



**Canteen Management Policy**  
**Universal Engineering College**

June 2015



for



## 1. Purpose

To outline the procedures and responsibilities involved in managing the canteen facility, ensuring the provision of healthy, hygienic, and timely food services for all students, staff, and visitors.

## 2. Scope

This policy applies to the operation of the college canteen, ensuring the availability of nutritious, affordable, and quality food. It is designed to meet the needs of students, staff, hostel residents, and visitors.

## 3. Objectives

- To provide good quality and timely food to students and staff.
- To maintain hygiene standards in food preparation and serving.
- To ensure affordable pricing of food items in line with college management approvals.

## 4. Responsibility

- Canteen Supervisor: Oversees the day-to-day operations, cleanliness, and quality of food.
- Administrative Coordinator: Acts as the liaison between the management and the canteen contractor, ensuring compliance with policies.
- Hostel Warden: Monitors food quality for hostel students and ensures any issues are promptly addressed.
- Management: Responsible for reviewing, approving, and monitoring pricing and overall canteen performance.

## 5. Procedure

### 1. Canteen Operation and Contractor Management

- The canteen is outsourced to a professional contractor who is responsible for the day-to-day operations, including staffing, procurement of raw materials, and food preparation.
- The contractor operates under the supervision of the college management through the Administrative Coordinator.
- The canteen must adhere to all guidelines related to hygiene, cleanliness, and safety as per government and food safety regulations.
- Regular inspections are conducted by the Administrative Coordinator and Hostel Warden to ensure compliance.





## **2. Pricing and Menu Approval**

- The prices of food items are reviewed and approved by the college management on a periodic basis.
- The menu is designed to offer a variety of nutritious and cost-effective meals, catering to the needs of students and staff.
- The canteen contractor must propose any changes in menu or pricing to the management for approval.

## **3. Service for Non-Residential Students and Staff**

- Non-residential students and staff will pay for food at the point of sale in the canteen.
- The payment system must be transparent, and a real-time billing system should be maintained to ensure proper accountability.

## **4. Service for Hostel Students**

- Hostel students will have their canteen expenses adjusted with their monthly hostel rent.
- The total expenses will be covered by the management, which will then be reconciled with the students' monthly payments.
- Students will pay their canteen charges along with hostel rent to the college accounts office monthly.

## **5. Monitoring and Feedback**

- The canteen food quality and service standards will be monitored regularly by the management, Hostel Warden, and Administrative Coordinator.
- Spot checks will be conducted periodically to ensure food safety, hygiene, and quality standards are maintained.
- A feedback system will be in place for students and staff to report any issues or suggestions regarding the canteen services. This feedback will be reviewed by the Administrative Coordinator and reported to the management.

## **6. Complaint Redressal**

- Any complaints regarding the canteen services can be submitted to the Canteen Supervisor or the Administrative Coordinator.
- Complaints will be addressed promptly, and corrective actions will be taken, including warnings to the contractor or changes in the menu if necessary.





## 7. Health and Safety Standards

- The canteen contractor is required to comply with all food safety standards as prescribed by law, ensuring that all food is prepared in clean and sanitary conditions.
- Canteen staff must undergo regular health check-ups to ensure they are fit to handle food, and hygienic practices must be strictly followed.
- All equipment and utensils used in the canteen must be properly sanitized.

## 6. Review of Policy

The Canteen Policy will be reviewed annually by the management to ensure its effectiveness and to make any necessary amendments based on feedback and operational needs.



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