

KINGDOM FESTIVAL CATERING DEPT

Our Kingdom Festival catering will is mandated in exhibiting Kingdom Excellence in catering for VVIP, V.I.P, Executive, workers, delegates

- 1) Sufficient food based on the number of delegates at various food catering units ranging from VVIP, V.I.P, Executive, workers, delegates and take away with daily assessment of delegates increasing through registration department, ushering and facilities department.
- 2) All caterers main and vendors must be registered and given a facility to operate for accountability and responsibility with clean branded uniforms and badges for identification.
- 3) Clean drinking water and hand washing points will be provided along with bottled water with festival branded seals that can be given during sessions and meals accordingly
- 4) Sufficient serving points to ease the speed of service and avoid long ques and the time that takes to serve the people.
- 5) Professionalism – Festival workers in catering dept and contractors must maintain a professional demeanor when interacting with customers, vendors, and other staff members. They should dress appropriately for the workplace with specified uniforms per day in all catering units and use respectful language and behavior at all times.
- 6) Quality and Safety- Festival workers in catering dept and contractors must prioritize the quality and safety of the products we offer. They must ensure that all food and beverages are prepared and served according to the relevant safety and hygiene standards. Additionally, they must maintain the cleanliness and safety of the equipment, workstations, and facilities.
- 7) Customer Service- Festival workers in catering dept and contractors must provide excellent customer service to all customers. They must be attentive, friendly, and responsive to customer needs and complaints. They should strive to resolve any issues quickly and efficiently to ensure customer satisfaction.
- 8) Integrity and Ethics- Festival workers in catering dept and contractors must act with integrity and honesty in all business operations. They should avoid any conflicts of interest and refrain from engaging in any fraudulent or illegal activities. Additionally, they should protect the confidentiality of sensitive information related to the business.
- 9) Diversity and Inclusion. Festival workers in catering dept is committed to promoting diversity and inclusion in the workplace. Festival workers in catering dept and contractors must treat all customers, vendors, and staff members with respect and dignity, regardless of their race, gender, sexual orientation, religion, or cultural background.
- 10) Compliance Our Festival workers in catering dept and contractors must comply with all relevant laws, regulations, and industry standards. They should be familiar with the policies and procedures of the company and report any violations to the appropriate management personnel.
- 11) Training and Development EMA Catering Limited provides training and development opportunities to our employees and contractors to enhance their skills and knowledge. They should participate in these programs to improve their performance and contribute to the success of the company.
- 12) Our kitchens and catering units should exhibit efficiency, safety, hygiene, and low wastage. A flow diagram instructs teams on the best processes to guarantee quality and safety – with separate entrances for raw material and finished dispatches along with cleaning up after every meal the eating areas will also be used for workshop so together with ushers and maintainace should clean up and reorganize to accommodate summits / workshops.
- 13) Take food orders with written instructions to be accurate to avoid forgetting
- 14) Have organized way of serving people in tables, zones to avoid people ques for too long.
- 15) Physical Projection (Appearance, poise, posture and body language contribute to the first impression others have of you and are seen as a reflection of the hygiene standards of the establishment and the quality of service to come
- 16) Verbal Projection - quality of speech, diplomacy and tact in words and expressions used, including the tone, volume, non-verbal.
- 17) Conduct and behavior- practice of basic courtesies, tolerance for difficult guests and costumers, compliance to service standard.
- 18) It is advisable to require employees to wear uniform. But it must be properly pressed, no sagging hemline, not faded etc. -if not in uniform, they should refrain from wearing too casual attire, T-shirt without colar. etc.
- 19) Avoid too many jewelries, dangling earrings, low neckline or too much make up

