2 Govinda's Restaurant

2.1 Administration

Purpose

The purpose of this process is to ensure that the right rules and regulations are set up for proper smooth run of Govinda's so that every employee understands their privileges, code of conduct, roles, daily activities, facilities and responsibilities. Apart from the staff's awareness this process will also ensure that the important documents, public relations and emergency situation should be properly carried out.

	ACTIVITY GROUP		ACTIVITY
2.1.1	Creating Devotional Atmosphere		
	g	2.1.1.1	Daily Deity Worship, playing kirtan, honoring Prasad
		2.1.1.2	Weekly Class for the Employees
2.1.2	Defining General Responsibilities		
		2.1.2.1	Allocating Roles & Responsibilities
2.1.3	Setting Employee Rules, Regulations, Timing& Discipline		
		2.1.3.1	Time Related Rules
		2.1.3.2	Employee History Record
		2.1.3.3	Employee Discipline Rules
		2.1.3.4	Employee Help
2.1.4	Handling Important Documents		
		2.1.4.1	Keeping all documents at proper place & renewing it
2.1.5	Public Relations		
		2.1.5.1	Proper welcoming and warm treatment to Important Officials/Guests
2.1.6	Handling Emergency		
		2.1.6.1	Proper handling of emergency like Fire and other emergencies
2.1.7	Making Assessment		
		2.1.7.1	Making Assessment based on historical data

Process KPIs

	Key Performance Indicator	Measure	Permissible Value	
1	Increase in Sell	%	<10%	

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.1.1	Creating Devotional Atmosphere	OvM	OvM	OvM	MD	MD
2.1.2	Defining General Responsibilities	OvM	MD			
2.1.3	Setting Employee Rules, Regulations, Timing& Discipline	OvM	MD			

			•	•	·····	
2.1.4	Handling Important Documents	OvM	OvM			
2.1.5	Public Relations	OvM	OvM			
2.1.6	Handling Emergency	OvM	OvM			
2.1.7	Making assessments based on historical					
	data	OvM	OvM			

Escalation Matrix

	Level 1	Level 2
Role	OvM	MD
Resolution Time	1 Day	1Day

Activity Group

4.1.1 Creating Devotional Atmosphere

Sr. No Activity

Owner

2.1.1.1 Daily Deity Worship,Offering Bhoga,playing kirtan

Kitchen Manager

The Lordships Jagannath Baldev Subhdraji are presiding in Govinda's, and our all services starts with offering prayers and taking blessings from the lordships, This activity differentiates our place from other hotels, as here we are to please and satisfy the Lordships and any one whom the lord inspires to come in side the Govinda's. This is one of the most important activity of Govinda's, because if every one is trying to please the lordships with all the hearts, naturally all the employees will take care of the guests as best as possible, by grace of the lord.

Title :Activity flow diagram of Daily Deity Worship, Offering Bhoga and playing kirtan Phase 21.11.1 Alter Geaning 21.11.2 Diety worship Phase 21.11.3 Bhoga Offering Plates are cleaned 21.11.5 Play Sweet Kirtans

(i) Task Information

		By When	By Who
2.1.1.1.1	The lordships should be given all care, cleanliness, bhoga and worship.	By 10:00 AM daily	KM
2.1.1.1.1	Alter and lamination should be cleaned with specific clothes.	By 10:00 AM daily	KM
2.1.1.1.2	Proper worship of the lordships should be done at right time	By 10:00 AM daily	KM
2.1.1.1.2.1	After worship all the offering paraphernalia should be properly cleaned and kept at its respective place	By 10:05 AM daily	KM
2.1.1.1.3	Bhoga should be offered to the lordships	By 10:05 AM daily	KM
2.1.1.3.1	Bhoga should be offered in the specified plate for 10min	By 10:05 AM to 10:15 AM daily	KM
2.1.1.1.4	After Bhoga Offering is complete, the plates are cleaned and kept at right place.	By 10:20 AM daily	KM
2.1.1.1.5	The Music player having sweet kirtan is switched on	By 10:25 AM daily	KM
2.1.1.1.6	The employees get a privilege to honor three times prasadam	By 9:00 AM, 1:10PM, 7:00PM	All employees

△ Rules

- a. The Person must have taken bath and wore fresh clothes in order to do alter cleaning, deity worship and bhoga offering.
- b. Before any customer arrives, our bhoga offering should be complete, so that the customer should only receive Prasad.

✓ Guidelines

- a. All samples of different category of recipies should be offered to the Lordships as much as possible.
- b. There should be different clothes for alter lamination, and plate cleaning.

Exceptions – What to do if...

a. In case of unavailability of Kitchen Manager, The Overall manager will assign some one to render this service.

Job Aids

- a. Plates for Bhoga Offering
- b. Clothes for alter and lamination cleaning

- c. Aarti plate and offering paraphernalia
- d. Kartal

Sr. No Activity

Owner

4.1.1.2 Weekly Thursday class

Overall Manager

In-order to create a devotional atmosphere in govinda's, the management ensures one weekly class in evening. This class is taken by some brahmchari of the temple, and all the employees of the Govinda's are encouraged to attend the whole class. The ingredients of the class are dancing kirtan, short sweet narration of past-time of the lord and Prasad. The class helps everyone to become more and more closer to the standards of a devotee.



Task Information

		By When	By Who
2.1.1.2.1	Every week on Thursday, all the pre arrangements should be made for the class.	By 3:30 PM on thursday	Ov Manager
2.1.1.2.1.1	Area is allocated for the class	By 3:30 PM	OvM
2.1.1.2.1.2	The class venue is communicated to every one including the speaker	By 3:30 PM	OvM
2.1.1.2.1.3	Kartal, Aasan, water glass is put	By 3:30 PM	OvM
2.1.1.2.1.4	The Ov.M will wecome the speaker	By 4:00 PM	OvM
2.1.1.2.1.5	The Ov.M will assign some one to wind up after the class	By 5:00 PM	OvM

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Rules

- a. Every person should attend this.
- b. Speaker should be well communicated before one day.

V

Guidelines

- a. Lecture should be in hindi or in the language in which maximum people can take advantage.
- b. Lecture should be having more katha with lessons.
- c. After the lecture there should be dancing kirtan.



Exceptions - What to do if...

a. In case of unavailability of speaker, there should be kirtan



Job Aids

- a. Asan/seat for speaker
- b. Kartal

Activity Group

2.1.2 Defining Responsibilities

Sr. No Activity

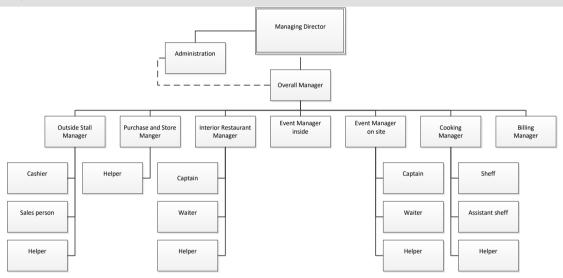
Owner

2.1.2.1 Allocating Roles & Responsibilities

Managing Director & Ov. Manager

All the different responsible positions in the Govinda's are well defined, and their services are properly segregated

Activity Flow/Organisational Structure



Task Information

		By When	By Who
2.1.2.1.1	General Tasks of Managing Director		
2.1.2.1.1.1	To be in constant touch with Ov Manager by mobile for any issue	10:00AM- 11:00PM	MD
2.1.2.1.1.2	To resolve any information escalated to highest issue	10:00AM- 11:00PM	MD
2.1.2.1.1.3	Visiting the Premises	Once in a week	MD
2.1.2.1.1.4	Sanctioning rules and regulation for Govinda's	10:00AM- 11:00PM	MD
2.1.2.1.1.5	Final authority in any issue	10:00AM-	MD

	44.00014	
	l 11:00PM	

		By When	By Who
2.1.2.1.2	General Tasks of Overall Manager		
2.1.2.1.2.1	To Overall manage the whole show in Govinda's	10:00AM- 11:00PM	OvM
2.1.2.1.2.2	To allocate responsibilities to every one	10:00AM- 11:00PM	OvM
2.1.2.1.2.3	To help any one having any difficulty	10:00AM- 11:00PM	OvM
2.1.2.1.2.4	To advertise in local newspaper for any recruitment in the kitchen	10:00AM- 11:00PM	OvM
2.1.2.1.2.5	To have Good relations with BMC, RTO people who tows the car away	10:00AM- 11:00PM	OvM
2.1.2.1.2.6	To award the salary to the employee every month	10:00AM- 11:00PM	OvM
2.1.2.1.2.7	To keep important documents related to Govinda's	10:00AM- 11:00PM	OvM
2.1.2.1.2.8	To arrange training programs for the employee regularly	At proper date	OvM
2.1.2.1.2.9	Utility Bills should be cleared at right time	At proper date every Month	OvM
2.1.2.1.2.10	He should inspire other by example	10:00AM- 11:00PM	OvM
2.1.2.1.3	General Tasks of Purchase & Store Manager		
2.1.2.1.3.1	To deal all the issues related with purchasing and storing the ingredient	10:00AM- 11:00PM	PSM
2.1.2.1.3.2	To take the ingredient requirement from the Kitchen Manager	10:00AM- 11:00PM	PSM
2.1.2.1.3.3	To arranage for purchasing all the ingredient before the time from right sources	10:00AM- 11:00PM	PSM
2.1.2.1.3.4	To check for the quality of ingredient arrived	10:00AM- 11:00PM	PSM
2.1.2.1.3.5	To store the ingredient at proper place	10:00AM- 11:00PM	PSM
2.1.2.1.3.6	To regularly ensure the cleanliness of store area	10:00AM- 11:00PM	PSM
2.1.2.1.3.7	To regularly check the quality of ingredient and follow FIFO	10:00AM- 11:00PM	PSM
2.1.2.1.4	General Tasks of Cooking Manager/F&B Manager		

	T	T	1
2.1.2.1.4.1	F&B Manager is responsible for cooking area	10:00AM- 11:00PM	FBM
2.1.2.1.4.2	F&B Manager will ensure all the sheffs are ready for the order at respective places	10:00AM- 11:00PM	FBM
2.1.2.1.4.3	Keep stock count of regularly used ingredient and inform the PSM, as and when required	10:00AM- 11:00PM	FBM
2.1.2.1.4.4	Ensure the high hygienic standards while cooking	10:00AM- 11:00PM	FBM
2.1.2.1.4.5	Ensure all the machines are properly functioning	10:00AM- 11:00PM	FBM
2.1.2.1.5	General Tasks of Interior Restaurant Manager		
2.1.2.1.5.1	To ensure smooth running of the restaurant serving area is most important task of IRM	10:00AM- 11:00PM	IRM
2.1.2.1.5.2	To ensure the customers are properly welcomed, given proper places	10:00AM- 11:00PM	IRM
2.1.2.1.5.3	To ensure the customer are properly satisfied	10:00AM- 11:00PM	IRM
2.1.2.1.5.4	To ensure the cleanliness of Restaurant serving area	10:00AM- 11:00PM	IRM
2.1.2.1.6	General tasks of Outside stall Manager	40.00414	OCM
2.1.2.1.6.1	To ensure that outside stall every thing is properly managed	10:00AM- 11:00PM	OSM
2.1.2.1.6.2	To ensure that cleanliness and hygienic conditions are properly taken care	10:00AM- 11:00PM	OSM
2.1.2.1.6.3	To ensure that all the customers are properly dealt and satisfied	10:00AM- 11:00PM	OSM
2.1.2.1.7	General tasks of Event Manager Inside	6:00AM- 11:00PM	EMI
2.1.2.1.7.1	To do whatever necessary for handling all the situation inside the premises for the event	10:00AM- 11:00PM	EMI
2.1.2.1.8	General tasks of Event Manager Outside		
2.1.2.1.8.1	To do whatever necessary for ensuring proper smooth functioning of the event at outset	Event Time	ЕМО
2.1.2.1.9	General task of Billing Manager	10:00AM-	SM
2.1.2.1.9.1	Billing Manager should keep the proper track of all the Billing by Govinda's	11:00PM 10:00AM- 11:00PM	SM

4.1.2.1.9.2	Last day's Billing transaction report should be submiited to the account	10:00AM- 11:00PM	SM
2.1.2.1.10	General responsibilities of Captain		
2.1.2.1.10.1	To ensure the guests are properly received and menu card is given	10:00AM- 11:00PM	Captain
2.1.2.1.10.2	To ensure that entry is added in the computer and KOT is created for every guest	10:00AM- 11:00PM	Captain
2.1.2.1.10.3	To ensure all the requests of the guest are properly fulfilled and at last the bill is presented on the table	10:00AM- 11:00PM	Captain
2.1.2.1.10.4	The money which the captains receives from the guest, he hands it over to Billing manager.	10:00AM- 11:00PM	Captain
2.1.2.1.11	General responsibilities of waiter		Waiter
2.1.2.1.11.1	To ensure menu card are clean.	10:00AM- 11:00PM	
2.1.2.1.11.2	To ensure sauce and Ketchup bottle are ready	10:00AM- 11:00PM	Waiter
2.1.2.1.11.3	To ensure table, chair are clean and are in right situations.	TT.OUPINI	
2.1.2.1.11.4	To ensure that salt and pepper stands are regularly filled up.	10:00AM- 11:00PM	Waiter
2.1.2.1.11.5	To ensure that tissue paper are properly folded	10:00AM- 11:00PM	Waiter
2.1.2.1.12	General responsibilities of Chef		
2.1.2.1.12.1	To ensure that all the recipies are prepared with complete cleanliness and hygiene	10:00AM- 11:00PM	Chef
2.1.2.1.13	General responsibilities of Assistant chef		
2.1.2.1.13.1	To assist the main chef in cooking	10:00AM- 11:00PM	Assistant Chef
2.1.2.1.14	General responsibilities of Helper		
2.1.2.1.14.1	To help, clean, assist as said by his authority	10:00AM- 11:00PM	Helper

Rules

a. The Person must be trained from his superior before, he starts his service.

✓ Guidelines

a. These are General responsibilities apart from these there may be many specific responsibilities at the period of service.

Exceptions – What to do if...

a. In case of some resource crunch, one person from one responsibility can be requested to share other responsibilities.

Job Aids

a. Organisation Chart will help to understand, where one is situated in the organization.

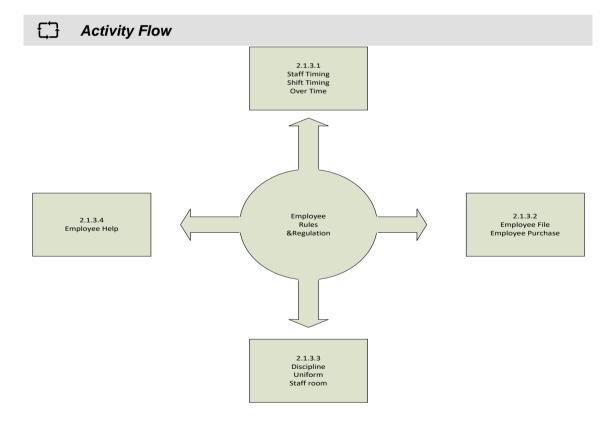
Activity Group 2.1.3 Setting Rules, Regulations, Timing, Discipline

Sr. No	Activity	Owner	
2.1.3.1	Time related Rules		
2.1.3.1.1	Staff general Time – 10:00 AM – 3:00 PM 7:00 PM –11:00 PM		
2.1.3.1.2	Staff 2 nd Shift time – 2:00 PM –11:00 PM		
2.1.3.1.3	Over Time – Any employee who works extra hours when expected, he will be given OT salary	MD/OvM	
2.1.3.2	Employee History Record		
2.1.3.2.1	Employee File – This file will contain all the details of every employee like photograph, Address, contact details, and some reference. This is mendatory because we may need to present to Government official in case of any question about any employee.		
2.1.3.2.2	Employee Purchase File – This file will consist if any product has been purchased by any employee.		
2.1.3.3	Employee Discipline rules		
2.1.3.3.1	The employee has to be present at fixed hours at restaurant.	the	MD/OvM
2.1.3.3.2	The employee shouldn't be having any bad habits smoking, drinking, gambling, meateating, and illicity		MD/OvM
2.1.3.3.3	The employee should never fight between them, it	f there	MD/OvM

are any issues it should be discussed with OvM/MD.

2.1.3.3.4 Dress/Uniform:-

- 2.1.3.3.4.1 All employees must be in the dress throughout their timing in the restaurant
 2.1.3.3.4.2 All employees should return their dress, when they leave Govinda's as final settlement
- 2.1.3.3.4.3 Employee should never change the dress in front of MD/OvM Guests/customer.
- 2.1.3.3.4.5 The dress should be neat and clean. MD/OvM
- 2.1.3.3.5 **Staff Room:**-The rooms, toilet must be kept in clean state.
- 2.1.3.4 Employee Help The restaurant is committed to help all the employee, as much as possible. They are treated not just as an employee rather a member of the restaurant, and thieir feedbacks, views or any issue are due considered.



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Rules

- a. Every person joining as an employee are explained these details.
- b. Once the person agrees to follow these rules, then only he is formally considered as an employee

✓ Guidelines

a. At regular interval again and again the right rules should be reminded.

N

Exceptions - What to do if ...

a. In emergency case, we may give some concessions in the rules for some specific person for specific period of time by special permission of MD.



Job Aids

a. All the rules and regulations can be put as a poster and pasted at some visible place.

Activity Group

2.1.4 Handling Important Documents

Sr. No Activity

Owner

2.1.4.1 Keeping all the Important document and properly renewing it .

OvM

All important document which need to be required to be shown to Government Official at any required time are kept carefully locked, and these are renewed at proper interval.

(i)

Task Information

		By When	<u>By Who</u>
2.1.4.1.1	Renewal of different document		
2.1.4.1.1.1	Renewal Shop Establishment /Gumasta Licence	Every year	OvM
2.1.4.1.1.2	Renewal of Food and Drug Licence	Every year	OvM
2.1.4.1.1.3	Renewal of Health Licence	Every 3 years	OvM
2.1.4.1.1.4	Renewal of Fire Licence	Every year	OvM
2.1.4.1.1.5	Renewal of ESIC FILE	Every Year	OvM
2.1.4.1.1.6	Weight and Measure Certificate	Every Year	OvM

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Rules

- a. The next tentative date of renewal of all the documents should be made aware by writing a date above these document.
- b. Before the old document gets expired, the document should be renewed.

Guidelines

- a. The OvM should train some people to know the process.
- b. It should be well understood that to renew these documents it takes some time, as being government process, we can't expect immediately the renewals.



Exceptions - What to do if ...

a. In case of renewal taking more time, we should be having the proof that we have sent it for renewal process, and also keep the old document.



Job Aids

a. A record of all documents with their next date of renewal is kept.

Activity Group

2.1.5 Public Relation

Sr. No Activity

Owner

2.1.5.1 Properly Welcoming and giving warm treatment to all important Officials/Guests.

OvM

All important Government officials/guests should be given warm treatment and good relations should be made with them especially those who are directly related viz BMC dept, Weight & Measure dept,fire dept, food & drug inspector, RTO people who tow cars, local politicians, police dept.



Task Information

		By When	By Who
2.1.5.1.1	Warm welcoming by shaking hands should be done	As soon as they come	OvM
2.1.5.1.2	Offer soft drinks and light snacks	As they are given table	OvM
2.1.5.1.3	Explain the concept of prasadam	When they are on table	OvM
2.1.5.1.4	Attend to them personally	All the time	OvM
2.1.5.1.5	See off them, express thanks for visiting, and	While leaving	OvM

request to come again in future

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Rules

- a. Understand their position and serve accordingly
- b. Their shouldn't be any hurry or extra anxiety while dealing with them

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Guidelines

- a. The OvM should personally treat them.
- b. Any one who is with these important guests they should also be treated properly.
- c. The other customer in the restaurant shouldn't be neglected

N

Exceptions - What to do if...

a. In case if OvM is absent, the Restaurent Manager should render this service.



Job Aids

a. A proper training should be given for this to Restaurent Manager by OvM.

Activity Group

2.1.6 Handling Emergencies

Sr. No Activity

Owner

2.1.6.1 Properly Handling emergencies like Fire.

OvM

In restaurant all the employees are trained in handling emergencies like fire, at all strategic locations Fire Extinguishers are kept.

