

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS



AUTHORIZATION: All documented information (Quality Objectives, procedures, opportunities and risk register for College Dining department are issued under the authority of:	
MANAGEMENT REPRESENTATIVE	
Signature:	
Date:	 2 ND MAY, 2018
PROCESS OWNER/HOD/DIVISIONAL HEAD	
Signature:	
Date:	 6/5/2018

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS

DOCUMENT DETAILS

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
		Title
		Purpose
		Scope
		Reference
		Terminology
		Responsibility

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS

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		Methods
		Output
		Records
		Key performance Indicators
		Appendices
		Flow chart-process map
3.	Section C: Opportunities	
4.	Section D: Risks	

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS

SECTION A: QUALITY OBJECTIVES

	OBJECTIVE	ACTIVITIES	RESOURCES.	RESPONSIBILITY.	TIME FRAME.	KEY PERFORMANCE INDICATORS.
	Ensure that all eligible staff and students are served at stipulated meal times on daily basis	1.control meal vouchers 2. Consistency of food supply to the serving area. 3. Maintain food temperature at acceptable levels. 4.Ensure availability of drinking water 5. Cleaning tables after every meal and as when required.	1. Competent personnel 2. cutlery and crockery 3. Dinning furniture	Dining Hall Supervisors	Quarterly	Efficient dining hall operations Satisfied students and staff
	To increase internally generated revenue by 5% annually through the sale of Dining hall meals and beverages at Jifunze bar.	1. daily sales 2.daily stock taking 3. daily bar reporting	Competent staff Bar stock Glasses Garnishes	Bar attendant	Daily	Efficient bar operations Revenue generation Satisfied client

SECTION B: PROCEDURES

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS

1. **Title** - procedure for service of Breakfast/Lunch/Dinner
2. **Purpose** - To provide guideline for effective and efficient service for Breakfast/Lunch and Dinner.
3. **Scope** - this procedure shall be applied to all dining hall operations
4. **References** - Dining hall Programme
- ISO 9001:2015 standard
5. **Terms, Abbreviations, Definitions**
 - HF BS – Head of Food & Beverage Service
 - Mis-en-place – Pre-preparation
 - Menages – Salt and pepper shakers
 - Covers – Cutlery and number of guests
 - Dressing – putting the sauce on the salad
6. **Responsibility** - Dining hall Lecturer in charge
- Head of FBS
7. **Inputs** - Venue
- Competent staff
- Food and Beverages
- Computer
8. **Method**
 - 8.1 **Breakfast**
 - 8.1.1 Preparation shall commence after dinner
 - 8.1.2 Tea Crockery and cutlery shall be placed on counters
 - 8.1.3 Sugar bowls with sugar shall be place on tables.
 - 8.1.4 Service shall be on the basis of cafeteria
 - 8.2 **Lunch/Dinner**
 - 8.2.1 Menu shall be displayed at the entrance of dining hall notice board
 - 8.2.2 The Lunch/Dinner shall be prepared as per the check list.
 - 8.2.3 Students and staff shall queue to access the dining hall in cafeteria style
 - 8.2.4 Dining hall supervisor shall collect meal vouchers for all students and staff accessing the dining hall.
 - 8.2.5 After having the meal, the staff/students shall separate cutlery and tumblers and take the tray to the kitchen.
 - 8.2.6 As the meal service goes on, the stewards shall replenish water, water tumblers, cutlery and crockery.

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8.2.7 Tables shall be cleaned continuously.

