	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

# CHUKA UNIVERSITY

## Standard Operating Procedure


For

## Catering Services Management CU/SOP/CATD/28

### Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

Action	Name & Signature	Position	Date
Revised by	Evans Masanga	CATERING OFFICER	20.8.2019
Reviewed by	Prof. D. K. Isutsa	DEPUTY VICE-CHANCELLOR (ARSA)/MR	20.8.2019
Approved by	Prof. E. N. Njoka	VICE-CHANCELLOR	20.8.2019

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

## CONTENTS

<b>COVER PAGE.....</b>	<b>1</b>
<b>DOCUMENT REVIEW SHEET.....</b>	<b>1</b>
<b>CONTENTS.....</b>	<b>2</b>
<b>1.0. AMENDMENT RECORD .....</b>	<b>3</b>
<b>2.0. GENERAL.....</b>	<b>4</b>
2.1 Purpose.....	4
2.2 Scope.....	4
2.3 References.....	4
2.4 Definitions.....	4
2.5 Abbreviations.....	4
2.6 Responsibility.....	4
<b>3.0. ADMINISTRATIVE STRUCTURE.....</b>	<b>5</b>
<b>4.0. PROCESSES.....</b>	<b>6</b>
4.1 Overview.....	6
4.2 Process for Preparation of Meals.....	6
4.3 Process for Service of Meals.....	7
4.4 Process for Selling of Meals.....	7
4.5 Process for Requisitioning Foodstuffs, Materials and Equipment.....	8
4.6 Process for Issuance of Foodstuffs from Catering Substore.....	9
<b>5.0. RECORDS/RETAINED DOCUMENTED INFORMATION.....</b>	<b>10</b>
<b>6.0. KEY PERFORMANCE INDICATORS/QUALITY OBJECTIVES.....</b>	<b>10</b>
<b>6.1. Key Performance Indicators.....</b>	<b>10</b>
<b>6.2. Quality Objectives.....</b>	<b>10</b>
<b>RISK REGISTER.....</b>	<b>13</b>
<b>OPPORTUNITIES REGISTER.....</b>	<b>14</b>
<b>APPENDIX: PROCESS MAPS.....</b>	<b>15</b>
<b>STANDARD CU MENUS.....</b>	<b>17</b>


	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

## 1.0 AMENDMENT RECORD

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

### Amendment Record Sheet

Amendment Date	Issue No.	Revision No.	Page No.	Subject of Review /Modification	Revised By	Reviewed & Approved By
20/8/2019	05	00	6 to 9	Added “resources” in all processes by revising inputs heading to read “inputs/resources” and expanding the section as necessary	HOD	ISO M.R./VC
20/8/2019	05	00	10	Revised KPIs in quality objectives to be “measurable”	HOD	ISO M.R./VC
20/8/2019	05	00	10	Revised quality objectives to distinguish from routine duties and responsibility, & infused actions that will ensure customer satisfaction	HOD	ISO M.R./VC
20/8/2019	05	00	11	Revised risks to capture factually binding and persistent ones	HOD	ISO M.R./VC
20/8/2019	05	00	13	Generated stand-alone Opportunities for the Department and de-linked them from Risks	HOD	ISO M.R./VC

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

## 2.0 GENERAL

### 2.1 Purpose

The purpose of this procedure is to ensure that all catering activities are managed effectively to ensure compliance with the International standard and the Chuka University's and the Government's statutory policies, procedures and regulations.

### 2.2 Scope

This procedure applies to and defines all the activities carried out by the Catering Department. The Catering Officer has the primary responsibility for providing the information from which the documentation of processes is compiled and initiating action to keep them up to date. All departmental staff are responsible for implementing and ensuring that this procedure is followed.

