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I. DINING SERVICES MISSION STATEMENT

The mission of Dining Services is to provide high-quality food services to University students, staff, and faculty. These services are supplied by an external catering company under the supervision of two University staff members who monitor meal quality and handle special requests, orders, dietary restrictions, etc.

Students have the option of dining at three different self-service restaurants:

1. A Moroccan and International Restaurant featuring Moroccan tajines daily and couscous on Fridays, as well as a wide choice of cuisine from around the world.
2. A grill where the meat or sausage of students' choice can be ordered.
3. A pizzeria (located upstairs) that cooks the pizza of choice in less than 5 minutes and features a daily Italian special.

Additionally, the University houses a faculty dining area, a VIP dining room, and a café (on the ground floor of Building 2) that serves hot and cold drinks, pastries, and sandwiches.

Last updated:

Validated by:

II. JOB DESCRIPTIONS

Position: Dining Services Coordinator

Reporting line: Vice President for Student Affairs

Span of Control: Dining Services Coordinator's Assistant

Major tasks and responsibilities:

- Quality control
 - Spot-checking of portions (including meat portions prior to cooking as specified in contract, as well as actual portions of all food served to students)
 - Spot inspections of kitchen, food preparation and storage areas, and service areas, as well as appearance and hygiene of service personnel (hair covered in kitchen areas, soap always supplied in hand-washing areas, etc.)
- Supervision of all computer reports of sales and meal plans
 - Monthly verification of all daily reports for invoice payment
 - Coordination of cash wallet issues between restaurant management and the Business Office
- Reporting of
 - Monthly financial activity reports to AUI executive management
 - All changes in inventory in stock (Building 12) and all equipment under the control of the contractor
- Inventory and purchasing control
 - Conduct inventory of restaurant equipment and table service materials at the end of December and June to forecast new purchases in accommodation with replacement needs and student growth
 - Control use of the Better Table Service Manual (difficult to replace)
- General administrative tasks
 - Responsible for moderating all special orders and the general ordering process
 - Promotion of specials
- Creating meal plan options for students
 - Interface with students and/or student government regarding food issues (taste, variety, quantity, etc.)
 - Control of exemptions and special dietary requests according to policy
 - Produce information concerning all Dining Services
 - Coordinate with Business Office concerning all financial matters
 - Prepare equipment orders and supervise delivery
- Present in Restaurant during operating hours

Last updated:

Validated by:

Position: Dining Services Coordinator's Assistant

Reporting line: Dining Services Coordinator

Major tasks and responsibilities:

- Quality and quantity control
- Control of hygiene
- Supervision of menus (items, prices, etc.)
- Presence in the Restaurant facilities during meals times
- Control of all food deliveries
- Conducting inventory of Restaurant equipment and table services materials at the end of each month
- Conducting inventory of Restaurant equipment stocked in Bldg 12 at the end of the semester
- Control of all special orders and ordering process
- Interface with students regarding food issues (e.g. taste, variety, quantity)
- Production of information regarding all Restaurant services
- Coordination with security, maintenance, and cleaning departments
- Supervision of delivery of equipment orders

Last updated:

Validated by:

III. GENERAL PROCEDURES

3.1 HOURS OF OPERATION

Purpose: To define the operating hours of Dining Services at the University

Policy: At least one University Restaurant is open daily, including weekends and national holidays.

Procedure:

- Breakfast is available between the hours of 6:30 am and 10:00 am.
- Lunch is available between the hours of 11:30 am and 2:30 pm.
- Dinner is available between the hours of 6:30 pm and 9:00 pm.
- The Café is open between the hours of 7:00 am and 1:00 am.
- Snacks are available at the Grill between the hours of 3:00 pm and 6:30 pm and 9:00 pm and 11:00 pm.

Last updated:

Validated by:

3.2 METHOD OF PAYMENT

Electronic Cash Wallet

Purpose: To ensure a means of payment efficient both for students and the Company

Policy: Cash is not accepted at University Restaurants. Students who want to purchase food items must use a magnetic cash wallet card issued at the Business Office. The card is loaded with a minimum value of 8500 DH for freshmen and 4600 DH for continuing students. All students (living on and off-campus) are required to pay an access fee of 1600 DH at the beginning of each semester.

