

## Contents of Hostel and Mess Procedure Manual

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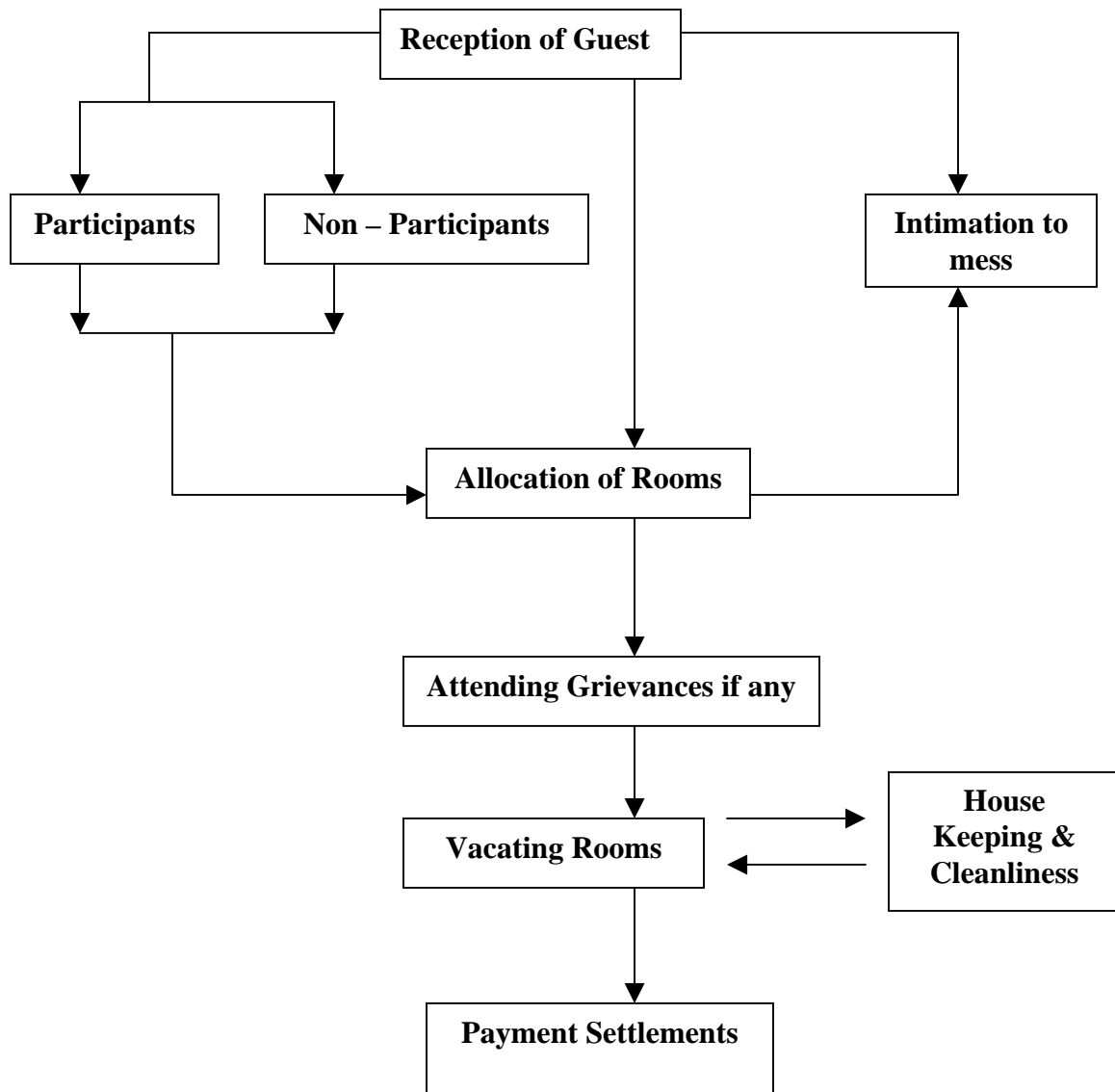
Title	Hostel & Mess Procedure Manual	Clause No	Rev. No.
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**Purpose:** Check in / Allocation of room

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

**Responsibility:** Hostel Manager

### Hostel & Mess



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**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

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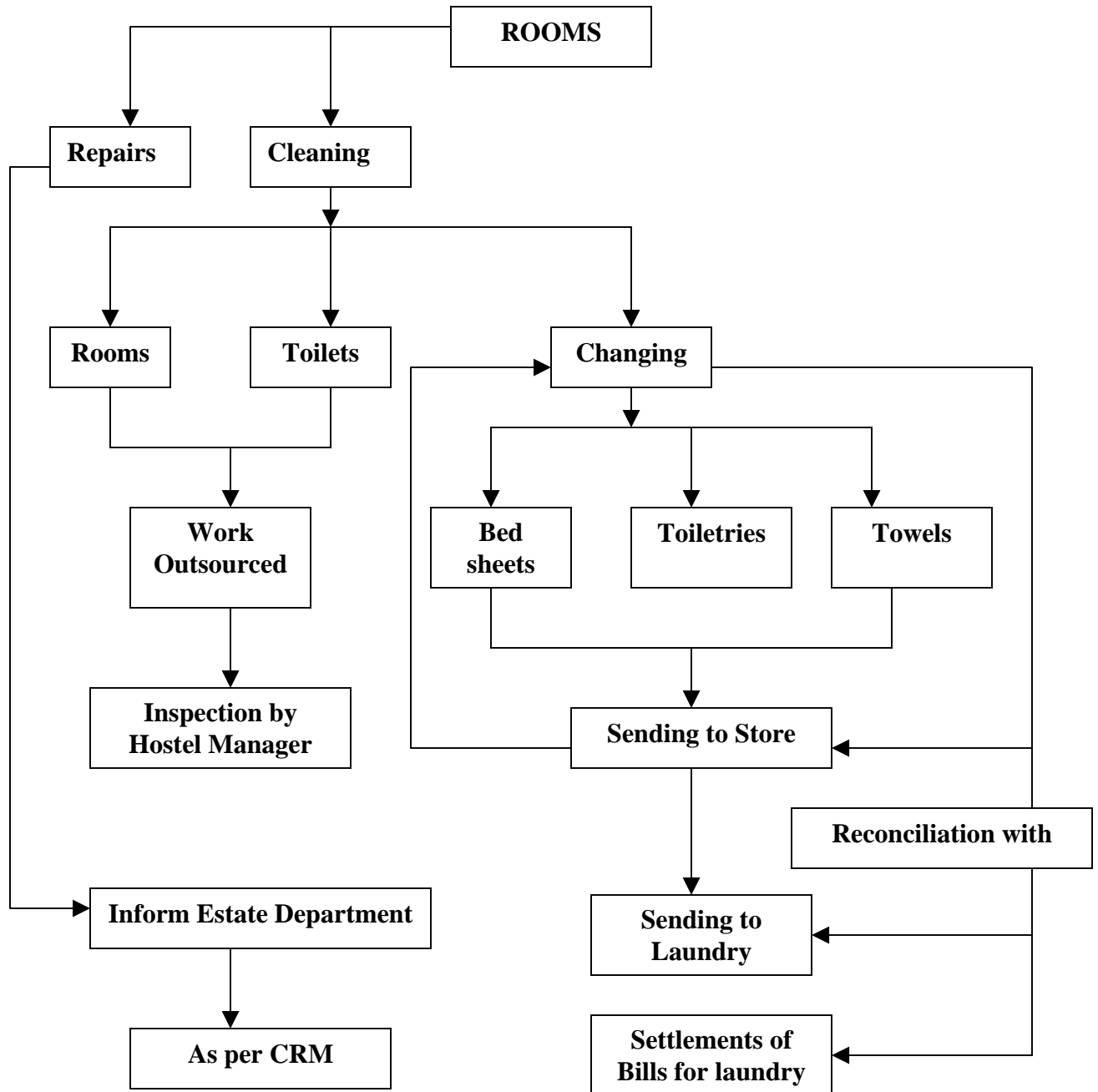
**Purpose:** House keeping of the rooms/ Maintenance of the rooms

**Scope:** All hostel rooms

**Responsibility:** Hostel Manager

**Activities:**

### Housekeeping



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**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

