



جامعة قطر
QATAR UNIVERSITY

**Food Services and Catering Section
Policy and Procedures**

2012

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Introduction

Mission and Objectives

Mission Statement:

Provide safe, nutritious, affordable foods while maintaining variety, quality and sustainability in enjoyable dining facilities.

Role of Food Services and Catering Section:

- Selecting and managing qualified caterers to provide meals.
- Conducting food safety inspections on cafeterias and kitchens.
- Approving food menus and capping food prices.
- Providing healthy meal plans with nutritional labeling.
- Improving the physical facilities of dining areas.
- Developing online services (for meal plans, payment services, orders).
- Responding effectively to feedbacks on food services.

Shared Values:

We value:

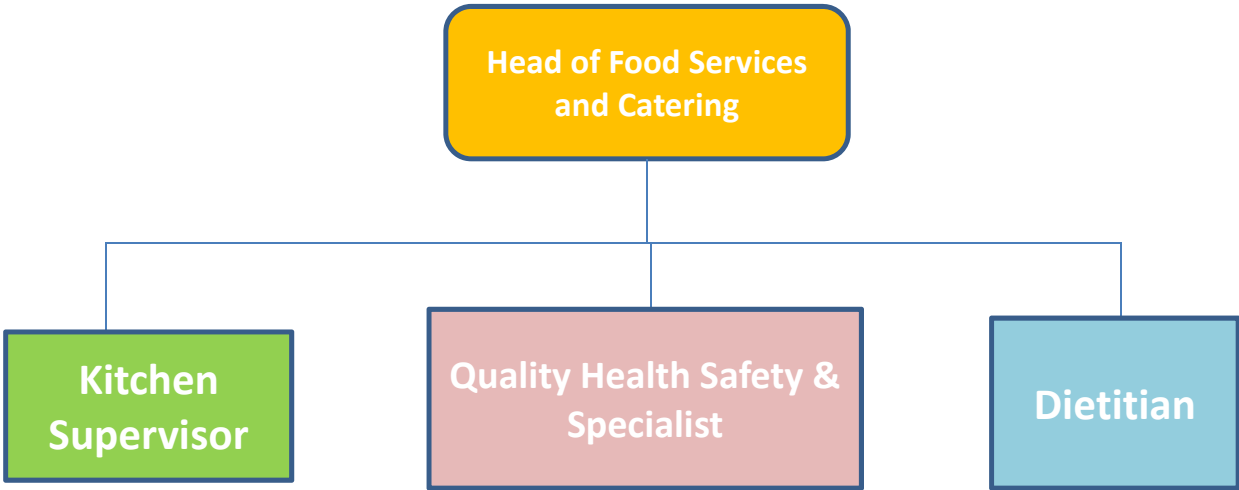
- Openness.
- Personal excellence.
- Mutual respect.
- Team work.

We seek:

- Research and technology updates.
- Knowledge and expertise sharing.

- Environmental and economic sustainability.
- Employment environment supporting a knowledgeable & productive staff.

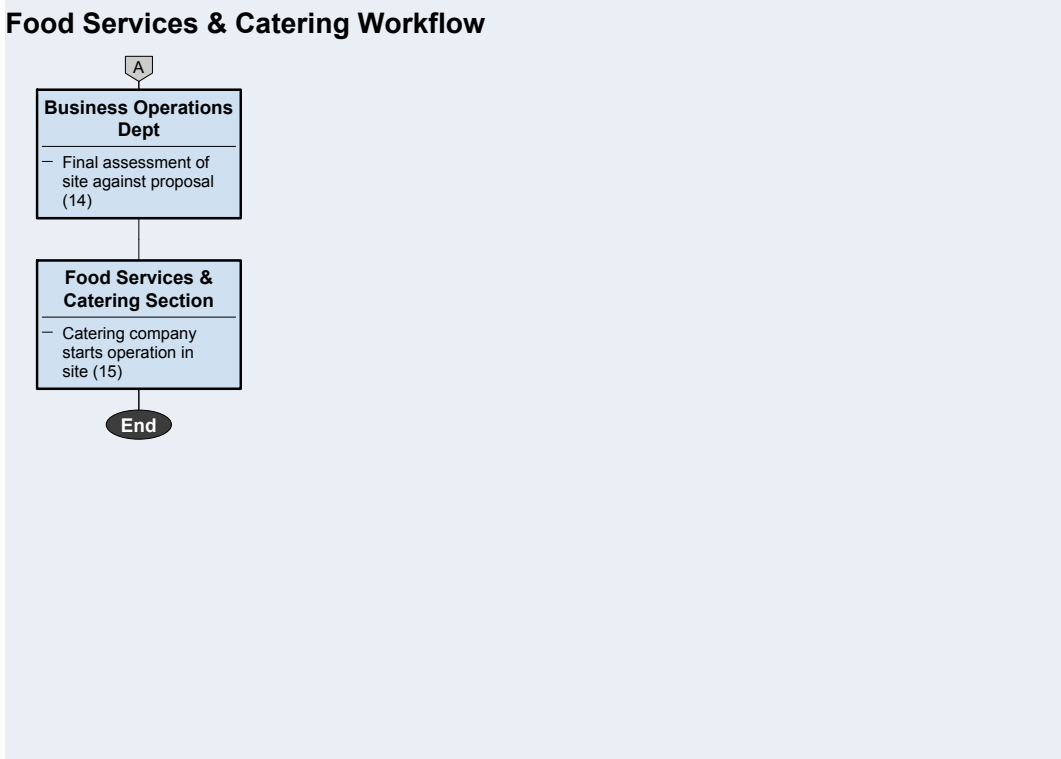
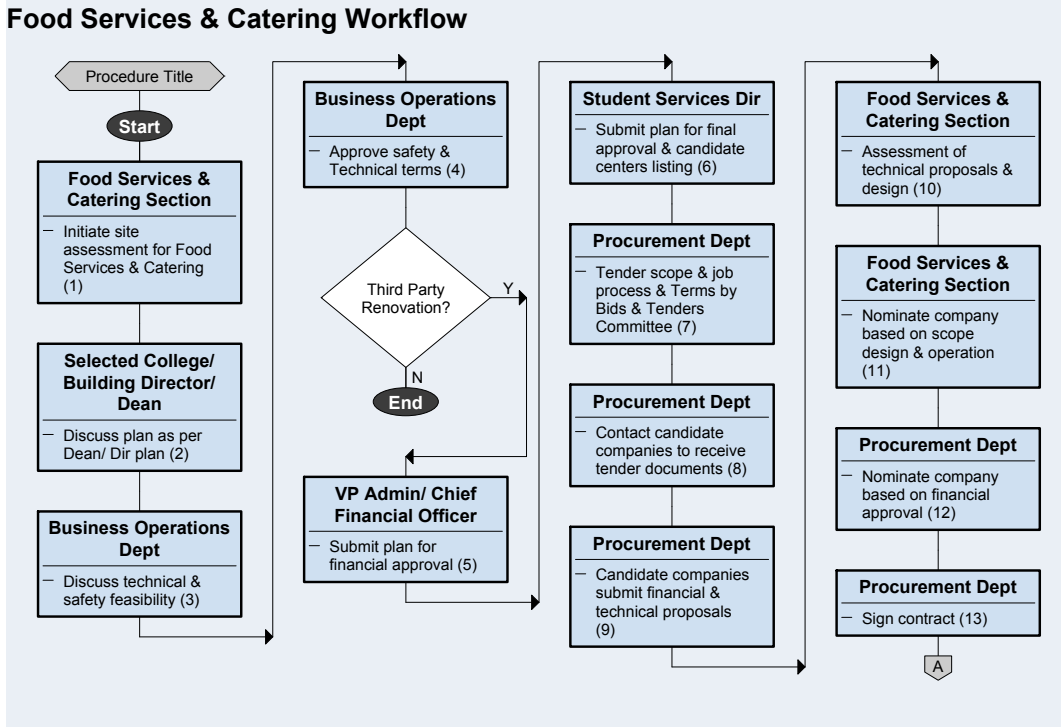
Organizational Chart of Food Services and Catering Section