9. **Outputs**

- Satisfied customer
- Save time – increase productivity

10. **Records**

- Programme
- Menu
- Control Form

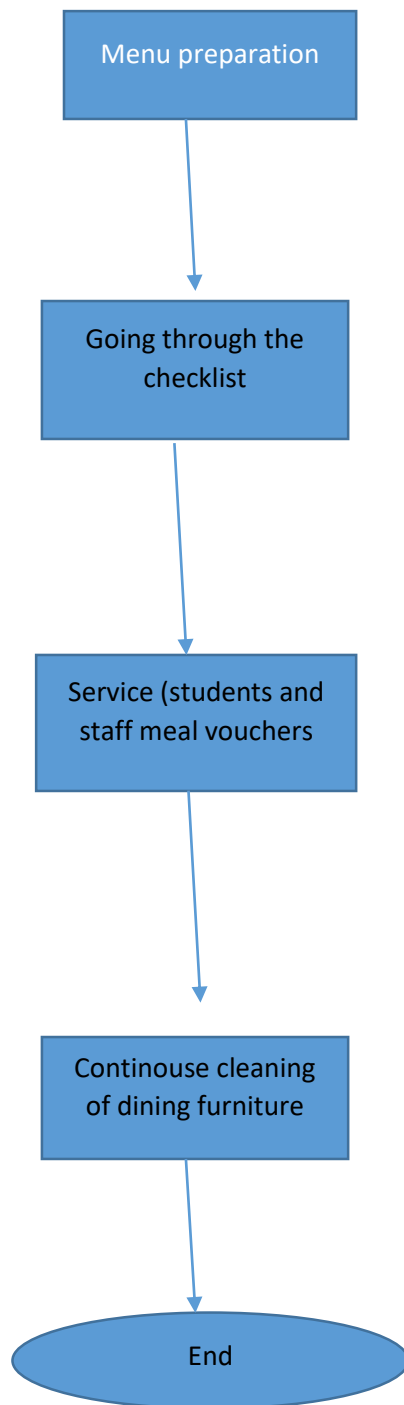
11. **Key Performance Indicators**

- Guest feedback

12. **Appendix**

- Flow Charts

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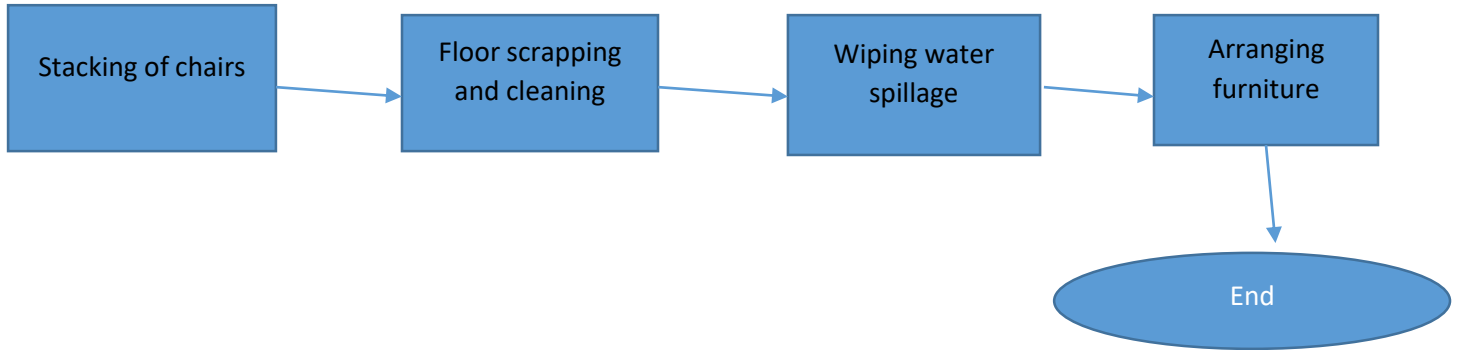


1. **Title** - procedure to guide on operations After Service

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2. **Purpose** - To provide guideline for effective and efficient cleaning of the dining hall after meal service
3. **Scope** - this procedure shall be applied to all areas of the dining hall after meals.
4. **References** - Dining hall Programme
- ISO 9001:2015
5. **Terms, Abbreviations, Definitions**
 - HF BS – Head of Food & Beverage Service
 - Mis-en-place – Pre-preparation
 - Menages – Salt and pepper shakers
 - Covers – 1) Cutlery
2) Number of guests
 - Dressing – putting the sauce on the salad
6. **Responsibility** - Dining hall Lecturer in charge
- HoD Service
7. **Inputs** - Safety gear
- Cleaning materials
- Competent staff
8. **Method**
 - 8.1 Chairs shall be tucked to create space for movement and scrapping.
 - 8.2 Cleaning and scrapping of the floor shall be done using only recommended detergents.
 - 8.3 All water spillage shall be wiped out and floor dried up.
 - 8.4 All chairs and tables shall be arranged in order for the next meal.
9. **Outputs**
 - Clean dining hall
 - Well-arranged dining hall
 - Conducive place for eating
10. **Records**
 - Dining hall Cleaning Allocation form
11. **Key Performance Indicators**
 - Cleaning checklist
 - Guests' feedback
12. **Appendix**
 - Flow Charts

DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS



1. **Title** - Procedure for Visitors' Meals
2. **Purpose** - To generate revenue

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3. **Scope** - Visitors from outside e.g school tours

4. **References** - Dining hall programme
- ISO 9001:2015

5. **Terms, Abbreviations, Definitions**

- HF BS – Head of Food & Beverage Service
- Mis-en-place – Pre-preparation
- Menages – Salt and pepper shakers
- Covers – 1) Cutlery
2) Number of guests
- Dressing – putting the sauce on the salad

6. **Responsibility** - Dining hall Lecturer in charge
- HoD Service

7. **Inputs** - Venue
- Equipment
- Competent staff
- Food & Beverage to be served

8. **Method**

8.1 The Public Relations office shall confirm booking in writing detailing the number of persons, time and actual service.

8.2 The dining hall supervisor shall reserve the tables by labelling with the name of guest or guests.

8.3 Guests shall be received and directed accordingly to reserved table.

8.4 service shall commence as per the booking.

9. **Outputs**

- Generate revenue
- Satisfied customers

10. **Records**

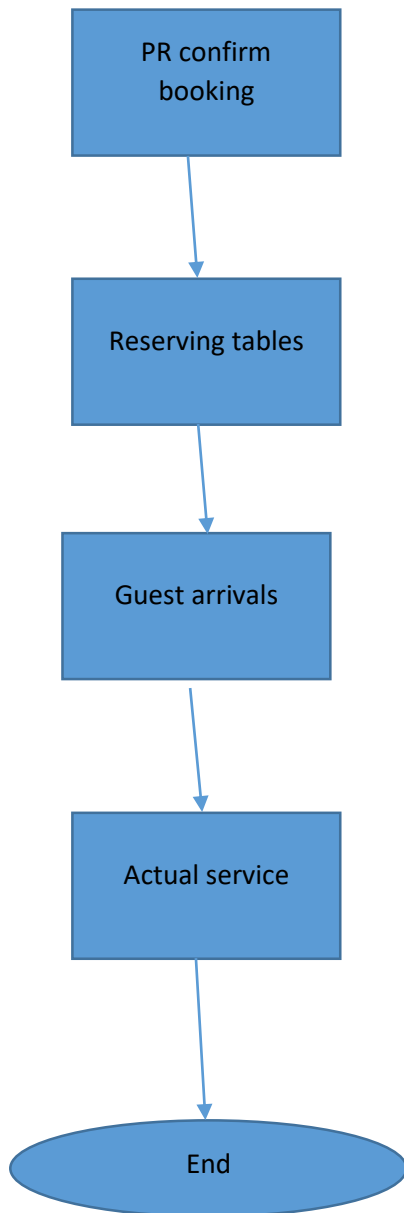
- Memo from Public Relations office
- Stamped paid receipt
- Menu
- Control Form

11. **Key Performance Indicators**

- More visitors
- Guests' feedback

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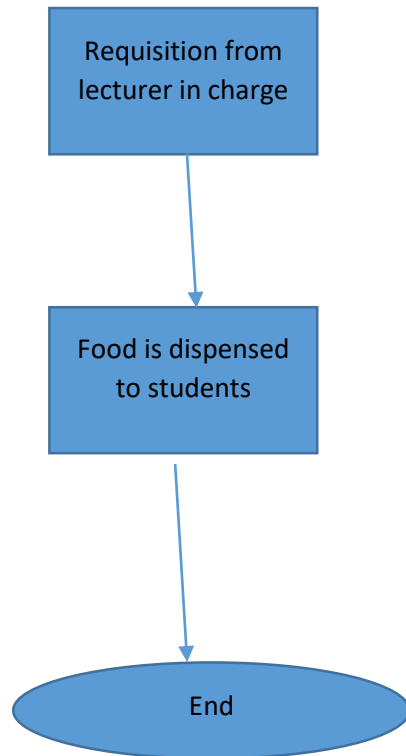
12. **Appendix** - Flow Charts



