|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Process** | Catering Services | | | | | | | |
| **Purpose** | Ensure professional catering services to all students,staff and other guests. | | | | | | | |
| **Output** | Sales reports | | | | | | | |
| **S/No** | **Activities** | **Inputs** | **Risks** | **Risk Level** | **Risk Impact** | **Mitigation** | **Opportunity** | **Action** |
| 1 | Menu Planning for Catering Services | Personnel | Unqualified staff | Low | High | Employing qualified | Markets for survey | Carry out survey |
|  |  | Time | Lack of stock |  |  | staff | Training |  |
|  |  | Finance | Lack of finance |  |  | Training existing staff |  |  |
|  |  | Foodstuff | Postponement of opening |  |  | Carrying out staff needs |  |  |
|  |  |  |  |  |  | assessment |  |  |
|  |  |  |  |  |  | Budget provision |  |  |
|  |  |  |  |  |  | Carrying out market |  |  |
|  |  |  |  |  |  | survey |  |  |
|  |  |  |  |  |  |  |  |  |
| 2 | Food and Beverage Preparation & production | Food items | Lack of stock | Medium | High | Timely orders | Modern equipment | Purchase of equipment |
|  |  | Beverages | Students unrests |  |  | Laise with Estates | Training |  |
|  |  | Fuel | Lack of fuel |  |  | Train existing staff |  |  |
|  |  | Personnel | Unqualified staff |  |  | Employ qualified staff |  |  |
|  |  | Time | Water shortage |  |  |  |  |  |
|  |  | Other resources | Power outages |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 3 | Special services | Personnel | Lack of approval | Medium | Low | Ensure approvals | Training |  |
|  |  | Approvals | Meeting cancellation |  |  | Charge late cancellations |  |  |
|  |  | Time | Lack of stock |  |  | Timely reoders |  |  |
|  |  | Food items | Unqualified satff |  |  | Train existing staff |  |  |
|  |  | Beverages |  |  |  | Employ qualified staff |  |  |
|  |  |  |  |  |  |  |  | Training |
| 4 | Dining Hall Food Service | Personnel | Lack of cleaning stock | Medium | Low | Timely orders |  | Automation |
|  |  | Cleaning materials | Power outages |  |  | Standy generators |  |  |
|  |  | Cash registers | Unqualified staff |  |  | Automation |  |  |
|  |  |  | Loss of cash |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 5 | Cleaning of the kitchen/Dining Hall | Cleaning materials | Lack of cleaning stock | Medium | Low | Timely stock | Training |  |
|  |  | Personnel | Unqualified staff |  |  | Train existing staff |  |  |
|  |  | Time |  |  |  | Employ qualified staff |  |  |
|  |  |  |  |  |  |  |  |  |
| 6 | Maintenance & Repairs in the kitchen | Personnel | Unqualified staff | Medium | Low | Train existing staff | Training |  |
|  |  | Time |  |  |  | Employ qualified staff | Adoption of best |  |
|  |  | Work Request forms |  |  |  |  | practices |  |
|  |  |  |  |  |  |  |  |  |
| 7 | Fumigation services | Personnel | Unqualified staff | Medium | High | Train existing staff | External Service | Outsource |
|  |  | Time | Students unrests |  |  | Employ qualified staff | providers |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |