## Contents of Hostel and Mess Procedure Manual

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### Title
Hostel & Mess Procedure Manual

### Document No
YASHADA/S06/H & M

### Clause No
6.3

### Rev. No.
NIL

## Amendments

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Prepared by MR
Sign Date 23/07/2010

Approved by DG
Sign Date 25/07/2010

YASHADA
**Purpose:** Check in / Allocation of room

**Scope:** All hostel rooms and its capacity utilization

**Responsibility:** Hostel Manager

### Hostel & Mess

1. **Reception of Guest**
   - Participants
   - Non – Participants
   - Intimation to mess

2. **Allocation of Rooms**

3. **Attending Grievances if any**

4. **Vacating Rooms**

5. **Payment Settlements**

6. **House Keeping & Cleanliness**
Cross Reference:

(1) CMIS

Reference Documents:

1. Duties of receptionist
2. HMIS

Records:

1. Conduct rules
2. Office note
3. Register of entries
4. Advance booking register
5. Hostel requisition slip
6. Arrival and Departure chart - format

MIS Parameters:

1. Occupancy percentage
2. Remarks of the visitors
3. Suggestions of the visitors
Purpose: House keeping of the rooms/ Maintenance of the rooms
Scope: All hostel rooms
Responsibility: Hostel Manager
Activities:

Housekeeping

ROOMS

Repairs
Cleaning

Rooms
Toilets

Changing

Work Outsourced

Inspection by Hostel Manager

Inform Estate Department

As per CRM

Bed sheets
Toiletries
Towels

Sending to Store

Reconciliation with

Sending to Laundry

Settlements of Bills for laundry

Prepared by MR
Approved by DG

MR
23/07/2010
25/07/2010

Page No 5
Cross Reference:

- MoU with House Keeping Agency
- Purchase & Maintenance Process MOP Manual

CMIS of Estate Department

Reference Documents:

- HMIS

Records:

1. Check list for guest items
2. Maintenance slip
3. Room cleaning - daily report
4. Schedule of changing linen
5. Room ok / lost /found /damage report
6. Approved rate chart for rooms
7. Receipt book
8. Charge handing over and taking over - register
9. Lost and found register/
10. Intimation letter to the concern

M. I. S. Parameters:

1. Timely action
2. Promptness
**Purpose:** Catering Management  
**Scope:**  
**Responsibility:** Hostel Manager  
**Activities:**

- **Mess**
  - Preparation of Food
  - Services
  - Infrastructure & Ambience
  - Cutlery & Equipment Management
  - Maintaining Quality
  - Cleanliness & Hygiene
  - Monitored through Inspections

- **Payment of Bills**
Records:

(1) Evaluation Forms

Cross-reference:

(1) Purchase Procedure
(2) House Keeping & Maintenance
(3) MoU with Mess Contractor

Reference Documents:

Records:

1. Inspection report format
2. Office note
3. Guest reservation information slip
4. Menu Chart
5. Mess feedback
6. Food quality and service daily inspection format
7. Directions for disposal
8. Format and instructions for payment of bills by contractor

M.I.S. Parameters

1. Timely action
2. Food quality evaluation report
3. Regular checking and inspection
**Suggestion / complaint register**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of the Participant / Guest</th>
<th>Room no.</th>
<th>Nature of Suggestion / complaint</th>
<th>Date of Complain</th>
<th>Signature</th>
<th>Corrective action taken by concerned department</th>
<th>Date of resolvng the problem</th>
<th>Signature of suggestion/complaint for resolving complaint to his / her satisfaction</th>
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**Weekly abstract**

<table>
<thead>
<tr>
<th>No. of suggestions/complaints</th>
<th>Name of complaint</th>
<th>Status</th>
<th>Corrective action taken</th>
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YASHADA