



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

DOCUMENT : PROCEDURE FOR ACCOMMODATION SERVICES

DOC.NO : JOOUST/PAF/CA/OP 22

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

ISSUED BY : SENIOR CATERER SIGN: 

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0.2 DOCUMENT CHANGES

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| ISSUE NO: 002 | REVISION NO: 00 | DATE OF ISSUE: 15 TH JANUARY, 2018 |
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1.0 Purpose:

To ensure efficient and effective provision of accommodation services to students in the University hostels

2.0 Scope :

The procedure covers provision of accommodation services to students.

3.0 References:

- i. ISO 9001:2015 Standard
- ii. JOOUST Quality Manual
- iii. JOOUST Service Charter
- iv. JOOUST Students Rules and Regulations

4.0 Abbreviations, Acronyms and Definitions

- i. **C/A; A/O:** Catering and Accommodation; Accommodation
- ii. **Cash Office:** Place where all revenue is received.
- iii. **Checklist:** List of work to be carried out.
- iv. **DOB:** Book where daily incidences are noted.
- v. **DVC (AA):** Deputy Vice- Chancellor (, Academic Affairs)
- vi. **DVC (PAF):** Deputy Vice-Chancellor (, Planning,
- vii. **H/K; H/A:** Housekeeper; Hostel Attendant
- viii. **Inventory form:** List of permanent items found in the rooms
- ix. **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- x. **Nominal Roll:** List of all bona-fide students
- xi. **PRN:** Purchase Requisition Note
- xii. **QMR:** Quality Management Representative
- xiii. **RAA:** Registrar, Academic Affairs
- xiv. **SC:** Senior Caterer
- xv. **SRN:** Stores Requisition Note
- xvi. **WRF:** Work Request Form.

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

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|-------------------------|---------------------------|---|

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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