

<https://www.uiu.ac.bd/notice/standard-operating-procedure-sop-for-uiu-cafeteria/#primary>

Skip to content * DSpace * Library * Faculty Members * Degree Verification * Important Contact * Apply Online * Profile Login

Search for: * Home * About Research * Vision Mission Goals * Why Choose UIU * General Information * UIU Campus * Guiding Principles * Ranking & Accreditation * Convocation * Career at UIU * Authorities Research * Chancellor * Chairman * Syndicate * Academic Council * Vice Chancellor * Pro Vice Chancellor * Treasurer * Dean * Director (Coordination) * Registrar * Offices * Admission Research * Undergraduate Programs * Graduate Programs * Tuition Fees * Scholarship, Tuition and Other Fees, Waiver Policy * Admission Dates * Admission Requirements * Admission Test Procedure * Credit Transfer to UIU * Direct Admission Notice * Admission Procedure * International Students * FAQ * Admission Test Result * Academics Research * Schools and Institutes * Faculty Members * Academic Information Policies * Academic Calendar * Grading & Performance Evaluation * Proctorial Committee * IQAC * Faculty Guidelines * Research Research * Institute for Advanced Research * UIU Research Grant * Research Projects * Lab Facilities * Journal Paper * Conference Paper * Centre for Energy Research (CER) * AIMS Lab * Bioinformatics Research Laboratory * Institute of Research, Innovation, Incubation and Commercialization (IRIIC) * Center for Smart Infrastructure Resilience and Sustainability (CSIRS) * Upcoming Conference * Past Conference * Students Research * UCAM * eLMS * Notices * Events * News * Code of Conduct * International Research * International Student Admission * Global Opportunities * International Collaboration * Notices * Contact

Notice * Home * Notices

Standard Operating Procedure (SOP) for UIU Cafeteria Publish Date : July 26, 2025 1. **Purpose**

This SOP outlines the guidelines and responsibilities for ensuring smooth operation, hygiene, and quality control of the United International University Cafeteria (UIU Cafeteria), for the benefit of all students and employees of UIU as well as for visitors. 2. **Scope**

This SOP is applicable to: * All cafeteria vendors and their staff working within the UIU premises. * Students and employees of UIU as well as visitors to UIU. * The UIU Operations Department and the Canteen Food Committee responsible for oversight and quality assurance of UIU Cafeteria. 3. **Hygiene & Food Quality**

To maintain the highest levels of food safety and hygiene: * Vendors must ensure cleanliness in all food preparation, handling, and serving areas at all times. * All cafeteria staff must wear appropriate uniform, including aprons and head covers, to minimize contamination. * Personal hygiene, including frequent and proper hand-washing, must be strictly observed by all food handlers. * Only fresh and safe ingredients should be used in food preparation. * All food items must be stored at correct temperatures to prevent spoilage and contamination. 4. **Food Serving and Replacement/Refund**

Policy * Food must always be served in clean and hygienic utensils. * If any anomaly (such as foreign objects, undercooked or spoiled food) is identified by a customer: 1. The customer will immediately bring it to the vendor's attention. 2. The vendor is obligated to replace the food item promptly or return the food price, and apologize for the inconvenience caused to the customer. 5. **Complaint Reporting Procedure** * For filing a complaint, the customer must document an incident of "food served with any form of anomaly" by taking photos and/or videos in presence of the vendor, as evidence. * Depending on the gravity of the incident, written or verbal complaint may be lodged to concerned office (Operations Room # 110, Cell # 01681375669). * The Canteen Food Committee will then address the complaints promptly, and if the vendor is found guilty, the Committee would recommend appropriate measures against the particular vendor. 6. **Social Media Usage Guideline for Cafeteria-related matters**

In order to uphold our university's reputation and to not defame our own institution in public, to which we all belong, particularly the students who would carry the tag of UIU in the rest of their lives, and to ensure constructive resolution of issues: * Students and employees are requested not to post cafeteria-related complaints or negative experiences on social media. * Instead, all concerns should be routed through the official grievance channel (as mentioned above) for swift and effective handling of such matters. 7. **Periodic Inspection and Monitoring** * The Canteen Food Committee, along with the UIU Operations Department, will conduct regular inspections to ensure full compliance with hygiene and service protocol of the UIU Cafeteria vendors. * If any deviations are detected, immediate corrective measures will be enforced. 8. **Training, Review, and Enforcement** * All cafeteria staff and vendors must be adequately trained and familiarized with this SOP. * Feedback and suggestions from both students and employees will be encouraged to enhance food quality and service at the UIU Cafeteria. * Non-compliance with any of the provisions of this SOP may result in punitive actions against the vendor, which may include: 1. Monetary penalties for each violation. 2. Partial or complete termination of the vendor's contract, subject to UIU policy.

All concerned are requested to adhere to this SOP for UIU Cafeteria and help us provide the customers better service.

Dr. Md. Zulfiquir Rahman

Registrar

United International University NOTICES August 3, 2025 HOLIDAY NOTICE: JULY MASS UPRISING DAY July 23, 2025 Course Enrollment on eLMS “ Summer 2025 July 21, 2025 Postponement of “July Remembrance 2025” Due to State Mourning Day July 19, 2025 List of Selected Candidates in the viva for B. Pharm. Program “ Fall 2025 Semester Final Exam Schedule “ Spring 2025 Semester (B.Pharm) July 16, 2025 Course Registration Notice for newly admitted students (Summer 2025 Trimester) View All Notices NEWS June 25, 2025 UIU MARINER Team Secured 1st in Asia & 5th in the World at MATE ROV World Championship 2025 June 19, 2025 UIU ASCEND Team Secured 2nd place in Asia at CanSat Competition 2025 UIU Mars Rover Team Recognized as Asia’s First for 4th Consecutive Time and recognized as the World’s Best Science Team May 20, 2025 UIU Received the Telecom and ICT Award 2025 UIU MARINER qualifies for the 2025 World Championship MATE ROV Competition April 16, 2025 Winners Honoured at IRIIC, UIU “ The Dhaka Hub of Harvard HSIL Hackathon 2025 View All News

Follow Us

* * * * *

About UIU

- Why UIU
- Vision Mission Goals
- General Information
- UIU Campus
- Guiding Principles
- Ranking & Accreditation
- Convocation
- UIU In Media
- Gallery
- Career
- Contact

Departments

- Dept. of CSE
- B.Sc in Data Science
- Dept. of EEE
- Dept. of Civil Engineering
- Dept. of Pharmacy
- Dept. of English
- Dept. of EDS
- Dept. of MSJ
- SoBE (BBA, AIS, MBA, EMBA)
- Dept. of Economics
- Dept. of BGE

Admission

- Admission
- Tuition Fees & Waiver
- Admission Requirements
- Admission Test Result
- Admission Procedure
- Admission Dates
- Apply Online
- International Students’s Admission
- Global Opportunities
- International Collaboration
- FAQ

Important Links

- [UIU Sustainability](#)
- [Time Schedule of Shuttle Services](#)
- [Student Transportation Service](#)
- [Payment Procedure](#)
- [Student e-Resources](#)
- [Important Contact](#)

Quick Links

- [UCAM](#)
- [eLMS](#)
- [Parent Portal](#)
- [Online Classroom Booking](#)
- [Degree Verification](#)
- [Necessary Forms](#)
- [Notice](#)
- [News](#)
- [Event](#)

United City, Madani Ave, Dhaka 1212 * [Privacy Policy](#) * [Accessibility Assistance](#) * [Copyright](#) * [Site Information](#)