

**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  
PLANNING, ADMINISTRATION & FINANCE**

**SIGN:** 

**ISSUED BY : CHIEF CATERING OFFICER**

**SIGN:** 

**0.1 DOCUMENT DISTRIBUTION**

S.NO	TYPE	OFFICE
i.	Master copy	QMR
ii.	Copy	DVC (PAF)
iii	Copy	DVC (ASAR)
iv	Copy	Chief Catering Officer
v	Soft Copy	JOOUST Website by password

**0.2 DOCUMENT CHANGES**

DATE	CHANGES	AUTHORIZED BY
14/01/2024	SC replaced with CCO	.....
14/01/2024	AA replaced with ASAR	.....
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**1.0 Purpose:**

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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. Production Manual/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 (ASAR)** Deputy Vice-Chancellor ( Academic Student Research)
- 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 (ASAR):** Registrar (Academic Student and Research)

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

## 5.0 Responsibility:

The Chief Catering Officer 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 CCO shall consult with RASAR on the students reporting date(s) 1 month before commencement of the semester.
- 6.1.2 CCO shall draw a standard menu for the students' meals at the beginning of every semester.
- 6.1.3 In case of departmental requirements the CCO shall liaise with relevant sectional staff on the requirements.
- 6.1.4 CCO 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 CCO 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.

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- 6.2.5 Meal preparation shall be carried out by the designated cook (s).
- 6.2.6 The 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 CCO.
- 6.6.4 CCO shall send the WRF to the Estate Manager for action.
- 6.6.5 The CCO/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 CCO shall forward a PRN for fumigation to Procurement Officer for action after every six months.

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