

Café Plus

HOSPITALITY SERVICES

Proposal For Patient Catering Service | Staff | Visitors Service



PROPOSAL FILE



Café Plus

HOSPITALITY SERVICES



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CAFE PLUS HOSPITALITY SERVICES

I N D E X I N G

Subject Details	Page No.
Proposal application	1
Our clients list	2
Process map	3
Brand / supplier list	4-6
Patient count vs manpower	7
Crocerty & cutlery	7
Asset for kitchen	8
Personal protective and cleaning equipments	9
Statutory compliances	9
Training module	10-14
Service specification	15
Meal compostion & price	16
Cafeteria & CME price list	17
Hospital Staff & Visitors Pre-Portioned Meals	18
Terms & conditions	19



CAFE PLUS HOSPITALITY SERVICES

To,

Date : 06-06-2022

CLOUD NINE HOSPITAL
MDC, Swastik Vihar, Panchkula

Kind Attention:

Dear Sir ,

We are specialist service vendor of Hospital Diet, Industrial and Institutional Catering. We provide therapeutic diet for inpatients and cafeteria Service for employees and visitors with good quality hygienic food on reasonable cost.

Therefore if you have granted us an opportunity we'll give a best satisfaction by our excellent service.

we are well equipped to provide our respected client & customers the delightful quality services, meeting their satisfaction & this has resulted in reward for us wherein, our business has boosted touching highest level of growth.

we offer the service as per the clients requirement and ensure the service be delivered in line with customers choice. It is our journey & patronage into the service industry which has made us acquainted to face new challenges & making us competitive to overcome the same.

Thanks & Regards,





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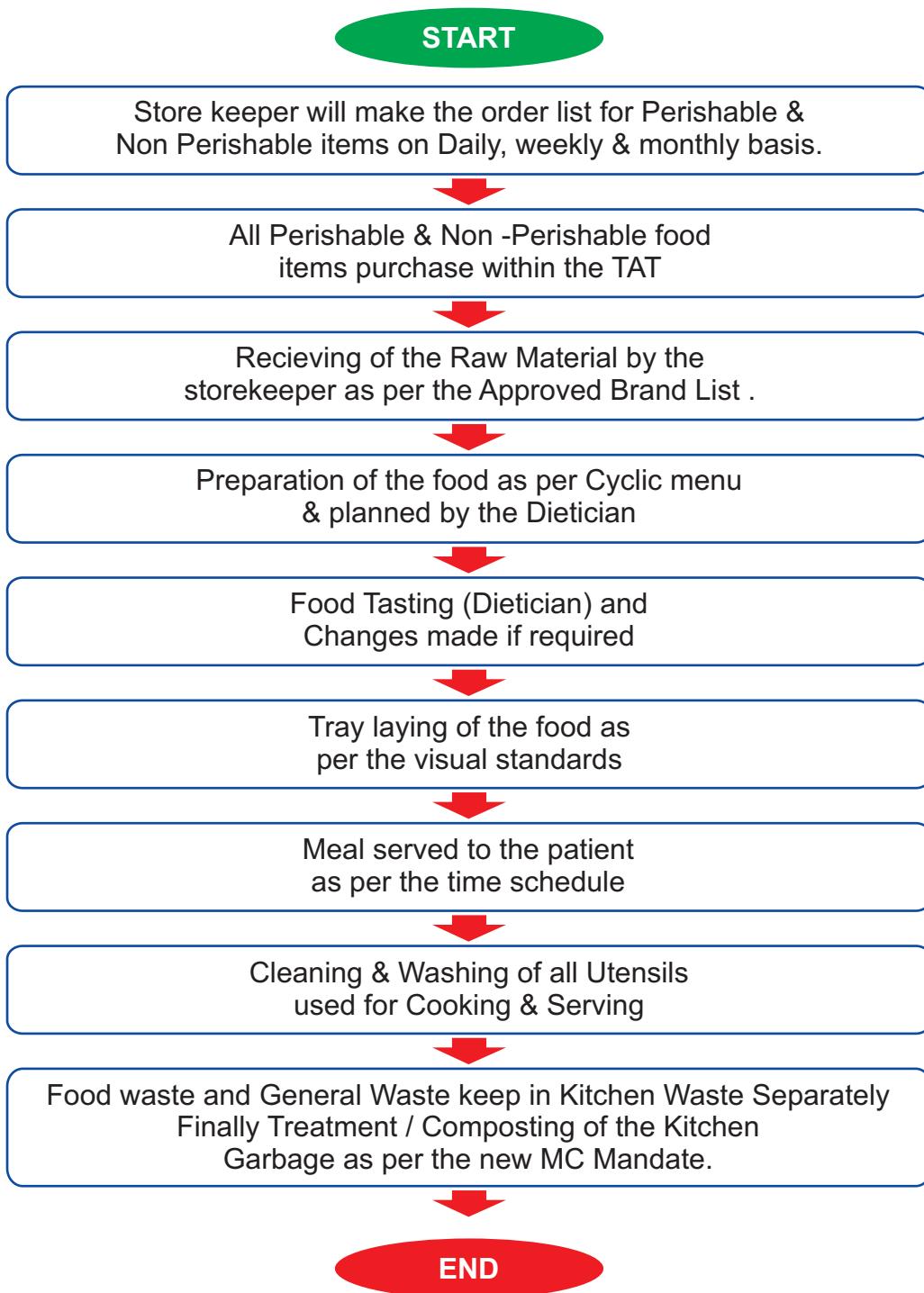
OUR CLIENTS