### 2.3 References

- Kenya Constitution, 2010
- Universities Act No. 42 of 2012
- CUE Regulations, Standards and Guidelines, 2014
- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- CU ISO Quality Management System Manual, 2017
- ISO 9001:2015 Standard Clauses 4 to 10
- CU Students' Information Handbook (Current)
- CU Customer Service Charter (Current)
- CU Catering Duty Roster
- CU Policies

### 2.4 Abbreviations


<b>ACO</b>	= Assistant Catering officer
<b>GSS</b>	= Government-Sponsored Students
<b>HOD</b>	= Head of Department
<b>KUCCPS</b>	= Kenya Universities & Colleges Central Placement Services
<b>SOPs</b>	= Specific Operating Procedures
<b>SSP</b>	= Self-Sponsored Programs
<b>VC</b>	= Vice-Chancellor

### 2.5 Definitions

**Head of Department:** Refers to the head of department who is accountable for certain products of CU. In this context: Department broadly refers to Office, Division, Directorate, Institute, School, or Section of CU.

**GSS:** Students admitted by KUCCPS and benefit from government fees subsidy.

**SSP Students:** Students who do not benefit fully from government fees subsidy

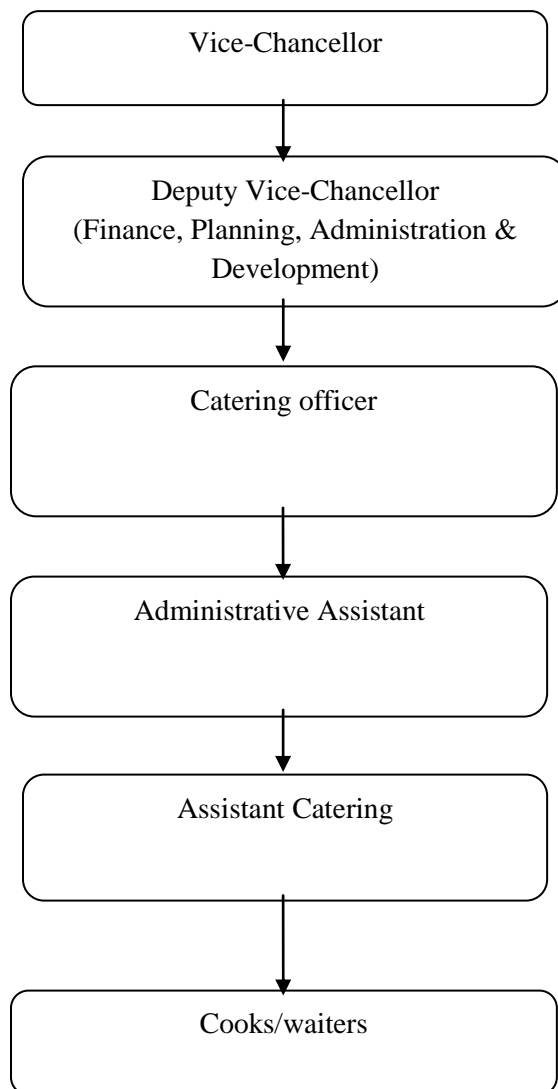
	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		


## 2.6 Responsibility

The Catering Officer has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose.

## 3. ADMINISTRATIVE STRUCTURE

Catering Department is one of the Departments within the University. The current administrative structure for the Department is as follows:



	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

## 4.0 PROCESSES

### 4.1 Overview

Catering department is responsible for maintaining feeding services in the university. The core activities of the Department include:

- (i) Preparing meals for customers (mainly students and staff).
- (ii) Serving meals to customers.
- (iii) Collection of cash for meals served to customers.
- (iv) Maintenance of hygiene in the food production and service areas.
- (v) Daily record keeping.
- (vi) Identifying items for disposal from the department.
- (vii) Monthly departmental stock taking.
- (viii) Provision of catering services to the CU official functions.

