



STANDARD OPERATING PROCEDURE (SOP)
FOR
CANTEEN

Canteen employee will supervise and ensure efficient management of canteen towards providing hygienic, healthy and tasteful foods for uses of staff.

This includes canteen facility provided in the premises of at all locations.

Role and responsibilities of employees

- 1) The main role of the canteen employees is canteen management and smooth daily operations of canteen. It will involve reviewing and planning new healthy menus, trailing and introducing new healthy food.
- 2) Own the responsibility of quality of raw food items, cooking process checking with the checklist and preparation of cost of canteen.
- 3) Own the responsibility of adhering to “5S” in the canteen.
- 4) Responsibility of good presentation of food, delivery and taste of food.
- 5) Own the responsibility of food wastage, awareness program, slogans, board and adhering to ISO 9000 wastage norms
- 6) Once healthy changes have been implemented in the canteen. It is important to check if these changes have been successful and have been achieving what is aimed in canteen policy.

Monitoring and monthly MIS:

1. Canteen employee will every Friday at 5 pm and will meet with chef and Canteen Manager to finalize coming week menu, the same will be made available to staff on bulletin board.
2. Will act on findings of review done on daily basis on all parameters by all members.

3. Will act on complains and on intimate the improvements on the same to complainants.

Rewards and Recognition

Best Canteen Employee will be judged on these criteria's

- Cleanliness and Presentation of canteen
- Innovative and Employee delight in the allocated for preparing the Beautification and improvement, documentations of the canteen.

Employee key responsibilities


- Presentation and Delivery of food Done/Not Done
- Proper utensils in good condition for serving purpose.
- Not food spillage during serving and dais is always kept clean
- Medium hot food should be served.
- Assistance if needed during serving hour to needy person.
- Chapatti should be reasonably hot and soft for eating purpose.
- Plates should be free of water and wiped before serving
- Plates, spoon and other utensils should readily available during lunch hour
- Taste of Food Done/Not Done
- Healthy and tasteful food should be served
- Feedback register will be provided for any comments
- Complaints will be acted and the same will be communicated to complainants.
- Food wastage, awareness program, posters.
- Food wastage slogans should paste to avoid this habit.

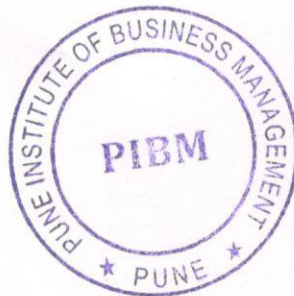
- Awareness program for staff at canteen and associates
- Food wastage norms checklist Done/Not Done
- Each day food wastage should be clearly mentioned for avoiding from food wastage habit.
- Bins for collecting food wastage should mark clearly and cleaned in every half hour
- Food waste should be hygienically processed.



Mr. Thakur Jeevan Singh

Manager G.M.

(PIBM)


Maj. Vijay Maradani
General Manager
(PIBM)




Dr. Ajit Sane
Director
(PIBM)