DOCUMENTED INFORMATION FOR DINING HALL OPERATIONS

1. **Title** - Procedure for Students Trip Meal
2. **Purpose** - To provide guideline on trip meals
3. **Scope** - To cover Students on trip
4. **References** - Dining hall programme
- ISO 9001:2015
5. **Terms, Abbreviations, Definitions**
 - HF BS – Head of Food & Beverage Service
 - Mis-en-place – Pre-preparation
 - Menages – Salt and pepper shakers
 - Covers – 1) Cutlery
2) Number of guests
 - Dressing – putting the sauce on the salad
6. **Responsibility** - Dining hall Lecturer in charge
- HoD Service
7. **Inputs** - Take away boxes
- Requisition – one week notice
8. **Method**
 - 8.1 Lecturer in charge of trip shall place a requisition to the cheff through the Dining Hall supervisor.
 - 8.2 Dining Hall supervisor shall receive food from Kitchen in the following morning preceding the trip day.
 - 8.3 Dining hall supervisor shall dispense the food to the students proceeding to the trip.
9. **Outputs**
 - Satisfied students
10. **Records**
 - Meal Requisition Form
 - Menu
11. **Key Performance Indicators**
Productivity during trip period.
12. **Appendix**
 - Flow Charts

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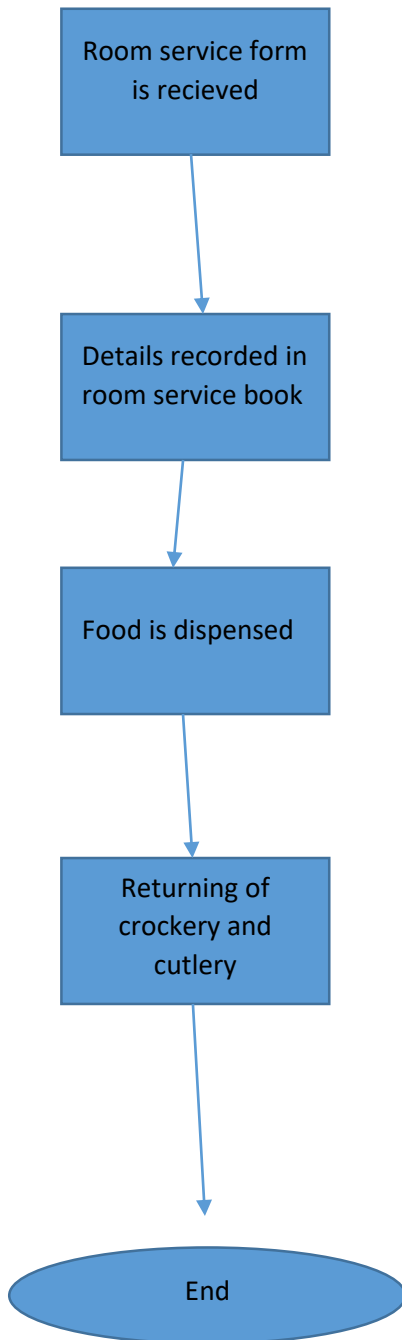


1. **Title** - procedure for Room Service

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2. **Purpose** - To provide meals to sick students who are in the Hostels
3. **Scope** - For sick students
4. **References** - Dining hall programme
- ISO 9001:2015
5. **Terms, Abbreviations, Definitions**
 - HF BS – Head of Food & Beverage Service
 - Mis-en-place – Pre-preparation
 - Menages – Salt and pepper shakers
 - Covers – 1) Cutlery
3) Number of guests
 - Dressing – putting the sauce on the salad
6. **Responsibility** - Dining hall Lecturer in charge
- HoD Service
7. **Inputs** - Equipment
- Competent staff
- Food & Beverage to be served.
8. **Method**
 - 8.1 Dining Hall supervisor shall receive a Room Service Form from the Infirmary
 - 8.2 Room Service Form shall be recorded in the Room Service Book
 - 8.3 Food shall be dispensed to a sick student's colleague.
 - 8.4 The sick student's colleague shall return the cutler and crockery and which shall be recorded in the Room Service Book
9. **Outputs**
 - Satisfied student
10. **Records**
 - Form from the Infirmary
 - Menu
 - Control Book
11. **Key Performance Indicators**
 - Student's feedback
12. **Appendix**
 - Flow Charts