SWOT Analysis

<p>STRENGTHS</p> <ul style="list-style-type: none">• Visionary leadership and management support• Qualified staff• Strong new contract with new vendors• Written, upgradable section’s policy and procedures• Continuous professional development of the team• Effective communication with campus community• Customer satisfaction focus in terms of food safety, variety, quality, nutritive value and prices.	<p>OPPORTUNITIES</p> <ul style="list-style-type: none">• Establish the first 100% specialized healthy food line in educational institute.• International safety and quality accreditation• Establishment of regional food services association• Capping food prices• Enjoyable dining facilities• Techno-supported solutions
<p>WEAKNESS</p> <ul style="list-style-type: none">• Old contract terms• Control of all kitchens and cafeterias operations• Number of full time staff• Complaints record system• Eco-friendly operations.• Food Court monopoly.	<p>THREATS</p> <ul style="list-style-type: none">• Poor variety of qualified vendors in market.• Cost of food and operations overhead.• Growing student population• Media image caused by students complaints

Work Procedure Flow Chart



Food Services and Catering Section Policy

1. The University provides food and catering service for students, staff, and visitors on campus in Food Courts and cafeterias.
2. The Food Services and Catering Section defines, oversees and manages the implementation of QU Food and Catering Standard and contracts with caterers to provide the service.
3. The Standard requires the provision of high quality dining experience at the Food Court and Cafeterias where a variety of safe, healthy food is available to students, staff, and visitors at affordable prices.
4. Complaints relating to food and catering are dealt in accordance to the University Student Complaint Policy and Procedures.
5. The Food and Catering Service Section within the Student Services Department is responsible for defining the University food and catering standards and procedures, and for overseeing, and managing the implementation of the standards within the broad goals of the policy. The section supports the contract caterers to implement the standards with a focus on nutrition, pricing, safety, and variety. The section also monitors and evaluates the efficiency and effectiveness of the service.

Rationale

The purpose of the Food Services and Catering policy is to define the standard and responsibility for food and catering on Qatar University campus to ensure high quality dining experience for students, staff and visitors.

Definitions

Food and Catering: Food, beverages, snacks and meals provided at cafeterias.

Contract caterer: any caterer that signed a contract with Qatar University to rent and operate dining outlet(s) within Campus.

Cafeterias: The sites located within the campus where food and catering service is provided, with /without affiliated Kitchens such as Food Court or cafeterias or kiosks.

QU Food and Catering Standard: High quality dining experience to students, staff and visitors at QU food outlets where a variety of safe, healthy food is provided for students, staff and visitors at affordable prices.

Review of Food Services Policy and Procedures

1. This document will be subject to periodic review to update and validate policy and procedures.
2. The review will be performed twice per academic year. Once at the beginning of each semester.
3. Changes will be documented in minutes of meeting.
4. Last update date: 10.2.2013

Personnel Procedures

Job Description of Personnel

Head of Food Services & Catering Section

Scope of work

The Head develops annual action plan, policy, contracts and procedures and makes sure they are regularly reviewed and properly implemented and fit in QU's vision and mission. She supervises hiring, training and evaluation of personnel. She's also responsible for keeping a positive image of the Section. She aims at enhancing team productivity and cohesiveness and Section's efficiency.

Kitchen Supervisor

Scope of Work

Supervisory executive chef is responsible for ensuring that food preparation in kitchen matches the criteria of QU Food Services criteria and standards. He'll help create and record recipes, follow up daily food preparations and teach kitchen personnel.