### 4.2 Process for Requisitioning Foodstuffs, Materials and Equipment

#### 4.2.1 Source

ISO Departments; CU/SOP/PROD/25; CU/SOP/VCIM/01

#### 4.2.2 Inputs /Resources

- Procurement plan
- Approvals
- Requisition note
- Raw material
- Equipments
- Human resource/staff
- Transport

#### 4.2.3 Expected Outputs


- Approved requisition
- Purchases
- Accepted goods
- Updated bin cards

#### 4.2.4 Receivers

ISO Departments; CU/SOP/PROD/25; CU/SOP/VCIM/01; Users

#### 4.2.5 Procedure details

No.	Description	Output	Responsibility
1.	Procurement plan is prepared annually.	Procurement plan	HOD
2.	Requisitioning for foodstuffs and materials for every semester and approval A requisition is raised and forwarded to the HOD for approval	Approved requisition	HOD DVC(AFP&D)

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

3.	After the approval of the requisition, food stuffs and materials are purchased (CU/SOP/PROD/25)	Purchases	PO, Procurement Department
4.	Purchased goods are received and inspected at the central stores.	Accepted goods	HOD, Head of stores, inspection team
5.	Catering department applies for issue of goods from the central stores.	Requisitions	HOD, Appointed Caterer, Store Clerk
6.	Goods are then stored in the catering Department sub-store for use in the kitchen	Updated bin cards	Catering store keeper

### 4.3 Process for Preparation of Meals

#### 4.3.1 Source

ISO Departments/Users

#### 4.3.2 Inputs /Resources

- ingredients
- cooks
- Equipment
- Duty Rota/ Work Schedule

#### 4.3.3 Expected Outputs


- Food production
- Efficiency and effectiveness of work
- Well prepared meals

#### 4.3.4 Receivers

ISO Departments; CU/SOP/FIND/24; Customers

#### 4.3.5 Process Details

No.	Description	Output	Responsibility
1.	Daily supplies are issued to the kitchen supervisor from the catering store	Food production	Catering Officer AA
2.	Preparation of meals begins at 5.00 am and the rest of the activities in meal preparations follow the daily work schedule as provide for in the catering daily work schedule	Efficiency and effectiveness of work	Cooks, Kitchen supervisors
3.	Other tasks in meal preparation are shared among cooks following the catering duty rota	Efficiency	Cooks
4.	Food production operations are supervised by the Catering Officers	Well prepared meals	Catering Officer

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

#### **4. Process for Service of Meals**

##### **4.4.1 Source**

ISO Departments; CU/SOP/ESTD/27

##### **4.4.2 Inputs /Resources**

- Waiters
- Prepared meals

##### **4.4.3 Expected outputs**

- Meals served

##### **4.4.4 Receivers**

ISO Departments; Customers

##### **4.4.5 Procedure details**

<b>No.</b>	<b>Description</b>	<b>Output</b>	<b>Responsibility</b>
1.	Waiters begin service of breakfast as 6.30 am on a daily basis	Breakfast meals	Waiters
2.	The rest of the meals are served as per the daily timelines of meals service (refer to catering daily working schedule)	Day meals	Catering Officer
3.	Supervision of food service is done by the Caterer on duty	Meals served	Catering Officer

#### **4.4 Process for Selling Meals**

##### **4.5.1 Source**

ISO Departments; CU/SOP/FIND/24; Customers

##### **4.5.2 Inputs /Resources**

- Daily menu/ Daily sales register
- Cashier and cash register with receipts
- Clients


##### **4.5.3 Expected Outputs**

- Receipt
- Service
- Cash sale file
- Income generated

##### **4.5.4 Receivers**

ISO Departments; Customers; CU/SOP/FIND/24



	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

#### 4.5.5 Procedure details

No.	Description	Output	Responsibility
1.	Daily menu is displayed near the cashiers counter (refer to daily meals menu).	Menu on display	Cashier, Kitchen supervisor
2.	After purchasing, a student is issued with a receipt from the cash register.	Receipt	Cashier
3.	A student presents receipts to waiters at the service counter where meals are served.	Service	Waiter, cooks
4.	Money collected from sales is recorded by the cashier and deposited at the Finance Office (refer to catering daily sales register). The amount and records are also verified	Cash receipt	Cashier, Finance cashier, Assistant Catering Officer AA
5.	A receipt is issued by the finance cashier after depositing the money on daily basis	Cash receipt	cashier
6.	Receipt is filed by catering (refer to catering daily sales files)	Daily cash sales file	HOD, Assistant Catering Officer