Procedure:

- Students are issued cash wallets during their first period of registration at the University or by the Business Office after receipt of payment.
- Students use their cash wallets to pay for each meal and are registered in the computer each time they consume.
- The card may be credited by making payment at the Business Office.

Last updated:

Validated by:

3.3 LOST CARD

Purpose: To provide a means for students who lose their cash wallets to regain access to their meal plans

Policy: The student is held responsible for replacing his/her card and can do so in the Business Office by paying 50 DH.

Procedure:

The student is required to notify the Business Office of his/her lost card, request a replacement, and pay the replacement fee.

Last updated:

Validated by:

3.4 BLOCKED ACCOUNT

Purpose: To enable students to reactivate blocked accounts

Policy: A blocked account precludes use of the student's cash wallet. Accounts are often blocked because cards have become demagnetized or because changes have occurred.

Procedure:

Students with blocked accounts should visit the Business Office to settle whatever issues have arisen.

Last updated:

Validated by:

3.5 UNUSABLE CARDS

Purpose: To encourage students to protect their cash wallets

Policy: The magnetic strip on cash wallets must be protected from appliances with strong electrical fields (including televisions) because they can demagnetize cards and make them unusable. Restaurant cashiers will not accept cash wallets that are damaged in any way. They are also not permitted to accept a card belonging to anyone other than the person who is using it.

Procedure:

Students are required to replace damaged cards in the Business Office. The replacement fee is 50 DH.

Last updated:

Validated by:

3.6 MEAL TICKETS

Purpose: To permit visitors (including parents and guests) to eat at University Restaurants

Policy: University guests can eat on-campus using meal tickets.

Procedure:

University guests can purchase meal tickets from the Business Office.

Last updated:

Validated by:

3.7 SPECIAL MEALS AND SERVICES

Purpose: To stipulate conditions of special meals

Policy: A Restaurant Voucher is necessary if a meal is ordered for more than six people or from a special menu (regardless of number of guests). Payment for Restaurant services is deferred and will be charged to an internal Department (after receiving authorization by the executive officer of the department placing the order). Sufficient notice must be given. The Restaurant reserves the right to refuse groups that have not adhered to the special order policy. Prompt payment using the Department's card is requested. Departments hosting small groups of visitors (who do not need a Restaurant Voucher) may, as before, pay for their meals using the Department's card.

Students may also use the Pizzeria for birthday parties between the hours of 9:00pm and midnight. Any student wishing to do so should complete the Request for Event or Activity Form (See Appendix Form SA/RS/105).

Procedure:

- The Department placing the order submits an email reservation to the Dining Services Coordinator (CC his assistant) and completes the Restaurant Voucher Form(See Appendix Form SA/RS/104), if applicable (including the written authorization of the Department Director).
- For orders exceeding 1000 DH, the Department placing the order must submit the form to Budget Control in the Business Office for authorization.
- Budget Control forwards the form to the VPSA for approval.
- The VPSA forwards the approved form to the Dining Services Coordinator or Assistant for processing.
- The Dining Services Coordinator or Assistant places the order with the caterer.
- A Statement of Service is signed in the Restaurant by the client(s) receiving the meal and by the caterer's manager or the Dining Services Coordinator indicating the level of satisfaction.
- One copy is retained by the Department, another by the caterer, and a third by the Dining Services Coordinator. These copies will serve as supporting documents to validate subsequent invoices.
- The Dining Services Coordinator prepares an internal invoice within three business days of the service and sends it to the Department for payment.
- The Department makes payment within three business days of receipt of the invoice using the Department's card.
- If an invoice is disputed, the Department submits an argument via email to the Dining Services Coordinator within three business days of receipt of the invoice.
- Should the Dining Services Coordinator accept the arguments proposed, the internal invoice is corrected and re-sent within three business days. If the invoice is in fact correct, the Dining Services Coordinator resends it to the Department and includes supporting documents.
- If any conflict persists, the case is submitted to the VPSA for arbitration.

Last updated:

Validated by:

3.8 UNIVERSITY RESTAURANT REGULATIONS

STUDENTS

Purpose: To protect Restaurant property and maintain order and cleanliness

Policy:

- No Restaurant utensils or furniture may be removed from the Restaurant.
- Students are expected to put their tray in the place indicated for cleaning when they have finished eating.
- Students are required to wait in line to receive their meals. Cutting in line or asking someone in line to save a place is improper.
- Students are expected to respect Restaurant Operating Hours.
- Doors should remain closed during periods of cold weather.
- Gratuities/ Tipping of food service personnel is not permitted.
- Cash wallets must be used (and should have sufficient funds).
- Food/drink should not be consumed before payment.