(i)

Task Information

		By When	By Who
2.1.6.1.1	As soon as any place there is fire, smoke, gas leakage is felt by any one	As soon as any one feels	Any Employee
2.1.6.1.2	Inform Overall Manager	Immediately	Any employee
2.1.6.1.3	See the overall magnitude of fire/situation	Immediately	OvM
2.1.6.1.3.1	If it is small, then immediately action is taken like using Fire extinguisher	Immediately	OvM
2.1.6.1.3.2	If it seems difficult call the police/Fire Extinguisher	Immediately	OvM
2.1.6.1.3.3	The customer are immediately requested to proceed towards the outside road.	Immediately	OvM
2.1.6.1.3.4	Only when every thing is under control, again all the other activities should again start.	At last	OvM
2.1.6.1.4	The area should be properly cleaned	At last	OvM
2.1.6.1.5	The reasons for emergency situation should be found	Next day	Meeting With OvM/MD
2.1.6.1.6	Solution to be found, so that in future it can be prevented	Finally	OvM/MD

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Rules

- a. Quickly Understand the magnitude, if it can't be controlled call Fire Brigade/Police
- b. Guest/Human Protection should be the first priority

Guidelines

- a. Regular Fire call drill should be done.
- b. Every employee should be aware of using Fire Extinguisher.

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Exceptions – What to do if...

a. In case if OvM is absent, the Internal Restaurant Manager should render this service.



Job Aids

a. A proper training should be given for this to Restaurant Manager by OvM.

Activity Group

2.1.7 Making Assessments

Sr. No Activity

Owner

2.1.7.1 Making assessments based on historical data OvM

There will be a regular assessment based on historical data regarding the sell of different items, quality comments about different services, menus. The regular assessment will also take care of our services in terms of monitory considerations.

(i)

Task Information

		By When	By Who
2.1.7.1.1	The sell statistics of all the items are taken out	Every six month	OvM
2.1.7.1.1.1	Through the use of Telly software, all the details are taken out.	Every six month	OvM
2.1.7.1.1.2	The items most demanded, and least demanded are put in spread sheet	Every six month	OvM
2.1.7.1.2	Discussion on least demanded item are carried out	Immediately	OvM
2.1.7.1.2.1	The reasons are tried to be found, on the least demanded items	Immediately	OvM
2.1.7.1.2.2	Few Options may be due seasonal concern, another may be poor quality or higher cost or it may be poor marketing or awareness, or taste/region variation.	Immediately	OvM
2.1.7.1.2.3	Some decision will be made regarding those items	Immediately	OvM
2.1.7.1.4	Discussion and Decision is carried out on different services or complains	At last	OvM
2.1.7.1.4.1	Feed back forms gives clue about status of different services from the point of customer	In the meeting	OvM

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Rules

- a. Bi annually feed back form should be taken from the customer
- b. Bi annually assessment should be taken

Guidelines

- a. In assessment, views from all the employees should also be taken.
- b. In the assessment meeting, there should be positive outlook to improve rather then back biting other employees.

N

Exceptions - What to do if...

a. There is no exception to this assessment; it should bi-annually take place.



Job Aids

a. A proper training should be given for this to OvM by MD.

2.2 Purchasing, Storage and Issuing

Purpose

The purpose of this process is to ensure that the right products, in the right quantity, of the right quality, at the right time, are always available at the store in response to customer demand – with accurate stock maintenance at relevant points and optimum handling by staff.

	ACTIVITY GROUP		ACTIVITY
2.2.1	Creating the requirement list		
		2.2.1.1	Creating the requirement list
2.2.2	Purchasing		
		2.2.2.1	Purchasing of different category of items
		2.2.2.2	Vendor Profiling
2.2.3	Receiving product at store		
		2.2.3.1	Receiving product
		2.2.3.2	Indirect received
2.2.4	Replenish the shelf		
		2.2.4.1	Replenish the shelf
2.2.5	Issue the Ingredient		
		2.2.5.1	Issuing the Ingredient to Kitchen

Process KPIs

	Key Performance Indicator	Measure	Permissible Value	
1	Increase in Sell	%	<10%	

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.2.1	Creating the requirement list	SM	SM			
2.2.2	Purchasing	Helper	SM			
2.2.3	Receiving products at store	SM	SM			
2.2.4	Replenish the shelf	SM	SM			
2.2.5	Issue the ingredient	SM	SM			

Escalation Matrix

	Level 1	Level 2
Role	SM	OvM
Resolution Time	1 Day	1Day

Activity Group

2.2.1 Creating the requirement list

Sr. No Activity

Owner

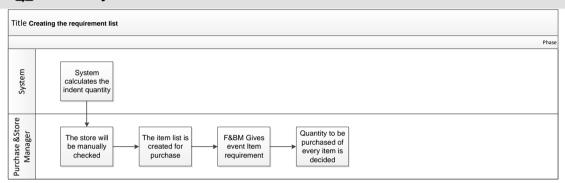
2.2.1.1 Creating the requirement list

Purchase & Store Manager

The store will be manually checked and also inputs from the system will be taken. The system will calculate and suggest the quantity required after proper

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Activity Flow



(i)

Task Information

		By When	By Who
2.2.1.1.1	The store will be manually checked	10:30 am	Purchase & Store Manager
2.2.1.1.1.1	All the items in the store will be checked and which ever items looks to be less will be noted	10:30am	Helper
2.2.1.1.1.2	All the items which are frequently used their quantity should be checked	10:30am	Helper
2.2.1.1.2	System calculates the indent quantity	10:30AM	Purchase & Store Manager
2.2.1.1.2.1	The required indent of all the ingredient is calculated by the system	10:30AM	Purchase & Store Manager
2.2.1.1.2.2	The item is verified with manual calculation	10:30AM	Purchase & Store Manager
2.2.1.1.3	The item list is created for purchase	10:30AM	Purchase & Store Manager
2.2.1.1.4	In case of any event in near future, the required item list is received from F&BM as soon as event information comes	10:30AM	Purchase & Store Manager

2.2.1.1.5	The quantity to be purchased of every item is	11:00AM	Purchase &
	decided		Store
			Manager

Δ

Rules

- a. The Item requirement for event should arrive atleast 3 days before event.
- b. The store manager should take only reference from the system about the item requirement; he must check the item availability manually.

Guidelines

- a. All item of one type should be kept at one place, this will reduce time while checking manually availability
- b. The manually check should be a daily activity.

N

Exceptions - What to do if ...

a. In case of un availability of any ingredient in the market for some period of time, it should be immediately communicated to the F&BM, so that the menu can be adjusted for the event.



Job Aids

a. Proper training should be given to the store manager and the helper.

Activity Group

2.2.2 Purchasing

Sr. No Activity

Owner

2.2.2.1 Purchasing of different category of items

Store Manager

The store will be segregating the items to be purchased in to different categories, and then accordingly it will be send for purchase.

(i)

Task Information

		By When	By Who
2.2.2.1.1	The store will segregate the item requirement	11:30 am	Purchase & Store

			Manager
2.2.2.1.1.1	The required items in the store will be divided in to a) vegetable requirement b) Grains requirement c) Miscellaneous requirement	10:30am	Helper
2.2.2.1.1.2	The vegetable requirement are purchased in morning from dadar every third day	7:00AM	Helper
2.2.2.1.1.3	The grain requirements are purchased from temple kitchen on monthly basis	Monthly	Helper
2.2.2.1.1.4	All the miscellaneous requirement is directly purchased from near by stores	10:30AM- 8:00PM	Helper
2.2.2.1.2	Vegetable purchase in dadar	6:30AM	Purchase & Store Manager
2.2.2.1.2.1	The required list of vegetable is taken to the market along with cash amount	6:30AM	Purchase & Store Manager
2.2.2.1.2.2	The vegetable quality will be checked	6:30AM	Purchase & Store Manager
2.2.2.1.2.3	If the quality is good then it will be weighed according to our requirement	6:30am	Purchase & Store Manager
2.2.2.1.2.4	Proper amount will be paid	6:30am	Purchase & Store Manager
2.2.2.1.2.5	Proper bill will be taken	6:30am	Purchase & Store Manager
2.2.2.1.2.6	In absence of proper bill, on a paper we will write down the amount, and the name of vegetable seller	6:30 am	Purchase & Store Manager
2.2.2.1.2.7	The vegetables will be put in the temple kitchen vehicle	6:30am	Purchase & Store Manager
2.2.2.1.2.8	The Vehicle will leave the vegetable market	7:00am	Purchase & Store Manager
2.2.2.1.2.9	The Vehicle will reach to temple	7:30am	Purchase & Store Manager
2.2.2.1.2.10	All the vegetables will be unloaded from vehicle	7:30am	Helper
2.2.2.1.2.11	The bills will be settled in the cash counter	11:00am	Purchase & Store Manager
2.2.2.1.2.12	Some bulk amount will be taken from cash counter for next purchase	11:30am	Purchase & Store Manager
2.2.2.1.3	Grains and other grocery purchase from temple Kitchen	Monthly, 8:00AM	Purchase & Store Manager
2.2.2.1.3.1	The required quantity of different grains are noted on slip of paper	8:00AM	Purchase & Store Manager
2.2.2.1.3.2	The paper is given to purchase incharge of	8:00AM	Purchase &

	the temple Kitchen		Store
2.2.2.1.3.3	The different quantity of grains are weighed	8:30AM	Manager Purchase & Store Manager
2.2.2.1.3.4	The weighed grains are then transferred to store	9:00AM	Purchase & Store Manager
2.2.2.1.3.5	The bill for the grains are submitted to the temple account	10:00AM	Purchase & Store Manager
2.2.2.1.4	Other Grocery Purchase	11:30AM- 6:00PM	Purchase & Store Manager
2.2.2.1.2.1	List of other grocery items are made	9:00 am	Purchase & Store Manager
2.2.2.1.2.2	Grocery shop is selected according to different items	9:00am	Purchase & Store Manager
2.2.2.1.4.3	The shop-owner is called on mobile	9:30am	Purchase & Store Manager
2.2.2.1.4.4	All the requirements with quantity are given to the shop-keeper	10:00am	Purchase & Store Manager
2.2.2.1.4.5	Some representative of shop-keeper will bring the grocery with bill, It will be received	11:00AM	Purchase & Store Manager
2.2.2.1.4.6	The quality and quantity of the item will be checked and the bill will be verified	11:30am	Purchase & Store Manager
2.2.2.1.4.7	In case of every thing is all right, then bill will be settled according to the nature of vendor a. Payments on delivery b. Payment daily c. Payment 7/15 days d. Payment every month	11:30am	Purchase & Store Manager
2.2.2.1.4.8	In case there is some problem in the bill or quality or quantity, the shop-keeper will be called on his mobile	12:00am	Purchase & Store Manager
2.2.2.1.4.9	The bills/item will get corrected	1:00 pm	Purchase & Store Manager
2.2.2.1.4.10	Refer to 2.2.2.1.4.7	4:00pm	Purchase & Store Manager

Δ

Rules

- a. There should be always proper bills while purchasing.
- b. The Purchase &Store Manager is wholly responsible for any mishap is the quality of the ingredient

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Guidelines

- a. Before purchase the items should be well inspected and then only it should be accepted
- b. The vendor should be billed according to the agreement.