#### 4.6 Process for Issue of Foodstuffs from Catering Department Substore

##### 4.6.1 Source

CU/SOP/PROD/25

##### 4.6.2 Inputs/Resources

- Daily issue note
- Store keeper

##### 4.6.2 Expected Outputs


- Requisition form
- Bin cards
- Stock sheets

##### 4.6.4 Receivers

ISO Departments; Customers

##### 4.6.5 Procedure details

No.	Description	Output	Responsibility
1.	Filling Requisition form	Filled requisition form	Kitchen supervisor, storekeeper
2.	Issuing of requisitioned items	Receive food item/ Ingredient	HOD, storekeeper, staff appointed
3.	Stock records are updated using consumable ledger book or bin cards.	Generated record	HOD, kitchen supervisor

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

## 5.0 RECORDS/RETAINED DOCUMENTED INFORMATION

- (i) Catering duty roaster
- (ii) Catering daily sales register
- (iii) Catering daily sales receipts
- (iv) Work schedule
- (v) Bin cards
- (vi) Menu cards
- (vii) Daily issues requisition form
- (viii) Monthly stock taking sheet
- (ix) Permanent ledgers books


## 6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

### 6.1. Indicators


- (i) Percentage of customers with satisfaction feed back
- (ii) Percentage increase in revenue generated
- (iii) Percentage decrease in wastage
- (iv) Percentage increase in customers served

### 6.2. Quality Objective

<b>Linked Strategic Objectives</b>			
SO 14: Expansion of the University's Financial Resource Base			
SO 15: Institution of Prudent Management of Financial Resources			
<b>1. Quality Objective:</b> To reduce the operational losses to 20% down from 50% and minimize wastage			
<b>Strategy (Actions/Activities required to achieve the objective)</b>			
<ul style="list-style-type: none"> <li>• Trainings and sensitization</li> <li>• Use standard portion in service of meals</li> <li>• Implement a Stock control system</li> <li>• Install CCTV camera at strategic point in kitchen and storing</li> <li>• Use fresh ingredients in food preparation</li> <li>• Use of the standard recipes in production</li> </ul>			
<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HOD Security officers Management	Finances Competent staff	Annually	Percentage of food wastage per day Percentage losses and deficit incurred every year Percentage increase in revenue collected/generated Percentage of food pilferaged
Review dates:	Quarterly		
<b>Linked Strategic Objectives</b>			
SO 24: Development and Projection of a Positive Image of the University			
SO 25: Maintenance and Improvement of Quality Assurance			
SO 26: Improvement of Productivity, Efficiency and Effectiveness			
SO 27: Compliance with Statutory Requirements			