Quality, Safety and Health Specialist

Scope of Work

Supervisory executive chef is responsible for ensuring that food preparation in kitchen matches the criteria of QU Food Services criteria and standards. He'll help create and record recipes, follow up daily food preparations and teach kitchen personnel.

Licensed Dietitian

Scope of Work

The dietitian is responsible for ensuring the nutritional integrity of all food products sold in QU outlets. She'll help create healthy, appetizing recipes. The dietitian will ensure nutritional labeling system is implied and do nutritional counseling.

Performance Appraisal

1. Staff are evaluated based on their contribution to the annual action plan of the Section.
2. Each employee is required to submit a weekly report that shows his achievements for the week and plans for next week along with work improvement step he/she proposes in the report.
3. The employee is subject to annual appraisal that goes with QU's Human Resources Policy (NON Academic Employee Performance Appraisal).
4. The appraisal covers competencies, objective setting, job responsibilities and personal development.
5. The appraisals are filled signed and submitted to SSD between November and December of each year.

Employee Motivation Procedure

1. A new icebreaker be practiced by employees at least once a month in relaxing environment.
2. A coffee, lunch break and off-work chat is arranged at least once a month outside offices.
3. A recognition letter be given to the dedicated staff at the end of the year.
4. The bi-weekly section meeting will praise the most effective improvement step.
5. Practice stress management techniques in office (i.e. communication method, focus on problem solution as team, smiley faces, encouragement e-cards).

Staff Conflict Resolution Procedure

1. The employees will first send a meeting request from the Section Head for dispute hearing
2. A meeting will be held and a resolution will be offered for both sides.
3. If dispute is not resolved, the QU's policy will apply.

Non-Academic Disputes

Non-academic violations include, but are not limited to, harassment (verbal or physical) and/or intimidation, disruptive or abusive behavior within the confines of QU campus, fines, fees, exclusion from a use of service, discrimination, record access, and violation of policy.

Scope

This section sets forth the procedures which should be followed by a student who believes that he/she has been unfairly or improperly treated by a member of the administrative staff, faculty, or student body in connection with a non-academic matter.

Informal Resolution

The student should first try to resolve the grievance informally as soon as reasonably possible after the student becomes, or should become aware of the matter. If the matter involves a staff member, and the student and the staff member cannot reach

an agreement, the student should discuss the grievance with the staff member's supervisor. Similarly, if the matter involves a faculty member, and the student and the faculty member cannot reach agreement, the student should discuss the grievance with the faculty member's department head. Although students are encouraged to resolve the grievance informally, the nature of certain cases may require that the informal process be by-passed.

Formal Resolution

1. All non-academic complaints must be addressed to the Vice President for Student Affairs.
2. The complaint must be filed within ten (10) business days of the date of the incident.
3. The complaint must be written by the student outlining the complaint, the individuals involved, the date of the incident, and the location of the incident.
4. The Vice President for Student Affairs will assign the complaint to a committee to investigate. A formal decision will be communicated to the student in writing within (10) business days of submitting the complaint.
5. In cases where the student believes that the proper procedures were not followed, the student has the right to appeal the decision to the Vice President for Student Affairs. The appeal must be filed within (10) business days of receiving the decision. The Vice President for Student Affairs shall review the paperwork of the complaint and the nature of the appeal, and make a decision.
6. The decision of the appeal is final and may not be appealed. In cases where the Vice President for Student Affairs recommends dismissal from the University, the student may submit an appeal to the University President.
7. All paperwork related to the complaint, appeal, and decision shall be kept at the Office of Vice President for Student Affairs with no access without the Vice-president, Student's written permission.

Food Production Procedures

The Contract

عقد استئجار و تشغيل كافتيريات جامعة قطر

تنبيه: المعلومات الواردة في هذا الوثيقة تعتبر سرية و حق ملكية لجامعة قطر ولا يمكن استخدامها، نشرها، او اعادة صياغتها بدون اذن كتابي من الجامعة و عند الحصول على الاذن بإعادة استخدامها، لا بد من اظهار هذه الملاحظة على كل صفحة.

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القسم الاول: التعريفات و التفسيرات

في جميع محتويات العقد، تعني الكلمات و المصطلحات التالية ما يلي:

- الجامعة: جامعة قطر ويشار اليها بالطرف الاول
- الحرم الجامعي: مباني الجامعة الخاصة بالكليات و المباني الادارية.
- الشركة: الشركة التي تقوم باستئجار و تشغيل كافتيريات الجامعة و يشار اليها بالطرف الثاني
- كافتيريات الجامعة: المواقع الخاصة ببيع الوجبات الغذائية ضمن الحرم الجامعي وتشمل الكافتيريات داخل المباني و الكليات، مجمع المطاعم، و المطابخ التابعة لها
- العقد: هذا العقد و اي ملاحق و جداول ووثائق تلتحق به و تعتبر جزءاً منه
- العمالة: عمال و موظفو الشركة من الذكور و الاناث العاملين في مختلف الرتب الوظيفية.

القسم الثاني: مدة العقد

- تكون المدة الاجبارية للعقد 3 سنوات ميلادية، تبدأ من تاريخو تنتهي بتاريخ..... قابلة للتمديد بناء على التقييم الجامعي السنوي للخدمات المقدمة و بما يناسب المصلحة العامة للطرف الأول وتوجهاته.
- في حال موافقة الطرف الاول على التمديد للطرف الثاني، يتم ذلك باتفاق مكتوب و موقع من قبل الادارة المعنية ممثلاً عن الطرف الاول، و المدير العام المخول بالتوقيع ممثلاً للطرف الثاني.

القسم الثالث: النطاق المكاني للعمل

- يلتزم الطرف الثاني بتأجير و تشغيل الكافتيريات و المخازن و المطابخ (ان لزم) المتفق عليها فقط و لا يحق له العمل خارج الاماكن المذكورة بأي شكل من الاشكال.
- يتم ادراج اماكن عمل الطرف الثاني بالتفصيل بملحق تابع لهذا العقد و اي عمل له خارج ما اتفق عليه يتم بعد موافقة كتابية من الطرف الاول.