Procedure:

Violators of Dining Services' policies are subject to fines/ disciplinary action.

PERSONNEL

Purpose: To reinforce internal service personnel policies and regulations established by the University

Policy: The caterer is responsible for insuring the distribution of meals in an orderly, disciplined, and respectful manner. Ample and appropriate personnel must be supplied. The contractor bears responsibility for personnel hiring, discipline, salaries, working hours, insurance, and social benefits charges. The caterer will provide (under its own charge) any necessary personnel training.

Procedure:

The Caterer should, in particular:

- Comply with the requirements of the Caisse Nationale de Sécurité Sociale (CNSS) and provide documented proof of compliance.
- Observe all laws and legal requirements.
- Include insurance policies for its personnel addressing "Accidents at Work" and "Policies Pertaining to Sickness" and be able to furnish a copy of insurance coverage to the University.
- Submit a complete personnel record (including medical files) to the Dining Services Coordinator. The Security Department should also receive an updated list of the caterer's

employees at the beginning of each semester and be notified of any additions or terminations.

- Ensure compliance of all its personnel with all hygiene rules and other University policies and procedures. (The Dining Services Coordinator is responsible for enforcement of these rules.)
- Submit to the Dining Services Coordinator a weekly personnel schedule indicating work assignments and hours.
- Provide uniforms for its personnel and ensure that they meet standards of cleanliness.
- Nominate a manager of the University's Restaurant services, providing the University with all information pertaining to his identity, background, qualifications, and references. (The University reserves the right to refuse candidates nominated to the managerial position, as well as other personnel provided by the caterer, and ask for a replacement. This may be done without justification and by simple notification submitted to the caterer's headquarters.) Communication initiated by the University will be addressed to the manager or to the caterer's headquarters.
- Ensure compliance of its personnel with the University's no-drug, no-alcohol policy.

Last updated:

Validated by:

3.9 NEW EMPLOYEE ORIENTATION

Purpose: To familiarize personnel with the University Restaurant working environment

Policy: All new food service personnel will receive training on basic food safety and University policies and procedures during their first day of employment.

Procedure:

All food service employees must:

- Meet with the Dining Services Coordinator to receive training on basic food safety and internal procedures.
- Review each point of the Food Safety Checklist with supervisor. Each procedure will be discussed thoroughly and implications to food safety described.
- Ask questions of supervisor should any policy or procedure be unclear.
- Read, sign, and date the statement at the end of the checklist, indicating understanding and agreement with stated procedures.
- Receive a signed copy of the document.

The supervisor must:

- Schedule a 20-30 minute orientation session and inform new employees of its purpose and time.
- Explain the checklist thoroughly to personnel, discussing its purpose and each policy and procedure.
- Refer to the Standard Operating Procedures Manual as necessary, reminding employees of its location to reference later.
- Check off each policy or procedure as it is discussed, taking time to respond to any questions.
- Sign and date each form, providing a copy to each employee and saving another for each personnel file.
- Thank employees and reemphasize the importance of observance of food safety and University policies and procedures.

Last updated:

Validated by:

3.10 PERSONNEL DISCIPLINE

Purpose: To provide a respectful working environment for both employees and clients.

Policy: Food service personnel are highly visible while on the job and must conduct themselves accordingly. Each staff member must always be immaculate in bearing, and thus, no running, needless discussions among staff, or visible lack of confidence in ability to perform duties are permitted. This conduct must be maintained in the kitchen and no loud discussions will be tolerated. The trademark of food service personnel at the University should be relaxed efficiency. Whenever possible and appropriate, food service personnel will greet guests in a formal and polite manner. Lengthy conversations with guests are to be avoided, but an employee should never be abrupt with a customer.