- ❖ Fortis Hospital Mohali
- ❖ Shalby Hospital Mohali
- ❖ Shivalik Hospital Mohali
- ❖ Paras Hospital Panchkula
- ❖ Ivy Hospital Mohali
- ❖ Max Hospital Shalimar Bagh, Delhi
- ❖ TPA (IT Company) VIII B, Mohali
- ❖ Spectraforce Mohali
- ❖ Prepladder Pvt. Ltd. Chandigarh
- ❖ DLF, IT Company, Chandigarh
- ❖ Cosmo Hospital, Mohali
- ❖ Frontizo Business Services Pvt Ltd, Panchkula
- ❖ Max Super Specialty Hospital, Phase 6, Mohali
- ❖ Max Super Speciality Hospital, Bathinda (Pb.)



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PROCESS MAP





CAFE PLUS HOSPITALITY SERVICES

BRAND / SUPPLIER LIST

S.N.	ITEMS	QUALITY-BRAND OPTIONS
DAIRY PRODUCTS		
Milk - Toned/Double toned/Full		
1	Cream pouch	Amul, Verka, Vita, Mother Dairy
2	Butter	Amul, Britannia, Mother Dairy, Verka, Nutrilite
3	Cheese Processed Cheddar	Britannia, Amul, Parag, vita, Mother Dairy
4	Condensed Milk	amul, Nestle
5	Curd	Mother dairy/Nestle/Amul/verka/Brittannia
6	Ice Cream	Creambell, Kquality Walls, Mother Dairy, Amul, Verka
Meat products		
7	Chicken, fish	Best quality of harsh Poultry farm/republic chicken.
8	Eggs	Best quality of harsh Poultry .
Bakery Products		
9	Bread	Britannia/Kitty/Bonn
Provision and Stores		
10	Atta	Sona/Rajadhani/Shakti Bhog/Hafed/Ashirwad
11	Baked Beans	Druk/Bhutan/kaytis
12	Baking Powder	Rex/Ajanta/wiekfield/
13	Besan	Shakti Bhog /Rajdhani / agmarag Enterprise/501/ Ashoka / Shri Bankey Bihari
14	Biscuits	Britannia, Parle, Priya Gold, Bonn Bonn
15	Bournvita	Cadbury
16	Chilli Sauce	Tops/Diamond/Golden Crown/Aro
17	Coconut Powder	Dhan lakshmi,bist quality goyal agencei/Mangal/Sainik
18	Coffee	Nestle/Bru
19	Continental Sauce/T.Ketchup	Tops/Diamond/Golden Crown/Kissan/cremica
20	Corn Falkes	Mohan/Kellogs/Aro
21	Cornflour	Brown & Polson/Wiekfield /Dabur/
22	Sugar granules	Deluxe Brand 501
23	Custard Powder	Tops/brown & Polson/Wiekfield/harnik/BrownPolsan
24	Dalda	



