

## **VOLUME FEEDING**

### **PRODUCTION CONTROL**

In quantity food production, planning is the first most important step. Once the menu for the day is known, the plan of the work should be worked out so as to have the necessary work completed in the required time.

It is also important to plan the number of persons required for each job, the type of skills required for each job so that it can be assigned to the right person or persons.

Exact procedure to be followed while cooking in bulk, alteration made to normal recipes to suit mass catering requirements, time and labour saving techniques should be planned out and explained before commencement of work so as to facilitate ease of operations during actual production.

Preparation generally takes up 40-50% of production time, and though it usually is the unskilled job in the production operation, it is never the less very important as there can be no preparation without pre-preparation.

This part of proceedings should be planned in such a way as to get ready items or ingredients which will be required first in production procedure, going on to those items or ingredients which will be required later or last.

Final production of food can be begun once pre-preparation is well progressed.

The finishing of foods should be well timed so that each dish is ready as and when required and also so that the prepared dish is not kept ready too much ahead of time because holding the food till service time may spoil the dish.

Care must be taken in the production of vegetables and cereals like rice, to preserve appearance. Batch cooking may be necessary in such cases to get best results.

Quantity of food required must be calculated on the basis of allowance per person, depending on the number of items on the menu, and the variety offered.

Introduction:

Food and beverage production control may be regarded as consisting of four basic stages of pre control which together should reduce wastage and therefore reduce higher cost necessary from over production, loss of business opportunity from a shortage of items being available, and loss of revenue from giving excess portion sizes.

The four basic stages are:

1. Production planning.
2. Standard yields.
3. Standard recipes.
4. Standard portion sizes.

When the four basic stages are practiced in a food and beverage operation they should aid management in controlling costs, setting standards and achieving customer satisfaction. The production of beverages needs to be tightly controlled as the contribution to profits from beverages is usually higher than that from food.

Production planning:

Production planning, or volume forecasting as it is also known, is the forecasting of the volume of sales for an establishment, for a specified time period, for example a day, a week or a month.

The aims and objectives of production planning are as follows:

1. To facilitate food cost control for the establishment.
2. To facilitate the purchasing of foodstuffs, particularly perishable items, and ensure appropriate stock levels are maintained.
3. To reduce the problem of food that is left over and how it is to be re-used , or customer dissatisfaction when insufficient foods are available.
4. to gear production to demand by forecasting the number of meals to be served for given meal period, for example the number of dinners to be sold in a particular catering outlet for a period of seven days; and on a more detailed level, to predict the number of menu items that will be taken by a specific number of customers.
5. To enable a comparison to be made between actual and potential volume of sales, and for corrective action to be taken if necessary.

## **INDUSTRIAL CATERING**

Industrial catering is also known as “industrial feeding” and “employee feeding”. It may be described as the provision of catering facilities at a place of work for use by the organization employees.

**Objective:** it is an additional service to its employees and which can be used for social functions. The various reasons why a company may provide a catering service for its employees. Food should be provided with an intention of no profit or no loss.

### **Advantages:**

1. Avoid traveling long distances for having food.
2. Time saving.
3. Free of cost.

**Helps the promotion of primary activity.**

**Disadvantage:**

1. Menus available are more limited in terms of choice.
2. Budget conscious.
3. Do not provide trendy foods.
4. Captive markets.

**SCHOOL CATERING**

Introduction:

It comes under welfare catering. It may be defined as that sector of catering industry primarily concerned with the preparation and service of food and non-alcoholic beverages, the cost of which is not normally or totally passed on to the customer. This sector includes college as well.

**Objective:**

Its main objective is to support the primary activity i.e.; studies. For example, government schools provide free lunch facilities.

**Advantages:**

1. Balance of nutrition is maintained.
2. Cost is minimized.
3. Standard of personal and kitchen hygiene is high.

**Disadvantages:**

1. Generally it is a fixed menu.
2. Captive customers, i.e.; no choice.
3. Large area required for production.
4. No trained staff for service, thus poor service.

5. Wastage of food in large quantities.

## **HOSPITAL CATERING**

Introduction:

The modern hospital catering started after 1948. The latest trends or modernization was introduced in 1963. This also comes under welfare catering. It is mostly concerned with patients staying in the hospital. Thus, the menu is planned by dieticians or doctors.

### **Objective:**

The main objective is to provide food to patients, staff and visitors. Food is given free of cost to patients and staff and at a lower cost to visitors.

### **Advantage:**

1. It is controlled by the department of health and social security.
2. Modifying therapeutic and medically prescribed food.
3. Cost is maintained.
4. Choices of size of portion.
5. Gannvmedt service is provided.
6. Trolley service in patient's room.

### **Disadvantages:**

1. Captive customer.
2. Flexibility is needed in terms of production and service.
3. Expensive to install gannvmedt service.
4. Approach is customer oriented.
5. More staffing is required for giving personalized service.

## **FLIGHT CATERING**

Introduction:

This is concerned with the provision of meals during flight makes the traveling much more comfortable. It is just the support to the journey. In this, the production place and service place are different.

**Advantages:**

1. Highly standardized.
2. No wastage.
3. Disposable cutlery, napkin etc are used which reduces the facilities necessary for washing up.
4. Pre plated service.

**Disadvantage:**

1. Limited space for service.
2. Pre cooked or frozen food is loaded into the aircraft galleys.
3. Portion is controlled i.e.; cannot ask more for second time.
4. Limited space for storage of food.

**OFF PREMISES CATERING**

Off premises catering refers to foods served at a location away from the food production facility of the caterer. There may be a special facility for the production of food for such functions. In many cases there may be no facility at all for the production of food at the location. Some caterers will prepare the food at their facility and transport the same to the function. Others may cook food on the site and serve using uniformed staff, proper equipment including music, entertainment and floral designs. Off premises catering can target all segments from low budget to upscale parties using the most elegant silverware and glassware. It is important to remember that in OPC there is only one chance to get it right. Therefore meticulous planning is required to ensure success.

