

ISSUED FOR USE ON:

HOSTELS AND CATERING PROCEDURE MANUAL

REF: RU/ADM/HC/016



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

HOSTELS AND CATERING PROCEDURE MANUAL

RU/ADM/HC/016

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PROCEDURE NUMBER 1: ROOM ALLOCATION AND CLEARANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in room allocation and clearance.

1.2 SCOPE

This applies to room allocation and clearance from the University Hostels.

1.3 REFERENCES

- a) Quality Manual: RU/QMR/QM/002.
- b) Relevant laws, regulations, guidelines and circulars.
- c) Student Handbook.
- d) Relevant University policies.

1.4 TERMS AND DEFINITIONS

- a) CUE – Commission for University Education
- b) DVC (AFP)- Deputy Vice-Chancellor (Administration, Finance and Planning)
- c) AR (H&C) – Assistant Registrar (Hostel and Catering)
- d) MO – Maintenance Officer
- e) AA – Administrative Assistant.

1.5 RESPONSIBILITY

- a) The DVC -AFP is responsible for the supervision of this procedure
- b) The officer in charge of Hostel and Catering is responsible for implementation and adherence to this procedure.

2.0 PROCESS INPUT

- a) University almanac
- b) List of students
- c) List of hostels and capacity
- d) Registration forms
- e) Non-residence forms
- f) Room allocation forms
- g) Hostels clearance form
- h) Hostel register
- i) Terms and Condition of occupancy.

3.0 METHOD

3.1 Room Allocation

- 3.1.1 This procedure shall start with the officer in charge of Hostels establishing the bed capacity in all hostels against the projected number of students at least one month before the students reporting date.
- 3.1.2 Upon establishing the bed capacity, the officer in charge of Hostels shall notify the students on the availability of accommodation in the various hostels, as per communication procedure Number 1 in the Administration Procedure Manual.
- 3.1.3 The Housekeeper shall submit, to the officer in charge of Hostels, a status report on the rooms at least one month to the students' reporting date. The officer in charge of Hostels shall act on the recommendations in the reports.
- 3.1.4 At the end of the application period, the officer in charge of Hostels shall ensure printing of the bookings and circulation to the various Housekeepers with a copy to the Dean of Students and DVC (AFP).
- 3.1.5 The Housekeepers shall allocate rooms to the applicant subject to availability
- 3.1.6 In case the criteria in 2.1.6 are not met, the Housekeeper shall advise the student accordingly.
- 3.1.7 The officer in charge of Hostels shall issue room allocation forms to the students and ensure filing of the duly completed forms.

3.2 Room Clearance and Room Status

- 3.2.1 This procedure shall start with officer in charge of Hostels notifying students on the hostel clearance dates.
- 3.2.2 On the scheduled clearance date, the students shall clear in accordance with the laid down procedure and sign the hostels clearance form.
- 3.2.3 Upon clearance, the officer in charge of Hostels shall file the clearance form.
- 3.2.4 In case of any losses or damage, the officer in charge of Hostels in consultation with the MO shall indicate it on the form and invoice the respective student and a report submitted to the DVC (AFP) with a copy to the Dean of Students.
- 3.2.5 The officer in charge of Hostels shall prepare a report to the DVC (AFP) on the status of Hostels after every semester.

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4.0 PROCESS OUTPUT

- a) Hostel records.
- b) Report on students accommodation
- c) Inventory record
- d) List of non-resident students

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer's name	Date

PROCEDURE NUMBER 2: PROVISION OF CATERING SERVICES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in provision of catering services.

1.2 SCOPE

This procedure applies to the University Catering services.

1.3 REFERENCES

- a) Quality Manual: RU/QMR/QM/002.
- b) Relevant laws, regulations, guidelines and circulars
- c) Student Handbook
- d) Relevant University policies

1.4 TERMS AND DEFINITIONS

- a) AR (H&C) – Assistant Registrar (Hostel and Catering).
- b) AA – Administrative Assistant.
- c) CUE – Commission for University Education
- d) DVC (AFP) - Deputy Vice-Chancellor (Administration, Finance and Planning)
- e) PO – Procurement Officer
- f) RU - Rongo University
- g) FO – Finance Officer
- h) HOD – Head of Department

1.5 RESPONSIBILITY

- a) The DVC (AFP) is responsible for the supervision of this procedure
- b) The officer in charge of Hostel and Catering is responsible for implementation and adherence to this procedure.

