



MAASAI MARA UNIVERSITY

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

CATERING AND ACCOMMODATION PROCEDURE MANUAL

MMU/C&APM/C&ACC/2013

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PROCEDURE NUMBER 1: ROOM ALLOCATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure transparency, effectiveness, efficiency and timeliness in room allocation.

1.2 SCOPE

This procedure applies to room allocation to JAB Students in the University College.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Masai Mara University Statutes
- c) Current University College Service Delivery Charter

1.4 TERMS AND DEFINITIONS

- a) JAB-Joint Admission Board
- b) CAO-Catering and Accommodation Officer
- c) RAA-Registrar Academic Affairs

1.5 PRINCIPAL RESPONSIBILITY

The Housekeeper shall ensure that this procedure is adhered to.

2.0 METHOD

- 2.1 This procedure shall start with the CAO receiving the Nominal Roll from the Registrar (AA).
- 2.2 Upon receiving it, the CAO shall forward it to the Housekeeper for action.
- 2.3 The Housekeeper shall receive JAB student intending to board within the University Hostels.
- 2.4 Upon receipt, the Housekeeper shall verify the qualification of the student for room allocation based on:-
 - a) Official receipt indicating payment of school fees and accommodation fees
 - b) Nominal Roll
- 2.5 In the event of any deficiency, the Housekeeper shall advise the student accordingly.
- 2.6 Upon verification of the documents, the Housekeeper shall do the following:-
 - a) Sign in the student in the registration form.
 - b) Allocate a room to the student
 - c) Issue and ensure the student countersigns a lease agreement form
 - d) Issue an inventory form

- e) Issue a room key to the student
- 2.7 The Housekeeper shall direct the student to the Assistant Housekeeper who shall ensure issuance of the following and update of the inventory form:-
 - a) Mattress
 - b) Dustbin
 - c) Chair
- 2.8 The Housekeeper shall prepare a Room Allocation report and forward it to the CAO for review and information within 3 weeks of opening.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Registration form
- 3.2 Accommodation Lease Agreement Form
- 3.3 Inventory Form
- 3.4 Room Allocation Report

PROCEDURE NUMBER 2: CLEANING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency and timeliness in cleaning.

1.2 SCOPE

This procedure applies to cleaning of the Catering unit and Hostels in the University College.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current University College's Service Delivery Charter

1.4 TERMS AND DEFINITIONS

CAO – Catering and Accommodation Officer

1.5 PRINCIPAL RESPONSIBILITY

The CAO shall ensure that this procedure is adhered to.

2.0 METHOD

- 2.1 This procedure shall start with the Cateress In– Charge/Housekeeper drawing a comprehensive cleaning program for the Semester at least one week to the start of every semester.
- 2.2 In drawing the programs, the Cateress In– Charge/Housekeeper shall consider the following:–
 - a) Areas to be cleaned
 - b) Number of staff
 - c) Rotation where applicable
- 2.3 Upon drawing the programs, the Cateress In– Charge/Housekeeper shall forward them to the CAO for approval.
- 2.4 In approving, the CAO shall consider the criteria in 2.2.
- 2.5 In the event of any deficiencies, the CAO shall make recommendations to the Cateress In– Charge/Housekeeper for amendment and resubmission for approval.
- 2.6 Upon approval the Cateress In– Charge/Housekeeper shall convene a meeting with the respective staff for briefing on the respective duties and ensure copies are posted on the notice boards.

- 2.7 The Assistant Cateress/Dining Hall Assistants/Assistant Housekeeper shall supervise the implementation of the program on a daily basis and record in cleaning inspection sheet.
- 2.8 The Assistant Cateress/Dining Hall Assistants/Assistant Housekeeper shall prepare cleaning reports on a monthly basis and forward them to the Cateress In Charge/Housekeeper for onward transmission to the CAO for information and action where applicable.

Note: The CAO shall ensure that the hostels are fumigated at least 2 weeks to the start of every semester

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Cleaning Program
- 3.2 Cleaning Inspection Sheet
- 3.3 Evidence of Meetings
- 3.4 Monthly Cleaning Reports

PROCEDURE NUMBER 3: CLEARING FROM THE ROOMS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure students/clients clear from the room effectively.

1.1 SCOPE

This procedure applies to all students residing in the University Halls of Residence.

1.2 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current University Service Delivery Charter

1.3 TERMS AND DEFINITIONS

- a) CAO – Catering and Accommodation Officer
- b) DOS – Dean of students

1.4 PRINCIPAL RESPONSIBILITY

The CAO shall ensure that this procedure is adhered to and maintained.

