



Lakshmbai National Institute of Physical Education, Gwalior

STANDARD OPERATING PROCEDURE (SOP) for MESS FUNCTIONING

Shakti Nagar, Mela Road, Gwalior – 474002 (M.P.) INDIA

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25/11/23

Objective: To ensure the safe, hygienic and efficient operation of the food mess facility at LNIFE, providing high-quality meals to approximately 1000 sports students daily.

The following officials/staff will execute their duties for smooth functioning of Institute mess.

1. Mess Warden:

- Oversee the overall management of the food mess facility.
- Ensure the compliance of the mess with relevant health, hygiene and safety regulations.
- Handle student grievances and feedback regarding food quality and service.
- Liaison with the Mess Supervisor and Mess Committee for operational coordination.
- Monitor the performance and conduct of mess staff.
- Respond to food related emergencies or issues, such as foodborne illnesses and assist in coordinating responses and investigations.

2. Assistant Mess Warden:

- Support the Mess Warden in all matters related to the management and administration of the food mess facility.
- Substitute the Mess Warden in their absence or when needed.

3. Nutritionist:

- Plan monthly menu in coordination with Mess Warden/Assistant Warden, Mess Committee, Mess Supervisor and Chef.
- Make mess visits for menu compliance, taste and right cooking procedures and inspect the quality of the purchased or supplied wet/dry ration.
- Follow all nutritional/food laws and regulations in the kitchen.
- Participate / hold review meetings with Mess Staff, Chef and Mess Supervisor.
- Stay abreast with current nutritional findings and apply technical knowledge to the work.

4. Mess Supervisor:

- Supervise the day-to-day operations of the food mess.
- Ensure that food is prepared, stored and served in a hygienic and safe manner.
- Manage inventory, procurement and storage of food items.
- Schedule and manage shifts for mess staff.
- Report operational issues to the Mess Warden.
- Collaborate with the Mess Committee to maintain food quality and variety.

5. Chef:

- Required to undertake all tasks as instructed by the competent authority. He is required to set clear objectives and lead the kitchen team through planning, and prioritizing work to meet specific goals in given time line.
- Ensure quality, quantity and taste of all cooked preparations and present in an appealing manner.
- Guide kitchen staff in food preparation, involve in cooking and have skill set to use common kitchen tools.



- Follows safe food handling procedure in receiving, storing, cooking and serving of food items as per FSSAI guidelines and ensure keeping record on daily basis.
- Manage daily store requisition, food cost, inventory and controllable expenses in coordination with the Mess Supervisor, Nutritionist and Administrative Staff.
- Set up kitchen, monitor kitchen equipment quality and propose new equipment as and when required.
- Ensure personal hygiene of the kitchen staff and routine medical check-up periodically.

6. Assistant Chef:

- Prepare the daily food production in different sections of the main kitchen (satellite kitchen) service points.
- Should have hands-on work and involve in cooking.
- Ensure the highest standards and consistent quality in the daily preparation, hygiene and keep up to date with the new products, recipes and preparation techniques.
- Control food stock and food cost in his/her section.
- Guide and lead subordinates through their daily requirements in food preparation and actively participate in setting up buffets.
- Take control of the kitchen in the absence of chef.

7. Mess Staff:

- Prepare and serve meals according to established menus and recipes.
- Maintain cleanliness and hygiene in the kitchen and dining areas.
- Handle and store food items in accordance with food safety guidelines.
- Follow portion control and minimize food wastage.
- Report any operational issues or maintenance requirements to the Mess Supervisor.

8. Mess Committee:

- Evaluate and approve the quality of food served in the mess.
- Conduct regular inspections of the kitchen, storage areas, and dining spaces.
- Collaborate with the Mess Supervisor to suggest menu & improvements if needed.
- Address student complaints and concerns related to food quality.
- Monitor the implementation of food safety standards.
- Review and recommend changes to pricing, if necessary.

9. Food Procurement and Storage:

- Food items must be procured from reliable and approved suppliers as per Institute rules.
- Regular inspections of food storage areas to ensure proper handling and storage conditions.
- Ensure the First-In, First-Out method for food items to prevent spoilage.
- Maintain temperature records for food storage to ensure freshness and safety.
- All food items should be properly labelled with their expiry dates.

