**Class Activity**

**Name: Saman Khan**

**ID: 19K-0354**

**Section: H**

SERVICE LEVELAGREEMENT

**Between**

**KHAN BAKERS**

**And**

**SAMAN’S FOOD**

1. Parties

Hina Khan of Khan Bakers in 202 Defence Phase 4, Karachi ("Service Provider"), and Saman Khan of Saman's Food in Gulshan-e-Iqbal, Karachi ("Client"), collectively referred to as "Parties," enter into this SERVICE LEVEL AGREEMENT ("Agreement"), dated October 11, 2022.

The Parties further concur to the following conditions in exchange for their respective promises and covenants in this Agreement, whose receipt and sufficiency are now acknowledged.

1. Services

The purpose of this Agreement is to specify the obligations and services that the Service Provider will offer to the Client in connection with their restaurant business. The following mutually agreed-upon services and obligations are fully understood by the Parties and shall be carried out by the Service Provider in an effective, timely, and expert manner:

* Promptly and appropriately deliver to the client the food items and ingredients they require.
* Ensure that the supplied items and foods are kept at the proper temperatures—less than 41°F or more than 140°F—for serving.
* Handle orders, including delivery requests and enquiries, quickly and efficiently.  
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1. Terms and Conditions

SERVICE LEVEL

The parties concur to reach or surpass the following service level performance indicators, which the client determined were essential for the restaurant business's delivery operations:

* Performance Quality: On-time delivery of the deliverables and no delays.
* Weekly Target Completion: 94% to 98%
* **Reporting:** Service Provider and Client’s designated representative/
* **Frequency of reporting:** Every Friday.
* **Response rate of inquiries and requests:** 95% to 98.

PERFORMANCE MONITORINGThroughout the week, the service provider must keep track of all orders, delivery times, calls for requests and inquiries, and the state of the supplied goods. The representatives appointed by the Parties are in charge of keeping track of the figures and making sure that they adhere to the set criteria and expectations. Any service level that falls short of the stated expectations may be used by the client as the basis for a default service notification.

TERM AND TERMINATION

The "Term" of this Agreement is three (3) years, beginning on November 1, 2022, and ending on November 1, 2025. Before this Agreement fully expires, the Client may extend it for two (2) additional Terms.

BILLING PROCESS

For the services provided by the Service Provider, the Client consents to pay a service fee of Rs. 100,000 each month. Depending on the needs and demands of the client, the charge may fluctuate.

INDEMNIFICATIONThe Service Provider defends the Client and its representatives from and against any and all claims, obligations, or damages arising out of the Service Provider's negligence or wrongdoing.

GOVERNING LAW

The laws of the State of Sindh, where the undersigned Parties are domiciled, shall govern this Agreement and be applied in interpreting it.