## **OFF PREMISES CATERING VS ON PREMISES.**

Many clients consider off premises catering being cheaper than in a hotel. But considering the cost of hiring good equipment, transportation and other overheads it may be as expensive. However the guest has the advantage of a private location, or on a historic site. Sometimes there may not be a choice. From the caterers point menus must be planned to be prepared on site. There is scope for plenty of variety, and greater learning experience.

### **ADVANTAGES**

- Limited investment to start up a business.
- Limited inventories because of advance information.
- Controllable costs.
- Additional revenues,
- Contract deals.
- Cash payments.
- Free word of mouth publicity.

### **DISADVANTAGES**

- Excessive stress for the managers, clubbing of parties in season, difficulty of getting staff.
- OPC also requires hands on attention to details and therefore is stressful.

### **GENERAL RULES FOR MANAGING OPC.**

- Do not assume anything, when in doubt check it out.
- Always think safety first.
- Give the client all you promised and more.
- Say no to unreasonable demands.
- Every problem has a solution. Be calm.
- Be organised with maps, diagrams, and schedules checklists.
- Finish as much as you can ahead of time.

- Take calculated risks.
- Pay attention to details.
- Learn from mistakes.
- Have a rain plan.

### **PLANNING THE MENU.**

Use menu planning effectively to get the best out of the OPC for the customer and the company. **Remember the menu determines the following.**

- Foods to be purchased.
- Staffing requirements.
- Equipment requirements.
- Off premises facility layout.
- Decor for buffets and food stations.
- Food production requirements.
- Keep in mind food trends.

### **COMPUTING QUANTITIES.**

After the menu is ready the quantities and the portion sizes need to be determined. Some of it is guess work but after a little experience we can judge fairly accurately the requirements especially if records of previous parties is kept.

Too much food is always better than too little. Food should never run out.

Extra food is necessary for the following reasons:

Mistakes like spillage, overcooking etc.

A few extra guests.

Guests are unusually hungry.

A comfort level of having enough food.

Don't guess who is coming, know who is coming.



Experience shows that generally 5-20% extra for each menu item is to be provided. Smaller the group larger the percentage.

No. of guaranteed guests.	% overage	order for food
20	20	24
50	15	58
100	10	110
200	7.5	215
400	5	420

### **LEFTOVERS;**

Food should never run out. Buffets generate more leftovers because they need to be kept full at all times. Leftover food is because of low turnout. How to use leftovers depends on the policy of the establishment.

### **LAYOUTS AND STATIONS.**

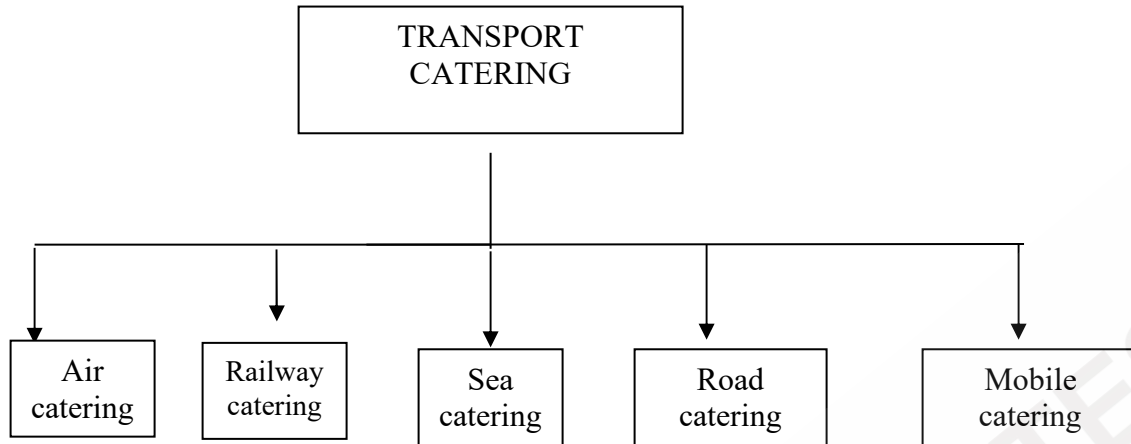
It depends on the type of the catering

### **PRICING METHODS:**

- Budget pricing.
- Cost+ pricing.
- Package pricing.

\*\*\*\*\*

## MOBILE CATERING



### **ROAD CATERING:**

Offering food facilities to the passengers traveling by road ie; bus private car etc. services like self service, water service, restaurants, vending machines and take away counters etc are available.

### **RAIL CATERING:**

Meals may be served from the restaurant car or pantry car. Limited movement and the movement caused by the train cause difficulty in the preparation and service of food. Food given is charged separately.

### **SEA CATERING:**

This kind of catering mostly use partly cook, ready to use, processed, foods which have higher shelf life are preferred. Here, the clientele is highly captive. Higher storage space is required.

### **MOBILE CATERING:**

This originated in the 1950s. Today, the units Range from simple food trucks carrying snacks and beverages to more elaborate mobile food carriers, which have provision for heating and refrigeration. These are normally used in locations where permanent establishment are lacking, for example-theme parks, circuses galleries, stadiums etc. food is not usually prepared in the van and selling may vary depending on location and customers being catered to as also the volume of the business.