القسم الرابع: الحصرية

- هذا العقد لا يعني بأي شكل من الاشكال اعطاء حصرية العمل للشركة لتشغيل أي من، أو جميع الكافتيريات واي نقاط بيع أخرى بدون اي قيد او شرط.
- يحتفظ الطرف الاول بحق اللجوء لطرف ثالث للحصول على الخدمات في اي كافتيريا في حال قصور الطرف الثاني عن تقديم المطلوب بعد تنبيه كتابي لتصليح الوضع مدته اسبوعان.
- يحدد الطرف الاول للطرف الثاني اسماء و مواقع الكافتيريات او نقاط البيع والمخازن و المطابخ التي يمكنه تشغيلها، دون أي قيد او شرط، كتابياً، و يمكن تغييرها بناء على نتائج التقييم السنوي و توجهات الطرف الاول بما يناسب المصلحة العامة.

القسم الخامس: حقوق و واجبات الطرف الثاني**الحقوق:**

- يصرح الطرف الاول للطرف الثاني باستئجار و تشغيل الكافتيريات على مسؤوليته و تحت اشرافه المباشر ويضع الطرف الاول تحت تصرف الطرف الثاني الكافتيريات المتفق على تشغيلها بواقعها الحالي و بالمعدات و الاجهزة الموضحة بالكشوف المرفقة و المسلمة اليه بمحضر رسمي.
- يمد الطرف الاول الطرف الثاني بالماء و الكهرباء و الغاز مجاناً، ولا يكون مسؤولاً عن توفيرها في المواقع التي لا تتوفر فيها عند توقيع العقد. و بالحصول على موافقة كتابية من الطرف الاول يمكن للطرف الثاني عمل تمديدات جديدة للكهرباء و الماء.
- يحق للطرف الثاني الحصول على نسخة من التقييم الجامعي المعتمد للخدمات الغذائية في حال صدوره و العمل على ايجاد الحلول المناسبة و الفورية لتحسين الخدمة بما يناسب التوصيات المقدمة من الطرف الاول.
- يوفر الطرف الأول ما يلزم من تغييرات في الكافتيريات من الناحية التقنية لضمان اتمام و سلامة العمل مثل توريد الطاولات و الكراسي ، تركيب اجهزة الشفط و الكاونترات و دهان الجدران و تركيب الارضيات، و انظمة الحماية ضد الحرائق (اجهزة تتبع الدخان، طفايات). في حال رغبة الطرف الثاني بتركيب اي عنصر من العناصر المذكورة لا بد من الحصول على اذن كتابي من الطرف الاول.
- يحق للطرف الثاني استخدام اسماء و علامات تجارية تابعة للشركة و مسجلة باسمها او اسم مالكيها في السجل التجاري في دولة قطر بعد تقييم و موافقة الطرف الاول، مع التزامه بباقي مواد العقد.
- يراعي الطرف الثاني استخدام معدات و اجهزة جيدة الصنع و مناسبة للغرض المستخدم، و ذات مظهر لائق للعرض و التقديم ان كانت مخصصة لهذا الغرض، و يتم استبدالها بما يناسب توجهات قسم الخدمات الغذائية المبينة على توصيات التقييم السنوي.

الواجبات:

- يقر الطرف الثاني بمعاينته للكافتيريات المتفق عليها بواقعها الحالي و تسلمه اياها مع المعدات و الاجهزة الموضحة بالكشوف المرفقة معاينة نافية للجهالة.
- يلتزم الطرف الثاني بالمحافظة على حسن استغلال و استخدام الكافتيريا و محتوياتها و يكون مسؤولاً عن اي تلف او تخريب ناتج عن سوء الاستخدام او الاهمال من قبل العمالة.
- يقوم الطرف الثاني بتشغيل كافتيريات الحرم الجامعي بما يتوافق مع الشروط المطلوبة في هذا العقد و بما يناسب توجهات الاستبيانات الجامعية الخاصة بالخدمات الغذائية.

- يلتزم الطرف الثاني بالالتزام بمراعاة القوانين و الانظمة و التعليمات الصحية و الخدمات البلدية و النظافة العامة المعمول بها في دولة قطر و تلك الموصى بها من الطرف الاول، و اي اخلال في تنفيذ هذا البند يعد سبباً يجيز للطرف الاول فسخ العقد بارادته المنفردة بالاضافة الى حقه في التعويض اللازم عن الاضرار الناتجة.
- يلتزم الطرف الثاني بتعيين مندوب اداري عن شركته بمبنى البنين و مندوب بمبنى البنات شرط اجادة اللغة العربية و يكون حلقة الوصل الاساسية بين الطرفين و على الطرف الثاني اخطار الطرف الاول بمن ينوب عنه في حال غيابه.
- يقوم الطرف الثاني باعداد الكافتيريات و تجهيزها بما هو غير متوفر فيها من معدات و تتطلبه خدمة الطلبة، و تظل هذه المعدات ملكاً له الا انه لا يجوز له القيام بأي اعمال انشائية أو فنية بدون موافقة كتابية موقعة من الجهة المعنية في الطرف الاول و اي مخالفة لذلك يعطي الطرف الاول الحق في ازالة الاعمال الانشائية او مطالبة الطرف الثاني بإعادة الحال الى ما كان عليه
- لا يجوز للطرف الثاني تأجير او تخصيص اي شكل من اشكال كافتيريات الجامعة طيلة مدة سريان العقد لاي جهة اخرى دون موافقة كتابية من الطرف الاول كما لا يجوز استخدام مطابخ الطرف الاول لاعداد وجبات و اطعمة لجهات اخرى خارج الجامعة.
- عند انتهاء مدة العقد، تشكل لجنة من الطرفين تختص بجرد محتويات الكافتيريات و مطابقتها بالكشوف المرفقة عند تسليم الكافتيريات و بدء سريان العقد و في حال فقدان أو تلف اي من المحتويات او اهلاك اي منها، يلتزم الطرف الثاني بالتعويض عنها و يحق للطرف الاول تقدير القيمة التعويضية وخصمها من الضمان البنكي.
- بناء على طلب كتابي من الطرف الاول، يمكن للطرف الثاني توفير الاغذية بما في ذلك الحفلات و الندوات التي يقيمها الطرف الاول.
- يقوم الطرف الثاني بعمل اللازم لأمر الصيانة الخاصة بأجهزته و معداته على نفقته الخاصة.
- يتحمل الطرف الثاني تكاليف تركيب و تشغيل الهواتف و خدمة الانترنت.
- على الطرف الثاني الإبقاء على كل الفواتير و الوثائق المالية و توثيق عمليات البيع التي تخص عمله داخل الجامعة بهدف التدقيق فيها عند رغبة الطرف الاول بطلب كتابي يقدمه للطرف الثاني. يتم الاحتفاظ بهذه الوثائق بمدة سنتين على الاقل.
- على الطرف الثاني تسليم الطرف الاول التقرير المالي السنوي المدقق حسابياً لأدائه في الجامعة مفصلاً (ومبنياً لكل شهر) المبيعات الاجمالية و التكاليف و الربح الصافي.
- على الطرف الثاني الالتزام بتوفير واثق تبين التكاليف الحقيقية للأطعمة و الوجبات و اجمالي المبيعات عند طلبها من قسم الخدمات الغذائية في الطرف الاول.

