

SCOPE OF WORK

Annexure-1

Cooking & Catering Service in BHEL Guest House consists of following activities:

| Sl. | Activities | Periodicity |
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| 1 | Cooking & Serving following (in 1 st or 2 nd shift and Night Shift) for the guests staying in Narmada & Sanchi Guest House & other guests to be treated there by the company: 1. Evening Tea & snacks in dining hall, 2. Dinner in dining hall, 3. Night shift supervision including manning Narmada counter overseeing Narmada & Sanchi counters. | Every day as per agreed timings. As exception, certain guests are to be served with meals in odd hours & in respective rooms on need basis. Menu (includes Indian, South Indian, Chinese and Continental dishes) will be as decided by GH management. |
| 2 | Dining halls are to be properly set-up for evening tea & dinner and used utensils are to be promptly removed to wash area. Accountability of utensils will lie on the cooking & catering service provider. Cost of breakage/pilferage of utensils beyond reasonable rate will be recovered from service provider. | Every day as per agreed timings. Stock position of utensils will be given to GH store on mutual periodicity. |
| 3 | Special evening tea / dinner are to be organized as and when need arise. | As per requirement. Menu will be as decided by GH management |
| 4 | Cooks while on the job will be properly dressed and maintain complete hygiene and cleanliness at par with any star hotel. Ingredients used in cooking will be those issued by Guest House store only. Un-utilized ingredients will be promptly returned to GH store for proper storage. | Service standard will be monitored on daily basis. Proper record will be maintained to establish effective utilization of ingredients. |
| 5 | Caterers while on the job will be properly dressed and maintain complete hygiene and cleanliness at par with any star hotel. Caterers will carry out their function with etiquette befitting status of guests. | Evening Tea & Dinner ➤ in Narmada GH : Normally buffet, ➤ in Sanchi GH : Normally service on table ➤ Special Event: Buffet for large gathering & service on table for small group. |

| Sl. | Activities | Periodicity |
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| 6 | Cooks & Caterers will be wearing white dress & black shoes. They will display name tag on their uniform. They will be clean shaven. Personal hygiene is of utmost importance. | All the time while on duty. |
| 7 | Effective supervision to ensure proper service in 1 st or 2 nd shift and Night shift as per desired level of expectation. Proper taking and handing-over of charge from respective shift in-charge will be practiced. | Throughout during 1 st or 2 nd Shift and Night Shift for close supervision |
| 8 | Proper record keeping for effective management. | As per mutual agreement |

Note : BHEL, Bhopal unit is having two Guest Houses as mentioned below in the same premise:

1. Sanchi Bhawan : having 12 rooms, 2 lobbies, 2 dining halls and 1 kitchen;
Dining hall (small) - 12 seater
Dining hall (big) - 35 seater.
2. Narmada Bhawan : having 45 rooms, 3 dormitories, 1 lounge, 2 banquet halls, 1 dining hall and 1 kitchen;
Dining hall - 50 seater.

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