\*\*\*\*\*

## QUANTITY PURCHASE AND STORAGE

### Definition: Cycle

Corrective Action	Standards/ Yardsticks/ Objectives	
Noting Down Deviation		Providing Means
	Evaluate Actual Performance	

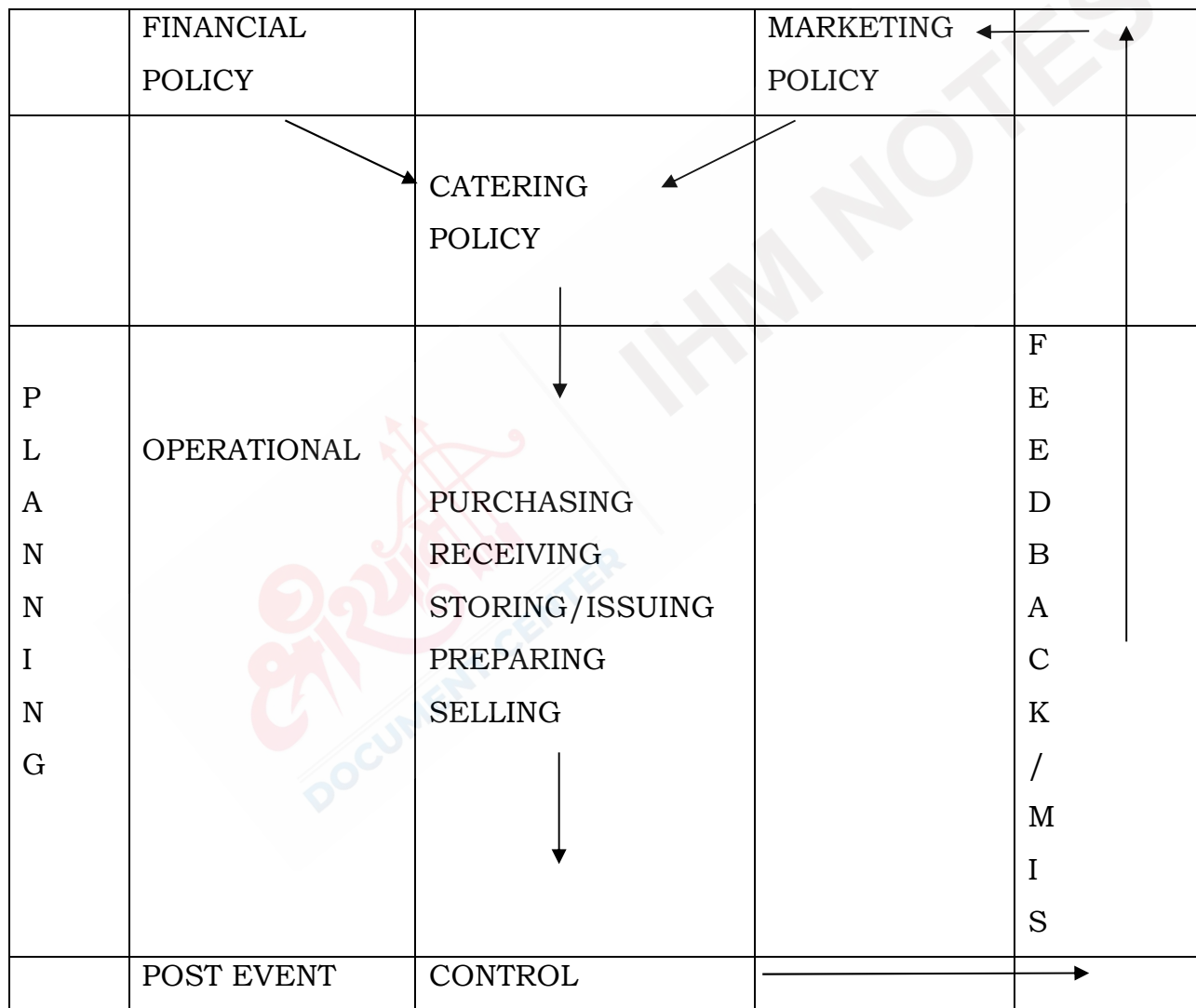
Yardsticks: 1.Profit/Sales  
2.Goodwill  
3.Competition  
4.Growth of Organization  
5.Work culture/Climate

Important Tool: Information

(Adequate, Prompt, Understand)

A good control system

- Reports Deviations promptly./
- Is forward looking. Foresele bottleneck
- Objective (EG: %F.C)
- Flexible (Eg: Buffet =A La Carte
- Economical
- Comprehensible



**FOOD AND BEVERAGE CONTROL CYCLE**

## Responsibilities

- To entail a well defined market.
- To smoothen operational phase.
- To ensure efficient control.
- To motivate/Train staff.
- To maintain co-operation (Other dept.)

## Food and Beverage Management

The art and science of reaching a given end with the utmost economy of means.

### Objectives:

1. Analysis of income and expenditure of food and beverage.
2. Pricing of food.
3. Prevention of wastage and pilferage.
4. Data for management systems.

### Obstacles/Constraints:

1. Major: Non controllable/External
  - a. Political
  - b. Economic
  - c. Social
  - d. Technical
2. Minor: Controllable/Internal
  - a. Perishable nature
  - b. Unpredictability of volume.
  - c. High degree of departmentalizing
  - d. Daily variation of market price.
  - e. Short cycle operation.
  - f. Multiplicity of low volume transactions.

g. Labour (Shoulder/Lean/Absenteeism)

**DEFINITION OF PURCHASE**

A function concerned with the search selection, procurement, receipt and final use of commodity in accordance with the catering policy of the organization.

PROCEDURE		
	Requisition/Indent ↓ Selection of source ↓ Contact ↓ Order ↓ Receipt ↓ Issue	H.O.D Authorized.  List of vendors  Quotations/Tenders  Best Bidder  Credit memos  Respective Dept.

Principles of Purchasing:

1. Establish responsibility for purchase.
2. Establish standard/Quality.
3. Establish Quantity.
4. Establish Price (Most optimal).

4 'w's

Answer to all questions related to purchase by these principles.