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S.N.	ITEMS	QUALITY-BRAND OPTIONS
25	Dalia	Sakti bhog/rajdhani/mothrs choice/Best quality of Ajay
26	Equal	Equal/Sugar Free natura(Cadila)
27	Ghee	Gopaljee /verka/Mother Dairy /Amul
28	Hing	Laljee Ghodoo(L.G.)/MDH/Catch
29	Jam	Tops/Kaytis/Golden Crown/kissan/Halls
30	Jelly	Rex/Weikfield/Tops
31	Juices	Dabur real/Parle/Tropicana/Kohinoor
32	Macaroni	Bambino/MTR/Golden shinee
33	Maida	Shakti Bhog/Rajdhani/501/best quality goyal agenceis
34	Makki Atta	Best Quality
35	Masalas	Agmark Brand/I/M.D.H/Catch/Mothers Choice
36	Milk Creamer	Nestle/Amul/Nova
37	Oats	Quaker/Durak/ Kellogg's
38	Mayonnaise	Cremic,Del monte/Veeba
39	Pasta	Monte Regale/Bombino /Food Craft
40	Pickle/ Pickle sachets	Tops/ Beads/ Panchranga / mothrs choice
41	Plain Noodles	Tops/kumar tredars
42	Poha	srvoday./sakti bhog/tasty-tasty /Tunch
43	Pulses- Dal & Beans	Metro/Reliance/Best Quality
44	Refiend Oil	Soyumn/Ruchi/Fortune/Nutrela/Rag Gold
45	Rice- Basmati/Parmal	India gate / Hiteg Basmti Rice/ Dawat/ Falcon / Kohinoor/Wagah-1121 Basmati Rice/
46	Roohafza	Hamdard
47	Sabudana	Best Quality of bachan lal& siv kumar/goyal agncieis
48	Salt	Tata/ Good Health/Annapurna/Catch/Ashirwad
49	Salt n pepper sachet	Catch/Suit -Heart
51	Sevian	Bambino/MTR/Golden shinee
52	Soft Drinks	Coca Cola/pepsi
53	Soya Bean Badi	Nutrela/Ruchi
54	Soya Nugget/Keema	Ruchi/Nutrela
55	Soya Sauce	Tops/Daimond/Golden Crown
56	Spices Whole	MDH/Catch/Shyam
57	Sugar sachet	Choice/Daurala
58	Sweet Corn	Golden Crown/Kaytis/Bhutan
59	Tea Bag	Brooke bond/Tettly/Taj Mahal/Lipton
60	Tea Leaves	Brooke bond/red lev1/Tata Tea
61	Tomato Ketchup sachet	Tops ,Maggi ,Kissan,cremica,del monte/Veeba



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S.N.	ITEMS	QUALITY-BRAND OPTIONS
62	Vermicilli	Bambino/MTR/Golden Shine
63	Vinegar	Tops/Diamond/Golden Crown/mohan
64	Water	Kinley/Bisleri/Himalyan/Aquafena
65	Idlee mix	Bambino/MTR
66	Wostershire Sauce	Solar ,Bawa
Other Items		
67	Aluminium Foil	Home Foils/All Best Foils
68	Cling Foil	Best Foils
69	Disposable Crockery/Cutlery	Best Quality
70	Napkin	Best Quality
Fruits and Vegetables		
71	Fresh Fruits & Vegetables	Fresh & Good Quality
72	Coconut Water	Cocojal/Tendo/Real/Fresh Coconuts
73	White Butter	Amul/Nutrilite/Best Quality of Guru Nanak sweet & Dairy
74	Suji	SAKTI BHOG/Rjdhani/Mothers Choice
75	Frozen Green Peas	Evergreen / Safal / Sudarshan (Pagro) /Farmer Pick (Mansfield)/Green Fresh (Everfresh)