	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

<b>2. Quality Objective :</b> To increase the quality of service to 100% up from 50% per session			
Strategy (Actions/Activities required to achieve the objective)			
<ul style="list-style-type: none"> <li>• Conduct a baseline survey on customer satisfaction</li> <li>• On job Training of catering staff to offer quality services</li> <li>• Introduce new menu items</li> <li>• Use fresh ingredients in food preparation</li> <li>• Use of the standard recipes in production of food</li> </ul>			
<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HOD	Funds Departmental committee	daily	Percentage of customers' with complimentary and or complaints feedback
Review dates:	Monthly		
<b>Linked Strategic Objectives</b>			
SO 24: Development and Projection of a Positive Image of the University			
SO 25: Maintenance and Improvement of Quality Assurance			
SO 27: Compliance with Statutory Requirements			
<b>3. Quality Objective:</b> To 100% supervise preparation of quality demand-driven meals, 100%			
Strategy (Actions/Activities required to achieve the objective)			
<ul style="list-style-type: none"> <li>• Sensitization staff on customer satisfaction rights</li> <li>• Refer to the QMS and apply its stipulations in daily activities</li> </ul>			
<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
HOD	Finances Departmental meetings	June 2018.	Number of departmental minute
Review dates:	Quarterly		
<b>Linked Strategic Objectives</b>			
SO8: Enhancement of Environmental Conservation			
SO 10: Development of Renewable Energy Technology Utilisation and Transfer			
<b>4. Quality Objective:</b> To increase use of biodegradable and environment-friendly goods and supplies in the catering processes to 100% up from 95%			
Strategy (Actions/Activities required to achieve the objective)			
<ul style="list-style-type: none"> <li>• Reduce the use of plastic bags and bottles</li> <li>• Adopt paper and metallic cutlery</li> <li>• Use organically produced ingredients</li> <li>• Adopt reduce/reuse/recycle practices</li> </ul>			
<b>Responsibility</b>	<b>Resources Required</b>	<b>Timeline</b>	<b>Measure of Success (KPIs)</b>
Catering Officer	Budgetary allocations Departmental meetings	Per semester	Amount of resources spent acquiring environment-friendly goods
Review dates:	Quarterly		


	Document Ref.: <b>CU/SOP/CATD/28</b>	Issue Date: <b>20<sup>th</sup> August, 2019</b>
	Issue No.: <b>05</b>	Revision No.: <b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES MANAGEMENT</b>		

### Risk Identification Key

Likelihood	Consequence	Raw Risk (Likelihood x consequence)
1: Low, very unlikely less than 10% chance of occurring	1: insignificant, consequences are very low, can lead to nil/minor disruptions (1 day), leads to no financial losses	1 - 3: Low, managed within existing controls, monitor annually
2: Medium, possible 20% - 60% chance of occurring	2: Moderate, consequences are moderate, disruption can be up to a week, financial loss can be up to \$10,000	4 - 6: Medium, evaluate efficiency of existing controls or implement mitigation plan, monitor quarterly or 6 monthly
3: High, likely to almost certain 70% - 100% chance of occurring	3: Serious, consequences are adverse, can lead to legal prosecutions, media coverage, investigation by statutory body, complete loss of service delivery or financial loss of > \$ 100,000	7 - 9: High, implement mitigation plan immediately, escalate to senior management, monitor weekly or monthly

### Risk Identification Table Updated 20<sup>TH</sup> August, 2019

<b>Department: CATERING</b>			
<b>Project /Process Name: RISK REGISTER CATERING</b>			
SN	Risk	Source (How can the risk occur)	Impact (What is the impact of the risk occurring)
1	Risk of fire	Negligent cooks	Litigation Damage of facility Injury to the staff
2	Bribery from suppliers	Corruption,	Sub-standard goods, quality of food produced compromised, high food and operation costs
3	Service of food without a receipt	Cashier, supervision lacks integrity	High food costa, lack of portion control, loss of revenue
4	Pilferage and wastage	Cooks, storekeeper lack integrity	Over-issuing of food item, not following the standard recipes, high food and operational costs
5	Food contamination	Cooks, visitors, storage facility lacks hygiene	Clients' complaints, closure of the catering facility,

	Document Ref.:	Issue Date:
	<b>CU/SOP/CATD/28</b>	<b>20<sup>th</sup> August 2019</b>
	Issue No.:	Revision No.:
	<b>05</b>	<b>00</b>
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES</b>		


**RISK REGISTER AS PER 20<sup>TH</sup> AUGUST 2019**

Note for monitoring, the responses are: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner.