Procedure:

Personnel should abide by the following rules:

General

- Physical contact is not permissible.
- No interruption of conversations or loitering. Clients' stories should be ignored unless directed at personnel.
- Personnel must remain at their work stations at all times or find someone to cover their area should they be required to leave for a short time period.
- Arguments with customers are not permitted. Personnel should summon a supervisor or manager to handle any problems.
- Personnel are not permitted to congregate or enter into conversations on the floor with other staff members.
- Employees should refrain from sarcastic remarks to avoid client confusion.
- Obscene language will not be tolerated.
- Employees should smile and not let personal problems interfere with their work.
- Proper grammar should be used when talking to guests.

Phone Calls

- Personal phone calls may not be received while on-duty; messages are taken only in emergencies.
- Employees are not permitted to use public phones. Phones are provided for them in the kitchen for use during breaks.

Schedules

- Work schedules are prepared by the manager provided by the caterer and are submitted to the Dining Services Coordinator for approval.
- After approval, the schedule is posted on the bulletin board in the time clock area (on Thursdays at 12:00 noon each week).
- It is the employee's responsibility to promptly check his/her work schedule and report any scheduling conflicts to his/her immediate supervisor, who presents them to the manager.

- The employee works his/her scheduled shift unless otherwise instructed. Employees are expected to report to duty at the scheduled time (and arrive before then).
 - Should an employee have legitimate reasons for not arriving to work as scheduled, he/she is responsible for:
 - Notifying his/her supervisor personally and as far in advance as possible (by calling, if necessary).
 - Obtaining the manager's approval, including finding a replacement.
- Repeated absenteeism and/or tardiness are serious infractions of rules and can result in dismissal.

Breaks

- All breaks from work must be authorized by the caterer's manager; employees may not leave their stations without obtaining approval.
- The caterer's supervisor and Dining Services Coordinator will:
 - Notify all food service staff of breaks and meals.
 - Establish length of breaks and meals.
 - Monitor employees daily to ensure their compliance with break policies.
 - Follow-up as necessary.
- Personnel will take breaks and eat meals in specified areas away from food production and service.
- Employees must wash their hands before returning to any food service area.

Smoking, Eating, and Gum-Chewing

- Smoking is permissible only in designated areas. No smoking or chewing tobacco is permitted inside production facilities.
- Eating and drinking is permitted only in designated areas. Closed beverage containers may be used in the food production area.
- Employees must refrain from chewing gum or eating in food production areas.
- The manager and Dining Services Coordinator will:
 - Inspect employees when returning to work to ensure they are abiding by requirements.
 - Follow-up as necessary.

Spills

- Should an employee spill for or liquids on a guest's clothing, every effort will be made to assist the client and make him/her as comfortable as possible.
- The incident will be recorded in detail by the manager in the Log Book and will include the name and room extension of the guest so the Dining Services Coordinator can follow-up.

Suggestions

- Food service employees are free to make suggestions to the manager regarding improved customer service.

Guest Requests

- Guests must not be neglected.

- When an employee directly receives a request from a student, he/she should meet the request personally and immediately and avoid delegating the task to another employee, even if the guest is in another staff member's section.

Visiting the University during off-duty hours

- It is against University rules to visit Dining Services or any other part of the University when an employee is not on-duty.
- Should personnel desire to tour campus with their families, permission must be obtained from the Dining Services Coordinator at least twenty-four hours in advance. The Security Department must also be informed and will issue a pass.

Last updated:

Validated by:

3.11 LOST AND FOUND PROPERTY

Purpose: To assist customers in retrieving items lost in the Restaurant

Policy: All articles found in the University Restaurant should be given to the Dining Services Coordinator.

Procedure:

- Found articles should be given to the Dining Services Coordinator
- The Dining Services Coordinator enters the article in the Dining Services' Lost and Found log and forwards it to the Security Department.

Last updated:

Validated by:

IV. SAFETY PROCEDURES

4.1 EMPLOYEE HEALTH AND HYGIENE

Purpose: To ensure high standards of health and personal hygiene among food service personnel

Policy: All food service personnel are required to maintain good personal hygiene practices to ensure food safety.

