



OFFICE PROCEDURE ETHIOPIA CO

GUESTHOUSE MANAGEMENT

Date: 15th March 2012
 Directive: ADM2012/001
 Supersedes: All Previous Directives
 Distribution: All CO Staff
 Effective Date: Immediate

In accordance with the Administrative Services Manual, it is necessary for UNWFP to set up guesthouse facility in some of its Sub Offices where other suitable accommodation for WFP staff is unavailable or there are security reasons for which alternative housing is not recommended. This memorandum is issued to assist all Head of Sub-Offices to effectively administer WFP Guesthouses where such facility exists.

UNWFP Guesthouse will serve not only WFP staff but also staff of other UN Agencies, NGOs and Donors as applicable. However, provision of accommodation to staff of other UN Agencies, NGOs and Donors will be based on availability.

The full cost of establishing the Guesthouse is normally charged to the on going project(s) to which they relate. Since the main thrust of the establishment is to support the project(s) to which they relate, the principle of full-cost recovery is difficult to uphold. Thus, except for the establishment costs, any other variable costs incurred must be on full cost recovery basis.

GENERAL NOTES: Terminology

Residents: International Staff/Consultant and TDYer.

Visitors: National or International staff, TDYers and Consultants

Non Resident: National Staff, consultants, whose duty station is in the area of the Sub Office.

UN Joint Premises: This applies to Kebrideher and Deghabur Sub-Offices

Guesthouse: This refers to established UNWFP Compound for the purposes of supporting field operations.

Revenue: This is the amount paid by the users of the Guesthouse. This term will be used interchangeably with income.

Expense: This is the variable cost incurred in running the Guesthouse. This is synonymous with expenditure.

Full-cost recovery: This is UNWFP principle of ensuring that all expenditure incurred are fully recovered.

Accommodation rate: This is the rate payable by the user of the Guesthouse.

The Guesthouse will be used in line with the laid down rules and regulations as contained in this memorandum.

PROCEDURES

1. Right to Occupation

Only Residents and Visitors are provided accommodation in the Guesthouse. Under no circumstance will the Guesthouse be used to accommodate persons, who do not fall within the above-identified group of personnel. **Exception** to this rule is for **Kebrideher and Deghabur Sub-Offices** where the premises are jointly owned by UN Agencies and NGOs. In this case, National Staff can be accommodated where no suitable accommodation exists within their location.

2. Rules governing the use of the Guesthouse

- a) The Guesthouse will only accept the official accommodation booking request forms of staff with valid UN ID and Passport in case of staff of NGOs and Donors. The booking request form should be fully completed with full names as they appear in the travel documents, agency, nationality, passport/ID number, arrival date, purpose, and departure date.
- b) Upon arrival, all booking request forms will be verified against ID or passport as applicable for validity and accuracy purposes and copies of the documents will be retained at the Guesthouse for records the camp evacuation plan. Once registered as residents, orientation package about the guesthouse, security briefing and Standard Operating Procedures (SOPs) will be provided.
- c) The staff will be required to carry their IDs at all times while within the facility.
- d) Payments for the Guesthouse accommodation services as per rates in item 4 below will be paid in advance.
- e) Payment for services must be in local currency which is Ethiopian Birr (ETB) but where this is not possible, payment could be effected in US Dollars converted to ETB at the UN exchange rate. The monthly exchange rate will be communicated to all Sub-offices at the start of the month.
- f) Non-residents are not allowed to overnight at the Guesthouse under any circumstance. Any user found guilty of such activities will be expelled from the premises.
- g) Anyone causing preventable damage to Guesthouse property is liable for the full market price value of all damaged property.
- h) Weapons including guns, cutlasses, arrows, bows, knives etc. are not allowed on the property. Any user found guilty will be expelled from the property immediately.
- i) The Guesthouse must be kept clean at all times and users are encouraged to maintain high level of cleanliness in respect to other users.