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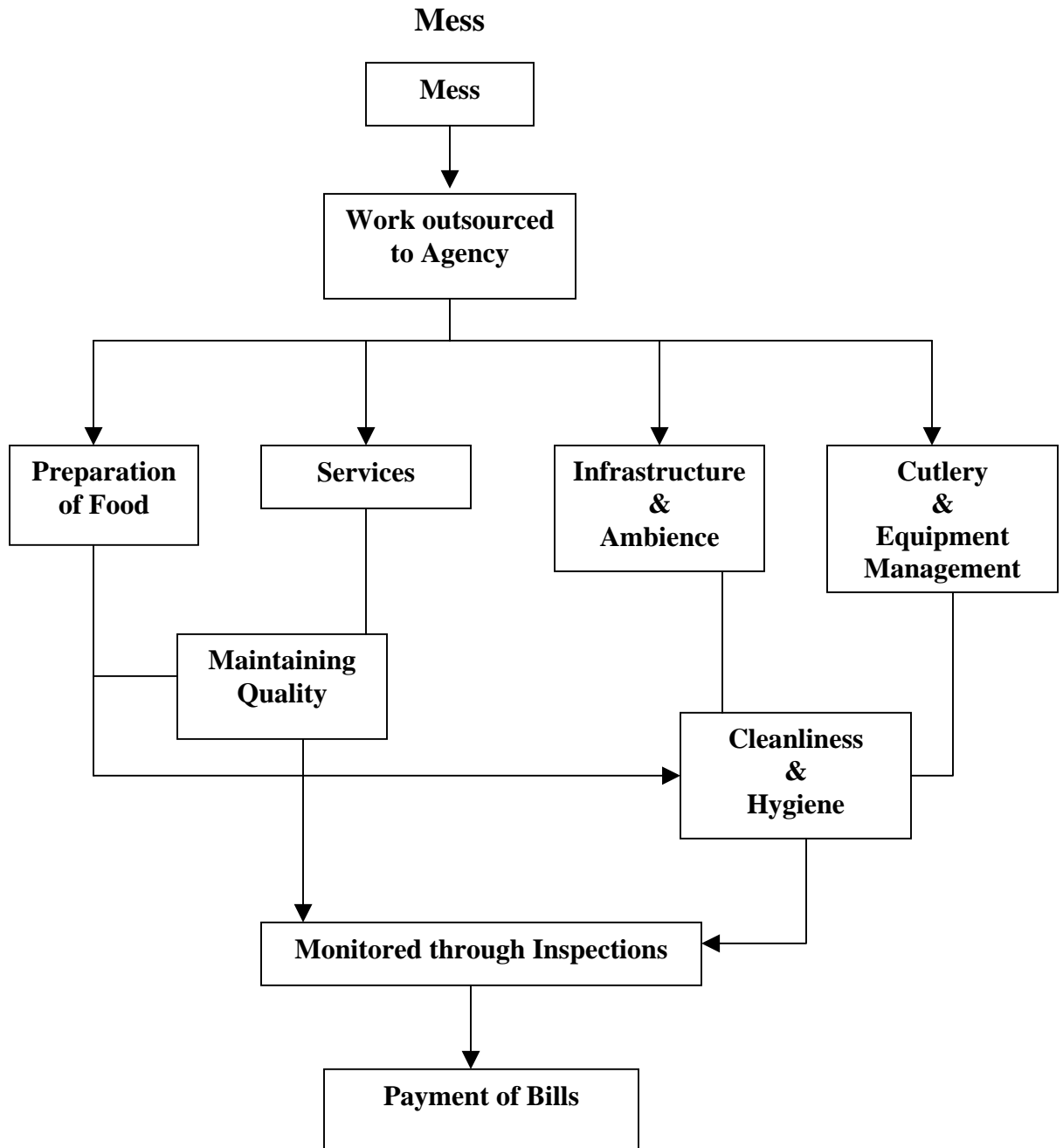
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**Purpose:** Catering Management

**Scope:**

**Responsibility:** Hostel Manager

**Activities:**



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**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

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### Suggestion / complaint register

Sr. No.	Name of the Participant / Guest	Room no.	Nature of Suggestion / complaint	Date of Complaint	Signature	Corrective action taken by concerned department	Date of resolving the problem	Signature of suggestion/complaint for resolving complaint to his / her satisfaction

### Weekly abstract

No. of suggestions/complaints	Name of complaint	Status	Corrective action taken

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