Risk name/ description	Risk Consequences	Likeliho od (L)	Consequ ence (C)	Potent Risk (L x C)	Mitigation/ controls [Opportunities source]	Risk Owner	Monitoring (When)	Actual Risk @ 20/8/2019				
								LA	CA	RI= LA*CA	RR%= RI/PR	EC%
Risk of fire	Destruction of property Injury to staff and students Litigation	2	2	4	Avail fire extinguishers/ fire blankets, good ventilation, upright mindedness	Head of Catering and Security	Daily	2	0	0	0%	100%
Bribery from suppliers	Loss of revenues Sub-standard goods supplied Corruption	2	3	6	Follow proper procurement procedures, involve inspection persons when receiving goods, Proper vetting of suppliers	Head of Catering	When receiving goods	2	1	2	33%	67%
Service of food without receipts	Loss of revenue	3	3	9	Ensure the cashier is present to issue receipt before offering meals Proper monitoring of sales to avoid fraud and loss of revenue.	Kitchen supervisor	Daily	2	1	2	22%	78%
Pilferage. /theft and wastage	Loss of revenue Increased operation cost	3	3	9	Good storage of food stuffs Store to be controlled by one responsible and accountable person. Store not accessible to non- staff member	Head of Catering Security Officer	Daily	2	2	4	44%	56%
Contaminati on of raw food and cooked food	Food poisoning resulting in diarrhea and lose of water	3	3	9	Regular Medical checkup every six months Proper handling of food Proper body grooming	Head of catering and kitchen staff	Daily	3	0	0	0%	100%


Key: LA= Likelihood achieved. CA= Consequence achieved. RI= Risk incidences encountered. RR% = Residual Risk. EC (%) = Effectiveness of Control

Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%

	Document Ref.:	Issue Date:
	CU/SOP/CATD/28	20 <sup>th</sup> August 2019
	Issue No.:	Revision No.:
	05	00
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES</b>		

### Opportunities

<b>opportunities</b>	<b>Action plan</b>	<b>timelines</b>	<b>Effectiveness status</b>
Demand for meals	Prepare, cook, sale and reconcile records	daily	80%
Environmental requiring conservation through reduction carbon monoxide to atmosphere	Encourage use of LPG Gas, Solar Panels, Biogas and Electricity	Daily	100%
Incoming staff with limited creativity in cooking	Offer Creativity Training to update their cooking Skills	Twice per year	80%
Prudent use of resource	Procure only what is required at the set market price	Once a semester	100%
Proximity to Rapidly Growing urban Centers	To prepare a variety of dishes	Daily	100%

	Document Ref.:	Issue Date:
	CU/SOP/CATD/28	20 <sup>th</sup> August 2019
	Issue No.:	Revision No.:
	05	00
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES</b>		


## APPENDIX 1 PROCESS MAPS

### i. Requisition of Food Commodities and Equipment



RESPONSIBILITY	ACTION
CATERING HOD	<p style="text-align: center;">Start</p> <p>Requisitioning of good from the Deputy Vice-Chancellor (AFPD)</p>
DEPUTY VICE-CHANCELLOR (AFPD)	Approval and returning to the Catering Department. <b>NO/YES</b>
CATERING DEPARTMENT	Sending the approval to Procurement Department
PROCUREMENT DEPARTMENT	Sending quotations to pre-qualified suppliers
TENDER OPENING COMMITTEE TENDER EVALUATION COMMITTEE	Opening the returned quotations Preparation of summary of the opened quotations. Rating of suppliers
DP (A, F&P)/TENDER COMMITTEE	Approval of winning bidder. <b>NO/YES</b>
CATERING DEPARTMENT	Making requisition of required items
DP (AFPD)	Approval of LPOs. <b>NO/YES</b>
PROCUREMENT DEPARTMENT	Sending LPOs to suppliers Receives the delivered materials
INSPECTION COMMITTEE	Inspection of the delivered goods and writing the inspection report
CATERING DEPARTMENT	Making stores requisition of the delivered goods
CATERING STOREKEEPER	Receiving and recording the goods received in catering sub store
	End