KINGDOM FESTIVAL

KINGDOM FESTIVAL CATERING DEPT



- 20) Always carry a pleasant smile and positive disposition so that others will feel more comfortable and at ease with you.
- 21) Be careful of overtone- tone, volume and body language. Avoid unpleasant non-verbal like sneering look, crossing arms, pointing finger, frowning face, deep signs, biting lips, shaking head, etc. Keep a low modulated tone and volume.
- 22) Maintain poise and posture by direct eye contact, erect posture, refraining from unpleasant mannerism like scratching head
- 23) Shoes must be comfortable and clean, and of a plain, neat design. Fashion is not as important here as safety and foot comfort.
- 24) Cuts and burns should be covered with waterproof dressings.
- 25) Any cold or other possible infections should be reported immediately
- 26) Hands should be washed immediately after using the toilet or dealing with refuse. Hot water and soap must be used.
- 27) Staff should try to avoid any mannerisms they may have, such as running their fingers through their hair, nose, chewing gum or scratching their face.
- 28) Hair –Clean and neatly combed, no dandruff. Ladies hair should be clipped on both sides or breaded (if it is long) Length of men's hair should not go beyond collar and the side hair must not cover ears.
- 29) Uniform –Must be comfortably fit; no sagging hemline, properly buttoned, sleeves should never be folded nor rolled, clean and well pressed, free from stains or wrinkles
- 30) Face – Men- free of beard and moustache, Ladies- light and appropriate make-up.
- 31) Mouth -free from bad breath; mouth wash to be used as needed - no tooth decay
- 32) Ears -Clean and free from visible dirt inside and outside -Earrings are never appropriate for men; ladies in uniform should never wear dangling earrings
- 33) Body –Free from body odor; deodorant to be used daily, Daily shower is a "must"
- 34) Fingernails -Clean and free from dirt -Men- nails should be short and properly trimmed. -Ladies- avoid very long fingernails and must always be clean and well-manicured.
- 35) Perfumes -Not allowed much as the smell contaminate the food.
- 36) Speak with clarity. Check if you are understood after sending a message and food order.
- 37) Speak in audible, relaxed and natural manner, maintain conversational tone and volume.
- 38) Observe right speed, not too fast or too slow.
- 39) When receiving messages, always seek to confirm or clarify anything that sounds unclear. "if I got you right, are you saying that... "I heard you say... do you mean....?"
- 40) Accept and respect the opinion and ideas of others. If you disagree, acknowledge first their statement before pointing out your ideas. Make statement like: "I see your point" I understand what you mean. However, I feel that
- 41) Make It a habit to use magic words like: May I, kindly, Please, Do you mind, I'm sorry, etc. "May I have your name sir? Instead of what is your name? "May I know who is on the line?, rather than who is this? "What can I do for you ma'am/sir?, rather than ask "What is it?" or What do you want from____"
- 42) Avoid saying directly no or no comment be when turning down a request. One diplomatic way of doing it is to say: "I really wish I could satisfy your request, however..... I hope you understand."
- 43) Be sensitive to the feelings and self-esteem of others. Avoid words or expressions that hurt feelings and shatter other's self -esteem.
- 44) Listen with interest and undivided attention. Nod if you agree, ask questions. Paraphrase statements to confirm.
- 45) Be honest and accurate in giving information do not bluff. Admit if you don't know the answer.
- 46) Unsanitary practices like: smoking, coughing/sneezing, scratching body parts, spitting on walls and floors and sink, tasting food in view of costumers, handling food with bare hands, serving food/cutleries that have fallen on the floor, putting on foods in dirty tables, cooling warm/ hot food by blowing air out of the mouth, wiping perspiration with wiping cloth used for service, combing hair inside dining room, using strong perfume.
- 47) Unpleasant Habits like: Yawning, grouping together with other staff for a chat while on duty, Using sign language, etc
- 48) Conversations between customers and staff override conversations between staff.
- 49) When in conversation with customers, staff should not:
- 50) talk to other members of staff without first excusing themselves from the customer
- 51) interrupt interactions between customers and staff
- 52) but should wait until there is a suitable moment to catch the attention of the other member of staff so that they may excuse themselves from the customer first.
- 53) Customers should always be made to feel that they are being cared for and not that they are an intrusion into the operation.
- 54) Handling complaints

