



**THE CATHOLIC UNIVERSITY OF EASTERN AFRICA**

TITLE	AUTHOR
<b>PROCEDURE FOR MEETINGS, CONFERENCES AND WORKSHOPS ( CUEA/DVC ADM/CTR/03)</b>	<b>CATERESS</b>
	NO. OF APPENDICES:
	<b>ONE</b>
<b>AUTHORIZATION</b> This Standard Operating Procedure is issued under the authority of	
<b>TITLE</b>	<b>DVC ADMINISTRATION</b>
<b>SIGNATURE</b>	
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<b>NOTE:</b> <ol style="list-style-type: none"> <li>Write amendments on the page provided (Clause 0.2)</li> <li>Controlled copies of this document will be in the DVC Administration and Cateress' office.</li> </ol>	

**0. CONTENTS AND RECORD OF CHANGES**

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**0.2 Record of Changes**

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title
<b>1</b>	<b>19 May 2011</b>	<b>1</b>	<b>Title page(title)</b>	<b>Sr. In Charge</b>

**0.3 Distribution / Circulation**

This Standard Operating procedure is available at relevant function for authorized users.

**1.0 Purpose**

This procedure is to ensure timely and efficient delivery of catering services during internal and external meetings, conferences, seminars and workshops at CUEA.

**2.0 Scope**

This procedure applies to catering for internal and external meetings, conferences and workshops at CUEA.

**3.0 Terms and definitions**

- 3.1 CAT: Catering
- 3.2 CS: Catering section

**4.0 References**

- 4.1 CUEA Quality Management Manual

**5.0 Principal Responsibilities**

The Cateress has the overall responsibility of ensuring that this procedure is adequate for its intended purpose and is effectively applied.

**6.0 Method**

6.1 The customer shall write a letter requesting catering services to the DVC Administration at least five working days before the event.

6.1.1 If the request is not approved, the DVC Administration shall communicate the same to the customer.

6.1.2 If the DVC Administration approves the request, it shall be forwarded to the Cateress.

6.2 The Cateress shall plan for the event based on the request information.

6.3 The cateress shall prepare menu as per the customer's request.

6.4 The cooks shall prepare the food as per the menu.

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6.5 The Cateress shall supervise the work and ensure that the kitchen assistants clean the serving place, arrange it as required and arrange the food at the serving point.

6.6 The cooks shall serve the food to the guests.

6.7 The Cateress shall liaise with the Credit Control for invoicing the customer for the service(s) rendered.

## **7.0 Appendices**

7.1 Appendix A: process map

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### Appendix A: Process Map

