



REPUBLIC OF KENYA



Centre for Mathematics,  
Science and Technology  
Education in Africa  
(CEMASTE)

## General Operating Procedures

# HOSPITALITY PROCEDURE MANUAL

|                                             |                                                                                      |                                     |
|---------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------|
| Signature                                   |                                                                                      | Date                                |
| Prepared by: Head of Department             |   | 18 <sup>th</sup> September,<br>2026 |
| Controlled by: Management<br>Representative |  | 05/10/2026                          |
| Approved by: The CEO                        |  | 05/10/2026                          |

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## **GENERAL**

### **1.0 PURPOSE**

This procedure provides guidelines to ensure that activities in the Hospitality department are carried out effectively and efficiently as per the CEMASTEА quality manual, Organizational, legal requirements and ISO 9001: 2015 standards requirements.

### **2.0 SCOPE**

This procedure is applicable to all activities in the Hospitality department; it covers the accommodation, catering, laundry and maintenance of cleanliness in the work environment.

### **3.0 REFERENCES**

CEMASTEА Quality Manual

ISO 9001:2015 Standard

Public Health Act Chapter 242

Occupational Safety and Health Act 2007

Customer Service Charter

### **4.0 DEFINITIONS OF TERMS, ACRONYMS AND ABBREVIATIONS**

In addition to the relevant common definitions of terms given in ISO 9000, the following specific definitions shall apply

|                |                                 |
|----------------|---------------------------------|
| <b>CEO</b>     | Chief Executive Officer         |
| <b>SCMO</b>    | Supply Chain Management Officer |
| <b>HH</b>      | Head of Hospitality Department  |
| <b>SNRF</b>    | Special Nutrition Request Form  |
| <b>R&amp;D</b> | Research and Development        |
| <b>SMS</b>     | Short Service Messages          |
| <b>S11</b>     | Issues Voucher                  |
| <b>BOG</b>     | Board of Governors              |

### **5.0 PRINCIPAL RESPONSIBILITY**

|                                                                  |                 |                    |
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The Head of Hospitality Department has the principal responsibility of ensuring that this procedure remains adequate for its intended purpose and ensures that all staff implements this procedure.

## **6.0 METHOD PROCESS MAPPING as per annex 2**

### **6.1. Preparation for Guests:**

6.1.1 HH receives Communication through email, letters and SMS from the user department one week prior to an activity for CEMASTEAs Programs. External requests five working days. For any ad hoc activity that is requested in less than one week, approval shall be required from the CEO.

6.1.2 The HH on receiving the request starts planning by preparing Menus, budgets and status checks.

6.1.3 HH raises the requisition through ERP or EGP for consumables and repairs to the main store one week before the guest arrival. These consumables are received as per the Procurement procedures which HH receives through form S11. If the materials are not available, some items are purchased using cash or the menu is altered depending on availability of the food products.

6.1.4 Guided by a schedule, the HH ensures that all hospitality staff have a Valid Food Handlers Certificate.

6.1.5 If a member has no valid medical, the HH informs the Human Resource Officer for action.

6.1.6 The HH ensures issuance of items to the sub sections using daily requisition form.

### **6.2 Receiving and management of guests:**

6.2.1 The HH ensures guests are received and their personal details recorded in the guest register.

6.2.2 The HH briefs the guests on issues such as meal times, security of their valuables and issues them with feedback forms

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- 6.2.3 HH records cases of special diets in the SNRF. In the event that a client requires something that is not in stock, arrangements are made to purchase the item(s) e.g. baby food as long as it is within our budget.
- 6.2.4 The HH ensures that complaints are recorded and resolved as per the Customer Service Charter.
- 6.2.5 The HH in communication with the SCMO ensures that maintenance schedule is adhered to by the contracted supplier and defects are recorded and reported to the maintenance department on the same day. If the reported items take more than two weeks to be repaired the same is reported to the CEO for action.
- 6.2.6 HH checks out the guests as they return items they may have borrowed during their stay including room keys. Guests sign out in the guest register.
- 6.2.7 The HH ensures that the guest feedback forms are collected and analyzed.
- 6.2.8 The HH checks the room status using a check list. In case of missing item(s) or item(s) left in the room, the guest is contacted the same day for National guests and for the international guests, the coordinator is informed for necessary action.
- 6.2.9 HH records any items recovered from the rooms in the lost-and-found book. The items are signed for upon collection. In case the items are not collected after 6 months, the items are handed over to the disposal committee for disposal.