- 55) Should a problem arise and a customer makes a complaint the following steps should be taken.
- 56) Do not interrupt the customer – let them have their say and make their point.
- 57) Apologize – but only for the specific problem or complaint.
- 58) Restate the details of the complaint briefly back to the customer to show you have listened and understood.
- 59) Agree by thanking the customer for bringing the matter to your attention. This shows you are looking at the problem from the customer's perspective.
- 60) Act quickly, quietly and professionally and follow the establishment's procedures for handling complaints.
- 61) Never lose your temper take comments personally argue especially in the presence of guests.
- 62) blame another member of staff or another
- 63) Valid complaints provide important feedback for a foodservice operation and can be used as valuable learning opportunities to improve service and should be done in Pre-Service and After Service meetings
- 64) FESTIVAL FOOD AND CATERING DEPARTMENT.
- 65) We seek to provide food access to workers, delegates and guest ministers at different times at various categories of catering with both sponsored meals and cost effective meals to enable all to have easy access to meals while the Festival is on so that there will be no time wastage in delegates leaving our premises to seek for meals in the surrounding especially lunches which have a small window of one and half hours. We shall engage sufficient catering companies to offer food at various levels from 3 coarse 5 star service to food snacks take away and simple restaurants for all people to fit in and be accommodated. However, for the purpose of safety, hygiene and standards all offering food and beverage services will need to comply to standards catering code of ethics that will be regulated and monitored as health safety to avoid food poisoning and diseases spreading from sensitive catering department.
- 66) Sufficient food based on the number of delegates at various food catering units ranging from VVIP, V.I.P, Executive, workers, delegates and take away with daily assessment of delegates increasing through registration department, ushering and facilities department.
- 67) All caterers main and vendors must be registered and given a facility to operate for accountability and responsibility with clean branded uniforms and badges for identification.
- 68) Clean drinking water and hand washing points will be provided along with bottled water with festival branded seals that can be given during sessions and meals accordingly
- 69) Sufficient serving points to ease the speed of service and avoid long ques and the time that takes to serve the people.
- 70) Professionalism – Festival workers in catering dept and contractors must maintain a professional demeanor when interacting with customers, vendors, and other staff members. They should dress appropriately for the workplace with specified uniforms per day in all catering units and use respectful language and behavior at all times.
- 71) Quality and Safety- Festival workers in catering dept and contractors must prioritize the quality and safety of the products we offer. They must ensure that all food and beverages are prepared and served according to the relevant safety and hygiene standards. Additionally, they must maintain the cleanliness and safety of the equipment, workstations, and facilities.
- 72) Customer Service- Festival workers in catering dept and contractors must provide excellent customer service to all customers. They must be attentive, friendly, and responsive to customer needs and complaints. They should strive to resolve any issues quickly and efficiently to ensure customer satisfaction.
- 73) Integrity and Ethics- Festival workers in catering dept and contractors must act with integrity and honesty in all business operations. They should avoid any conflicts of interest and refrain from engaging in any fraudulent or illegal activities. Additionally, they should protect the confidentiality of sensitive information related to the business.
- 74) Diversity and Inclusion. Festival workers in catering dept is committed to promoting diversity and inclusion in the workplace. Festival workers in catering dept and contractors must treat all customers, vendors, and staff members with respect and dignity, regardless of their race, gender, sexual orientation, religion, or cultural background.
- 75) Compliance Our Festival workers in catering dept and contractors must comply with all relevant laws, regulations, and industry standards. They should be familiar with the policies and procedures of the company and report any violations to the appropriate management personnel.
- 76) Training and Development EMA Catering Limited provides training and development opportunities to our employees and contractors to enhance their skills and knowledge. They should participate in these programs to improve their performance and contribute to the success of the company.
- 77) Our kitchens and catering units should exhibit efficiency, safety, hygiene, and low wastage. A flow diagram instructs teams on the best processes to guarantee quality and safety – with separate entrances for raw material and finished dispatches along with cleaning up after every meal the eating areas will also be used for workshop so together with ushers and maintainace should clean up and reorganize to accommodate summits / workshops.