N

Exceptions - What to do if ...

a. In case of vegetable purchasing from market or other purchasing where proper bills aren't possible make a slip yourself with the name of vegetable and price.



Job Aids

a. Proper training of purchasing and checking the quality of vegetable.

Sr. No Activity

Owner

2.2.2.2 Vendor Profiling

Store Manager

All the vendors from where we are regularly taking our Ingredients, their performance, their contacts, their distances from our premises are properly kept in vendor profile. The new vendors are also regularly added in it.



Activity Flow



Task Information

		By When	<u>By Who</u>
2.2.2.2.1	The Vendor List is regularly updated	8:30 am	Purchase & Store
2.2.2.2.1.1	Any change in the vendor's address or phone	8:30AM	Manager Purchase &
	number or items will be updated		Store Manager
2.2.2.1.1.2	Any new vendor while purchasing, if encountered, the information should be added in the vendor profile	8:30am	Purchase & Store Manager
2.2.2.1.1.3	Separate file should be made for different very frequently used vendor	8:30am	Purchase & Store Manager

Δ

Rules

a. There shouldn't be any vendor from which we have purchased and its information isn't there in vendor profile.

Guidelines

a. Regularly update the information then only it will be useful.

N

Exceptions - What to do if...

a. In case of vegetable purchasing from market and other purchase where it isn't big shop we can add the location of that person if possible.



Job Aids

- a. Proper format of vendor profile sheet.
- b. Proper Training

Activity Group

2.2.3 Receiving the products at store

Sr. No Activity

Owner

2.2.3.1 Receiving products at store

Purchase & Store Manager

The store will receive all the ingredient or items, check for its quality and then enter in to the system



Task Information

		By When	By Who
2.2.3.1.1	The items will be manually checked	Whenever arrive	Purchase & Store Manager
2.2.3.1.1.1	All the items arrived will be manually checked in terms of quality and quantity, especially items brought by the vendor agent	Whenever arrives	Helper
2.2.3.1.1.2	The item satisfying quality and quantity check will be ticked in the bill	Whenever arrives	Helper
2.2.3.1.2	The item satisfying the check will be entered in the tally software	Whenever arrives	Purchase & Store Manager
2.2.1.1.2.1	Date, item, quantity, bill number, vendor will be added in the software	Whenever arrives	Purchase & Store

			Manager
2.2.3.1.3	In case of complete all right bill, it will be send to accounts for cheque preparation	Whenever arrives	Purchase & Store Manager
2.2.1.1.2.2	Refer accounts section	10:30AM	Accounts
2.2.3.1.4	In case of some problem in bill it will be send back to vendor, citing the issue	Whenever arrives	Purchase & Store Manager
2.2.3.1.2.1	The vendor will be called on mobile and problem will be communicated	Whenever arrives	Purchase & Store Manager
2.2.3.1.4.2	The store will wait for new bill and the ingredient	Whenever arrives	Purchase & Store Manager
2.2.3.1.4.3	If the new bill is all right then follow 2.2.3.1.3	Whenever arrives	Purchase & Store Manager

Δ

Rules

a. Unless the items are properly received and entry is made in the software, the bill shouldn't be sent to account.

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Guidelines

a. All the details should be entered in the software, as it will help in the future;

N

Exceptions - What to do if ...

a. In case if the item which was having some problem, can't be replaced then we will send the bill to account removing that item and deducting the price.



Job Aids

a. Proper on-hand training on how should be receive item .

Activity Group

2.2.4 Replenish the shelf

Sr. No Activity

Owner

2.2.4.1 Replenish the shelf

Purchase & Store Manager

The store will put all the received items, to the shelf at respective positions in such a way that older remaining items will be issued first.

(i)

Task Information

		By When	By Who
2.2.4.1.1	The items received will be put near its exact location on the shelf	Whenever Arrives	Purchase & Store Manager
2.2.4.1.1.1	All the received items are first kept below their exact location in the shelf	Whenever arrives	Helper
2.2.4.1.1.2	All the items will be lifted and put near its original location	Whenever arrives	Helper
2.2.4.1.2	The item will be put in such a way that FIFO can be followed	Whenever arrives	Purchase & Store Manager
2.2.4.1.2.1	The older items will be put in front, and the newer item are put behind	Whenever arrives	Helper
2.2.4.1.3	The area is properly cleaned	After all the items are placed properly	Helper

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Rules

- a. The most important thing is that all the items are at its respective places.
- b. The arrangement must help FIFO

Guidelines

a. There should be proper cleanliness after replenishment in the area.

N

Exceptions - What to do if...

a. In case if the old item is unusable, don't keep it on the shelf, rather put in the garbage.



Job Aids

a. Proper hands-on training should be given to the manager and helper.

Activity Group

2.2.5 Issue the Ingredient

Sr. No Activity

2.2.5.1 Issuing the ingredient to kitchen

Purchase & Store Manager

Owner

The store will be issuing different items/ingredient as according to the requirement of the F&BM.

(i)

Task Information

		<u>By When</u>	<u>By Who</u>
2.2.5.1.1	The store will receive the item/ ingredient	10:30AM-	F&BM
	list	11:00PM	
2.2.5.1.1.1	The ingredient or items required for cooking or	10:30AM-	F&BM
	serving any customer will be enlisted and will	11:00PM	
	be given to store		
2.2.5.1.2	The items will be removed from the shelf	10:30AM-	Helper
		11:00PM	
2.2.5.1.2.1	While removing FIFO should be followed	10:30AM-	Purchase &
		11:00PM	Store
			Manager
2.2.4.1.3	The items to be issued will be entered in the	10:30AM-	Purchase &
	software	11:00PM	Store
			Manager
2.2.5.1.4	The items will be handed to F&BM or his	10:30AM-	Helper
	assistant	11:00PM	

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Rules

- a. The most important thing is that all the items to be issued must be entered in the software.
- b. While Issuing FIFO should be always be used

$\overline{\mathbf{V}}$

Guidelines

a. At the time of issue, we can have see the stock, if some thing is required .

N

Exceptions - What to do if...

a. In case if software isn't working or any problem is there with the software, we should write down the issue in the note book, which should be later added to the software.



Job Aids

a. Proper hands-on training should be given to the manager and helper.

2.3 Internal Restaurant Serving

Purpose

The purpose of this process is to ensure that the customers are properly received, given proper places and all their requests are properly processed in efficient way and at the end right amount are received from them, and they are properly send off.

	ACTIVITY GROUP		ACTIVITY
2.3.1	Setting up Restaurant		
		2.3.1.1	Getting the Restaurant Ready for Welcoming the customer
2.3.2	Receiving guests (Customers)		
		2.3.2.1	Welcoming the customer
2.3.3	Serving the customer		
		2.3.3.1	Taking Order from the customer
		2.3.3.2	Sevice to customer
2.3.4	Billing		
		2.3.4.1	Receiving the exact money
2.3.5	Proper send-off		
		2.3.5.1	Giving proper send-off to customer

Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1	Increase in Sell	%	<10%

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.3.1	Setting up restaurant	Waiters	IRM			
2.3.2	Receiving guests (Customers)	Captain	IRM			
2.3.3	Serving the customer	Waiters	Captain			
2.3.4	Receiving the money	Captain	SM			
2.3.5	Proper send-off	IRM	IRM			

Escalation Matrix

	Level 1	Level 2
Role	SM	OvM
Resolution Time	1 Day	1Day

Activity Group

2.3.1 Setting Up the Restaurant

Sr. No Activity Owner

2.3.1.1 Getting the Restaurant Ready for Welcoming the customer

Internal Restaurant Manager

Before opening the restaurant, for the customer it should be made ready by cleaning, setting the tables, refilling the jars and other tasks.

(i)

Task Information

		By When	By Who
2.3.1.1.1	The Floor is cleaned.	10:00-10:30	Helper
2.3.1.1.1.1	The Floor is first properly broomed.	10:00-10:15	Helper
2.3.1.1.1.2	The Floor is mopped	10:15-10:30	Helper
2.3.1.1.2	All the tables are properly cleaned and set	10:30-10:45	Helper
2.3.1.1.2.1	The chairs associated with the tables are properly kept	10:30-10:45	Helper
2.3.1.1.2.2	There should be sufficient space in between the chairs and table		
2.3.1.1.3	All the sauce/Ketchup bottles are filled	10:45	Waiter
2.1.1.1.4	Tissue paper are well folded and kept ready	11:00	Waiter
2.1.1.1.5	Menu cards will be cleaned	11:00	Waiter
2.1.1.1.7	Water bottles are brought from store and are ready to be given	11:30	Waiter
2.1.1.1.8	All the tables are properly set, with dishes, spoon, fork, tissue papers.	11:30	Waiter
2.1.1.1.9	The Hare Krishna melody should be continuing	11:30	Waiter
2.1.1.1.10	All the software should be started and checked to be working	11:30	IRM
2.1.1.1.11	Proper availability of changes(chutta paisa) is ensured	11:00	Billing Manager
2.1.1.1.12	Menu status will be asked to F&BM/Chef	11:00	IRM
2.1.1.1.12.1	Which ever recipies mayn't be available due to any reason will be confirmed from the F&BM	11:15	IRM
2.1.1.1.12.2	The recipies status will be communicated to all the captains	11:30	IRM

△ Rules

a. It should be ensured that before 11:30AM the restaurant is ready in all respect

✓ Guidelines

a. Internal Restaurant Manager should be watching all the activities in the morning and see if in case any activity is getting delayed, he should take prompt action so that the delay can be minimized/stopped.

N

Exceptions - What to do if ...

a. In case of some unavoidable reasons, if the restaurant opens little late, the IRM should apologize to the customer standing out.