10. Food Preparation:

- Food preparation must adhere to hygiene and safety standards.
- Cooks and kitchen staff should wear appropriate personal protective equipment (PPE).
- Proper hand washing and sanitation procedures are to be followed.
- Regular cleaning and sanitization of kitchen equipment and surfaces is mandatory.

11. Food Service:

- Serving staff should wear clean clothes and maintain personal hygiene.
- Meals should be served promptly and at the specified times.
- Portion control should be practiced to minimize wastage.
- Dietary restrictions and allergies should be accommodated.

12. Food Safety and Hygiene:

- Regular training on food safety and hygiene for all staff.
- The mess facility must undergo regular inspections by health authorities.
- Strict adherence to food safety guidelines.

13. Communication:

- Maintain open communication channels among Mess Warden, Mess Supervisor, Mess Staff, and the Mess Committee.
- Encourage students to provide feedback on food quality and service.
- Respond to student concerns and complaints promptly.

This SOP aims to ensure the smooth operation of the food mess at LNIPE, providing nutritious, safe, and satisfactory meals for students.



MESS COMMITTEE

Main intention of Mess committee is to provide good quality food and no compromises are made on that part. It will decide menu for breakfast, lunch, snacks and dinner on monthly basis.

Mess committee is a representative structure through which students can participate in the Mess and dining related activities partnership with Institute Management and Staff for the benefit of the Institute and its students.

The Role of the Mess Committee

The mess committee shall be responsible for ensuring smooth & timely operation of the mess and also verify the quality of food being served in the mess. The Mess Supervisor shall ensure that the menu proposed by the mess committee is strictly followed and any exception has to be got pre-approved by the Mess Warden.

Key functions of Mess Committee

- Acts as a bridge between the administration, caterers, hostel authorities on one side and the students on the other.
- Facilitates the grievance redressal of students and communicates the same to the concerned authorities.
- Keeps a check on the daily issues regarding the mess facilities, etc.

General Guidelines for Mess (Students)

1. Menu will be displayed on the notice board. Changes can be made by the mess committee. Important notices will also be displayed on the notice board.
2. The mess timings are as follows and the students should strictly adhere to these timings:

Meals	All Week days
Morning Tea & Snacks	*
Breakfast	*
Lunch	*
Evening Tea & Snacks	*
Dinner	*

*To be decided and confirmed by the Mess Committee.

3. The system of self service will be followed in the mess.
4. The quantity of food will be unlimited except in the case of special items. List of limited quantity food items may be amended at any time.
5. Students other than the Mess Committee Members are not permitted to enter the kitchen or store room of the mess on any account.
6. Students (on account whatsoever) will not be permitted to take any food items, mess utensils such as plates, spoons, tumblers etc. outside the mess.


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7. Food will not be served in the rooms of the hostel for any student unless a certificate is produced from the Institute Medical Officer to the effect that the students' condition requires the food to be served in their rooms. Mess committee is authorized for making arrangements.
8. No diner shall waste food. Paying mess fees does not entitle a diner to waste food.
9. Every diner shall try to maintain the mess and surroundings neat and clean. No notices shall be pasted on walls. Notices put up on the notice boards should not be removed by the diners.
10. After having food, diners shall leave the cup, plate, waste food etc. in the designated bins.
11. Diners shall avoid interacting with the mess staff, in case of any problem they will first contact to Mess supervisor then Institute Mess warden.
12. Any complaint will be reported to Mess supervisor first, if not resolved at that level then Mess warden may be contacted and/or complaint may be registered in the Complaint Register. If no step is taken, in this case, Institute authorities may be contacted in the following chronological order: Report to mess warden, if not resolved by them then report to Dean Students Welfare.
13. Students are advised to strictly adhere to these guidelines/rules. Any breach of these rules will invite action by the Institute.
14. No guest will be entertained in the mess for more than 9 meals/maximum three days in a month with prior permission from mess warden on payment basis.
15. The guest rate for the Institute mess will be decided by the Institute authority and are subject to revision from time to time.
16. Carrying of utensils (plate, glass, spoons, etc.) is prohibited from the mess. It is only allowed to the sick residents (s) with written permission by the warden and such persons should be responsible for bringing back the same.
17. Take pride in your appearance. To be treated as a professional, dress like one. Clothing should be clean, neat and suitable for the occasion. Activity dress only permitted during breakfast.

The Institute reserves the right to change these rules as and when required keeping the students informed through email/general circulars displayed on the mess notice boards.

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