- a. What?.....>Quality
- b. Who?.....>Responsibility
- c. When?.....>Quantity
- d. Where?.....>Source/Price factor



IHM NOTES

## THE IMPORTANCE OF THE PURCHASING FUNCTION

	<p>POLICY →</p> <p style="text-align: center;">↓</p>	Determines what market segment is aimed at. Determines price to be paid for purchases and prices that items are to be sold at. Determines the quality to be purchased.
	<p>MENU</p> <p style="text-align: center;">↓</p>	Determines the choice of items available to customers.
	<p>VOLUME FORECASTING</p> <p style="text-align: center;">↓</p>	Determines the quantity to be purchased.
	<p>REQUISITION</p> <p style="text-align: center;">↓</p>	Indicates the particular requirements of each outlets
<p>F E E D B A C K</p>	<p>PURCHASE</p> <p style="text-align: center;">↓</p>	Selects suppliers, contracts, quantities to be purchased, specifications for individual items.
	<p>RECEIVING</p> <p style="text-align: center;">↓</p>	Ensures continuity of supply
	<p>STORES</p>	Inspects for quantity and quality
		Correct storage for each item. Maintenance of stock records, security of items. Correct stock levels, Correct issuing



	PRODUCTION ↓	Preparation of items purchased
	SELLING ↓	Provision of satisfactory products at the correct. Selling Price/cost.
←	CONTROL	The measurement of performance of all outlets involved. Feedback of information to management

### **Responsibility of purchase Department**

- Sound knowledge of materials (w.r.t up-to-date products also)
- Honesty and Integrity
- Communication skills
- Prudent Judgments/Decisions
- Systematic
- Cost-effective

### **Approving a new supplier:**

- Price .....>Quotations
- Quality.....>S.P.S
- Delivery.....>Punctuality

### **STANDARD PURCHASE (S.P.S) SPECIFICATIONS**

S.P.S is a concise description of the quality, size and weight or count factors desired for a commodity.

#### **Details**

1. Name and Definition

2. Grade/Quality
3. Unit of Measurement (u.o.m: Kg, No,Lt, Kg)
4. Unit against price quote
5. Procurement time lag/lead
6. Special note.

**Uses/Merits**

1. Buying standard ..... consistency
2. Systemize ordering procedure
3. Checking process easy.
4. An "AIDE-MEMORIZE"

<p>P&amp;O CATERERS LIMITED          249 Queers Road, London SE1 4PX          Tel: 01-546 5555</p>	
<p>STANDARD PURCHASE SPECIFICATION NO.26</p>	
Commodity	: Fresh tomatoes
Size	: 50 gms/2 or each
Quality	: Firm, well formed, good red colour
Origin	: English preferred
Weight	: 6 kg/12 lb net per box
Count	: 90-100 per box
Quote	: Per box
Delivery	: Day following order
Date	: 31 March 198_

Standard purchase specification for fresh-tomatoes

<p>CANNED PEACHES          Yellow cling halves          US Grade A (Fancy)          Heavy Syrup</p>
---

2 kilo/66 oz per A10can  
 30-35 count pr A10 can  
 Price quotation per case of 6  
 Certification of grade required  
 Delivery within 4 days per order  
 Specification distributed to:  
 1.  
 2.

Standard purchase specification for canned peaches

P&O CATERERS LIMITED  
 249 Queens Road, London SE1 4PX  
 Tel: 01-546 5555

**STANDARD PURCHASE SPECIFICATION NO.47**

Commodity	Fresh apples (Golden Delicious)
Size	-----
Quality	As per EEC standards
Origin	for fresh apples
Weight	Class 1
Count	-----
Quote	Per box
Delivery	Day following order
Date	31 March 198_

Standard purchase specification for fresh apples

HOTEL XYZ

Purchase Specification

Sl.No.144

1. Name of the Commodity	Fresh Tomatoes
2. Size	50-60 gms/Tomato Red

3. Quality	Firm, Fleshy, Round
4. Origin	XYZ
5. Quote	On Baskets
6. Count	20 Tomatoes/Kg
7. Delivery on	10th June, 1998
8. Date of ordering	8th June 1998
	Sd Purchase Manager

### **Methods of Purchasing**

1. Specific food contract-purchase
  2. Quantity contract purchase
  3. Daily market purchase
  4. Weekly/Monthly purchase
  5. Cash and Carry purchase
  6. Paid reserve purchase
  7. Total supply
  8. Cost plus
- (Centralized Purchasing)
- Concept
  - Merits/Demerits

### **Risk Purchase**

Done if supplier fails to deliver due to some reason. Amount debited to supplier.

(Open quotations X sealed bids)

### **PURCHASE REQUISITION**

Suggested .....Date Submitted

.....

Vendor(s) ..... Date Required

.....

and ..... Dept of Org

.....

Ordering ..... Requested by

.....

..... Dept. Head

.....

Quantity	Distribution Dept	ibution A/C	Please order item(s) listed below	Est Unit price	Est-	total

Sd

Purchase Manager

**PURCHASE ORDER**

No: .....

Date:

To

.....

.....




**MAIN DUTIES OF THE PURCHASING MANAGER**

1. Responsibility for the management of the purchasing office, the receiving storage and cellar areas.
2. Purchasing of all commodities.
3. Ensuring continuity of supply of all items to user departments.
4. Finding cheaper and more efficient sources of supply.
5. Keeping up to date with all the markets being dealt with evaluating new products.
6. Research into products, markets price trends etc.
7. Co-ordinating with production departments to standardize commodities and reduce stock levels.
8. Liaising with production, control accounts and marketing departments.
9. Reporting to senior management.

**Forms used**

I. Purchase requisitions

A request forwarded to the purchase agent that indicates the supplies of a particular item are not sufficient to handle the expected demand.

Depending upon the size of the establishment, it may be initiated by the bar manager, bar tender, store room clerk etc. A copy of the requisition should go to the purchase agent, the bar manager and the stores clerk.

- \* Liquor's name                      \* Brand name
- \* Qty desired                              \* Size of the bottle
- \* Date desired.                      \* Proof desired\*

\* Any other specifications/Remarks

## II. Purchase Orders

Amounts of liquor to be ordered are determined from issues, purchase requisitions and minimum inventories or re-order points. Prices may be obtained from quotations or from official monthly publications, company price lists etc. Should a special price be in force, a notation should be made on the PO in a discount allowance column.