### ii. Meal Preparation


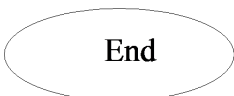
RESPONSIBILITY	ACTION
Assistant Catering Officer /administrative assistant	<p style="text-align: center;">Start</p> <p>Issuance of food items for the following day's meal preparation a night earlier.</p>
Cooks	Starting of meal preparation from 5.00 am Preparation of three meals of the day i.e. breakfast, lunch and supper. Finishing of the days' activities at 9.00 pm
Catering officer, assistance catering officer/administrative assistant, cooks	Sampling of all the meals prepared before dispatching for sale to clients/students. Inspection to ensure that all the meals for service are well laid out on the buffet table and service staff are punctual.
	End

	Document Ref.:	Issue Date:
	CU/SOP/CATD/28	20 <sup>th</sup> August 2019
	Issue No.:	Revision No.:
	05	00
Document Title: <b>STANDARD OPERATING PROCEDURE FOR CATERING SERVICES</b>		

### iii. Service of Meals

RESPONSIBILITY	ACTION
WAITERS	<p style="text-align: center;">             ↓            Displaying of all the meals prepared on the buffet table as per the day's Menu         </p>
CLIENTS	Payment for their meals at the cashier's counter
CASHIER	Collection of all the money from the daily sales and updates all the records, and hands the records to i/c catering for verification before handing all monies to finance for banking
CATERING OFFICER	Checking of the previous day's sales record before the cashier hands money to finance for banking
CASHIER	Displaying of the day's menu near the counter and using the method of pay as you eat when selling to clients.
CATERING OFFICER	Counter-checking all the records from the cashier before money is handed to finance for banking Checking of all the records from the cashier and cash office and keeping the daily records for the same. <p style="text-align: center;">  </p>

### iv. Issue of Foodstuff From Catering Substore

RESPONSIBILITY	ACTION
CATERING OFFICER, STOREKEEPER, KITCHEN SUPERVISOR	<p style="text-align: center;">             ↓            Assessing of the food required for the following day's food production, Filling of the requisition form         </p>
HOD, assistant catering officer, storekeeper, staff appointed	Issuance of required food for the following day. Appointment of member of staff to receive and sign for food items issued.
HOD, assistant catering officer, kitchen supervisor	Updating of the stock records using bin cards and daily consumable ledger books. <p style="text-align: center;">  </p>





Document Ref.:

**CU/SOP/CATD/28**

Issue No.:

**05**

Issue Date:

**20<sup>th</sup> August 2019**

Revision No.:

**00**

Document Title:

**STANDARD OPERATING PROCEDURE FOR CATERING SERVICES**

**STANDARD CU MENUS**

1. STUDENT STANDARD MENU	2. STAFF/GUESTS STANDARD MENU	3. VIP/GUESTS STANDARD MENU
<p><b>a) BREAKFAST MENU</b></p> <ul style="list-style-type: none"> <li>➤ Tea</li> <li>➤ Milk</li> <li>➤ Drinking chocolate</li> <li>➤ Mandazi</li> <li>➤ Boiled eggs</li> <li>➤ Cakes/buns</li> <li>➤ Buttered bread</li> <li>➤ Ripe banana</li> </ul>	<p><b>a) BREAKFAST</b></p> <ul style="list-style-type: none"> <li>➤ Tea</li> <li>➤ Coffee</li> <li>➤ Chocolate</li> <li>➤ Mandazi</li> <li>➤ Cake</li> <li>➤ Boiled eggs/sausages</li> <li>➤ Fruit in season (ripe banana/water melon)</li> </ul>	<p><b>a) BREAKFAST</b></p> <ul style="list-style-type: none"> <li>➤ Anglo American or full English breakfast.</li> <li>➤ Continental breakfast.</li> </ul> <p><b>ANGLO-AMERICAN BREAKFAST</b></p> <ul style="list-style-type: none"> <li>➤ Tea/Chocolate/Coffee/Milo/Milk</li> <li>➤ Sausages</li> <li>➤ Bacon</li> <li>➤ Fried/boiled eggs</li> <li>➤ Boiled arrow roots</li> <li>➤ Boiled sweet potatoes</li> <li>➤ Cereals</li> <li>➤ Toasted sandwich</li> <li>➤ Fruit in season</li> </ul> <p><b>CONTINENTAL BREAKFAST</b></p> <ul style="list-style-type: none"> <li>➤ Tea/Chocolate/Coffee/Milo/Milk</li> <li>➤ Mandazi</li> <li>➤ Toasted sandwich</li> <li>➤ Cake</li> <li>➤ Boiled sweet potatoes</li> <li>➤ Boiled arrow</li> <li>➤ Fruit in season</li> </ul>
<p><b>b) LUNCH &amp; SUPPER</b></p> <p><b>i. Starches</b></p> <ul style="list-style-type: none"> <li>➤ Pilau rice</li> <li>➤ Boiled rice</li> <li>➤ Ugali</li> <li>➤ Chapati</li> <li>➤ Mukimo</li> <li>➤ Githeri</li> <li>➤ Matoke</li> <li>➤ Chips</li> </ul> <p><b>ii. Stews /Proteins</b></p> <ul style="list-style-type: none"> <li>➤ Fried beef</li> <li>➤ Beef stew</li> <li>➤ Matumbo (offals)</li> <li>➤ Ndengu stew</li> <li>➤ Bean stew</li> <li>➤ Cowpeas (kunde) stew</li> </ul> <p><b>iii. Vegetables</b></p> <ul style="list-style-type: none"> <li>➤ Fried kales (sukuma)</li> <li>➤ Fried carrocabbs (carrots and cabbages)</li> </ul> <p><b>iv. Fruits</b></p> <ul style="list-style-type: none"> <li>➤ Ripe banana</li> </ul>	<p><b>b) LUNCH &amp; SUPPER</b></p> <p><b>i. Main course</b></p> <ul style="list-style-type: none"> <li>➤ Beef stew/ Ndengu stew/ Bean stew/ Matumbo (offals) stew</li> <li>➤ Chapati/ Pilau rice/ Boiled rice/ Mukimo/Matoke/</li> <li>➤ Sauté cabbages/Kales (sukuma wiki)/ Mixed vegetables</li> </ul> <p><b>ii. Desserts</b></p> <ul style="list-style-type: none"> <li>➤ Fruit in season (banana/water melon)</li> </ul> <p><b>iii. Refreshments</b></p> <ul style="list-style-type: none"> <li>➤ Soda or water or tea/coffee/chocolate</li> </ul>	<p><b>b) LUNCHEON &amp; SUPPER</b></p> <p><b>i. Starter Course</b></p> <ul style="list-style-type: none"> <li>➤ Soup and bread rolls/coleslaw or any cold starter</li> </ul> <p><b>ii. Main Course</b></p> <ul style="list-style-type: none"> <li>➤ Roast chicken /Goat meat stew/ Beef/ Pan-fried tilapia/ Liver pate/ Lentils/ Ndengu or Bean stew</li> <li>➤ Chapati/Rice/Mukimo/Ugali/Pilau Rice/Pastas</li> <li>➤ Sauté kales/Cabbages/Terere/Managu</li> </ul> <p><b>iii. Dessert Course</b></p> <ul style="list-style-type: none"> <li>➤ Fruit in season/Cake in sauce.</li> </ul> <p><b>iv. Refreshments Course</b></p> <ul style="list-style-type: none"> <li>➤ Soda or Mineral water or tea/coffee/chocolate</li> </ul>