



## CHIEF OF SERVICE'S MAIN RESPONSIBILITIES IN SUPPLY CHAIN PROCESSES

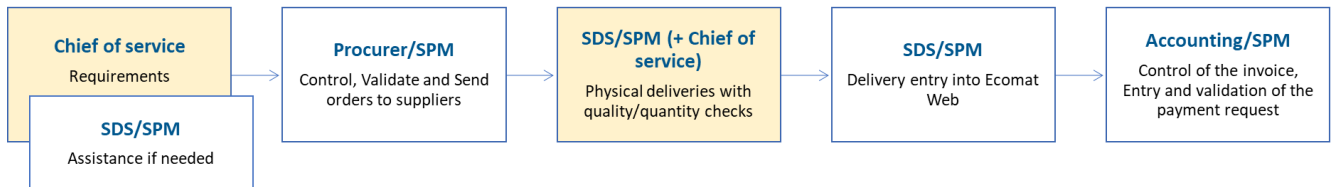
End customer of the supply chain, the chief of service is responsible for:

- Respecting the rules established by the operating agreement throughout the season
- Defining, at the start of the season, in coordination with the Procurer/SPM, minimum and maximum stock for recurring items, in order to automate their supply
- Communicating its needs on strategic products in advance in order to meet delivery deadlines
- Controlling quality of sensitive products upon deliveries in accordance with procedures
- Entering stock output requests in Ecomat Web and controlling delivered products
- Estimating needs (requirements) for the following season

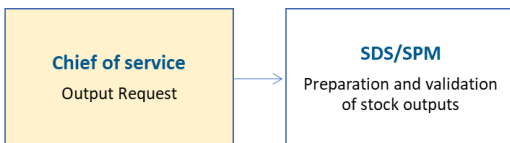
## CHIEF OF SERVICE'S ROLE IN KEY PROCESSES

Chief of service has a key role in the procurement process: the tasks identified in orange below are under his responsibility.

### EXTERNAL PROCUREMENT PROCESS



### INTERNAL PROCUREMENT PROCESS



## FOCUS ON CHIEF OF SERVICE'S KEY RULES

For all of the following tasks, here is a reminder of the key rules to follow:

### 1) Requirements :

- During the season, requirements must be made for strategic products only (list communicated in the operating agreement) in advance (to meet delivery deadlines), taking care of available packaging and stocks
- At the end of the season, requirements (for the implementation) must be entered in Ecomat Web to prepare the following season
- In Supply, requirements must be entered directly in Ecomat Web
- In F&B, requirements must be sent to the Procurer/SPM via Excel file "Export Products" available in the Ecomat Web "Supplier file" menu: the file must be re-exported for each new requirement in order to have the most updated information on available stocks
- In case of difficulty in entering requirements, Stock & Deliveries Supervisor(SDS)/SPM is your referent in resort

### 2) Quality control during delivery :

- A member of kitchen team must be present when receiving sensitive products (Fresh / Frozen) in order to control their quality
- The temperature, packaging, weight and freshness of the products must be **fully checked at the dock and in the presence of the deliverer** according to the rules specified in the Goods Receipt procedure



### FOCUS ON CHIEF OF SERVICE'S KEY RULES

#### 3) Output Request :

- Any stock output must be preceded by an output request entered in Ecomat Web by chiefs of service (even exceptional outputs!)
- The delivery of requested products must be systematically controlled

### OPERATING AGREEMENT IN RESORT

Key document drafted at the start of the season by the Procurer/SPM, in collaboration with SDS/Stock Manager and Chiefs of services, this agreement defines the terms of external and internal supply for the resort (Frequency, Time, Operation, etc.). It details in particular:

- specific products for which requirements are mandatory for supply,
- recurring products which will be supplied according to minimum / maximum stock determined at the start of the season by the Procurer/SPM in collaboration with the concerned chiefs of services

It acts as an **internal contract** between the Procurement department (Procurer/SPM & SDS/Stock Managers) and the various services, and must therefore be validated and accepted by all stakeholders (SDS/Stock Managers, Chiefs of services and Procurer/SPM). It may be subject to adjustments during the season if this is relevant.

### REFERENCE DOCUMENTS OF THE CHIEF OF SERVICE

- Operating agreement Template

#### PROCEDURES

- Goods supply : [Link to the procedure](#)
- Goods receipt : [Link to the procedure](#)

#### TOOLS

- Ecomat Web training kits on Workday :
  - [Kitchen & Restaurant Managers](#)
  - [Bar Manager](#)
  - [Chiefs of service](#)