القسم السادس: أوقات العمل

- يتعهد الطرف الثاني بتقديم الوجبات الغذائية المتفق عليها في عطائه طيلة أيام الاسبوع (من الاحد الى الخميس) ما عدا العطلات الرسمية، ما بين الساعة السابعة صباحاً و حتى الساعة الثامنة مساءً.
- يقر الطرف الثاني انه اطلع على كافة الايام الفعلية للعمل بالجامعة و كذلك ايام العطلات الرسمية المقررة بالجامعة بالفصول الدراسية المختلفة طوال مدة العقد بكتاب موقع، نفياً للجهالة.
- على الطرف الثاني الاستجابة لطلب الطرف الاول بتشغيل الكافتيريات في غير ايام الدوام الرسمي، أو بتعديل ساعات العمل حسب ما تقتضي الضرورة، في حال تم طلب ذلك كتابياً.

القسم السابع: الاصناف الغذائية و الاسعار

- يلتزم الطرف الثاني بتوفير قوائم الاصناف و الاسعار المتفق عليها بين الطرفين وذلك وفقاً للشروط و المواصفات المرفقة مع المزايدة و لا يجوز له تغييرها من حيث الصنف و السعر و الكمية و المحتوى الغذائي كما يلتزم بالإعلان في مكان بارز و بشكل واضح عن الاصناف و اسعارها في جميع الكافتيريات باللغتين العربية و الانجليزية على ان يعتمد على ذلك من الطرف الاول و لا يحق له الاضافة الى تلك القوائم او انقاصها بدون موافقة كتابية من الطرف الاول.

- إذا اخفق الطرف الثاني بتوفير المواد الغذائية و الوجبات المتفق عليها في اي من كافتيريات الجامعة او خالف شرطاً من شروط العقد او من محتويات المزايدة حق للطرف الاول القيام بذلك او اسناد العملية لطرف آخر.
- يجب أن تحتوي القوائم الغذائية المقدمة على ما نسبته 60% من الاصناف الغذائية الصحية المطابقة للمعايير المرفقة في هذه المزايدة.
- للطرف الاول الحق في تقييم سلامة و جودة الوجبات المقدمة في اي وقت و بلا شروط و مشاركة النتائج مع الطرف الثاني.
- يلتزم الطرف الثاني مع تطبيق تعليمات الطرف الاول حول توجيهات و توصيات نتائج استطلاعات الرأي و تقييم الوجبات مرة كل شهر على مدار السنة و كذلك عمل تقييم عملي للوجبات يضم الطلبة و الموظفين و المختصين من داخل و خارج الجامعة بهدف تحسين الخدمة الدائم.
- بناء على رغبة الطرف الاول كتابياً وبدون الزام له، يوفر الطرف الثاني أجهزة بيع أطعمة و مشروبات ذاتية (Vending Machines). في حال تعذر على الطرف الثاني توفير هذه الاجهزة، يجوز للطرف الاول الاتفاق مع طرف ثالث على توفيرها بدون تأخير، مع التأكيد على كون هذا البند اختيارياً للطرف الاول و غير ملزم له.

القسم الثامن: التأجير من الباطن

- لا يحق للطرف الثاني عمل عقد تأجير من الباطن مع اي جهة كانت بدون الحصول على موافقة كتابية من الطرف الاول تبين كيفية و مكان عمل و بيع منتجات هذه الجهة ضمن الحرم الجامعي.
- على العقد الموقع بين الطرف الثاني و الجهة المؤجرة الالتزام الكامل بدون اي نقصان بالتعليمات الواردة في هذا العقد.
- على الطرف الثاني تقديم نسخة من العقد المتفق عليه مع الجهة المؤجرة من الباطن للطرف الاول.
- الموافقة الكتابية الممنوحة للطرف الثاني، لا تعفيه، تحت اي ظرف، من المسؤولية الكاملة تجاه الجهة المؤجرة من الباطن، و بصورة دائمة، حول اي قرارات او مخالقات او تجاوزات تقوم بها.
- لا يجوز للطرف الثاني التنازل عن الاجار لاي طرف ثالث.