- \* Terms                      \* Delivery date
- \* Requisition No.   \* Shipper
- \* Freight charges   \* Special instructions

Distribution:

1. Purveyor ( 2 copies)
2. Receiver
3. A/C
4. Bar Manager

## III. Invoices

Invoices are furnished and made up by the purveyor. Normally at least 3 copies of the invoices must be signed by the receiving clerk. One copy is forwarded directly to the A/C office, the other two returned to the purveyors. The purveyor may in turn forward one of the returned copies directly to the A/C dept, with a statement for the period. It is the duty of the A/C dept. To compare the prices on the quotation sheets with those of the P.O and the invoices.

### Purchasing of Beverages:

Points to be kept in mind while purchasing beverages are

1. There are fewer and often restricted sources of supply.
2. The high value of beverages purchases.



3. Quality factors are difficult to evaluate and require special training.
4. There are fewer standard purchasing units than for food.
5. There is an established standard of product.
6. The prices of alcoholic beverages do not fluctuate to the extent as food prices do.

### Sources of supply of beverages

1. Wine shippers
2. Wholesalers
3. Beverage Manufacturers
4. Cash and Carry
5. Auctions

### RECEIVING

#Space and Equipment: Sufficient space. Located near delivery area. Accurate scale. Transport equip-move products to storage area- calculator, receiving documents E.T.C.

#Receiving Process : There are six steps to follow when receiving products.

Step One: Inspect incoming products against a purchase order

Step two: Inspect incoming products against the purchase specifications to confirm qty

Step three: Inspect incoming products against the delivery invoice.

Step four: Accept the product.

Step five: Move products to storage for quality and security reasons.

Step Six: Complete the daily receiving report.

# Other receiving tasks: MARKING & TAGGING

### RECEIVING

Aims

- Quantity.....P.O
- Quality .....S.P.S.
- Accounting purpose
  - ..... Delivery Note <.....>P.O
  - ..... Credit memo
  - ..... D.P.R/G.R.B

#### Receiving Personnel

- Dip. Materials Mgt.
- Computer
- Honest

#### Facilities

- Receiving Bay (..... Layout location /Cold #)
- Platform scale
- Hanging scale
- Notice Board (..... Time table /S.P.S)
- Organized clerical desk.

#### Check Points X Frauds

1. Pilferage ..... Security
2. Facilities substandard..... Equipment
3. Haywired Operation. .... Storage
4. Quantity fraud ..... Number/Measure
5. Quality Fraud ..... Credit Memo

Assg.(w.r.t vegetables, meats, dry, beverages. Canned product, frozen product, cry-o-vacuum product)

Invoice: Detailed information about delivery. Presented in duplicate:

- Original routed to A/C for payment of bill.

- Duplicate acknowledged by receiving staff for goods received and forwarded to A/C.

Sysco Suppliers Pvt. Stamford, Connecticut Invoice			
To:.....		S.No:	
.		.....	
.....		Date :	
.....		.....	
Your Order	Quantity	Cost/Unit	\$ Value
		Add Sales	Tax
		Less Trade	.....
		Less	Discount.....
			.....
		Total	Credit
			.....
			Due
			.....
			.

**Blind Receiving**

- Delivery without invoice.
- Regular invoices reach A/C.

- Receiving staff cannot arbitrarily sign without actually inspecting merchandise; by physical verification through actual counting and checking.
- Accurate for control purpose.
- Time consuming.

### Credit Memorandum

-Raised when delivered merchandise does not conform to invoice with respect to:

- a. Quality
- b. Quantity
- c. Time
- d. Price
- C.C: ---.> supplier
  - > F/B Controller /A/C
  - > Receiving Dept.



IHM NOTES



The New  
Downing

REQUEST FOR  
Retreat  
Street -112  
CREDIT MEMO

To:  
Jacob Meats  
.....

Kindly give credit for:

Invoice: I-2220 Date: 27-02-  
2001

Qty	Product	U.O.M	Price	Total	Remarks
05	Chicken	Each	\$1.00	5.00	Foul smell
07	Steak	Lb	\$4.00	14.00	Excess Marble

Grand total \$ 19.00

:

(Authority)

- Supplier gets debited; firm credited

- Supplier signs and reckons
- Memo returned with delivery invoice; with actual amount on invoice face page (corrected bill)
- Short/refused products are subsequently delivered against a new invoice.

Delivery Note:- (Blind receiving) for merchandise received without invoice. Raised in duplicate.

Cash Memo: - (Bill from supplier)

Copy of invoice used to substantiate a request for cash re-imburement.

Raised in duplicate.

: Original post + attach tp M.R.R

: Duplicate stamp ---> forward to A/C

### **MEAT TAG:-**

A reminder maintained for high perishable and specially processed meats.

- Aims: - Control
- Stock rotation
  - Avoids work duplication  
(No re-weighing at time of issue)
  - Aids yield testing/sales forecast.

