 4.6 RAA:** Registrar, Academic Affairs
  - 4.7 H/K; H/A:** Housekeeper; Hostel Attendant
  - 4.8 Nominal Roll:** List of all bona-fide students
  - 4.9 Inventory form:** List of permanent items found in the rooms
  - 4.10 C/A; A/O:** Catering and Accommodation; Accommodation Officer
  - 4.11 DOB:** Book where daily incidences are noted.
  - 4.12 Checklist:** List of work to be carried out.
  - 4.13 PRN:** Purchase Requisition Note
  - 4.14 SRN:** Stores Requisition Note
  - 4.15 WRF:** Work Request Form.
  - 4.16 SC:** Senior Caterer
  - 4.17 Cash Office:** Place where all revenue is received.

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**5.0 Responsibility:**

The Senior Caterer shall be responsible for the implementation and effective supervision of this procedure.

**6.0 Method**

**6.1 Hostel Room Allocation**

6.1.1 The H/K shall ensure requirements are ready for the one week before the beginning of every semester.

6.1.2 The H/K shall ensure that only duly registered students are offered accommodation.

6.1.3 The H/K shall submit a report to the SCO at the end of the 2 weeks official registration period.

**6.2 Students Health While in the Hostel**

6.2.1 All reports on sick students shall be recorded in the DOB and forwarded to the H/K immediately.

6.2.2 The H/K, Janitor, or H/A shall offer first Aid where necessary.

6.2.3 The H/K, Janitor or H/A shall make a call to the clinic and arrange to transport the patient to the clinic.

6.2.4 The medical personnel shall take over the patient.

6.2.5 The H/K or Janitor shall check on the patient’s progress on a daily basis.

**6.3 Students checking out of Hostels**

6.3.1 All students shall report to the H/K at the end of every semester.

6.3.2 The H/K shall counter check inventory items against the inventory form filed.

6.3.3 H/A or janitor shall check and confirm status of the room before signing out the student.

6.3.4 In case of any damage or loss, the H/K shall liaise with the stores to determine cost of damage.

6.3.5 The H/K shall recommend surcharge of the student.

6.3.6 The student shall be sent to the cash office to make payment of the surcharge

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6.3.7 The student shall sign out on the inventory form if room status is satisfactory or on production of surcharge payment receipt.

**6.4 Maintenance and Repairs of Hostels.**

6.4.1 H/A or student shall report any repair of maintenance requirements to the janitor who shall record this in the DOB and forward to the H/K.

6.4.2 H/K shall confirm the report and fill in the WRF and send to the Head of Estate section within a day.

6.4.3 Copies of the WRF shall be sent to the A/O.

6.4.4 SC shall send the WRF to Estate Manager for action.

6.4.5 The H/K shall certify on the WRF that work is done satisfactorily.

6.4.6 The H/K shall ensure the work is redone should it not meet the standards.

**6.5 Fumigation**

6.5.1 SC shall forward a PRN for fumigation to Procurement Officer for action after every six months.

**6.6 Cleaning of Hostels Facilities**

6.6.1 The A/O and H/K shall draw a checklist for the activities to be carried out.

6.6.2 The H/K shall give work instructions on cleaning methods.

6.6.3 H/A shall follow the work instructions when discharging their duties.

6.6.4 The janitor shall supervise cleaning work on a daily basis.

6.6.5 The H/K shall certify that work is done satisfactorily.

6.6.6 If work is not done satisfactorily H/A shall redo the work.

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