2.0 PROCESS INPUT

- a) Food stuff
- b) Kitchenware
- c) Recipes
- d) Menu
- e) Budget
- f) Valid food handling medical certificates

3.0 METHOD

3.1 Food Production

- 3.1.1 This procedure shall start with the officer in charge of Catering reviewing the menu, preparing the portion control sheet with indicators and preparing the duty roster at least two weeks to the start of every semester.
- 3.1.2 The reviewed menu shall be forwarded to the DVC (AFP) for consideration and approval.
- 3.1.3 The officer in charge of Catering shall submit a PRN based on the approved menu to PO for procurement.
- 3.1.4 On a daily basis, the officer in charge of catering shall in reference to the reviewed menu, ensure that food stuff are acquired from the stores and meal is prepared and served.

3.2 Food Service

- 3.2.1 This shall start with the officer in charge of catering posting the menu at the selling point before the service time.
- 3.2.2 The customer shall pay for the food based on the menu.
- 3.2.3 Upon payment, the cashier shall issue the meals voucher and direct the customer to the food service point.
- 3.2.4 The customer shall be served appropriately.

3.3 Analysis of Sales

- 3.3.1 At the close of business on each day, officer in charge of catering and the Cashier shall confirm the total sales by printing their reports and verifying them against the cash received.
- 3.3.2 Upon verification, the officer in charge of catering and the Cashier shall ensure completion of the Daily Sales Summary Sheet which shall include any details of inconsistencies where applicable.
- 3.3.3 The officer in charge of catering shall receive a miscellaneous receipt from the Cashier.
- 3.3.4 On a daily basis, the officer in charge of catering shall prepare a daily sales analysis report.
- 3.3.5 On a monthly basis, the officer in charge shall prepare a monthly catering report to the DVC (AFP) on the general performance of catering department.

3.4 Booking of Meals

3.4.1 This procedure shall start with the respective HOD submitting a duly processed and approved Meal Request Form to the officer in charge of catering.

3.4.2 On a monthly basis, the officer in charge of catering shall prepare the credit food sales report and submit it to the DVC (AFP) for the approval of transfer of funds to catering vote.

4.0 PROCESS OUTPUT

- a) Sales report
- b) Menu.
- c) Production report.
- d) Request memo.
- e) Stores requisition report.
- f) Meal requisition report

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer's name	Date

RONGO UNIVERSITY - ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

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REF: RU/ADM/HC/016(2)

OBJECTIVES REGISTER FOR HOSTEL AND CATERING

OBJECTIVES REGISTER FOR HOSTEL AND CATERING										
Department:	Hostels & Catering									
Rev. Status										
Issue Date:										
Created By:		Reviewed By:			Approved By:					
S.No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
1	Financial sustainability	To improve financial sustainability through diversification of revenue streams and prudent financial management	To increase room occupancy to 100% throughout the academic year	Collect accommodation fee for the whole academic year for new students; Renovate the rooms, customer satisfaction survey targeting former and current occupiers; analysis of the surveys; report; offer free internet accessibility	Full occupancy	Budget, staff, survey tools, materials and equipment for renovation and internet accessibility	Each academic year	Room allocation reports; survey reports; renovated rooms; internet access	Every academic year	Head of Hostel and Catering
			To increase food sales by 10% by December 2019	Determine the current level of sales, conduct customer satisfaction survey review and implement the menu, monitor and evaluate the performance of the new menu.	Increased sales,	Budget, survey tool, personnel, materials and equipment	December, 2019	Sales report, customer survey reports, reviewed and approved menu.	Continuous	Head of Hostel and Catering