### **6.3 Catering:**

- 6.3.1 The HH ensures that meals are prepared as per the menu and on time.
- 6.3.2 The HH ensures that guests are served promptly.
- 6.3.3 HH ensures cleanliness and hygiene is maintained within the unit at all times.
- 6.3.4 HH ensures all breakages are recorded and gives reports for disposal to the SCMO as per the procurement procedure.

### **6.4 Laundry services:**

- 6.4.1 The HH ensures a clear process of receiving, washing and issuing of linen using the linen distribution book.

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- 6.4.2 The HH ensures that all linen received in the laundry room is sorted, stain from soiled linen pre-treated and torn linen amended.
- 6.4.3 The HH ensures that after the linen is washed, dried, finished, stored and then dispatched as required.
- 6.4.4 The HH ensures that all external incoming linen are recorded and laundered as per the procedure. The outgoing linen is recorded and dispatched to the client upon provision of a payment receipt.

#### **6.5 Hospitality store management:**

- 6.5.1 Consumables are received and issued using the first in first out method, (FIFO)
- 6.5.2 HH ensures that stock taking is done in the Hospitality department monthly, besides the major stock taking which is done annually.
- 6.5.3 HH ensures any expired consumables are disposed off as guided by the disposal act.
- 6.5.4 HH records any maintenance required in the maintenance book and places a request to the Estates Department for action to be taken, if there is need for restocking or replacements, a request is made through ERP or eGP to the SCMO.

#### **6.6 Maintenance of cleanliness in the work environment:**

- 6.6.1 The HH verifies that cleaning of the work environment is done as per the contract signed by outsourced service provider.
- 6.6.2 HH ensures that the Housekeeper daily supervises the Outsourced services with the assistance of the daily cleaning and cloakroom checklists.
- 6.6.3 The HH ensures evaluation of the outsourced service provider is done monthly and a quarterly report submitted to SCMO.
- 6.6.4 HH ensures that regular meetings are held between the supplier and the organization to review their performance through the Contract Implementation Team (CIT).

#### **6.7 Provision of information for billing:**

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- 6.7.1 The HH ensures that an actual breakdown of billing for services rendered is forwarded to the finance and accounts department within two working days after the last day of the activity to enable invoicing.
- 6.7.2 The HH ensures prompt billing of instant services e.g. lunch payment and bakery sales.
- 6.7.3 The HH ensures that the day conference guests sign the attendance registers daily.
- 6.7.4 The HH ensures that a summary sales report is submitted to the finance and accounts department quarterly.

## 7.0 KEY PERFORMANCE INDICATORS

| Key performance indicator                                          | Target    | Frequency of monitoring | Responsibility |
|--------------------------------------------------------------------|-----------|-------------------------|----------------|
| Increase customer satisfaction                                     | 0.75 mark | Quarterly               | HH             |
| Adherence to timely Submission of reports, and Legal requirements. | 100%      | As per the procedure    | HH             |

## 8.0 RETAINED DOCUMENTED INFORMATION

- Participants register
- Hospitality reports
- Issues voucher - S11
- Bin card
- Material requisition note
- Daily requisition form
- Special Nutrition Request Form
- Menus
- Communication documents received
- Communication documents sent out

|                                                                  |                 |                    |
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- Guest feedback forms (Accommodation and Meals)
- Meal book
- Quality of Meal book
- Hospitality staff details and documents
- Temporary staff details
- Breakage book
- Housekeeping staff register (outsourced)
- Room checklist
- Minutes of meetings
- Linen distribution record
- Linen stock record
- Lost and found record
- Maintenance record
- Complaint records
- Duty Rota
- Room status checklist
- Daily cleaning checklists
- Cloakroom check list
- Evaluation reports