Procedure:

All employees provided by the caterer are expected to:

General Appearance

- Arrive at work clean (employees should wash their hair, brush their teeth, bathe, and use deodorant daily).
- Wear appropriate clothing. This includes a clean uniform with sleeves and clean non-skid, close-toed work shoes or leather tennis shoes that are comfortable for standing and working on floors that can be slippery. Uniforms should be well-pressed and shoes polished.
- Wear an apron on site, keeping in mind the following:
 - The apron should not be worn to and from work.
 - It should be removed before using the restroom.
 - Aprons should be changed should they become soiled or stained.
- Wear a name badge issued by the caterer.
- Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
- Wash hands (including fingernails) up to forearms vigorously and thoroughly with soap and warm water for a minimum of twenty seconds:
 - When entering the facility before work begins.
 - Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation when contamination occurs.
 - In the restroom after use and again when returning to the work station.
 - When switching between working with raw and ready-to-eat or cooked foods.
 - After touching face, hair, or any other body part, and after sneezing or coughing.
 - After cleaning duties.
 - Between each task performed and after changing disposable gloves.
 - After smoking, eating, or drinking.
 - Any other time an unsanitary task has been performed (i.e., taking out the garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.)
- Wash hands only in sinks designated for hand washing and dry hands with single-use towels.

- Wear disposable gloves with any cuts, sores, rashes, or lesions. Gloves generally are worn when handling ready-to-eat foods that will not be heated again. Gloves should be worn when serving food.
- Change disposable gloves as often as hand washing is required.

Hair Restraints and Jewelry

- Wear a hair net or bonnet in any food production area so that all hair is completely covered.
- Keep beards and mustaches neatly trimmed. Beard restraints are required.
- Refrain from wearing any jewelry in the food production area; only a plain wedding band and watch are permitted.

Illness

- Report any flu-like symptoms, diarrhea, and/or vomiting to the site supervisor or manager. Employees with these symptoms will be sent home on sick leave or reassigned non-food-related duties.
- Report any instances of Hepatitis A, Salmonella Typhi, or E Coli to the site supervisor or manager.

Cuts, Abrasions, and Burns

- Bandage any cut, abrasion, or burn that has broken the skin.
- Cover bandages on hands with gloves and finger cots as appropriate.
- Inform the site supervisor or manager of all wounds.

Contact with Blood and Bodily Fluids

- Contain the source of the blood.
- Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
- Dispose of contaminated gloves to prevent contact with other people, food, or equipment.
- Dispose of any contaminated foods.
- Clean and sanitize any affected food contact surfaces.
- Follow procedures outlined by the caterer's administration.
- Seek assistance from someone trained to handle blood or bodily fluids, such as a supervisor or manager, as needed.

Glasses and Crockery

- If chipped or cracked, these should be disposed of immediately.

Floors

- Floors should be kept clean, dry, and free of rubbish to ensure safety.

Sinks

Remember and comply with regulations that sinks are for:

- Washing hands only
- Washing cooking utensils only
- Or food preparation only

Waste Disposal

- Keep garbage covered and as far away as possible from serving places.
- Empty garbage regularly using bags.
- Clean daily.
- Not retrieve and reuse items from garbage.
- Not use cardboard boxes as garbage storage.
- Wash hands after emptying garbage.

The Site Supervisor and Dining Services Coordinator must monitor all employees to ensure their compliance with all hygiene procedures and follow-up as necessary.

Last updated:

Validated by:

4.2 HANDLING COMPLAINTS

Purpose: To improve services and respond to customers, maintaining a strong customer-company relationship.

Policy: All food service personnel should respond promptly and respectfully to complaints made by clients.

Responding to a Physical Hazard Complaint

All food service personnel will be expected to respond to complaints of foreign objects or other physical hazards discovered in food.

Procedure:

Food service personnel should:

- Apologize for the inconvenience.
- Determine whether or not the object/ food has caused any harm to the individual.
- Save the object and the box/bag/plate from which it came, if possible.
- Report the incident to a supervisor/ manager/ Dining Services Coordinator for follow-up.

The Manager and Dining Services Coordinator will:

- Gather information about the foreign object/ food from the person affected and regarding the employee who prepared it.
- Complete the Physical Hazard Incident Report.
- Follow-up as necessary.
- Take corrective action.

Responding to a Food Born Illness Complaint

Procedure:

Food service personnel should:

- Indicate concern for the individual and promise to refer the complaint to the manager.
- Contact the manager.

The Manager will:

- Speak with the customer making the complaint.
- Obtain basic information necessary to complete the Food Born Illness Report.
- Notify the Dining Services Coordinator.
- Remove from service all food related to the suspected illness, store it in the refrigerator labeled "Do Not Eat" and date it.