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Patient Count Vs Manpower

Sr. No	Designation	100	101-150	151-200	201-250
1	Manger	1	1	1	1
2	Chef	1	1	1	1
3	Cooks	3	4	4	5
4	Asst. Cooks	3	4	4	5
5	Kitchen Helper	5	6	6	7
6	Stewarding supervisor	1	1	1	1
7	Utility Workers	10	13	13	14
8	Supervisors	4	4	4	4
9	Order Takers	3	3	4	4
10	Stewards	15	17	19	21
11	Floor Executives	1	2	2	2
12	Cashiers	3	3	3	3
13	Storekeepers	1	1	1	1
Total		51	60	63	69

Crockery & Cutlery For 100 Patients (single / Double Rooms)

S.NO.	Item discription	Min nos. reqd. for one tray setup	Min.Nos.reqd as per contract
1	Large Tray	1	125
2	Small Tray	1	125
3	Hot Water Flask	1	125
4	Milk Flask	1	125
5	Soup Flask	1	125
6	AP Spoon SS	1	125
7	AP Fork SS	1	125
8	Soup Spoon SS	1	125
9	Side Plate	1	125
10	Dinner Plate	1	125
11	Tea Cup	1	125
12	Saucer	1	125
13	Soup Bowl	1	125
14	Veg Bowls	2	250

Note : In general ward we will serve in Cambro Thali With Led



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Asset For Kitchen

Sr No	Equipment	Qty.
1	Electric Weighing Machine	1
2	Water Boiler	1
3	Work top Freezer	2
4	Tandoor	1
5	Four Burner Gas range	1
6	Wet Masala Grinder	1
7	Potato peeler	1
8	Pulverizer	1
9	Single bowl sink	4
10	4 Door vertical freezer	1
11	Dishwasher	1
12	2 Door vertical freezer	1
13	Food Warmer trolley	4
14	Single burner range	3
15	Dough Kneader	1
16	Bain Marie (IPD)	1
17	Bain Marie (Staff Café)	1
18	Bain Marie (OT)	1
19	Dirty Dish landing table with Garbage	1
20	Two Bowl sink	1
21	Soup Trolley (Open Trolley)	3
22	Pot Rack	2
23	Storage Rack	5
24	Chef n Dish (Doctors lounge)	5
25	Masala Trolley	1
26	Working Table	2



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Personel Protective equipments and cleaning equipments

1	Kitchen Duster (Green)
2	Utility Duster (Blue)
3	Service Duster (White)
4	Wiping Sheet
5	Wet Mop With Stick
6	Liquied Soap (Hand Wash)
7	Wipper 24"24"
8	Green Pad
9	Plastic Juna
10	Garbage Bag Big
11	Utility Apran (Plastic)
12	Disp. Gloves
13	Disp. Cap
14	Heavy Duty Gloves

Statutory Compliances

1	FSSAI LICENSE	As Mandate By FSSAI
2	EPF	For all employees as per the EPFO Act
3	ESIC	For all employees as per the ESIC Act
4	Police Verification	For all Employees
5	Yearly Health Check ups	As per the Hospital's policy
6	Vaccination	As per the Hospital's policy
7	Staff Uniforms	As per the company policy
8	ID Cards	As per the company policy
9	Staff Food/Accomodatio	As per the company policy



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Training Module F&B

Process:

- Conduct the training through PPT/Pictures.
- FAQ after the training.
- Give some prize to those who gives maximum right answers.

Outcomes:

- Staff will motivated.
- Staff will attend the sessions with interest.
- Training will effective.