2.0 METHOD

- 2.1 This procedure shall start with the CAO issuing notice of last day of accommodation to students one week to end of semester with a copy to the Housekeeper.
- 2.2 Upon receipt of communication from the CAO the Housekeeper shall receive the inventory form for clearance from the students.
- 2.3 The Housekeeper shall assign the Assistant Housekeeper to confirm the items in the room against the inventory and note any damage or loss due for surcharging.
- 2.4 Upon confirmation by the Assistant housekeeper of the items in the room, the Assistant Housekeeper shall receive items issued to them on the reporting day from the students.
- 2.5 Upon receipt of the list of students to be surcharged the CAO shall communicate to the Chief Accountant for action and to the DOS for information purposes.
- 2.6 Upon confirmation by the Assistant Housekeeper that everything is in order and in good condition the student shall surrender the following to the Stores Clerk,
 - a) All items issued on admission day
 - b) Room keys
 - c) Exit form

2.7 The Housekeeper shall ensure that the students sign the accommodation register and exit Form.

3.0 LIST OF APPLICABLE RECORDS

3.1 Exit form

3.2 Accommodation register

3.3 Inventory Form

3.4 Evidence of communication

PROCEDURE NUMBER 4: FOOD PRODUCTION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timely production of quality meals.

1.2 SCOPE

This procedure applies to production of meals in the University College eating outlets.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) University Statutes
- c) Current University Service Delivery Charter

1.4 TERMS AND DEFINITIONS

- a) CAD– Catering and Accommodation Department
- b) CAO– Catering and Accommodation Officer

1.5 PRINCIPAL RESPONSIBILITY

The CAO shall ensure that this procedure is adhered and maintained.

2.0 METHOD

2.1 This procedure shall start with the Cateress in liaison with the CAO reviewing the menu for the semester one week to opening of the semester.

2.2 In reviewing the menu, the Cateress and CAO shall consider the following:-

- a) Previous menu
- b) Human resources
- c) Equipment

2.3 The Cateress in liaison with the CAO shall prepare a monthly catering duty roster guided by:-

- a) Menu,
- b) Number of personnel,
- c) Rotations,
- d) Allowable off days, and
- e) Maximum working hours as required by the Labour laws.

2.4 The Cateress shall then forward the menu and duty roster to the Head Cook for implementation.

- 2.5 Upon receiving the menu and duty roster, the Head Cook shall request for ingredients from the catering store through the Cateress before commencement of each shift and ensure circulation of the duty roster within the section.
- 2.6 Upon receipt of the request from the Head Cook, the Cateress shall approve it basing on:-
 - a) Recipe
 - b) Quantities
 - c) Student Population
- 2.7 In the event of any anomaly, the Cateress shall advise the Head Cook accordingly.
- 2.8 The Cateress shall then forward the approved request to the store keeper for issuance of the items as per procedure number 3 on issuance of goods from the store in the Procurement Procedure Manual.
- 2.9 Upon receipt of the ingredients the Head Cook shall assign the production as per the duty roster.
- 2.10 In case of any function booking for production, the Head Cook shall receive a duly approved function booking form from the Cateress, inform the production staff and give any special instructions if need be.
- 2.11 The Head Cook shall supervise production of food.
- 2.12 Upon establishing that the food meets requirements, the Head Cook shall ensure the food is displayed at the service counter before meals time and assign serving stations to the cooks.
- 2.13 Food service shall be done as per procedure number 5 on cashiering and food service in this manual.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Reviewed Menu
- 3.2 Duty Roster
- 3.3 Order book
- 3.4 Function booking form

PROCEDURE NUMBER 5: CASHIERING AND FOOD SERVICE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure smooth and efficient food service to all students/customers.

1.2 SCOPE

This procedure applies to sale and service of meals in the University eating outlets.

1.3 REFERENCES

- a) Quality Manual – MMU/QM/MR/2013.
- b) University Statutes
- c) Current University Service Delivery Charter

1.4 TERMS AND DEFINITIONS

- a) CAO – Catering and Accommodation Officer
- b) DHS – Dining Hall Supervisor

1.5 PRINCIPAL RESPONSIBILITY

The CAO shall ensure that this procedure is adhered and maintained.

2.0 METHOD

- 2.1 This procedure shall start with the DHS receiving the menu of the day from the Head Cook, and ensuring display of the priced menu on the menu board.
- 2.2 Upon receipt of an order from a student, the Cashier shall receive the requisite payment and issue an official machine receipt.
- 2.3 Upon receipt of the official machine receipt at the service counter, the cook shall serve the student as per the details on the receipt. The cateress in- charge shall confirm the receipt against what is being served.
- 2.4 Upon establishing any void receipts due to change of menu item order, the DHS shall cancel the receipt by signing as a confirmation that it is not valid.
- 2.5 At the end of service, the DHS shall clear the machine to produce the 'z' report.
- 2.6 Upon production of the 'z' report, the Cashier shall confirm the cash collected and the records in the collection register. The Cateress In- charge shall sign the collection register to confirm if it's in agreement with 'z' report.
- 2.7 In case of any anomaly, the Cateress In- charge shall note it.
- 2.8 Upon confirmation, the Cashier shall deposit the cash at the cash office and obtain an MR, which shall be forwarded to the cateress in- charge.

- 2.9 Upon receipt of the MR and the ‘z’ report the Assistant Cateress/Dining Hall Assistant shall use the report to reconcile the actual sales and expenditure using the portion control sheet.
- 2.10 Upon receipt of the reports from the Assistant cateress/Dining Hall Assistant, the Cateress In– Charge shall review them and take action where applicable.
- 2.11 The Cateress In– Charge shall forward the report to the CAO for assessment and action where applicable.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Official Machine Receipt.
- 3.2 Collection register
- 3.3 Miscellaneous receipt
- 3.4 Portion control sheet