**TO**: Ravi Sharma **FROM:** Noushad Ahmed

Managing Director, HCL Technical expert, HCL

**SUBJECT:** Improvement in Canteen services available to Employees.

**DATE:** March 31,2021

This report was prepared on behalf of the Employee Welfare Committee on 31 March 2021, so as to examine the quality of HCL’s canteen service and also understand the action of improvement.

The findings are based on the 200 questionnaires collected from each department. It was found that 80% of the employees were unsatisfied with the catering service.

The main problems identified have been listed below:

1. Business hours are too short
2. Less food options(especially vegetarian)
3. Poor quality of coffee
4. Uncomfortable seating

Basically, the canteen service received roughly good feedback. However, there are some problems that need to be solved - business hours and coffee quality. Furthermore, less food options and the quality of seating must not be overlooked.

I suggest that we take the following steps:

1. Extend the canteen closing hour from 3pm to 5pm
2. Ask the canteen manager to purchase a new coffee machine and replace the current coffee bean brand
3. Meet with the canteen chef for menu adjustment
4. Raise the issue of seating in the upcoming budget meeting and recommend replacing them.

We hope that you will look into our complaints and take steps to remedy the situation.