Process: Weighing and tagging (2 copies)

- Perforated part --->F/B Controller
- Main tag attached to meat.
- Main tag sent to control upon issue.
- Controller maintains meat tag file or reconciliation form:
  - \* Analyse stock value.
  - \* Analyse turnover/popularity
  - \* Aids budgetting & cost control

An example of Meat Tag

\*\*\* Perishables card

<b>Meat Tag</b>	<b>No.22928</b>
Item	Beef
Cut	Rib
Total Weight	22lb
Total value	h39.60
Cost/lb	h1.80
Supplier	Messrx42
Date Received	5/2/1999
Date issued	12/2/1999

**Food control Copy**

Meat Tag	No 22928
Item	Beef
Cut	Rib
Total Weight	22lb
Total value	h39.60
Cost/lb	h1.80
Supplier	Messrx42
Date Received	5/2/1999
Date issued	12/2/1999
Food store copy Send to food control on day of issue to kitchen	

GOODS RECEIVED BOOK

Taco Bell

Date:

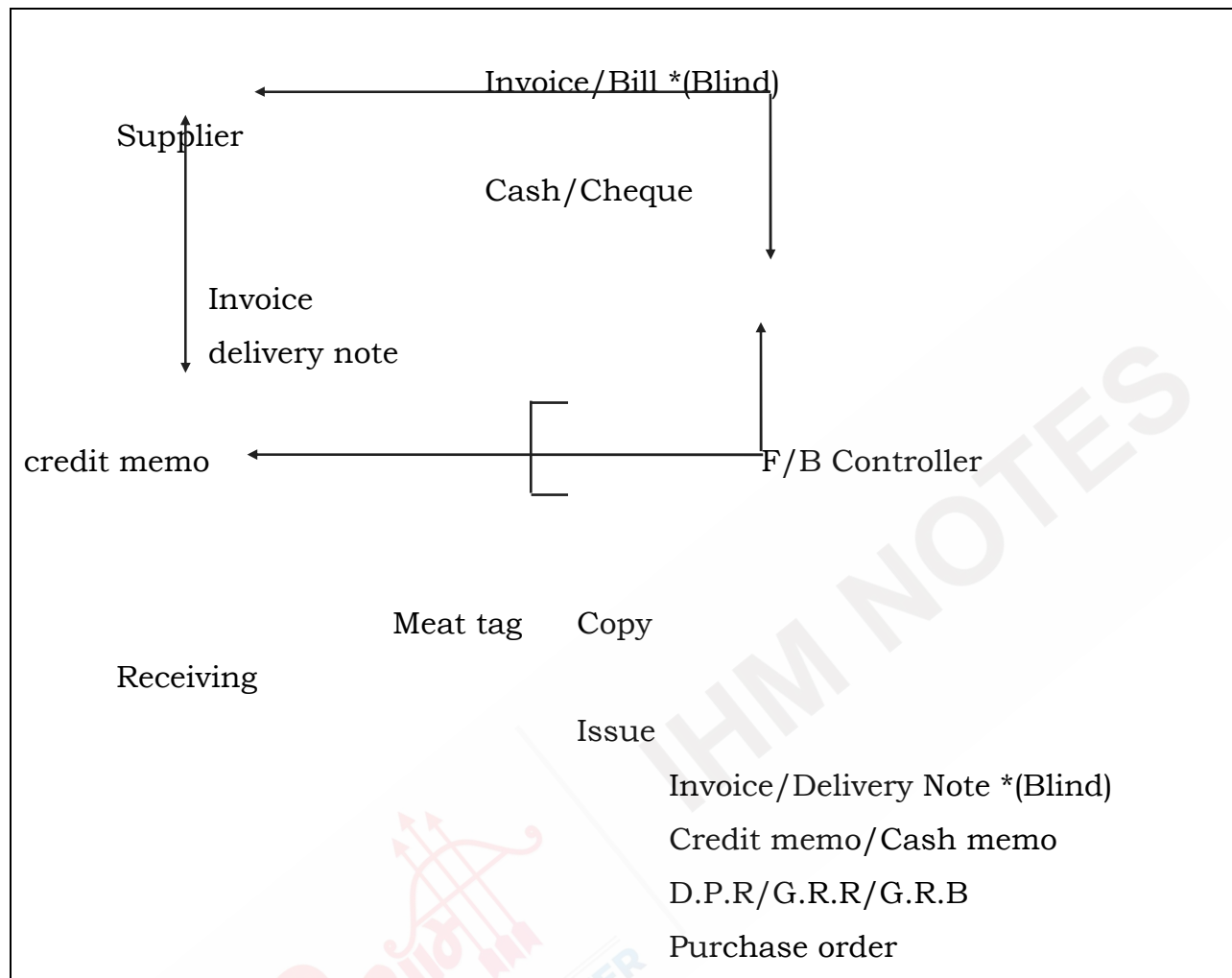


	Vegs	Fruit	Grocery dry	Meat	Poultry	Fish	Dairy	Sale Tax
Invoice								
Supplier								
U.O.M								
Quantity								
Price								
Total								

Receiving Executive



## DOCUMENT FLOW



## STORING

### Objectives

- To ensure adequate availability of raw materials at all times.
- Avoid under-purchase (Avail discount)
- Avoid over-purchase
- (Pilferage, spoilage, stock tie-up, storage costs)
- Aid audit trail.

- Stock rotation.....FIFO

#### Essentials of good storage

- Proper ventilation
- Racks & facilities : containers/crate
- Hygiene & Sanitation
- Easy flow .... arrangement
- Pest control.....Daily/Fumigation
- Security.....Key control

#### Types of Stores

- Charcoal room
- Maintenance stores
- Chemical stores
- Gas bunk
- Dry/Provision stores
- Cold storage:
  - (Veg/Meat/Ice cream/Dairy)
- Beverage stores

#### Key control

- Key handling by authorized person only.
- Personal key rings not to be allowed.
- Key movement registered on key control book.