Job Aids

a. Cleaning devices

Activity Group

2.3.2 Receiving Guests(Customers)

Sr. No Activity

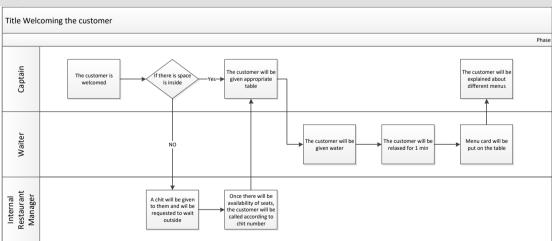
Owner

2.3.2.1 Welcoming the customer

Internal Restaurant Manager

The captain present in the internal restaurant area will welcome any one who enters the area, he will request them to take seat at the places available, and then waiters will provide water to them, as the customer will become little relaxed, the captain will put the menu card on the table.

Activity Flow





Task Information

		By When	By Who
2.3.2.1.1	Every customer are properly welcomed.	11:30AM- 11:00PM	Captain
2.3.2.1.2	The customer will be given specific table where there is space	11:30AM- 11:00PM	Captain
2.3.2.1.2.1	In case of full occupancy, the customer will be given a chit number and will be requested to wait outside	11:30AM- 11:00PM	IRM
2.3.2.1.2.2	Once any seat gets empty, the customer will be requested to take the place	11:30AM- 11:00PM	IRM
2.1.2.1.3	The customer will be given water	Within 1min	Waiter
2.1.2.1.4	The Customer will be given some time to get relaxed	For 1 min	Waiter
2.1.2.1.5	The menu card will be put on the table of the customer	Within 1 min	Captain
2.1.2.1.6	Any required clarification, understanding about the menu will be given to customer	Immediately	Captain

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Rules

- a. The customer must be welcomed from the front not from behind
- b. Cleaning of table infront of customer should be avided as much as possible
- c. One captain will take care of three tables.

V

Guidelines

- a. Internal Restaurant Manager should always be vigilant that no customer would have to wait outside for longer period of time.
- b. Internal Restaurant Manager should watch over all the captains, waiters and customers.
- c. In case of crowded situation, and many person waiting outside, IRM should ensure the efficient services.

N

Exceptions - What to do if ...

- a. In case of less availability of captain the number of tables per captain can be increased.
- b. In case of absence of IRM the OvM should either give some one charge of IRM or he himself should take.



Job Aids

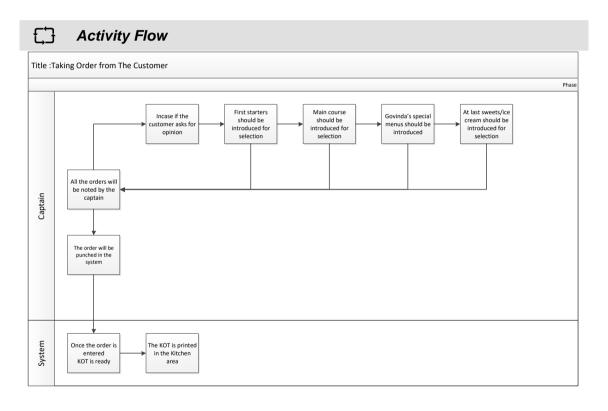
a. There should be a regular training of how to greet the customer and welcome them like home

Activity Group 2.3.3 Serving the customer

Sr. No Activity Owner

2.3.3.1 Taking Order from the customer Captain

The captain will note down the customers' request and KOT will be generated.



i Task Information

		By When	By Who
2.3.3.1.1	All the requests from the customer will be noted in the chit, once the customer has decided	11:30AM- 11:00PM	Captain
2.3.3.1.2	The chit is punched in the software and a KOT is generated in the kitchen.	Immediately	Captain
2.3.3.1.3	The chit is given to the waiters	Immediately	Captain
2.3.3.1.4	In case if opinion is asked about menus	Within 5 min	Captain
2.3.3.1.4.1	First starters should be introduced for selection	Immediately	Captain
2.3.3.1.4.2	Refer to 2.3.3.1.1	Immediately	Captain

2.3.3.1.4.3	Main course should be introduced for selection	After customer finished taking starters	Captain
2.3.3.1.4.4	Refer to 2.3.3.1.1	Immediately	Captain
2.3.3.1.4.5	Govinda's special menus should be introduced for selection	After customer finished taking starters/Main course	Captain
2.3.3.1.7.6	Refer to 2.3.3.1.1	Within 1 min	Captain
2.3.3.1.7.7	At last sweet/Ice cream should be introduced for selecton	After customer finished taking Main course/special menu	Captain
2.3.3.1.7.8	Refer to 2.3.3.1.1		

Rules

a. The customer must be explained all the starters, main course, Govinda's special menu, if asked by the customer.

✓ Guidelines

- a. Captain should properly punch the item name.
- b. Special care should be given in case of 'spicy' or' non spicy'

N

Exceptions - What to do if ...

- a. In case some items are not available due to certain reasons the captain should apologise and request some other item to be offered.
- b. In case of absence of Captain the OvM should either give some one charge of IRM or he himself should take.

Job Aids

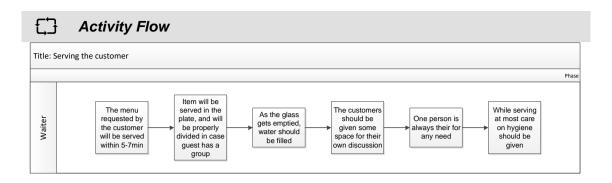
a. There should be a regular training of how to take orders form the customer so that they feel like home

Sr. No Activity Owner

2.3.3.2 Serving the customer

Internal Restaurant Manager

The order placed by the customer will be served by the waiters in proper sequence with care, attention and hygiene.



i Task Information

		By When	By Who
2.3.3.2.1	The menu requested by the customer will be served within 7-9 min	11:30AM- 11:00PM	Waiter
2.3.3.2.2	The item will be served in the plate, and will be properly divided in case guest has a group.	Immediately	Waiter
2.3.3.2.2.1	While serving all the recipes will be served by the spoon	Immediately	Waiter
2.3.3.2.2.2	The serving will always be done with right hands	Immediately	Waiter
2.3.3.2.2.3	Care will be taken while dividing the items that the items should be available for every one of the group	Immediately	Waiter
2.3.3.2.3	Water refilling should be regularly done	All the time	Waiter
2.3.3.2.3.1	As soon as the glass gets emptied, water should be filled	Immediately	Waiter
2.3.3.2.4	The customers should be given some space for their own discussion	All the time	Waiter
2.3.3.2.5	The customers should be treated with atmost care while serving	All the time	Waiter
2.3.3.2.5.1	One person is always their for any need	All the time	Waiter
2.3.3.2.6	While serving atmost care on hygiene should be given	All the time	Waiter

△ Rules

- a. The customer must be served in very hygienic condition.
- b. The waiters shouldn't touch with their hands any food, either with spoon or with gloves.
- c. The Internal Restaurant Manager is mainly considered responsible for any mismanagement while serving.

✓ Guidelines

- a. Captain should properly punch the item name.
- b. Special care should be given in case of 'spicy' or' non spicy'

N

Exceptions - What to do if ...

- a. In case some items are not available due to certain reasons the captain should apologise and request some other item to be offered.
- b. In case of absence of IRM the OvM should either give some one charge of IRM or he himself should take.



Job Aids

a. There should be a regular training of how to serve the customer that they feel like home

Activity Group

2.3.4 Receiving the payment

Sr. No Activity

Owner

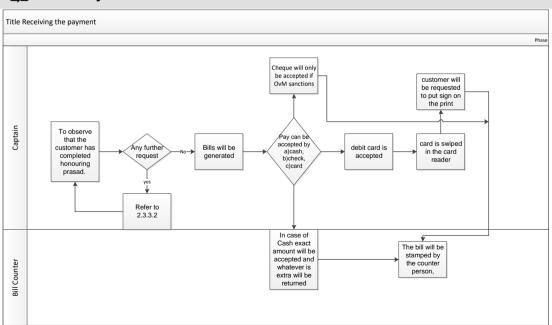
2.3.4.1 Receiving the payment

Captain/IRM

Once all the requests of the customer is fulfilled and he has completed his prasad. The captain will ensure that the bill of all requests will be put on the table inside the bill folder

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Activity Flow



(i)

Task Information

		By When	By Who
2.3.4.1.1	To observe that the customer has completed honouring prasad.	11:30AM- 11:00PM	Captain
2.3.4.1.2	Any further request will be asked.	Immediately	Captain
2.3.4.1.3	In case of No, the captain will generate bill from system	Immediately	Captain
2.3.4.1.3.1	All the dishes will be removed	Immediately	Waiter
2.3.4.1.3.2	The bill will be kept inside the menu book and it will be kept on the table	Within 1 min	Captain
2.3.4.1.4	Pay can be accepted by a)cash, b)check, c)card	Immediately	Captain
2.3.4.1.4.1	In case of cash, the exact amount is accepted	Immediately	Captain
2.3.4.1.4.1.1	In case if customer has given a round figure amount,	Immediately	Captain
2.3.4.1.4.1.2	The exact amount will be accepted and whatever is extra will be returned	Within 1 min	Counter person
2.3.4.1.4.1.3	The amount will be returned to the customer by keeping amount in the menu book	Within 1min	Captain
2.3.4.1.4.2	In case of chque, it will only be accepted if OvM sanctions	Immediately	Captain
2.3.4.1.4.3	In case of card. Only debit card is accepted	Immediately	Captain
2.3.4.1.4.3.1	The card is swiped in the card reader, and the customer will be requested to put sign on the print	Immediately	Captain
2.3.4.1.4	The bill should be stamped by the counter person,	Immediately	Counter Cashier
2.3.4.1.5	The stamped bill would be given to customer	Immediately	Captain
2.3.4.1.6	After the whole transaction gets over, whatever amount is put by the customer in the menubook before leaving will be 'Tip'.It will be accepted	Immediately	Waiter

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Rules

- a. The customer must be given exact amount back; whatever amount is extra shouldn't be considered as 'tip'.
- b. Only the amount which the customer keeps in the menubook after the whole transaction gets over will be considered as 'Tip'.
- c. The waiter who was serving the customer would be the person who will be having the complete rights over the 'Tip'.

✓ Guidelines

a. Bill should be clearly explaining the recipies and their respective amount

Exceptions – What to do if...

a. In case if person don't have proper cash, card can be accepted.