Training Topics

- Personal Grooming and Hygiene
- How to meet & greet the patients
- Telephone etiquettes
- Patient Identification
- Material receiving and storage
- Food Safety
- Kitchen Hygiene
- Room Service Clearance Sequence
- NABH awareness



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Personal Grooming and Hygiene

- Cleaned and Ironed Uniform
- Clean/Trimmed shaved and Hairs
- No Body Odour
- Body Language
- With Identity Card, Note pad and Pen
- No Jewelry



How To Meet & Greet The Patients

- Greet Namaskaar with smile and folded hands
- Give self introduction to Patients
- Talk about his/her Health
- Take a feedback about meals



Telephone Etiquettes

- Answer Calls Promptly
- Greet Namaskaar with smile
- Give self introduction to Patients
- Soft Speaker
- Complete knowledge of Menu/census
- Avoid use of casual words
- Take ownership of each calls
- Don't sound dull or tensed on phone
- Be confident and full of energy





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Patient Identification

Check IP Number in Summary,
Check Name/ Room Number
and Patient's Diet to serve right
meal to right patient.



Material Receiving And Storage

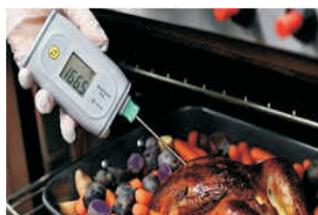
- Check quality of perishable and non perishable
- Check quantity as per the PO
- If anything found not appropriate return to supplier
- All perishable items storage in chiller
- Storage 6 inches above from floor
- Labeling with receiving date
- All Salads, Fruits wash with plain water and sanitize with Suma tab
- FIFO to be followed



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Food Safety

- Maintain the temperature of hot and cold food
- Cooked food should be keep in Bain Marie or freezer
- Food properly covered with date and time of preparation
- Use disposable gloves before touching the ready to eat foods
- Food Sampling
- Maintain Food Wastage records



Kitchen Hygiene

- Kitchen washing with Suma Multi
- Sanitize with Suma Tab
- Daily pest control
- Weekly deep cleaning and pest control in night
- Weekly exhaust filter cleaning with Suma grill
- Maintain the Pest records and temp. records
- Food waste and dry waste to be separated





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Room Service Clearance Sequence

- Awareness of meal timing, Menu and Patient's diet
- Room service antiquates (Greet, Intro, meal announce)
- Adherence to clearance timing
- Take a feedback at the time of clearance



NABH Awareness

- Awareness of Color Codes
- Awareness of fire safety, exit plan and assembly area
- Work place safety
- Patient Identification
- Hand washing/Hygiene
- Patient's rights and responsibilities
- Employee rights and responsibilities
- Awareness of health check ups and Vaccine





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SERVICE SPECIFICATION

Service Timings For Patients Meal Service

Bed Tea	06:30am - 07:00am
Breakfast	08:00am - 08:30am
Mid- Morning	10:30am - 11:00am
Lunch	12:30pm - 01:30am
Evening Tea	04:00pm - 04:45pm
Dinner	07:30pm - 08:30pm

Note: Patient on RT Feed or any such requirement will be served at prescribed timing (Generally every 2 hours) any orders than specified above will be served and will be charged as per IPD extra menu prices.

Service Timing For Staff

Tea & Snacks Time	10:30am - 11:30am
	04:00pm - 05:00pm
Break Fast	08:00am - 10:00am
Lunch	01:00am - 03:00pm
Evening tea snacks	04:00pm - 05:30pm
Dinner	07:30pm - 09:00pm

Note: During operations, this timing can be revised based on mutual agreement



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Grammage

S. NO	In Patient Dietary Service- Veg. Meal for Normal & therapeutic Diet	Quantity
1	Bed Tea/ Coffee (with Sugar Sachet, Creamer, Tea bag /1 Coffee Sachet) Biscuits	150ml 2 pieces Marie
2	Breakfast Cereals Milk Hot Snacks Sugar, Salt & Pepper	150gm 150ml 80gm 1 Sachet each
3	Mid Morning Fresh Fruit	100gm
4/5	Lunch/ Dinner Salad Rice at Lunch (not for diabetics) Chappati Seasonal Vegetable Dal Curd (at Lunch) Sweet Dish (at Dinner) Sugar, Salt & Pepper	40gm 100gm 4x20gm 100gm 80gm 80gm 50gm 1 Sachet each
6	Evening Tea/Coffee (with Sugar Sachet, Creamer, Tea bag / 1 Coffee Sachet) Biscuits	150ml 2 pieces Marie