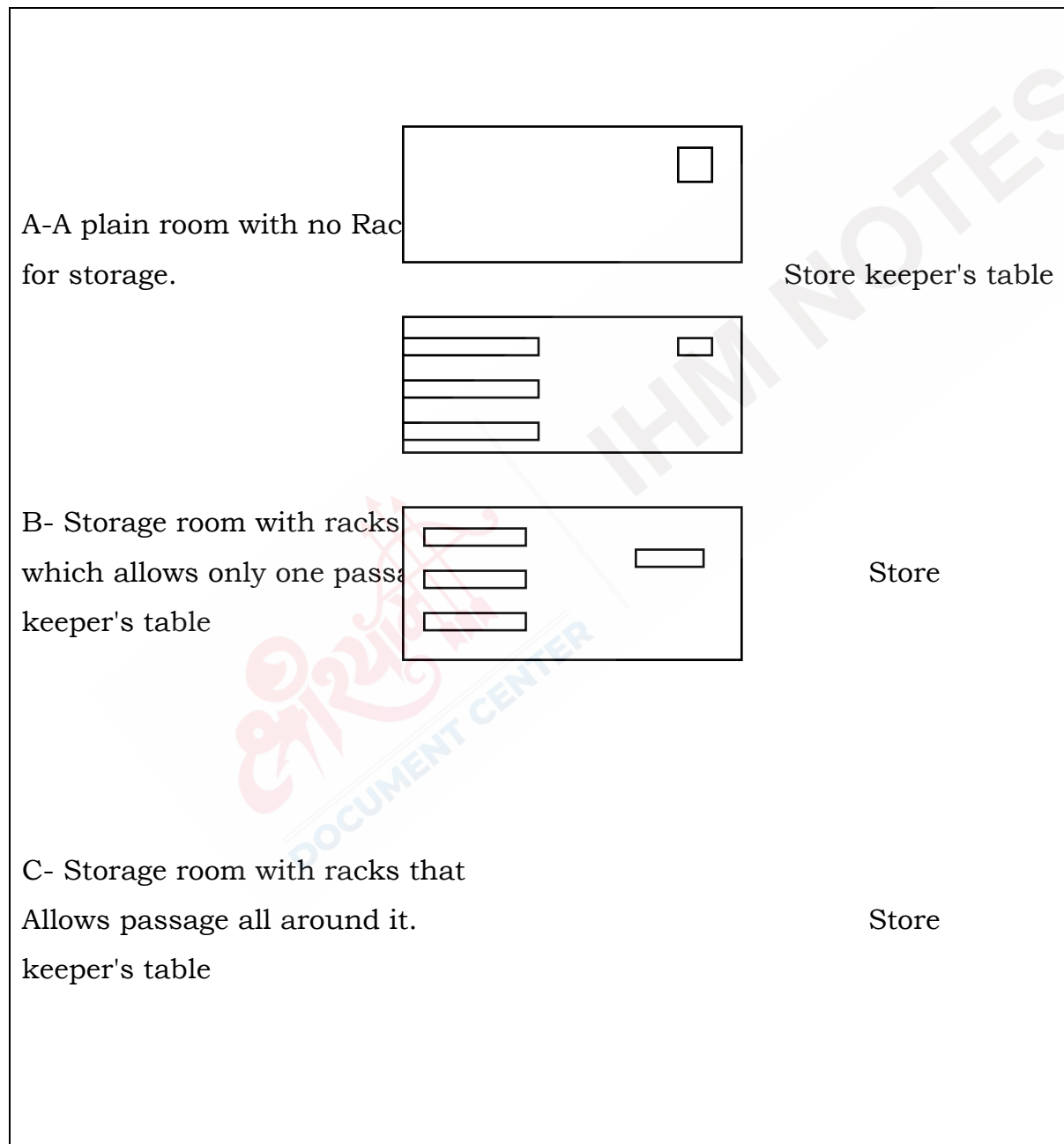
Key obtained and submitted by signing for them. Upon closing of stores, key placed with F/O cashier in sealed marked envelope.

#### Expensive Groceries

High price items kept in a special cabinet with separate lock and key.  
Eg: Caviar, Saffron, Truffles.

Pest Control:

- Daily spraying essential
- In-secutor
- Monthly evacuation and Fumigation
- Ultra-sonic rat repellent.



### **Planning Stores Layout**

- 1/3 production area. Flow of operation should be ideal. Spot should be least expensive!! (Store 1/3->Refrigerated store)
- Adequate spacing between racks and shelves.
- Rounded corners for walls.
- Arrangement of commodities
  1. By frequency of usage.  
(Fast/Slow moving)
  2. By alphabetical order
  3. By Grouping.  
(Lentils/Proprietary sauces)
- Liquid commodities on lower rack for safety.
- Heavy commodities on lower shelves.
- Proper labeling.

### **COLD STORAGE**

<b>ITEMS</b>	<b>STORAGE TRMPERATURE</b>	
Fruits/Veg./Potato/Onion (Except Banana)	42°F	6°C
Dairy Products	40°F	4°C
Fish/ Seafood	32°F	0°C
Meat	32-35°F	0- 2°C
Frozen foods	-4°F	-2°C
Game		4°C
Soft drinks/ melons		1 - 2°C
Ice-cream present use		-12°C
Ice cream long term storage		-18°C

\* Temperature long/thermometer

- \* Prohibited entry timing
- \* Well organized.
- \* Cold room inspection
- \* Chef's daily routine
- \* Purchase of cold foods/meats delivery in refrigerated van
- \* Cold room defrosting:
  - Periodic/once a week
  - Daily basis cleaning.
- \* Temperature log to be maintained use of thermometers very important.
- \* Entries to cold # at times prefixed and restricted.
- \* What should a chef observe?
  - ◆ No cooling of hot food in cold room.
  - ◆ Clean wall/shelves/hooks
  - ◆ Updated temp: log.
  - ◆ Fungal formations
  - ◆ Stock tie-up/'forced issue'
  - ◆ Freezer burn
  - ◆ Thaw dip
  - ◆ Practice of FIFO/meat tags
  - ◆ 'Sweating': veg/hot foods

BIN CARD				
HOTEL RITZ				
Commodity:			Max. Stock:	
Unit:			Min stock:	
Date	Ref:	Receipt	Issue	Balance

--	--	--	--	--

- Maintained for each commodity stored.
- Attached to Bin/Crate
- Gives physical stock of an item
- Dual bin duplication of Bin card system for a commodity with high cost/usage.

(Also called 'stock record card')

### **CARDEX**

- Same like bin card entries.
- Alphabetical rack.
- Replaces register.
- Additional information like past supplier and rates.
- Cardex used in Combo with bin card.