Job Aids

There should be a regular training of how to deal with money matters with the a. customer

Activity Group 2.3.5 Proper send-off and afterward

Sr. No **Activity**

Owner

2.3.5.1 **Proper Send-Off and afterwards**

Internal Restaurant Manager

Once the customer has paid properly, he should be given proper send off, and afterwards table should be properly cleaned and all the dishes are set properly

(i)

Task Information

		By When	By Who
2.3.5.1.1	The customer is given proper send-off by expressing thanks	11:30AM- 11:00PM	IRM
2.3.5.1.1.1	The customer will be requested to visit again	Immediately	IRM
2.3.5.1.2	The table will be properly cleaned	Immediately	Waiter
2.3.5.1.3	All the cleaned dishes will be put with spoon and fork	Immediately	Waiter
2.3.5.1.3.1	The area near the table will be also cleaned	Immediately	Helper
2.3.5.1.4	The table is ready for new customer	Immediately	Helper

Rules

- Till the customer hasn't left Govind's he should be served with nice words. Not that a. once he has stood up from table, we can forget him.
- b. The cleaning after the leaves is very important it should never be missed because of more crowd or whatever. Cleanliness retains customer.

M

Guidelines

Our hospitality, hygiene, quality, and cleanliness makes a customer to come again. a.

Exceptions - What to do if ...

In case if there is huge crowd, and some customer is still seating after paying, the a. internal restaurant manager can politely request them that can they please allow other to seat at these places, However we should never disturb some one who is already

honouring prasad.



Job Aids

a. There should be a proper training of how to deal with sending off the customer and afterwards activities.

2.4 Outside Stall Care

Purpose

The purpose of this process is to ensure that the outside stall is properly taken care, No one who approaches the stall should be dissatisfied by the services offered by the stall. The outside stall will take care of proper opening at right time, proper display, proper cooking, proper selling, and proper billing.

	ACTIVITY GROUP		ACTIVITY
	Pre-preparation		
		2.4.1.1	Pre-preparation before opening the stall
2.4.2	Customer care		
		2.4.2.1	Customer care
2.4.3	Closing		
		2.4.3.1	Closing the stall

Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1	Increase in Sell	%	<10%

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.4.1	Pre-preparation	SM	SM			
2.4.2	Customer-care	Helper	SM			
2.4.3	Closing	SM	SM			

Escalation Matrix

	Level 1	Level 2
Role	SM	OvM
Resolution Time	1 Day	1Day

Activity Group

2.4.1 Pre-Preparation

Sr. No Activity

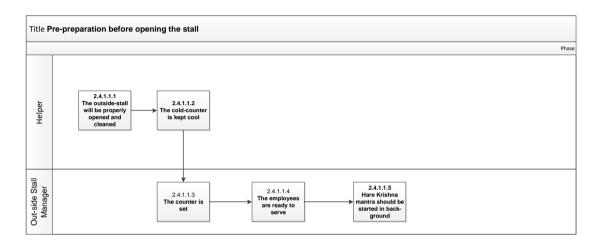
Owner

2.4.1.1 Pre-preparation before opening the stall

It will be ensured that out side counter is well set, before opening the stall. Out-side

Out-side Stall Manager

Activity Flow



Task Information

		By When	By Who
2.4.1.1.1	The outside-stall will be properly opened and cleaned	9:00AM	Helper
2.4.1.1.1	All the outside-stall area will be properly cleaned with shop-water	9:00AM	Helper
2.4.1.1.1.2	All the Billing counter is opened ,and properly cleaned.	9:00AM	Helper
2.4.1.1.2	The cold-counter is kept cool	10:30AM	Helper
2.4.1.1.2.1	The cold- counter is kept very clean and cool before fresh stock are loaded in.	10:00AM	Helper
2.4.1.1.2.2	The fresh stock are loaded in	10:15AM	
2.4.1.1.3	The counter is set	10:15AM	Out-side Stall Manager
2.4.1.1.3.1	Billing system is working properly, and all the	10:15AM	Purchase &

	files are in place ready.		Store Manager
2.4.1.1.3.2	All the counters are at exact location and are properly set	10:15AM	Purchase & Store Manager
2.4.1.1.3.3	All the different items which need to be in the showcase is properly set	10:15AM	Helper
2.4.1.1.3.4	Any stale item should be removed from the show-case.	10:15AM	Helper
2.4.1.1.3.5	Rs 5000/- will be kept as initial amount in the cash counter in which there will be change (chutta) of Rs500/-	10:15AM	Cashier
2.4.1.1.4	The employees are ready to serve	10:30AM	Out-side Stall Manager
2.4.1.1.4.1	The cashier, Billing person and the helper are present in their respective dresses	10:30AM	Out-side Stall Manager
2.4.1.1.4.2	The appearance of every one should be neat and tidy	10:30AM	Out-side Stall Manager
2.4.1.1.4.3	The Billing person and the helper should wear hand-gloves and caps	10:30AM	Out-side Stall Manager
2.4.1.1.5	Hare Krishna mantra should be started in back- ground	10:15AM	Out-side Stall Manager

Δ

Rules

- a. There should be always two Billing person ready for the customers and one helper for any kind of assistance apart from the cashier and Out-side stall Manager.
- b. The helper will clean, and assist as and when required.

$\overline{\mathbf{Q}}$

Guidelines

- a. The display should be full, in case of in-complete display; it gives a negative vibration in the mind of customer.
- b. Proper care should be given in hygiene standards and dress.

N

Exceptions - What to do if ...

a. In case of absence of cashier, the outside stall manager will seat there and handle the situation.



Job Aids

a. Proper training should be given to the helper, Billing person and the cashier to handle

Activity Group

2.4.2 Customer Care

Sr. No Activity

Owner

2.4.2.1 Fulfilling the customers' requests

It will be ensured all the requests which the customer is asking and the stall is offering will be smoothly Out-side Stall Manager processed.

Title Customer Care Phase 2.4.2.1.1 The customer is greeted 2.4.2.1.3 The KOT will be received from customer customer 2.4.2.1.5 The plates will be put in a separate designated container Phase 2.4.2.1.4 Each order in KOT will be put in a separate designated container 2.4.2.1.6 The plates will be cleaned

Task Information

		<u>By When</u>	<u>By Who</u>
2.4.2.1.1	The customer is greeted with welcome	10:30AM-	All staff
	smile	11:00PM	
2.4.2.1.1.1	The customer will be heard of his requests and	10:30AM-	Billing Person
	then only any comments should be made	11:00PM	
2.4.2.1.1.2	The customer will be requested to take	10:30AM-	Billing Person
	KOT/bill from cashier	11:00PM	
2.4.2.1.2	KOT/Bill is made of the customer's request	10:30AM-	Cashier
		11:00PM	
2.4.2.1.2.1	Whatever request the customer makes, in one	10:30AM-	Cashier
	KOT every thing will be mentioned	11:00PM	

2.4.2.1.2.2	Money will be accepted immediately on the counter for KOT/bill	10:30AM- 11:00PM	Cashier
2.4.2.1.2.3	Proper billing entry should be done immediately in the software	10:30AM- 11:00PM	Cashier
2.4.2.1.3	The KOT will be received from customer	10:30AM- 11:00PM	Billing person
2.4.2.1.4	Each order in KOT will be separately processed	10:30AM- 11:00PM	Billing person
2.4.2.1.4.1	The order which can be instantaneously processed should be served first	10:30AM- 11:00PM	Billing person
2.4.2.1.4.2	While serving FIFO should be implemented	10:30AM- 11:00PM	Billing person
2.4.2.1.4.3	Once one order is served in KOT it should be ticked so that there should be no confusion	10:30AM- 11:00PM	Billing person
2.4.2.1.5	The customers will be requested to put the plate in a separate designated container	10:30AM- 11:00PM	Billing Person
2.4.2.1.6	The plates will be cleaned	10:30AM- 11:00PM	Helper

Rules

- There should be always two Billing person ready for the customers and one helper for a. any kind of assistance apart from the cashier and Out-side stall Manager.
- b. The helper will clean, and assist as and when required.

\square

Guidelines

- The display should be full, in case of in-complete display; it gives a negative vibration a. in the mind of customer.
- b. Proper care should be given in hygiene standards and dress.

Exceptions - What to do if...

In case of absence of cashier, the outside stall manager will seat there and handle the a. situation.



Job Aids

Proper training should be given to the helper, Billing person and the cashier to handle a.

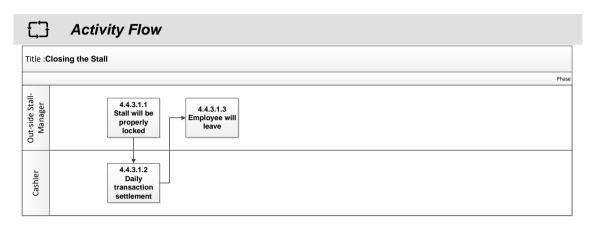
Activity Group 2.4.3 Closing

Sr. No Activity

Owner

2.4.3.1 Closing the Stall

It will be ensured that all the counters are properly locked and all the valuables will be brought in side of Out-side Stall Manager the premises.



Task Information

		By When	By Who
2.4.3.1.1	The stall will be properly locked	11:00PM	Out-side
			Stall
			Manager
2.4.3.1.1.1	All the counters are properly covered by cloth	11:00PM	Billing Person
	and closed properly		
2.4.3.1.1.2	The counters are locked	11:00PM	Billing Person
2.4.3.1.2	Daily transaction settlement will be done	11:00 PM	Cashier
2.4.3.1.2.1	The daily transaction report will be created	11:00 PM	Cashier
2.4.3.1.2.2	The amount in the cash counter and the report	11:00 PM	Cashier
	is tallied		
2.4.2.1.2.3	The amount and the report is submitted to the	11:00 PM	Cashier
	main counter		
2.4.3.1.3	All the employee will leave the premises	11:00 pm	Out-side
			Stall
			Manager

∧ Rules

- a. Daily transaction report should match the amount in cash counter.
- b. The counter is properly locked and the keys should be with Outside stall Manager.

✓ Guidelines

a. The positions of counter should be changed at time of closing in order for safety.

N

Exceptions - What to do if...

a. In case of some problem with the software, that day all the amount should be accounted, and all the materials which



Job Aids

a. Proper training should be for proper closing of stall.

2.5 Billing Counter Care

Purpose

The purpose of this process is proper care of Billing, bills, any enquiry, and telephonic booking.