- 78) Take food orders with written instructions to be accurate to avoid forgetting
- 79) Have organized way of serving people in tables, zones to avoid people quees for too long.
- 80) Physical Projection (Appearance, poise, posture and body language contribute to the first impression others have of you and are seen as a reflection of the hygiene standards of the establishment and the quality of service to come
- 81) Verbal Projection - quality of speech, diplomacy and tact in words and expressions used, including the tone, volume, non-verbal.
- 82) Conduct and behavior- practice of basic courtesies, tolerance for difficult guests and costumers, compliance to service standard.
- 83) It is advisable to require employees to wear uniform. But it must be properly pressed, no sagging hemline, not faded etc. -if not in uniform, they should refrain from wearing too casual attire, T-shirt without colar. etc.
- 84) Avoid too many jewelries, dangling earrings, low neckline or too much make up
- 85) Always carry a pleasant smile and positive disposition so that others will feel more comfortable and at ease with you.
- 86) Be careful of overtone- tone, volume and body language. Avoid unpleasant non-verbal like sneering look, crossing arms, pointing finger, frowning face, deep signs, biting lips, shaking head, etc. Keep a low modulated tone and volume.
- 87) Maintain poise and posture by direct eye contact, erect posture, refraining from unpleasant mannerism like scratching head
- 88) Shoes must be comfortable and clean, and of a plain, neat design. Fashion is not as important here as safety and foot comfort.
- 89) Cuts and burns should be covered with waterproof dressings.
- 90) Any cold or other possible infections should be reported immediately
- 91) Hands should be washed immediately after using the toilet or dealing with refuse. Hot water and soap must be used.
- 92) Staff should try to avoid any mannerisms they may have, such as running their fingers through their hair, nose, chewing gum or scratching their face.
- 93) Hair –Clean and neatly combed, no dandruff. Ladies hair should be clipped on both sides or breaded (if it is long) Length of men’s hair should not go beyond collar and the side hair must not cover ears.
- 94) Uniform –Must be comfortably fit; no sagging hemline, properly buttoned, sleeves should never be folded nor rolled, clean and well pressed, free from stains or wrinkles
- 95) Face – Men- free of beard and moustache, Ladies- light and appropriate make-up.
- 96) Mouth -free from bad breath; mouth wash to be used as needed - no tooth decay
- 97) Ears -Clean and free from visible dirt inside and outside -Earrings are never appropriate for men; ladies in uniform should never wear dangling earrings
- 98) Body –Free from body odor; deodorant to be used daily, Daily shower is a “must”
- 99) Fingernails -Clean and free from dirt -Men- nails should be short and properly trimmed. -Ladies- avoid very long fingernails and must always be clean and well-manicured.
- 100) Perfumes -Not allowed much as the smell contaminate the food.
- 101) Speak with clarity. Check if you are understood after sending a message and food order.
- 102) Speak in audible, relaxed and natural manner, maintain conversational tone and volume.
- 103) Observe right speed, not too fast or too slow.
- 104) When receiving messages, always seek to confirm or clarify anything that sounds unclear. “if I got you right, are you saying that... “I heard you say... do you mean....?”
- 105) Accept and respect the opinion and ideas of others. If you disagree, acknowledge first their statement before pointing out your ideas. Make statement like: “I see your point” I understand what you mean. However, I feel that
- 106) Make It a habit to use magic words like: May I, kindly, Please, Do you mind, I’m sorry, etc. “May I have your name sir? Instead of what is your name? “May I know who is on the line?, rather than who is this? “What can I do for you ma’am/sir?, rather than ask “What is it?” or What do you want from_____”
- 107) Avoid saying directly no or no comment be when turning down a request. One diplomatic way of doing it is to say: “I really wish I could satisfy your request, however..... I hope you understand.”
- 108) Be sensitive to the feelings and self-esteem of others. Avoid words or expressions that hurt feelings and shatter other’s self -esteem.
- 109) Listen with interest and undivided attention. Nod if you agree, ask questions. Paraphrase statements to confirm.
- 110) Be honest and accurate in giving information do not bluff. Admit if you don’t know the answer.

- 111) Unsanitary practices like: smoking, coughing/sneezing, scratching body parts, spitting on walls and floors and sink, tasting food in view of costumers, handling food with bare hands, serving food/cutleries that have fallen on the floor, putting on foods in dirty tables, cooling warm/ hot food by blowing air out of the mouth, wiping perspiration with wiping cloth used for service, combing hair inside dining room, using strong perfume.
- 112) Unpleasant Habits like: Yawning, grouping together with other staff for a chat while on duty, Using sign language, etc
- 113) Conversations between customers and staff override conversations between staff.
- 114) When in conversation with customers, staff should not:
- 115) talk to other members of staff without first excusing themselves from the customer
- 116) interrupt interactions between customers and staff
- 117) but should wait until there is a suitable moment to catch the attention of the other member of staff so that they may excuse themselves from the customer first.
- 118) Customers should always be made to feel that they are being cared for and not that they are an intrusion into the operation.
- 119) Handling complaints
- 120) Should a problem arise and a customer makes a complaint the following steps should be taken.
- 121) Do not interrupt the customer – let them have their say and make their point.
- 122) Apologize – but only for the specific problem or complaint.
- 123) Restate the details of the complaint briefly back to the customer to show you have listened and understood.