## 9.0 ANNEXES:

### 9.1 PROCESS INTERACTION MATRIX

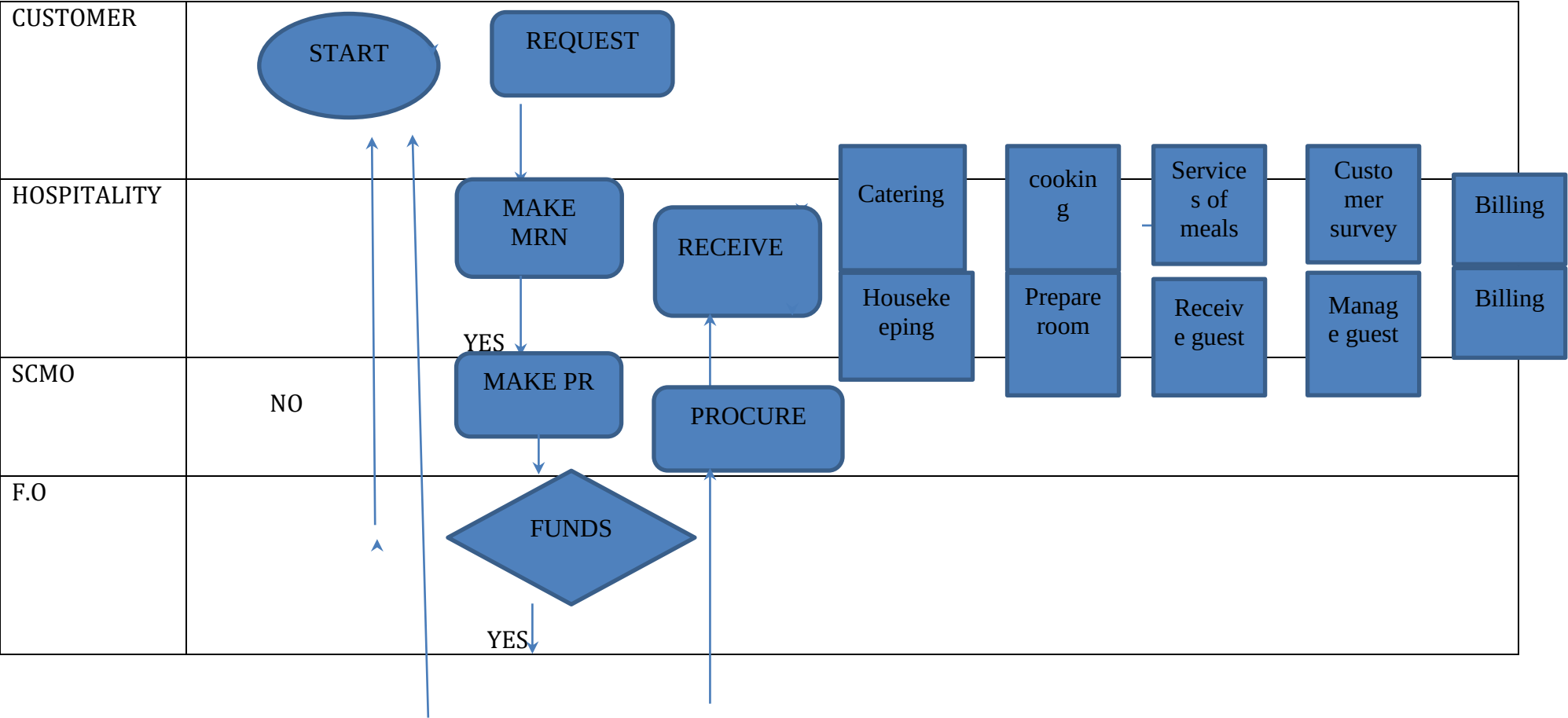
| suppliers       | Inputs          | Activities                                                                          | Outputs                                                                    | Customer |
|-----------------|-----------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------|
| User department | Formal requests | Reservations<br>Plan menu<br>Allocate duties<br>Determination of resources required | Schedule of booking menu<br>Purchase requisition for supplies<br>Duty Rota | SCMO     |

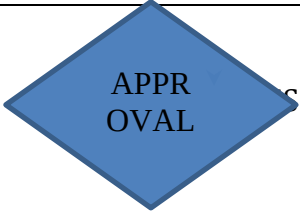
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|                |                                 |                                                       |                                                            |        |
|----------------|---------------------------------|-------------------------------------------------------|------------------------------------------------------------|--------|
| SCMO           | Cleaning material and equipment | Cleaning of rooms and linen.<br>Serving of Equipment. | Ready rooms.<br><br>Equipment that are in a good condition | Guests |
| SCMO           | Contracted cleaning services    | Supervision of outsourced cleaning services           | Clean and safe premises.<br>Cleaning Reports               | Guests |
| SCMO           | Consumables                     | Provision of catering services                        | Ready food                                                 | Guest  |
| Process owner. | Feedback forms.<br>Register     | Check out of Guests                                   | Filled feedback forms.<br>Signed register                  | Guest  |

|                                                                  |                 |                    |
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9.2 PROCESS MAPPING



|     |    |                                                                                   |
|-----|----|-----------------------------------------------------------------------------------|
| CEO | NO |  |
|-----|----|-----------------------------------------------------------------------------------|

|                                                                  |                 |                    |
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