The Dining Services Coordinator will:

- Inform the VPSA as soon as possible.
- Call the University Laboratory and Physicians to assess and document
 - Symptoms
 - Names and phone numbers of affected persons
 - Send samples for laboratory exams

Last updated:

Validated by:

4.3 GENERAL SAFETY MEASURES

Purpose: To stipulate measures to be taken to ensure a hazard-free environment for both employees and customers

Policy: Each manager is responsible for implementing University safety policies within his/her jurisdiction.

Procedure:

Managers will:

- Ensure that all employees comply with statutory duties as stipulated within University policies.
- Perform periodic checks to guarantee that employees comply with operating procedures and health and safety standards.
- Ensure that employees are aware of any hazards associated with their duties, paying particular attention to new/ transferred food service staff.
- Respond promptly to rectify any hazardous situation if within his/her authority; if not, report the incident without delay to a superior.
- Ensure that all employee injuries receive prompt medical attention, that the incident is reported, and that a record of the injury is made.
- Report immediately the contact of any food service employee with any infectious/ contagious disease or stomach disorder.
- Be sure to conduct any training duties within the scheduled time and maintain records of the training.

Last updated:

Validated by:

4.4 EMPLOYEE HEALTH AND FOOD SAFETY

Purpose: To provide a safe and healthy work environment for employees

Policy: The University urges high standards of precaution and care within areas where serious accidents may occur, such as the kitchen, Restaurant, Café, etc. Employees' health is an important factor to insuring safe food services. The Dining Services Coordinator and his Assistant, as well as University physicians and the Restaurant Committee of Students Association have the right to inspect the state of kitchens and restaurant outlets to validate that the respect of all hygiene rules and quality of service are being maintained.

Procedure:

Food service employees should:

- Report any stomach disorder or contact with an infectious condition to a supervisor. (Examples include, but are not limited to, ear discharge, infected skin conditions, nasal discharge, and strep (septic) throat.)
- Report all cuts, burns, or lesion to a supervisor.
- Not attend work in the case of infection.

Last updated:

Validated by:

4.5 SCHEDULED AND EMERGENCY LABORATORY TESTS OF FOOD

Purpose: To scientifically verify food safety regularly and in response to health problems

Policy: A University laboratory technician conducts tests on samples of each food served during a peak meal time (often lunch) monthly. Tests are also conducted as needed in response to complaints of illness.

Procedure:

- The Laboratory technicians of the University conduct food tests for bacteriological analyses.
- Any non-compliance with hygiene requirements will be communicated to the caterer, who should respond promptly to put an end to the problems.
- A periodical evaluation of the quality of services will be conducted jointly by the caterer's representatives and by the University.

Last updated:

Validated by:

4.6 FOOD SAFETY IN EMERGENCY SITUATIONS

Purpose: To increase awareness of food safety precautions and measures to be taken in emergency situations

Policy: University policy stipulates specific measures to be taken to ensure food safety in situations of emergency, and food service personnel are expected to be knowledgeable regarding proper handling of such situations.

Procedure:

Food service personnel must:

- Abide by established procedures relating handling of food during emergencies.
- Maintain confidentiality when necessary.
- Be aware of implications of the following circumstances:
 - Required menu changes
 - Need of staff notification systems (phone trees, etc.) to transmit information
 - Need to transport food to satellite units (and return)
 - Required food disposal

The Caterer's Manager, the Dining Services Coordinator, and his Assistant must:

- Develop procedures that address food safety concerns during emergencies.
- Instruct food service employees and review procedures on a regular basis (at least once per year).
- Provide specific instructions regarding safe food-handling for all emergency situations.
- Observe employees to ensure compliance with procedures.
- Inform the local health department (or University physicians) in the event that an emergency pertaining to food safety occurs.
- Follow-up as necessary with employees and food safety professionals.
- Evaluate and update procedures as appropriate.

Last updated:

Validated by:

4.7 FOOD SAFETY PROGRAM VERIFICATION

Purpose: To maintain the safety of all food provided by the Restaurant

Policy: The Dining Services must have an on-going process within each kitchen's production and service of food of ensuring that the Food Safety Plan is steadily being implemented.