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RISK REGISTER FOR HOSTELS AND CATERING SECTION

RISK REGISTER FOR HOSTELS AND CATERING SECTION													
Department:	Hostels and Catering												
Rev. Status													
Issue Date:													
Created By:					Reviewed By:			Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility	
1	Provision of catering services	Deterioration of food stuff	Poor storage facilities, over-supply, pests, substandard supplies	Designated stores and refrigeration, use of inspection and acceptance committee	2	3	6	Medium	Enhanced cold storage facilities, controlled usage of inventory,	Continuous	Enhanced use of technology	HOS- Hostels and Catering	
		Contamination	Poor hygiene, Poor storage,	Food handling certificates, public health inspection of stores	1	3	3	Low	Internal audits to assess the stores	Continuous	Enhanced hygiene practices	HOS- Hostels and Catering	
		Pilferage	Unprofessional conduct by staff	Supervision of staff, security,	2	1	2	Low	Install cctvs, carry out unscheduled inspections,	Continuous	Enhanced use of technology	HOS- Hostels and Catering	
		Accidents	Faulty equipment, negligence from the staff, inappropriate working space	Adherence to equipment maintenance schedules; health and safety trainings; safety audits	1	4	4	Low	Use of visual aids, enhanced awareness trainings, adherence to safety guidelines	Continuous	Enhanced use of technology	HOS- Hostels and Catering	
		Poorly quality of meals	Poor food stuffs, poor recipes, incompetent staff,	Employ competent staff, inspection and acceptance of food stuff, food preparation manual	2	2	4	Low	Enhanced supervision of staff,	Continuous	Further training of staff,	HOS- Hostels and Catering	
		Delays in service delivery	Interruption of food preparation operations,	Alternative sources of energy, Timely	2	2	4	Low	Alternative sources of energy, and	Continuous	Diversify to other sources of energy	HOS- Hostels and Catering	

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RISK REGISTER FOR HOSTELS AND CATERING SECTION

RISK REGISTER FOR HOSTELS AND CATERING SECTION												
Department:	Hostels and Catering											
Rev. Status												
Issue Date:												
Created By:		Reviewed By:					Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunities	Responsibility
			delayed supplies	delivery of supplies					suppliers			
	Hostel room allocation	Provision of services not paid for	Integrity of staff	Nominal rolls, room allocation registers,	1	2	2	Low	Regular checks, enhanced security	Continuous	Automation of room allocation and management	HOS- Hostels and Catering
		multiple allocations	Integrity of staff, lack of proper records, lack of adequate bed space	Nominal rolls, room allocation registers, regular reports / returns	1	2	2	Low	Reconciliation of allocations against actual, enhanced security	Annually		HOS- Hostels and Catering
		Piracy	collusion amongst staff and students	Nominal rolls, room allocation registers, regular reports / returns	1	1	1	Low	Regular checks, enhanced security	continuous		HOS- Hostels and Catering

APPLICABLE FORMS



ROOM ALLOCATION FORM

STUDENT DETAILS

NAME _____

SURNAME FIRSTNAME MIDDLE NAME

REG/ ADM. NUMBER _____ ROOM No. _____

HOSTEL NAME _____ AMOUNT PAID: _____

ADMINISTRATIVE ASSISTANT

SIGN: _____ DATE: _____

ADMINISTRATIVE OFFICER

SIGN: _____ DATE: _____



HOSTELS AND CATERING SECTION

FOOD ITEM RECEIVED FORM

FOOD ITEMS RECEIVED FROM MAIN STORE.

MONTH:.....

WEEK:.....

NO	ITEMS	QUANTITY
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

NAME:.....SIGN:.....DATE:.....



HOSTELS AND CATERING SECTION

RATION STORE ISSUE FORM

DAYS	LIST AND QUANTITY OF ITEMS ISUED							
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								
Weekly Total								

NAME:.....SIGN:.....DATE:.....



HOSTELS AND CATERING SECTION

FOOD CONSUMPTION FORM.

FOOD CONSUMPTION FROM MAIN STORE.

MONTH:..... WEEK:.....

NO	ITEMS	QUANTITY
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

NAME:.....SIGN:.....DATE.....