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Sample Menu LIQUID / RT Feed Schedule/ Weaning Diet / Tentative Menu

Service	Quantity
Milk Juice Coco Jal Dal Water Milk Lassi Soya Milk Soup/ Rooh Afza	150 ml Per Serving
Cutlery Bag	1
Paper Napkin	1
Straw	1

NOTE :

1. NOTE : The rates for annexure I & Annexure-II, will be service in Bone China Crockery
Rs. 320/- /- IPD Patient Per Day. Plus applicable taxes.
2. Minimum **14** patient guarantee per day.



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Hospital Staff & Visitors Pre-Portioned Meals

Items Name	Rate Staff	Attender
Tea	15	25
Coffee	20	40
Samosa	10	20
Bread Pakoda/Bread roll	15	30
Sandwich/ 2Pc. Bread butter	20	50
Maggi/Poha/Macaroni /Pasta (Quarter Plate)	40	60
Poori Bhaji 4nots	40	70
Parantha 2Ps with Butter/veg+ Pickle	40	70
Lunch/Dinner: Dal,Veg, Rice, 4Chapati, Salad		
MRP Items	MRP Rates	
FOR STAFF ONLY : Diet Cost Rs. 110/- Per Person (Breakfast, Lunch, Dinner Snacks or Tea)		

Service Rates For CME (Internal) :-

Items (veg.)	MRP
Tea+ Biscuits/Cookies/Snacks	
Lunch/Dinner (Veg.)	
Veg. Dry	
Veg. Gravy	
Dal	
Rice/Pulao	
Choice of Roti	INR
Sweet	
Salad	
Pickel	
Papad	

Service Rates For CME (Internal) :-

Lunch/Dinner (Non Veg.)	MRP
Non Veg.	
Veg. Dry	
Veg. Gravy	
Dal	
Rice/Pulao	
Choice of Roti	
Sweet	
Salad	
Pickel	
Papad	

No Extra Charges, Only Material Charges (any Hospital event)



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Terms & Conditions

1.	Dietician Services will be in the Hospital scope
2.	Menus shall be subject to seasonal availability of items / ingredients.
3.	CPHS will be responsible for service at the designated cafeteria/Hall and also responsible to carry out the function of cleaning all soiled plates and service-ware required to carry out the operation of cafe.
4.	FSSAI application submission within 40 days of startup. Client to make all documents available for compliance.
5.	CPHS will be responsible for the discipline of our employees in the premises of hospital.
6.	CPHS will be responsible for proper staff uniform, and personal hygiene of employees.
7.	To provide periodic pest control services in the kitchen in side and outside area and garbage disposable area by the client.
8.	Hospital would need to provide CPHS with staff changing rooms with locker facility for the on-site staff.
9.	Both parties can give 2 month written notice to terminate the contract.
10.	CPHS would require the legal contract to be executed prior to the commencement of the operations.
11.	We request that the term of contract for Five Year
12.	In case of change in the scope of work, CPHS will have the right to approach Hospital, for additional resources or price restructuring which will be mutually discussed and agreed upon.
13.	Evaluation - We will maintain a suggestion book for daily comments on our food and other services Moreover, we will require your comments to evaluate our service on a monthly basis. We will endeavor to maintain high standards of food & service.
14.	CPHS will be responsible for cooked hygiene the source and procuring raw materials
15.	Food and beverages will be prepared in clean and hygienic environment.
16.	CPHS will be responsible to co-ordinate with the dietician for patient meals Preparation.
17.	CPHS will procure gas cylinders and pay for the refilling of the same.
18.	We will be responsible for cleanliness of all areas allocated to us.
19.	We will provide the trained staff to maintain the service standards.
20.	CPHS shall raise the monthly invoice, at the end of the month, subsequent service to the month to which wil relates, along with a monthly statement service based on the delivery reports.

After Annual Services 10% Increase Prices

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It must be clean and healthy.