Procedure:

Member(s) of the Hygiene and Food Safety Team will:

- Observe employees performing tasks.
- Establish appropriate verification inspection schedules.
- Check Critical Control Point records.
- Review critical limits to verify that they are adequate to control hazards.
- Examine monitoring records.
- Inspect corrective action records to review deviations and their corresponding resolutions.
- Verify process or finished product.
- Check equipment calibration records.
- Verify accuracy of equipment that continuously monitors temperatures, such as freezers and refrigerators.
- Periodically review the Food Safety Plan in its entirety.
- Review hazard analysis and corresponding Critical Control Points.
- Reassess written record of verification inspections.
- Validate food safety plan through on-site review and verification of flow diagrams.

Last updated:

Validated by:

4.8 SECURITY SEARCHES

Purpose: To ensure a secure environment at the University Restaurant

Policy: Security supervisors are permitted to examine the Restaurant building whenever necessary and may search the person and/or belongings of any food service employee.

Procedure:

The Dining Service Coordinator is responsible to:

- Facilitate Security officers' tasks in determining compliance with all University security measures and general policies and procedures.
- Coordinate a report of Security's findings.

Last updated:

Validated by:

4.9 MAINTENANCE COSTS

Purpose: To assert terms of maintenance costs

Policy: Continual maintenance of the kitchen, restaurant outlets, and other appliances is the responsibility of the caterer but charged to the University. The caterer is responsible for the repair/ replacement (at its own costs) of any equipment damaged by its personnel, as stipulated in the contract.

Procedure:

- Traditional maintenance costs are to be born by the University. Regular maintenance will be performed at the request and notification of the caterer, who will submit a request of repair to the Grounds and Maintenance Department.
- The cost of replacement of small appliances is to be charged to the University. The University and caterer will proceed every six months in completing an inventory.
- In cases of employee misuse, charges for the repair or replacement of equipment are at the expense of the caterer.
- The contractor is expected to provide disposable material and carry-out utensils at no extra cost to students.

Last updated:

Validated by:

4.10 FACILITY AND EQUIPMENT MAINTENANCE

Purpose: To maintain in good functioning order Restaurant facilities and equipment

Policy: Maintenance of the Restaurant building and equipment is an important component in insuring food safety, and staff will take all possible measures to ensure that all aspects are properly maintained.

Procedure:

The Manager (or other representatives of the caterer) must:

- Monitor the maintenance of toilet facilities, including function and cleanliness.
- Verify adequate amounts of liquid soap and disposable towels.
- Check water temperature to ensure the availability of hot and cold water in all sinks.
- Verify that all food waste and rubbish are stored in rodent and insect-proof containers with tight-fitting lids.
- Obtain the temperatures of all cooling and heating equipment and record them to ensure proper equipment operation.
- Monitor the working order of ventilation systems, ensuring that they are adequate and that they are properly cleaned according to the set schedule.

The Dining Services Coordinator will:

- Assure all equipment in the Restaurant is properly maintained.
- Work in conjunction with the University's Maintenance Department to schedule regular preventable maintenance for all equipment.
- Log all preventative maintenance.
- Review temperature logs to ensure that all are being completed and to determine problem areas.
- Follow-up on any problems or needs regarding equipment.
- Maintain all facility and equipment documentation.

Last updated:

Validated by:

4.11 CLEANLINESS AND SANITATION

Purpose: To provide a clean dining environment to AUI students, faculty, staff, and visitors

Policy: The Restaurant kitchens, outlets, and appliances will be maintained in perfect cleanliness in accordance with the caterer's codes, owing special attention to the cleanliness of the kitchen, storage, and food reception areas, as well as to the proper disposal of garbage. Equipment is washed, rinsed, and sanitized after every use to ensure safety of the food served.

- Floor and wall cleaning is the responsibility of the caterer.
- The University reserves the right to inspect and control the state of the Restaurant building and its equipment.
- The cleaning of the premises (including equipment, outlets, and halls) is the responsibility of the University's Cleaning Department.
- The Dining Services Coordinator is responsible to determine and monitor cleaning procedures, cleaning products, and timing of Restaurant cleaning, in compliance with health and safety codes.

