



MUAST

MARONDERA UNIVERSITY
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

CATERING POLICY

POLICY NO. CP/30/26

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OF AGRICULTURAL SCIENCES AND TECHNOLOGY

TITLE	MARONDERA UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY CATERING POLICY
POLICY NUMBER	
COMPILED BY	DEPARTMENT OF ACCOMMODATION AND CATERING SERVICES
APPROVED BY	
DATE	

PREAMBLE

Marondera University of Agricultural Sciences and Technology (MUASt) is a modern and unique institution of higher learning established through an Act (Chapter 25:29) of Parliament. The University is driven by the vision to be a “leading global centre of excellence in the provision of technology driven sustainable green agricultural solutions”. Underpinned by its unique Core Values: Excellence, Diversity, Innovation, Ethics, Ubuntu, Sustainability and Integrity. The University aims at producing globally acceptable and competent graduates grounded in agricultural, entrepreneurial and technological in recognition of the Education 5.0 pillars; teaching, research, community service, innovation and industrialization.

MUASt is committed to applying the values of equity, participation, transparency, service, tolerance and mutual respect, dedication, scholarship, responsibility and academic freedom in all its activities. MUASt is of the view that good science assumes ethical accountability according to internationally acceptable norms and that the responsibility for this lies with every MUASt employee. It also ensures that MUASt adheres to anti-corruption circulars, policies and measures as directed to the attention of the University by other agencies of the State. The policy shall also serve as a deterrent to corruption since it hinders the growth, prosperity and inclusive development of the country. The policy therefore prompts good governance buttressed by transparency, accountability, integrity and rule of law. This policy also acknowledges the responsibility to lead by example in the fight against corruption and to render services ethically.

Marondera University of Agricultural Sciences and Technology (MUASt) Catering section is committed to the provision of high-quality catering services and highest standard of food safety production.

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DEFINITION OF TERMS

Catering: provision of food and beverage services.

Catering area: campus space that is deemed to comply with all applicable health, safety and food legislations and have been designated to provide food and beverages either on temporary or permanent basis.

Event: an occasion for which the use of University facilities by an internal or external provider is approved.

Food Safety: handling, preparing and storing food in a way to best reduce the risk of guests becoming sick from foodborne illness.

Food Management System: a comprehensive and systematic approach used in the food processing/service sector for managing food safety hazards to ensure safe food is consumed.

Client: any MUASt students, staff and visitors either as individuals or groups who shall partake food and or beverages served by the University.

External caterer: any food and beverages service provider that has been granted authority to do catering on MUASt premises or venue.

Hire: an arrangement for the use of university catering facilities which is outside the scope of normal University semesters.

Walk-in client: any person with no prior reservations.

SECTION A

1.0 PURPOSE

To provide the best and sustainable catering experience to MUAST catering clients and shall apply to all MUAST catering facilities.

1.1 SCOPE

The policy applies to all services supplied by the University canteens and is applicable to all catering clients. The policy does not apply to food and beverages brought by staff members from home for personal use or to be shared at personal celebrations.

1.2 REGULATORY FRAMEWORKS

This policy is informed and directed by the following National Acts, Statutory Instruments and University Policies:

Food and Food Standards Act (Chapter 15: 04)

SI 5 of 2015 Food and Food Standards (Inspection and Certification) Regulations

Public Health Act (Chapter 15:09)

SI 41 of 1994 Food Handlers Medical Exam Order.

Local Authority Food Regulations.

Drug and Substance Abuse Bill

Marondera University of Agricultural Sciences and Technology Act (Chapter 25:29)

Marondera University of Agricultural Sciences and Technology Student Conduct Ordinance 5

Marondera University of Agricultural Sciences and Technology Health and Safety Policy

Marondera University of Agricultural Sciences and Technology Risk Management Policy

1.2.1 Applicability of Health, Safety and Food legislations

1.2.1.1 Both Catering Manager and external caterer are responsible for ensuring compliance with all relevant health, safety and food legislations.

1.2.1.2 Only approved University catering areas shall be utilized to ensure compliance with all relevant health, safety and food legislations.

1.3 POLICY OBJECTIVES ARE TO:

1.3.1 Provide clients high-quality catering services.

1.3.2 Offer cost-effective catering services.

1.3.3 Promote consumption of healthy and nutritious meals.

1.3.4 Regulate and control expenditure in relation to catering.

1.3.5 Regulate instances and events where catering should be provided.

1.3.6 Reduce food wastage.

1.3.7 Ensure that clients' dietary needs are met.

1.3.8 Ensure compliance to statutory requirements.

1.4 Customer care

1.4.1 Catering staff are expected to uphold the highest standards of customer service by demonstrating professionalism, courtesy, and efficiency in all interactions.

1.4.2 Catering staff are expected to have a cheerful and welcoming attitude to create a positive dining experience for students, staff, and visitors

1.4.3 Catering staff should be able to address customer needs promptly and respectfully.

SECTION B

2.0 POLICY PRINCIPLES

2.1 Food Outlets

The University has exclusive rights to operate or lease on-campus food outlets.

2.1.1 Meal Times

AIP Campus

Breakfast: 0630hrs - 0800hrs

Lunch: 1230hrs-1400hrs

Supper 1800hrs-1900hrs

CSC Campus

Tea: 1000hrs-1030hrs (upon request)

Lunch: 1230hrs-1400hrs

MARONDERA CAMPUS

Tea: 1000hrs-1030hrs (upon request)

Lunch: 1230hrs-1400hrs

2.2 Events Catering

2.2.1 MUASt Catering section shall be given first priority to offer services at any event held on and off campus.

2.2.2 Any Faculty, Department or Unit is eligible for catering services and the associated charges are determined by the Catering section in liaison with Bursary office and will be credited to that Faculty/Department/Unit. All complimentary bookings will be billed according to number of people and type of menu.