	ACTIVITY GROUP		ACTIVITY
2.5.1	Opening		
		2.5.1.1	Opening the Bill counter
2.5.2	Billing Settlement		
		2.5.2.1	Billing Settlement with Accounts
2.5.3	Bills		
		2.5.3.1	Bills processing of customer
		2.5.3.2	Telephonic Order/Enquiry
2.5.4	Closing		
		2.5.4.1	Closing the counter

Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1	Increase in Sell	%	<10%

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.5.1	Opening	BCM	всм			
2.5.2	Billing Settlement	BCM	BCM			
2.5.3	Bills	BCM	BCM			
2.5.4	Closing	всм	всм			

Escalation Matrix

	Level 1	Level 2
Role	BCM	OvM
Resolution Time	1 Day	1Day

Activity Group

2.5.1 Opening Of Bill Counter

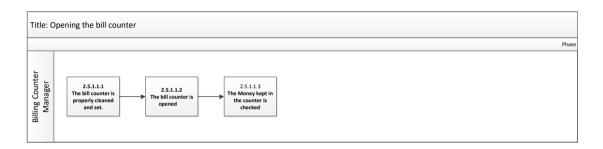
Sr. No Activity

Owner

2.5.1.1 Opening the Bill counter

Opening the bill counter will ensure proper cleaning, opening and keeping all the required things at right Bill Counter Manager place and counting the money kept last day.

Activity Flow



Task Information

		By When	By Who
2.5.1.1.1	The bill counter is properly cleaned and set.	10:45AM	Billing Counter Manager
2.5.1.1.1.1	Billing counter is properly cleaned	10:45AM	Billing Counter Manager
2.5.1.1.1.2	Billing counter is properly set, by keeping all the different registers at its respective places .	10:45AM	Billing Counter Manager
2.5.1.1.2	The billing counter is opened	10:45AM	Billing Counter Manager
2.5.1.1.2.1	The billing counter lock is opened	10:45AM	Billing Counter Manager
2.5.1.1.2.2	The computer is started	10:45AM	Billing Counter Manager
2.5.1.1.3	The Money kept in the counter is checked	10:45AM	Billing Counter Manager
2.5.1.1.3.1	The money kept in the counter is counted	10:45AM	Billing Counter Manager
2.5.1.1.3.2	The counted money is checked with last day's	10:45AM	Billing

	sell	Counter
		Manager
∧ Ru	les	

- The amount counted must match the yesterday's count, in case of any difference a. Overall Manager should be immediately informed.
- The password for the computer will only be accessible to Overall Manager and Billing b. Counter Manager.

$\overline{\mathsf{V}}$ Guidelines

The Billing counter key should be only accessible to Billing Counter Manager and a. Overall Manager.

Exceptions - What to do if...

In case of absence of Billing Counter Manager, the overall Manager should appoint a. some one as replacement

Job Aids

a. Proper training should be given to the Billing Counter Manager to handle all the

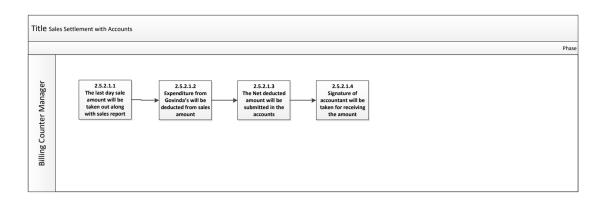
Activity Group 2.5.2 Billing Settlement

Sr. No Activity **Owner**

2.5.2.1 **Billing Settlement with Accounts**

Billing Counter The Billing of last day will be settled to the temple account Manager

Activity Flow



Task Information

		By When	<u>By Who</u>
2.5.2.1.1	The last day sale amount will be taken out along with Billing report	10:45AM	Billing Counter Manager
2.5.2.1.1.1	From all the amount present in the Billing counter, the last day Billing will be taken out	10:45AM	Billing Counter Manager
2.5.2.1.1.2	The Billing report will be attached with the amount	10:45AM	Billing Counter Manager
2.5.2.1.2	Expenditure from Govinda's will be deducted from Billing amount	10:45AM	Billing Counter Manager
2.5.2.1.2.1	Any expenditure from Govinda's like electric bill, any purchase bill, it will be deducted	10:45AM	Billing Counter Manager
2.5.2.1.2.2	The bills of these payments will be attached in the Billing report	10:45AM	Billing Counter Manager
2.5.2.1.3	The Net deducted amount will be submitted in the accounts	10:45AM	Billing Counter Manager
2.5.2.1.4	Signature of accountant will be taken for receiving the amount	10:45AM	Billing Counter Manager

△ Rules

a. The bills must be produced in case of deducting any amount due to purchase or any other payment.

✓ Guidelines

a. The amount settlement should be immediately done once the counter is opened.

Exceptions – What to do if...

a. In case of absence of Billing Counter Manager, the overall Manager should himself settle or appoint some one else.



Job Aids

a. Proper training should be given to the Billing Counter Manager to handle all these affairs.

Activity Group

2.5.3 Billing

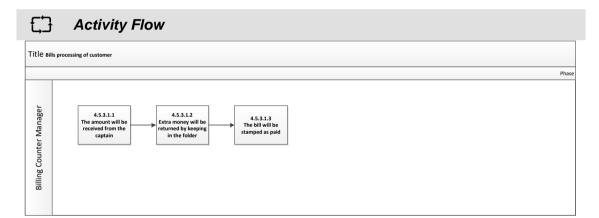
Sr. No Activity

Owner

2.5.3.1 Bills processing of customer

Through out Billing during of day, the Billing counter will process the bills by receiving amount from the captain and stamping on the bill as received.

Billing Counter Manager



Task Information

		By When	By Who
2.5.3.1.1	The amount will be received from the captain	11:00AM- 11:00PM	Billing Counter Manager
2.5.3.1.1.1	The amount given by the customer will be received from the captain	10:45AM	Billing Counter Manager
2.5.3.1.1.2	The amount will be counted	11:00AM- 11:00PM	Billing Counter Manager
2.5.3.1.2	Extra money will be returned by keeping in the folder	11:00AM- 11:00PM	Billing Counter Manager
2.5.3.1.2.1	The exact bill amount will be deducted and extra money will be given back	11:00AM- 11:00PM	Billing Counter Manager

2.5.3.1.3	The bill will be stamped as paid	11:00AM- 11:00PM	Billing Counter Manager
			iviariayei

\triangle

Rules

a. Exact amount of bill should be deducted from customer.

$\overline{\mathbf{V}}$

Guidelines

a. There should be sufficient chutta paisa, for smooth transaction.



Exceptions - What to do if ...

a. In case of absence of Billing Counter Manager, the overall Manager should appoint some one else.



Job Aids

a. Proper training should be given to the Billing Counter Manager to handle all these affairs.

Activity Group

2.5.4 Closing

Sr. No Activity

Owner

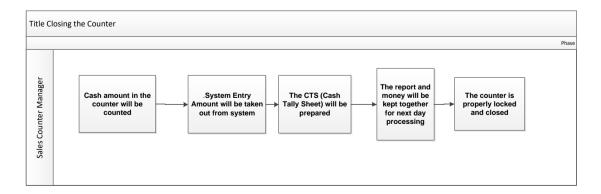
2.5.4.1 Closing the Counter

The closing of the counter will ensure all closing activities are properly done.

Billing Counter Manager

£3

Activity Flow



(i)

Task Information

		By When	By Who
2.5.4.1.1	Cash amount in the counter will be counted	11:00PM	Billing Counter Manager
2.5.4.1.1.1	This will involve all the money from inside and ouside.	11:00PM	Billing Counter Manager
2.5.4.1.2	System Entry Amount will be taken out from system	11:00PM	Billing Counter Manager
2.5.4.1.3	The CTS (Cash Tally Sheet) will be prepared	11:00PM	Billing Counter Manager
2.5.4.1.3.1	Any difference in system entry record and cash counter would be properly highlighted	11:00PM	Billing Counter Manager
2.4.4.1.4	The report and money will be kept together for next day processing	11:00PM	Billing Counter Manager
2.4.4.1.5	The counter is properly locked and closed	11:00 PM	Billing Counter Manager

Δ

Rules

- a. There should be very less difference(1%) between system entry amount and actual cash amount.
- b. In case of more difference, proper explanation should be given to OvM

$\overline{\mathbf{V}}$

Guidelines

a. While Creating CTS, the OvM should also be present.

N

Exceptions - What to do if...

a. In case of absence of Billing Counter Manager, the overall Manager should appoint some one else.



Job Aids

a. Proper training should be given to the Billing Counter Manager to handle all these affairs.

2.6 Managing Kitchen

Purpose:

The purpose of this process is to decide menus, ensure proper cooking of all the menus and maintaining highest degree of hygiene and cleanliness.

	ACTIVITY GROUP		ACTIVITY
2.6.1	Pre-cooking Preparation		
		2.6.1.1	Pre-cooking Preparation
		2.6.1.2	Deciding menus/recipes
2.6.2	Preparation of Requested Recipes		
		2.6.2.1	Preparing the Recipes
		2.6.2.2	Maintaining hygiene and cleanliness
2.6.3	Kitchen Closing		
		2.6.3.1	Closing the kitchen

Process KPIs

	Key Performance Indicator	Measure	Permissible Value
1	Increase in Sell	%	<10%

RASCI Matrix at Activity Group Level

	Activity	Responsible	Accountable	Sponsor	Consult	Inform
2.6.	.1 Pre-cooking Preparation	Assistant Chef	F&BM			
2.6.		Chef	F&BM			
2.6.	.3 Closing	Helper	F&BM			

Escalation Matrix

	Level 1	Level 2
Role	F&BM	OvM
Resolution Time	1 Day	1Day

Activity Group 2.6.1 Pre-cooking Preparation

Sr. No Activity

Owner

2.6.1.1 **Pre-cooking Preparation**

Assistant Chef

This activity ensures that all the necessary preparation are ready before actual cooking can be performed. This activity involves proper cleaning the vegetables, vegetable cutting, ingredient collection from stored and making ready the spices.