القسم التاسع : التأمين و دفع الاضرار و التعويضات

- يقر الطرف الثاني بعدم مسؤولية الطرف الاول عن اتلاف أو فقدان حاصل نتيجة سوء تصرف الطرف الثاني ممثلاً بعماله و موظفيه داخل الحرم الجامعي.
- يتعين على الطرف الثاني ان يقدم وثيقة للطرف الاول صادرة عن احدى شركات التأمين الوطنية ضد اي مخاطر او اضرار قد تلحق بالعاملين لديه المكلفين بتنفيذ العقد او بالمنشآت و المباني و الاجهزة و المعدات الخاصة بالطرف الاول، او تابعيه او بالغير الذين قد يلحق بهم الضرر من جراء تنفيذه للأعمال المتعاقد عليها و بما يدرأ كافة المسؤوليات عن الطرف الاول و يتحمل الطرف الثاني وحده تكاليف و اقساط هذه الوثيقة.

القسم العاشر : الالتزام بمراعاة القواعد الاخلاقية بالجامعة

- يقر الطرف الثاني بأنه لن يسمح لاحد من موظفيه او ممثليه داخل الجامعة بدفع، او يوافق على دفع، او وعد بدفع، او رخص لطرف آخر بدفع، بطريق مباشر و غير مباشر، ايه عمولة او نسبة او رسوم او هدايا او عمولة سمسرة او اي شيء ذو قيمة يتعلق بهذه الاتفاقية من حيث تأسيسها او المفاوضات بشأنها او تفعيلها قبل و اثناء و بعد التوقيع لأي شخص او جهة (من القطاع الحكومي او الخاص) داخل او خارج دولة قطر للحصول على مكاسب غير مشروعة لكسر او تخطي بنود هذا العقد و يعد هذا سبباً، في حال ثبوته، لإنهاء العقد فوراً و بدون شروط او تحمل اي تبعات قانونية من جانب الطرف الاول.

القسم الحادي عشر: أحوال انتهاء العقد

- يحق للطرف الاول انهاء العقد، دون حاجة الى اجراء قضائي بعد اذار كتابي مدته شهر واحد، في الحالات التالية:
 1. اذا املت المصلحة العامة ذلك من خلال التقييم السنوي المعتمد من الجامعة للخدمات الغذائية المقدمة من حيث النوعية و الجودة و الاسعار و النظافة و حسن الخدمة.
 2. اذا ثبت أن الطرف الثاني استعمل الغش او التلاعب في تنفيذ العقد.
 3. اذا ثبت ان الطرف الثاني شرع بنفسه او بواسطة غيره بطريق مباشر او غير مباشر في رشوة او التواطؤ مع اي طرف بهدف الوصول لأهداف غير مشروعة فيما يتعلق ببند العقد او الاضرار بالطرف الاول.
 4. في حالة تصفية الشركة الخاصة بالطرف الثاني، مع مراعاة احكام القانون في هذا المجال. و في حالة وفاة الطرف الثاني يجوز لورثته الاستمرار في تنفيذ العقد ما لم يرى الطرف الاول انهاء العقد لعدم توفر الضمانات الفنية و المالية الكافية لدى الورثة او مالم تكن شخصية الموروث ذات اثر في تنفيذ العقد.
 5. اذا افلس الطرف الثاني او اعسر او صدر حكم قضائي بشهر افلاسه فمن حق الطرف الاول اتخاذ احد الإجراءات التاليين:
 - أ. انهاء العقد بإخطار الطرف الثاني رسمياً او بإخطار المصفي او اي مسؤول آخر بعملية التصفية مع حق الحكومة في اسناد العمل الى متعاقد آخر بدون الاضرار بحقوق الغير في هذا الشرط
 - ب. اعطاء المصفي او من يقوم مقامه حق الاختيار في الاستمرار في تنفيذ شروط العقد على احسن وجه طبقاً للشروط الموضوعية.

- في جميع حالات انتهاء العقد يصبح التأمين النهائي من حق الطرف الاول كما يكون له أن يخصم ما يستحقه من غرامات او تعويض أية خسائر دون حاجة الى اجراء قانوني آخر.
- انتهاء العقد لا يعفي الطرفين من اي التزامات مالية او قانونية موجودة حتى تاريخ انتهاء العقد و تبقى موجودة وفعالة حتى يتم تسويتها.

القسم الثاني عشر: الغرامات

- يتعهد الطرف الثاني بالالتزام بما ورد في هذا العقد و اذا أخل بجزء منه يجوز للطرف الاول توقيع الغرامات التالية لكل مخالفة كما يلي:

المخالفة	المبلغ (ريال قطري)
استخدام او بيع مواد منتهية الصلاحية (طازجة او مطبوخة او من مصدر خارجي)	2000
بيع وجبة او منتج أو سلعة غير متفق عليها بين الطرفين او تغييرها (الوزن، الكمية، المحتوى الغذائي)	1000
بيع وجبة أو منتج أو سلعة بسعر غير متفق عليه بين الطرفين	1000

1000	توظيف عمال او موظفين من اي درجة بدون شهادة صحية سارية المفعول
1000 يومياً	عدم فتح نقطة البيع و العمل فيها بدون اخطار مسبق
700	فشل تطبيق اي بند من سياسات الشراء و التخزين، النقل، المعدات، ضبط الجودة، التنظيف، قسم الوجبات الصحية، الامن و السلامة
500	فشل توفير منتج أو سلعة متفق عليها في نقطة بيع معينة لمرتين متتاليتين
500 ريال يومياً	غياب ممثل الشركة الرئيسي او نائبه في الجامعة
200 ريال يومياً	غياب أحد العمال أو الموزعين بدون ايجاد بديل له في الموقع

- في حال بيع منتجات منتهية الصلاحية او غير صالحة للاستهلاك البشري او وجود شهادات صحية غير سارية المفعول للعمال و الموظفين، يتم تطبيق قوانين وزارة البلدية بهذا الشأن و عبر الجهات القانونية.
- في حال تكرار المخالفة، يحق للطرف الاول توقيع الغرامة بمجرد حدوث المخالفة حتى لو لم يترتب عليها ضرر.
- للطرف الاول الحق في مضاعفة الغرامة عند تكرارها لتصل الى حد اقصى خمس آلاف ريال.
- على الطرف الثاني دفع الغرامة خلال 7 ايام من توقيعها و ارسالها و اذا تأخر بالدفع يكون للطرف الاول الحق في خصمها من قيمة الضمان البنكي على ان يعوض المبلغ المستقطع من الضمان في مدة لا تتجاوز اسبوعاً واحداً.

