



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

DOCUMENT : PROCEDURE FOR CATERING SERVICES

DOC.NO : JOOUST/PAF/CA/OP 16

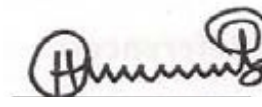
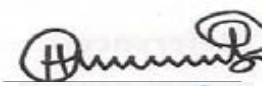
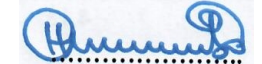
AUTHORIZED BY: DEPUTY VICE-CHANCELLOR SIGN: 
PLANNING, ADMINISTRATION & FINANCE

ISSUED BY : SENIOR CATERER SIGN: 

0.1 DOCUMENT DISTRIBUTION

S.NO	TYPE	OFFICE
i.	Master copy	QMR
ii.	Copy	DVC, PAF
iii	Copy	DVC, AA
iv	Copy	Senior Caterer
v	Soft Copy	JOOUST Website by password

0.2 DOCUMENT CHANGES

DATE	CHANGES	AUTHORIZED BY
27/04/2012	Deleted 6.1.1, 6.1.3 6.1.5, Added method 6.3 Restructured methods to include aspect of efficiency and effectiveness. deleted recipes.	
29/04/2013	Procedure review to reflect the change of status from BUC to JOOUST.	
30/4/2015	Re-issued procedure due to administrative Changes	

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- 1.0 Purpose:** The procedure ensures professional catering services to all students, members of staff and other guests.
- 2.0 Scope :** It covers catering for the students and staff in the dining hall and cafeteria
- 3.0 References:**
- 3.1 ISO 9001:2008 Standard
 - 3.2 JOOUST Quality Manual
 - 3.3 JOOUST Students Rules and Regulations
 - 3.4 Catering work instructions
- 4.0 Terms (Definitions)**
- 4.1: DVC, AA** Deputy Vice-Chancellor, Academic Affairs
 - 4.2: DVC, PAF** Deputy Vice-Chancellor, Planning, Administration and Finance
 - 4.2: R, AA:** Registrar, Academic Affairs
 - 4.3 C/A; A/O:** Catering and Accommodation; Accommodation Officer
 - 4.4 DOB:** Book where daily incidences are noted for action.
 - 4.5 Cafeteria:** Where student pay to eat at subsidized rates
 - 5.6 Recipe :** All ingredients and instructions needed to prepare and cook a meal.
 - 4.7 PRN:** Purchase Requisition Note
 - 4.8 SRN:** Stores Requisition Note
 - 4.9 Ingredients:** Different food items used when preparing a dish.
 - 4.10 H/C:** Head Cook
 - 4.11 Mis en place:** Pre-preparation for a particular task.
 - 4.12 Food Voucher:** Receipt given for picking meals
 - 4.13 Bouye:** Person who checks food before service is done.
 - 4.14 WRF:** Work Request Form.
 - 4.15 SC:** Senior Caterer
 - 4.16 KA:** Kitchen Attendant
 - 4.17 Menu:** List of food and beverage and their prices on offer.
 - 4.18 Order:** Letter or notice given requesting for service.

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- 4.19 DoS Dean of Students
- 4.20 BUC Bondo University College
- 4.21 JOOUST Jaramogi Oginga Odinga University of Science and Technology

5.0 Responsibility:

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

6.0 Method

6.1 Menu Planning for Catering Services

- 6.1.1 The SC shall consult with RAA on the students reporting date(s) 1 month before commencement of the semester.
- 6.1.2 SC shall draw a standard menu for the students’ meals at the beginning of every semester.
- 6.1.3 In case of departmental requirements the SC shall liaise with relevant sectional staff on the requirements.
- 6.1.4 SC shall consider stock available in the store and draw a menu as per the request.

6.2 Food and Beverage Preparation and Production.

- 6.2.1 SC shall ensure that all working surfaces are cleaned at the beginning of every duty shift.
- 6.2.2 Cateress/Caterer shall give instructions on the meals to be prepared at the beginning of each day.
- 6.2.3 Assistant Cateress/Caterer/cook shall make order for ingredients from the store at beginning of each day.
- 6.2.4 Cook shall carry out pre-prep (mis en place) before preparing any meal.
- 6.2.5 Cooking shall be done by the designated cook (s).
- 6.2.6 The Cateress KA shall ensure that the cooking area is cleaned after every shift

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6.3 Special Services

- 6.3.1 Cateress shall prepare the menu depending on the request or notice.
- 6.3.2 Head waiter shall assign waiters to respective groups or clients.
- 6.3.3 The Head Waiter shall ensure the meals are served .

6.4 Dining Hall Food Service

- 6.4.1 KA shall clean and arrange the dining hall every morning.
- 6.4.2 All food shall be transferred to the bain marie in the service bay at least ten minutes before beginning of every service for foods that are ready.
- 6.4.3 Student shall make payment for food of choice to the cashier and will get a receipt in return.
- 6.4.4 Student shall produce the receipt at the service bay in exchange for food.
- 6.4.5 Bouye shall read out the food paid for to the Cook.
- 6.4.6 The Cook shall serve the student/staff.

6.5 Cleaning of the Kitchen and Dining Hall

- 6.5.1 The Cateress shall draw a checklist for the activities to be carried out every year.
- 6.5.2 The Cateress shall give work instructions on cleaning methods at the beginning of every year.
- 6.5.3 KA shall follow the work instructions when discharging their duties.
- 6.5.4 The Assistant Cateress shall supervise cleaning work.
- 6.5.5 The Cateress/Ass.Cateress shall certify that work is done satisfactorily at the end of each day.
- 6.5.6 If work is not done satisfactorily KA shall redo the work.

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6.6 Maintenance and Repairs in the Kitchen.

- 6.6.1 KA or cook shall immediately report any repair or maintenance need to the Cateress who shall record this in the DOB.
- 6.6.2 Cateress shall confirm the report to the Head of Estate within 24 hours or less depending on the damage.
- 6.6.3 Copies of the WRF shall be retained by the SC.
- 6.6.4 SC shall send the WRF to the Estate Manager for action.
- 6.6.5 The SC/Cateress shall certify on the WRF that work is done satisfactorily.
- 6.6.6 The work shall be redone should it not meet the standards.

6.7 Fumigation

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

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