①

Task Information

		I	1
		By When	By Who
		<u> </u>	<u> </u>
2.6.1.1.1	Proper Cleaning and washing of Vegetables or ingredients	8:00AM	Assistant chef
2.6.1.1.1.1	The Vegetables which come in morning and or kept in the refrigerator will be taken out	8:00AM	Assistant chef
2.6.1.1.1.2	The vegetables/ingredient will be properly washed and cleaned.	8:00AM	Assistant chef
2.6.1.1.2	Cutting the vegetables/paneer	8:00AM	Assistant chef
2.6.1.1.2.1	The vegetables will be properly cut according to its prescribed size	8:00AM	Assistant chef
2.6.1.1.2.2	The vegetables will be kept in different bowls separately	8:00AM	Assistant chef
2.6.1.1.3	All the cooking counters are properly set	9:30AM	Assistant chef
2.6.1.1.3.1	Different ingredients which are required at different counters will be put at its respective place.	9:30AM	Assistant chef
2.6.1.1.3.2	Every machinery is properly cleaned and checked	9:30AM	Assistant chef
2.6.1.1.3.3	The gas is properly set with the cooking equipment	9:30AM	Assistant chef
2.6.1.1.4	Making ready the spices and Grevy	9:30AM	Chef
2.6.1.1.4.1	All the spices are made ready and the grevy is prepared for all the vegetables	9:30AM	Chef

Rules

- a. The most important part of pre-cooking is making the gravy ready, once this is ready, afterwards to cook any vegetables it just requires couple of minutes, so this must be ready by 10:00AM.
- b. Whole pre-cooking must complete before 11:00AM

V

Guidelines

a. Different Assistant Chefs will be making ready their own cooking counters .

N

Exceptions - What to do if...

a. In case of absence of chef/assistant chef, the overall Manager should appoint some one as replacement



Job Aids

a. Proper training should be given to the chef and assistant chef to handle all the affairs.

Sr. No Activity

Owner

2.6.1.2 Deciding menus/recipes

Chef

This activity ensures that in case if some ingredient/vegetable is unavailable for some of menu/recipes in the market, then accordingly the menu/ recipes is either changed to some other closer one to the menu, or deleted for that day, and is properly communicated to the captain so that in case if any customer ask for the affected menu, the reason and options should be properly communicated to the customer.

(i)

Task Information

		By When	By Who
2.6.1.2.1	Checking for availability for all ingredients for all the recipies	8:00AM	Chef
2.6.1.2.1.1	All the vegetable and ingredient arrives in the store	8:00AM	Chef
2.6.1.2.1.2	All the ingredients are checked for different menus	8:00AM	Chef
2.6.1.2.2	If it is found that some ingredient isn't there for any recipe/menu	8:00AM	Chef
2.6.1.2.2.1	If some vegetable isn't there in the market required for the menu/recipie	8:00AM	Chef
2.6.1.2.2.2	It will be decided whether any closer menu can be presented with available ingredient/vegetable	8:00AM	Chef
2.6.1.2.2.3	In case if it isn't possible to replace the menu then the menu is deleted	8:00AM	Chef
2.6.1.2.3	Properly Communicate to Captain and Internal Restaurant Manager	8:00AM	Chef
2.6.1.2.3.1	The change of menu or deletion of menu is properly communicated to IRM	8:00AM	Chef
2.6.1.2.3.2	The Internal Restaurant Manager communicates to Captain and waiter about the menu	8:00AM	Chef
2.6.1.2.4	The Purchase Manager is requested; as the ingredient/vegetable is available it should be communicated to Chef.	9:30AM	Chef
2.6.1.2.4.1	As the ingredient or vegetable is available the menu is made re-available	As and when	Chef
2.6.1.2.4.2	The re-availability of the menu is properly communicated to IRM	As and when	Chef

Δ

Rules

a. The customer should be properly informed about the recipe or menu availability at the time of order taking it-self, not that, once the order is taken and then, the waiter after some times he tells that this item has got over.

✓ Guidelines

a. There should be proper communication in between Chef, IRM and Captain .

Exceptions – What to do if...

a. In case of absence of chef/assistant chef, the overall Manager should appoint some one as replacement

Job Aids

a. Proper training should be given to the Chef, IRM and Captain to handle all the affairs.

Chef

Activity Group 2.6.2 Preparation of Requested Recipes

Sr. No Activity Owner

2.6.2.1 Preparing Different Recipes

This activity ensures that all the necessary steps are done for proper completion of recipe.

(i) Task Information

		By When	By Who
2.6.2.1.1	The KOT comes for preparation of some	11:30AM-	System/waiter
	recipe	11:00PM	
2.6.2.1.1.1	The customer request KOT will come to central	11:30AM-	Waiter
	cooking place	11:00PM	
2.6.2.1.2	Different requests will be sent to different	11:30AM-	Waiter
	cooking counters	11:00PM	
2.6.2.1.2.1	The cooking ingredients will be ready before	11:30AM-	Chef
	hand only	11:00PM	
2.6.2.1.3	The recipes will be prepared according to	11:30AM-	Chef
	the instruction of cooking manual	11:00PM	
2.6.2.1.3.1	The recipe will be ready within 5 min	11:30AM-	Chef
		11:00PM	
2.6.2.1.4	The recipe will be taken to the distribution	11:30AM-	Assistant chef
	table	11:00PM	
2.6.2.1.4.1	The prepared recipe will be transferred in to a	11:30AM-	Assistant chef
	bowl	11:00PM	
2.6.2.1.4.2	The bowl will be transferred to the distribution	11:30AM-	Assistant chef
	table	11:00PM	
2.6.2.1.4.3	The bowl carrying recipe will be carried to the	11:30AM-	Waiter
	customer who requested it	11:00PM	
2.6.2.1.5	All the utensils used will be immediately put	11:30AM-	Helper
	in the waters for cleaning	11:00PM	•

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Rules

- a. The cooking of recipes must be done according to the cooking manual of different recipes.
- b. The preparation of the recipes shouldn't take more than 5 minutes
- c. Both Chef and assistant chef can't be in leave together
- d. The F&B Manager should keep watch on the quality, hygiene and pace of the preparation.

Guidelines

a. The assistant chefs should properly learning the preparation of recipes, so that in absence of chef he can prepare all the recipes .

N

Exceptions - What to do if ...

a. In case of absence of chef/assistant chef, the overall Manager should appoint some one as replacement



Job Aids

a. Proper training should be given to the chef and assistant chef to handle all the affairs.

Sr. No Activity

Owner

2.6.2.2 Maintaining hygiene and cleanliness

Chef

This activity ensures that all the necessary steps are taken care to maintain hygiene and cleanliness throughout cooking, before cooking, and after cooking.



Task Information

		By When	By Who
2.6.2.2.1	Maintaining cleanliness and hygiene before	Before	Chef/Assistant
	Cooking	11:30AM	Chef/Helper
2.6.2.2.1.1	The cooking area, vessels, cooking	Before	Chef/Assistant
	paraphernalia, apron, caps, gloves are	11:30AM	Chef/Helper
	properly clean		,
2.6.2.2.1.2	The ingredients are properly covered	Before	Chef/Assistant
		11:30AM	Chef/Helper
2.6.2.2.1.3	All the cooking/serving members have washed	Before	Chef/Assistant
	their hands according to six steps of hygienic	11:30AM	Chef/Helper
	hand wash.		'
2.6.2.2.1.4	Every member who is either cooking or	Before	Chef/Assistant

	serving must wash their hands according to	11:30AM	Chef/Helper
	six steps of hygienic hand wash.		
2.6.2.2.1.5	It is ensured that no one is having any cut in	Before	Chef/Assistant
	hands, loose motion, or any kind of skin	11:30AM	Chef/Helper
	disease		·
2.6.2.2.1.6	Every one inside kitchen is wearing	Before	Chef/Assistant
	hairnet/cover	11:30AM	Chef/Helper
2.6.2.2.2	Maintaining cleanliness and hygiene while	11:30AM-	Chef/Assistant
	cooking	11:00PM	Chef/Helper
2.6.2.2.2.1	Every one inside kitchen is wearing	11:30AM-	Chef/Assistant
	hairnet/cover	11:00PM	Chef/Helper
2.6.2.2.2.2	Cooked and Uncooked items are kept	11:30AM-	Chef/Assistant
	separately	11:00PM	Chef/Helper
2.6.2.2.2.3	While cooking, if some untouchable material is	11:30AM-	Chef/Assistant
	touched, then, one should wash hands	11:00PM	Chef/Helper
2.6.2.2.2.4	Mixing of ingredients is strictly avoided, while	11:30AM-	Chef/Assistant
	taking out	11:00PM	Chef/Helper
2.6.2.2.3	Maintaining cleanliness and hygiene after	11:30AM-	Chef/Assistant
	cooking	11:00PM	Chef/Helper
2.6.2.2.3.1	All the utensils are immediately put inside the	11:30AM-	Chef/Assistant
	water after cooking is completed.	11:00PM	Chef/Helper
2.6.2.2.3.2	All the utensils are properly cleaned	11:30AM-	Chef/Assistant
		11:00PM	Chef/Helper

Rules

- All the cooking and serving staffs should report to OvM in case of any kind of disease a.
- b. Clean you go, Clean all contact equipment after use.
- The food should never be tasted by putting finger inside the food. C.

$\overline{\mathbf{V}}$

Guidelines

Regular attention should be given to Hygiene and Cleanliness, by F&B Manager. a.



Job Aids

Proper training should be given for regular hygiene and cleanliness a.

Activity Group 2.6.3 Closing

Sr. No	Activity	Owner

2.6.3.1 Closing Helper, Chef

This activity ensures that all the necessary steps are done for proper shut down of kitchen.

(i)

Task Information

		Di i M/h a ra	Dir M/h a
		By When	By Who
2.6.3.1.1	All the remaining cut vegetables will be kept in freeze	11:30PM	Chef
2.6.3.1.1.1	Only those vegetables which can be used for next days will be kept in refrigerator	11:30PM	Chef
2.6.3.1.2	Through cleaning of all utensils will be done	11:30PM	Helper
2.6.3.1.2.1	Before closing all the utensils should be properly cleaned and put at its respective places	11:30PM	Helper
2.6.3.1.3	All the cooking counters, are properly cleaned, washed and moped	11:30 PM	Helper
2.6.2.1.4	Gas burners are properly closed and checked	11:30 PM	Chef
2.6.2.1.5	The cooking area is closed	11:45 PM	F&BM

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Rules

a. After complete cleaning only, the closing should be done.

Guidelines

a. F&B Manager should inspect all close out activities.

N

Exceptions - What to do if...

a. In case of absence of helper, the overall Manager should appoint some one as replacement



Job Aids

a. Proper training should be given to the helper, chef and assistant chef to handle all the affairs.