اشتراطات اخرى:

- تلغي هذه الاتفاقية جميع ما سبقها من اتفاقيات او تفاهات شفوية او مكتوبة، و اية تعديلات عليها تكتب و توقع من الجهات المختصة من الطرفين.
- تعتبر هذه الوثيقة سرية و يجب الالتزام بسريتها من قبل الطرف الثاني، و لا يجوز استخدامها لأي غرض لا يتعلق بتنفيذ بنودها بدون اذن كتابي من الطرف الاول.
- في كل ما لم يرد بشأنه نص خاص في هذا العقد تسري احكام القانون رقم (8) لسنة 1976 و تعديلاته في شأن المناقصات و المزادات.
- اي خلاف او نزاع قد ينشأ بين الطرفين بشأن تفسير اي مادة من مواد العقد، تختص المحاكم العدلية في دولة قطر بالفصل فيه

الملاحق

- تعتبر السياسات و الشروط و المواصفات الخاصة الواردة في الملاحق جزءاً لا يتجزأ من العقد و على الطرف الثاني الالتزام بها. في حالة عدم ايفاء الطرف الثاني بالتزاماته فيها يحق للطرف الاول فسخ العقد في اي وقت بعد اذار مدته شهر دون حاجة الى اجراء قضائي و مصادرة التأمين النهائي دون الاخلال بالحق في المطالبة بالتعويض.

New Food Service / Offer

Scope:

This protocol is intended to regulate the introduction of new services or offers in Qatar University's dining outlets (food court and cafeterias).

Procedure Steps

1. An email should be sent to the catering company with the request of the service (i.e. buffet plan).
2. A response should be submitted to the request within 1 week.
3. An approval from the Food Services will be sent to the company.
4. The catering company will fill and sign the below proposal for final approval and signage by Food Services Section.

Service /Offer Request Format

This is to kindly request the approval of the following :

- A. Service
- B. Offer

1. Caterer Name:
2. Description:
3. Price:
4. Name of Outlet(s) where the service will be provided:
5. Sample Photo:

Requested By:
Name:
Signature:

Approved By:
Name:
Signature:

Review Date:14.1.2013

New Menu Item Addition

Scope:

This protocol is intended to regulate the introduction of new items to food menus used in Qatar University's dining outlets (food court and cafeterias).

Food Menu: refers to the list of platters, desserts and drinks that displays food items showing the name, weight and price of each for the purchaser to make an easy choice.

Part One:

New Food Items Made in QU's Kitchens

1. An initial sample for food services to evaluate taste , general sensory criteria, quantity etc. A copy of the recipe should be always submitted with the sample.
2. Food services team will adjust the recipe by sending notes, if required, to the chef .
3. A new sample with final adjustments shall be sent for food services
4. The attached form will be filled with details required and signed by the company and be sent for Food Services for final approval and signage. A copy is kept in separate folder.

Part Two:

New Food Items (Prepared Outside QU's Kitchens)

This refers to any commercial food item that is purchased from markets for re-selling in QU such as juices, soft drinks, candies or any food item that might be added to the menus of concessioners (i.e Starbucks, CBTL, Dzive etc).

1. A written request form (attached) shall be submitted to Food Services asking for adding the new item. The request shall mention the item name, components, weight and price.
2. The request shall mention what cafeterias/restaurants this item will be available in.
3. A sample of the item shall be sent to food services for evaluation.
4. Once approved and signed by food services, a photo will be taken for the item.
5. A copy of detailed signed request will be kept in separate folder.

New Food Item Request Format

Date:-----

This is to kindly request the addition of the following detailed food item:

5. Name:

6. Classification:

7. Components:

8. Weight (s):

9. Price

10. Name of Outlet(s):

11. Photo:

Requested By:

Name:

Signature:

Approved By:

Name:

Signature:

Food Handling Certificates Procedure

- a) All workers shall undergo a comprehensive medical check-up before the commencement of their work. They must obtain a valid health certificate proofing that they are fit to handle food and work inside QU premises.
- b) The Second Party shall submit to the First Party a list of all employees working in Qatar University as well as their copies of health certificates prior to their commencement on Campus.
- c) All staff listed shall hold the relevant visas and food handling certificates as required by the State of Qatar prior to engaging in work at the First Party's facilities. Further it is required, that after every vacation leave, a medical check-up and certification of staff is ensured.
- d) The First Party reserves the right to remove any one having signs of disease or is unfit to work.

Uniforms Procedure

- a) Second Party shall provide and maintain to a high standard of cleanliness and repair all uniforms (including footwear), and protective clothing worn by second party's personnel in performance of their respective duties under this contract.
- b) The Second Party shall guarantee permanently the availability of uniforms.
- c) Uniforms are to be of a quality and color approved by First Party. A name badge carrying the name, the company's name and title should be used.
- d) As the heads of employees must continuously covered to prevent hair falling in the food and their nails must be trimmed with wearing gloves when required.
- e) This procedure applies to sales staff , supervisors and cleaning staff.