- j) Personal food can be brought to the Guesthouse provided it is not at the discomfort of other users. However, no staff is allowed to prepare food within the Compound
- k) It is the responsibility of staff or guest to ensure that personal and valuable items are not left unattended to. All items are kept on the Compound at owners risks and Management will not be responsible for any lost items.
- l) The checkout time for staff/visitors will be 12.00 noon and any stay beyond this time will necessitate payment for another day. The check-in time is however 14.00 to all the rooms to be maintained after check-out time.
- m) All staff/visitors are required to submit the check-out clearance form, signed by management before departing the Guesthouse to ensure that not only Guesthouse services have been paid for in full but also that WFP properties provided for personal use in both accommodation and offices are handed over to the Guesthouse management for further use.
- n) Security SOPs require everyone entering the Guesthouse to adhere to the security access control requirements and present valid UN IDs/Passports only. For more information, refer to the security SOP annex.
- o) The Guesthouse management provides three meals per day through outsourced caterer, at the following hours:
 - Breakfast from 8:00am to 9:00am,
 - Lunch from 12:30pm to 13:30pm,
 - Dinner from 18:00 to 19:30pm.
- p) An amount of ETB 150 (or as established) is paid in advance by residents to cover one day meal. This amount is paid to the caterer identified for this purpose by UNWFP
- q) Smoking is not permissible in rooms, office units and all common areas. Smokers are required to place the cigarette butts in the designated sand cans in the open areas of the Guesthouse. The Guesthouse will maintain basic housekeeping of all accommodations, offices, sanitation rooms and general cleaning.

The above rules will continue to be reviewed from time to time to ensure that the habitants enjoy their stay in the Guesthouse.

3. Accommodation rates

The following room rate will be implemented for the use of the Guesthouse.

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| • Residents | ETB2,500.00 per person per month |
| • National Staff | ETB1,500.00 per person per month |
| • Visitors | ETB100.00 per person per day |

The above rates are purely the cost of staying at the Guesthouse. Thus, it does not include meals, washing and any other related costs. The above rates are expected to change as situation warrants.

Payment shall be made directly to the identified staff within the sub-offices and banking of such receipts must be made the following working day.

4. Accounting for UN Guesthouse income

All monies received must be fully accounted for and reported at gross to the Country Office in Ethiopia. Also, all expenses must be fully recorded at gross and clearly identified as Guesthouse expenditure.

Under no circumstance should any amount be spent out of the earned income/revenue. The entire amount collected must be remitted to WFP Bank Account in which will be provided by the Finance Unit. Once the deposit is effected, the Finance Unit must be informed to ensure appropriate treatment in the WFP books of accounts. The final accounting entries for income and expenditure in WINGS will be performed at the CO level.

5. Management of the UN Guesthouse

The WFP Head of Sub-Office or his/her designate will be responsible for the day to day running of the Guesthouse. Precisely, the designated Camp Manager or Admin Assistant will ensure that:

- a) the Guesthouse is always clean and garbage is disposed appropriately
- b) all appliances and equipment of the Guesthouse are in good working condition
- c) lighting and water supplies are always available
- d) the safety of personnel and WFP properties are given a top priority
- e) the hygienic condition of the Guesthouse and the environment is highly maintained
- f) the guest book is maintained to record checking-in and check-out dates of the occupants
- g) the guest book will be used to monitor all revenue.
- h) records of all income are maintained
- i) records of all incidents are maintained and note all remedial actions taken
- j) monthly financial report of income and expenditure is submitted on or before 8th of the following month to the Country Office for verification.
- k) swift actions are taken on complaints and improvements are recommended.

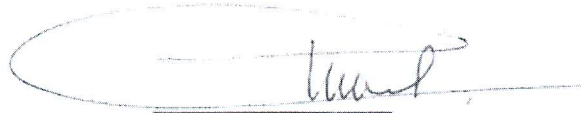
6. Meals, laundry and other related services

Meals, laundry and other related services are not the responsibility of WFP but by the outsourced parties. This is to ensure that the rights of the occupants are respected. However, in order to assist staff in these locations, WFP has provided the basic facilities for cooking, washing, ironing and other related services. The kitchen will be run on a self-recovery basis by a Caterer. Arrangements could be made with the Camp Manager on cash-and-carry basis to cater for the above services.

7. Complaints

The Head of Sub-Office should establish procedure for complaints. In addition, complaints and suggestion for improvements should be sent to the Head of Administration, WFP Country Office, and Ethiopia

Thank you.

A handwritten signature in dark ink, appearing to read 'Abdou Dieng', is written over a horizontal line. The signature is stylized with a large initial 'A' and a long, sweeping underline.

Abdou Dieng
Representative & Country Director