### **WASTATE/SPOILAGE/ULLAGE/REGISTER**

- Usage department and value entry
- Reasons: Improper rotation, accident, mechanical
- Certain % allotted in budget.

### **ABC Analysis**

- Pareto's universal theory: Significant few with high control and insignificant many with least control!!!

	<b>Group A</b>	<b>Group B</b>	<b>Group C</b>
<b>COST</b>	High	Medium	Low
<b>CONTROL</b>	High	Medium	Low

<b>INVENTORY</b>	Low	Medium	High
------------------	-----	--------	------

- Grouping based on Mgt: Policies.
- 20% of Group A inventory Accounts for 80% cost total.

### **Stock levels**

Surplus-> Tie-up, spoilage; space waste.

Deficit-> Running out.

### **Determinances:**

1. Max/Min usage-> sales forecast and past history.
2. Re-ordering time
3. Economic ordering quantity.
4. Delivery trend/Market trend
5. Storage space.
6. Shelf life.
7. Finance available.

### **Stock turnover:**

Stands for frequency of stock rotation (or) No. Of times stock is rotated.

Stock turnover time=Max. Stock-> Nil

Ideal Perishables.....> 30 (daily)

Non perishables..> 04 (weekly)

$$\text{Rate of turnover} = \frac{\text{Cost of consumption}}{\text{Avg. Stock at cost}}$$

(Cost of consumption = o.s+Purch - C.S

Avg: stock at cost = o.s.+ c.s)



## **STOCK TERMINOLOGY**

Buffer stock: Safety stock or minimal quantity.

Working stock: Stock that gets consumed on a day-day basis; rises and falls upon receipt/issue.

Re-order level: Stock level calling a further order. Level decided in advance; has to be least to cover future demand.

ROL  $\rightarrow$  QTY. REQUIRED X LEAD TIME + BUFFER STOCK

Safety time: Red Zone!!! If consumption continues after reaching buffer.....?

Procurement time: Time required for delivery from time of ordering. Could be:

Administrative time lag or supplier's lag

pt (qty)  $\rightarrow$  rol-buffer

pt (time  $\rightarrow$  receipt day - order day)

N.O.Q  $\rightarrow$  Max. Stock - Buffer stock.

## **STOCK TAKING**

- Monthly (fortnightly/weekly)
- Done in presence of auditors by stores personnel.
- Inventory broken down to categories  
eg: cans, cereals, pulses, beverage.
- Physical inventory cross-checked and tallied with book records or computers.

Physical inventory  $\langle$ ..... $\rangle$  Kardex/Bin/Meat Tag

(Therefore cardex has to be accurately updated with help of indent and bin card updated at time of issue.)

- Stock taking has to be scheduled  
(Avoid overtime payroll!) and commodities/stores need to be organized.
- Certain discrepancy (1% approx) is anticipated between books and actual stock.

Mandorin restaurant								
Physical Inventory as on .....								
Kitchen stores.				Page				
S.No	Item	U.O. M	Stock in record	Stock physical	Variance	Unit value	Variance value	%

CC: GM

Chef

F/B Manager

Stores Mgr.

Sd/- F&B Controller

**Objectives:**

- To compare usage with sales to assess F/cost%
- To determine money value of stock in hand.
- (P/L statement information)
- To compare book value and value
- To stop pilferage/wastage
- To categorise slow moving goods.

## PERPETUAL INVENTORY CARD

West Hill Hotels				
Perpetual inventory card				
Item:				Shrimps
Ciost: 200kg				
Supplier:				Oceana
Parstock: 50 kg				
U.O.M	:	5	kg	pkt
R.O.L :20 kg				
Date	Order No	In	Out	Balance
1/12	3-1115	40kg	10kg	50kg (20+40-10)
2/12	.....	.....	10kg	40kg (50+0-10)
3/12	.....	.....	20kg	20kg (40+0-20)
4/12	3-1116	40kg	10kg	50kg

Effective method of keeping records constantly up-to-date through out the month, for the stock and rupee value of all items on-hand.

### ISSUING

- Scheduling for different units
- Requisition.....>3 copies
  - original : Issued or N.A
  - 2nd copy : User dept.  
(Checked against issue)

3rd copy : Book copy

• Original copy : F&B controller----->'CARDEX" updated (+DPR)

• Returns to store room: (Eg: Spoilage/worm infestation)

Entered on separate req; form with date stating reason. And supplier debited, if his fault!

• Requisition or x purchase (or DPR) indent/ requisition

Normal course

(Issue by stores against indent. Eg: Provisions)

Special Detour

(Issued to user dept. By supplier Eg: Machinery, Turkey for X'mas)

REQUISITION FORM

HOTEL XYZ

Department:

Date:

Sl: 1110

Stock/Bi n No.	Item	U.O.M	Qty Request	Qty Issued	Unit cost	Total cost
	A					
	B					
	C					
	D					
	!					

Requested

by:

Issued:

Approved

by:

Received:

Inter dept: Transfer				
Hotel XYZ				
From: BAR				To:
Pantry				
Date: 27/02/02				Sl:
115				
No.	Item	U.O.M	Qty	Rate
1	Peanuts	Kg	01	15
2	Wafers	Pkt	10	10
Requested by:			Issued:	
Approved By:			Received:	

### **PRICING OF ISSUES**

1. Simple average price: For goods without much price variation.
2. Weighted average price: For goods with high Rs/- variance
3. Standard price:
  - Ideal method; food cost 99% right.
  - Fluctuations would not affect.
  - Comparison of prices done (monthly and yearly), # considered.
4. Inflated price:
  - Complicated (with loading/coolie charge, freight charge, etc)
  - 15% inflation; complicated style.
5. LIFO: For items with constant increase of price, to avoid tax problems.
6. FIFO: Most common; ensures stock rotation.

\*\*\*\*\*