



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

DOCUMENT : PROCEDURE FOR CATERING SERVICES
DOC.NO : JOOUST/PAF/CA/OP 21

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
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v	Soft Copy	JOOUST Website by password

0.2 DOCUMENT CHANGES

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1.0 Purpose:

To ensure the provision of 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:

- i. ISO 9001:2015 Standard
- ii. JOOUST Quality Manual
- iii. JOOUST Students Rules and Regulations
- iv. Catering work instructions

4.0 Terms (Definitions)

- i. **Bouye:** Person who checks food before service is done.
- ii. **C/A; A/O:** Catering and Accommodation; Accommodation Officer
- iii. **Cafeteria:** Where student pay to eat at subsidized rates
- iv. **DOB:** Daily Occurrence Book where daily incidences are noted for action.
- v. **DoS** Dean of Students
- vi. **DVC (AA)** Deputy Vice-Chancellor (, Academic Affairs)
- vii. **DVC (PAF)** Deputy Vice-Chancellor (, Planning, Administration and Finance)
- viii. **Food Voucher:** Receipt given for picking meals
- ix. **H/C:** Head Cook
- x. **Ingredients:** Different food items used when preparing a dish.
- xi. **JOOUST** Jaramogi Oginga Odinga University of Science and Technology
- xii. **KA:** Kitchen Attendant
- xiii. **Menu:** List of food and beverage and their prices on offer.
- xiv. **Mis en place:** Pre-preparation for a particular task.
- xv. **Order:** Letter or notice given requesting for service.
- xvi. **R (AA):** Registrar (Academic Affairs)

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- xvii. **Recipe:** All ingredients and instructions needed to prepare and cook a meal.
- xviii. **PRN:** Purchase Requisition Note
- xix. **SC:** Senior Caterer
- xx. **SRN:** Stores Requisition Note
- xxi. **WRF:** Work Request Form.

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.

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- 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

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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