2.2.3 All catering requests should be booked in advance and payment in full is required prior to individual service, event or function.

2.2.4 All daily meal bookings at CSC and Marondera Campuses must be completed between 1400 hours and 1600hours on the day prior to service.

2.2.5 All daily meal bookings at AIP Campus must be completed between 1600hours and 1830hours on the day prior to service.

2.2.6 Daily cut-off times for meal bookings are 0900hours for lunch and 1200hours for dinner.

2.2.7 For diarized events or meetings, bookings should be made at least seven days in advance and cancelation three days before the event.

2.2.8 Where a function is booked and guests do not show up without communication, the Catering section will consider as a service rendered.

2.2.9 The University reserves the right not to accept last-minute catering requests.

2.2.10 Both University catering staff and external caterers are responsible for full clean-up immediately after events.

2.2.11The catering services will provide services to requests authorized by the University Registrar.

2.3 Food and Beverages

2.3.1. The university catering services shall promote meal diversity by offering a balanced selection of local, regional and international dishes

2.3.2. All food preparation and production shall be done using the University catering provisions.

2.3.3 All perishable and non-perishable food will be stored appropriately according to health and safety regulations to avoid food contamination.

2.3.4 Beverages shall be served as per request and preference.

2.3.5 All food will be served in a manner that ensures food safety and pleasant food presentation.

2.3.6 Special dietary needs must be communicated to the Catering section in advance.

2.3.7 Catering services shall be offered during the University designated times.

2.4 Food Safety

2.4.1 MUASt catering section shall comply with all relevant food safety legislations, implement and maintain a Food Safety Management System across food supply chain, Hazard Analysis Critical Control Point (HACCP).

2.4.2 Catering section shall identify the potential food safety hazards encountered during procurement, delivery, storage, preparation, service and distribution.

2.4.3 The catering staff shall undertake critical control measures for the reduction of any risk to the health of guests.

2.4.4 Catering staff shall undergo food safety training to ensure they confidently exercise their responsibilities in the preparation and service of safe and wholesome food.

2.5 Prices

2.5.1 Catering service prices will be on a full cost recovery basis, in view of the obligation of public institutions.

2.5.2 University Catering section shall inform guests in advance of any menu price changes.

2.5.3 Prices schedule for food and beverages will be approved by the relevant University authorities and shall be reviewed from time to time.

2.6 Preferred Suppliers

2.6.1 Catering service provisions can be procured from the University departments if available.

2.6.2 University Catering service provisions are purchased from suppliers registered by the Procurement Regulatory Authority of Zimbabwe (PRAZ)

2.8 Catering Waste Disposal

2.8.1 The Catering section shall at all times ensure that there is hygienic and environmental disposal of waste in accordance with recommended practices.

2.8.2 Ensure recyclable waste is disposed in accordance with the environmental regulations.

2.8.3 Expired or spoiled catering provisions due to electrical outages or refrigerator malfunctions must be disposed in accordance with the University's disposal procedure.

2.8.4 All broken or unusable catering assets shall be promptly recorded. Disposal of such assets must be conducted in accordance with university asset disposal procedures and overseen by the official Asset Disposal Committee.

2.9 Catering Sustainability

2.9.1 The University Catering section shall be supplied with provisions from the University Agro-Industrial Park to ensure sustainability of the catering services.

2.9.2 Minimize food waste through, First In First Out (FIFO) system, portion control and food preparation techniques

SECTION C

3.0 Catering services Code of Conduct

3.1.1 All catering services staff shall be in possession of a valid Food Handlers Certificate.

3.1.2 All catering employees on duty should be in appropriate protective clothing and observe all hygiene practices at all times.

3.1.3 Catering guests are expected to observe and adhere to all catering hygiene practices as per Catering Standard Operating Procedure (SOP).

3.1.4 General cleanliness of the catering areas is the responsibility of all catering staff.

3.1.5 All catering areas are strictly restricted to catering staff and other authorized staff while on duty.

3.2 Employee personal hygiene and safety

All MUASt Catering staff will maintain good personal hygiene practices to ensure food safety.

3.3 Proper Attire

3.3.1 The Catering Services staff uniform items are indicated in the staff uniforms policy.

3.3.2 All catering staff are required to wear the prescribed uniforms at all times while on duty.

3.4 Medical certificates

3.4.1 All Catering staff to conduct food handler's medicals annually from a recognised hospital.

3.5 Laundry

3.5.1 All catering staff to be provided with washing soap monthly.

3.6 Protective measures

The University shall implement appropriate control measures so as to safeguard the health and safety of catering staff.

SECTION D

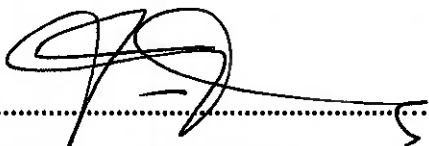
4.0 COMPLIANCE

Failure to comply with the policy is an act of misconduct which is subject to disciplinary action.

3.1 MONITORING AND REVIEW

This policy will be reviewed after 3 years or when necessary to incorporate new developments in the University catering services.

Approved


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(Chairperson of Senate)

Date