Procedure:

- All abnormalities are reported to the head of the Cleaning Department, who is responsible for amending any wrongs committed by the cleaning staff.
- The cleaning of cooking and dining equipment, the kitchens, pantries, and utensils is the responsibility of the caterer.
- Around December, May, and August of each year, the Dining Services and Cleaning Department meet to plan a schedule for the coming academic term.

Last updated:

Validated by:

V. APPENDIX - FORMS



Dining Services

FICHE DE CONTROLE LIVRAISON

PRODUIT :

Date et heure de livraison :

Nom du Fournisseur :

Nom de/des économe(s) :

Représentant de AUI :

N° de B.L. :

Mode de livraison :

.....
.....

Température :

Désignation des articles reçus avec quantités :

.....
.....
.....
.....

Conformité :

.....

Certificat de salubrité :

Propreté et hygiène des intervenants :

.....
.....
.....

Marchandise admise ou refusée :

.....

Représentant de AUI

SA/RS/101

§ Nettoyage et entretien des équipements

<u>Boucherie :</u>
<u>Garde-manger :</u>
<u>Pâtisserie :</u>
<u>Cuisine :</u>
<u>Plonge :</u>
<u>Restaurants :</u> <u>a)Self-international</u>
<u>b) self grill :</u>
<u>c) Pizzeria :</u>
<u>d) Cafétéria</u>
<u>e) Salle des cadres :</u>

AUI Representative : _____

Date et Signature : _____

Dining Services

FICHE D'INSPECTION

§ Entretien et état des lieux

1) Nettoyage

- <u>Chambres froides</u> :
- <u>Boucherie</u>
- <u>Légumerie</u>
- <u>Pâtisserie</u>
- <u>Garde-manger</u> :
- <u>Cuisine chaude</u>
- <u>Plonge-batterie</u> :
- <u>Vestiaires</u> : * <u>Hommes</u> : * <u>Femmes</u> :

2) Hygiène

<u>Stockage</u> a) <u>Chambres froides</u> :
b) <u>Economat</u> :
c) <u>Légumerie</u> :
- <u>La chaîne de Production</u>
- <u>Service</u>
3) <u>Hygiène du personnel</u> a) <u>Propreté corporelle</u>
b) <u>Tenue de travail conforme aux normes</u>

AUI Representative : _____

Date et signature : _____



Dining Services

REQUEST FOR RESTAURANT SERVICES

Ordering School/ Dpt: _____ Dates of Services: _____

Cost Ctr.: _____ Responsible contact: _____
(Name)

(Extension)

Name of Group or Persons_: _____

Purpose: _____

Invoice Required: Yes No / If yes, Billing Name and address _____

Special instructions regarding either the type of service or menus _____

Please attach copies of all related correspondence or request of services.

	Type of Service (Breakfast, Lunch, Dinner, Coffee Break, Reception, Other)	Date of Service	Time of Service	Place	Total of Servings	AUI Rate Per person	Total Cost
	TOTAL (Use other side if necessary)						

Approved by Department head: _____ Date: _____
(Signature)

Approved by Budget: _____ Date: _____
(Signature)

Approved by VPSA: _____ Date: _____
(Signature)

Received by Restaurant Coordinator _____ Date: _____
(Signature)

Date restaurant received request: _____ Voucher Number: _____

(Business Office Use Only for External Special Meals and Services)

Processed By : _____ Date: _____ Invoice No.: _____

Coding: Amt _____ Acct _____ C Ctr _____

Amt _____ Acct _____ C Ctr _____

Amt _____ Acct _____ C Ctr _____

Amt _____ Acct _____ C Ctr _____ Approved _____

Restaurant Voucher, continued



Dining Services

REQUEST FOR EVENT OR ACTIVITY

If you would like to hold a party or any other event in the restaurant, fill in the following information, return this sheet to the Restaurant Coordination Office. For parties, this form must be submitted at least two days in advance of the proposed date.

Date submitted: _____

Name of student or student organization submitting proposal: _____

ID Number: _____

Type of event: _____

Date: _____

Place: _____

Time: From _____ to _____

If you are inviting a person or group of people from outside the university to participate, please list their names and some information about them.

Description of event: _____

Set-up and clean-up: At least 4 students are needed for set-up and clean-up per event

Students responsible:

1- _____

2- _____

3- _____

4- _____

FOR OFFICE USE ONLY

Date received: _____ Approved Rejected Signature: _____

SA/RS/105