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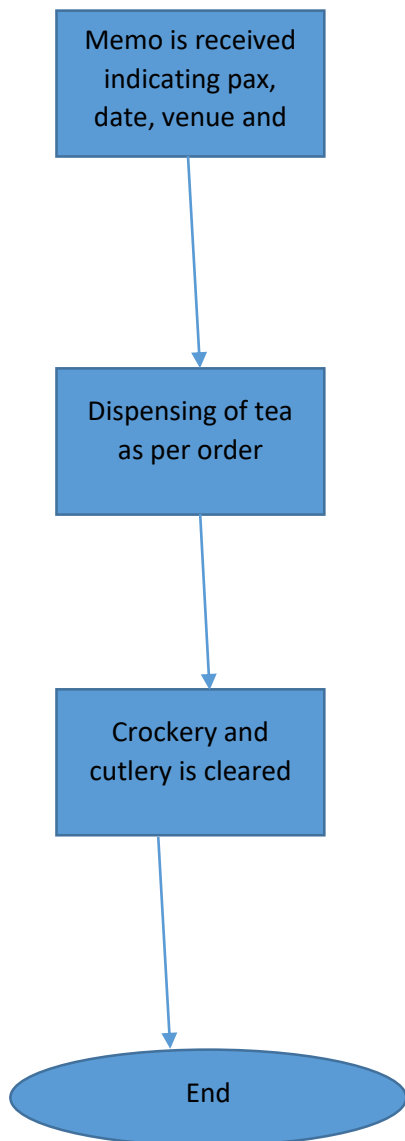


1. **Title** - procedure for Meeting Teas

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2. **Purpose** - To guideline on provision of refreshments in the meetings.
3. **Scope** - Management
- Staff and Students
4. **References** - Dining hall programme
- ISO 9001:2015
5. **Terms, Abbreviations, Definitions**
 - HF BS – Head of Food & Beverage Service
 - Mis-en-place – Pre-preparation
 - Menages – Salt and pepper shakers
 - Covers – 1) Cutlery
2) Number of guests
 - Dressing – putting the sauce on the salad
6. **Responsibility** - Dining hall Lecturer in charge
- HoD Service
7. **Inputs** - Equipment
- Food & Beverage to be served
- Competent staff
8. **Method**
 - 8.1 Officer in-charge shall raise a memo indicating number of pax, date, venue and time.
 - 8.2 Dining Hall supervisor shall dispense the tea as per the order
 - 8.3 crockery and cutlery shall be cleared after service.
9. **Outputs**
 - Satisfied customer
10. **Records**
 - Memo from the Officer
 - Menu
 - Control Form
11. **Key Performance Indicators**
 - Guests' feedback
12. **Appendix**
 - Flow Charts

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DINING HALL OPPORTUNITIES					
OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
KUC Food and beverage Service graduates	Recruitment of graduates	Approved budget Competent personnel	Management, HOD F and B, Food and beverage service	After every graduation	Competent personnel
Revenue generation	Review the food price to accommodate outsiders. Open the dining continuously.	Annual budget, Competent personnel,	Management, F and B, HOD Food Production, Chef, cooks, stewards	By July 2018	Revenue generated

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SECTION C: RISKS

N o .	DESCRIP TION OF RISKS	TYP E OF RIS K	PROBABILI TY OF OCCURENC E			SEVERI TY HIGH – 3 MEDIU M 2 LOW - 1	IMPA CT	MITIG ATIO N	RESPONS IBILITY	KPI
			High	Medi um	Low					
1	Crockery/ cutlery breakages /	oper ation al				3	Slows down efficie ncy of servic e, creati ng long ques	Staff trainin g on handli ng the same.	HOD/ Lecturer incharge	Efficient operations
2	Food Poisoning	Oper ation al				2	Affect health of stude nts and staff thus loweri ng produ ctivity	Medica l tests for food handle rs Trainin g food handle rs Cleani ng service enviro nment	HOD, Lecturer Incharge	Food fit for consumpti on and healthy being.
2	Accidents attributed to wrong attire	oper ation al					Cause s injurie s that lower produ ctivity	Issuin g of safety attire and using recom mende d deterg ent	HOD and Lecturer Incharge	Safe operating area

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3.	Fire break out	operational				Destruction of property and death.	Training fire marshals, sensitize staff on fire.	HOD and Lecturer	Safe environment
4.	Floods Rain/water taps	operational				Flooded area not fit for operations	Purchasing automated water tabs.	HOD and Lecturer incharge	Safe environment