Premises Maintenance Procedure

- a) First Party permits the Second Party to operate the Cafeterias under its responsibility and under supervision and control of the First Party.
- b) Second Party shall be obliged to maintain proper utilization and using the Cafeterias, their content and other facilities that he uses in the University. Second Party shall be responsible for any damages or vandalism due to misusing or negligence of his employees and workers in the Cafeterias.
- c) Second Party shall prepare and equip the Cafeterias with the equipment necessary for providing the Services/Works to the students. Such equipment shall remain as its property but no constructional or technical work should be allowed to be carried any unless after obtaining a written consent by the First Party. Any violation of this condition shall give the First Party the right to remove the constructions works or to demand the Second Party to reinstate the situation to its previous condition.
- d) Second Party shall observe and comply with appropriate fire, safety, security and other rules and regulations prescribed by the First Party and shall be responsible for the observance thereof by all employees, agents and subcontractors of the Second party. Second party shall ensure that appropriate safety equipment is used by all employees and First Party shall have the right to exclude from QU premises any person who violates such a regulation and any person who in First Party's opinion is detrimental to the execution of the Work/Services

Equipment/Appliances Procedure

- a) The Second Party shall prepare and equip the kitchen and services areas with all necessary equipment for the smooth completion of the Work/Services.
- b) All kitchen's heavy equipment and utensils owned by the Second Party will be serviced and maintained by the latter.
- c) Any required maintenance or replacement of First Party's provided appliances shall be reported to First Party's assigned representative by the Second Party. It shall be the responsibility of Second Party to carry out all required repair work, as well as the day-to-day up keep and preventative maintenance, which shall be scheduled through liaison with First Party assigned representative.
- d) All kitchens and facilities in QU's premises shall be used by the Second Party, only to produce the meals, baked items and catering needs within the Campus.

Food Transport Procedure

Statement: the vendor should maintain cleanliness and food safety by following safety steps before and during delivery from the place of production to the place of consumption.

1. Food should be fully covered and separated from each other by appropriate steel containers. It is appropriate to use paper or plastic wrap and packing sandwiches and pastries individually, in any case the type of material must be only food -safe.
2. food delivery trip must not exceed a period of 10-15 minutes (from the place of production to consumption) in all cases. In longer trips sterile ice bags and thermal bags is useful for keeping the temperature of the food as required (less than 5C for a cool and not less than 65 C for hot).
3. The food containers used for transferring of food must be clean and in good condition and not used for the transfer of any materials other than food. They should be closed when food is inside and not opened unless when reaching the desired location.
4. Boxes containing chilled foods lastly placed before the vehicle moves, preceded by hot foods and upon arrival to the distribution point it is taken first.
5. The second party provides transport vehicles that are clean and closed and suitable for transporting meals from the preparation places to the whereabouts of the students on campus.
6. Do not use vehicles transporting food for any other purpose and preferably separate vehicles transporting cooked foods from raw fruits and vegetables and meat to prevent contamination of any kind.
7. Must provide a record of the temperature and calibration of the thermometer in the back of the car and make sure the correct reading of the heat with the driver.
8. The second party provides vehicles designed to transport meals in campus after approval from the food service section.

Procurement & Storage Procedure

Statement: to maintain food safety by controlling the source of supply and storage methods after receiving goods. This procedure must be carried out by the vendor.

1. Food must be purchased from a known supplier who is committed to the application of food safety laws set by the municipality and the Supreme Council of Health. This can be assured through asking about supplier and visiting his workplace.
2. Meat and chicken must be slaughtered in Islamic way and stamped with Halal and sealed from known sources.
3. Provision of hygiene and safety of food, premises, warehouses , storage and preparation equipment of the supplier.
4. It's preferred that the supplier is awarded a certificate on food safety and quality control, such as HACCP and ISO 22000.

5. Ensure staff's safe handling of resource and the food and the extent of their hygiene knowledge.
6. Implementation of safe transport procedure.
7. Training staff on safe handling and verification of food safety during receiving and pre-planning for it to be received in appropriate way during light working hours.
8. Verify the safety of materials supplied by: checking the number, cleanliness, weights, compliance with the required specifications, removal of the damaged ones, checking fit has been re-frozen or re-packaged.
9. Recording temperature of the product through the usage of the thermometer for meat, chicken and fish in the thickest part of a random sample and measure the temperature of the surface. Records must be presented to inspectors.
10. If the food is coated with a special material to change the internal composition of the atmosphere or vacuum, the thermometer is placed between two sheets of the product. If it was an ordinary packaging or cans it is opened and the thermometer is inserted in the product. For eggs verify the temperature of the car (no more than 5C) and read the temperature.

Equipment and Appliances Maintenance Procedure

Statement: to reduce or eliminate meals physically, chemically and biologically-contaminated through the use of safe equipment and application of periodic maintenance.

Implementation steps:

1. The equipment that come in contact with the food must be of food safe kind and does not affect the color, or taste, or smell of food.
2. Do not use equipment or tools made of wood to prepare meals or clean in any form.
3. Do not use glass or similar materials such as porcelain to move the food or for cooking or cutting.
4. The equipment material must be resistant to degradation and disintegration as a result of the repeated use of cleaning and sterilization.
5. The equipment must be easy to test and easy to clean manually, and does not have cracks in design that allows the accumulation of dirt which is difficult to clean.
6. Safe plastic materials are intended for hot or cold food, should not be degraded as a result of putting hot food and it has a seal that refers to safety.
7. Equipment must not contain a paint that contains lead or any other elements such as mercury, arsenic, or zinc.

Facilities for People with Special Needs

Statement: provision of privileges in food service for people with physical and mental special needs.

1. The second party shall apply the policy on transactions and facilities for people with special needs.
2. Train employees on how to deal with people with special needs.
3. Give priority to people with special needs in the purchase ,payment and receipt of the required item or delivery of the required material to the place he/she is sitting, in the event of a motor impairment.
4. Ensure that the type of meal provided in case of certain nutritional specifications, according to the demand and the nutrition program approved by the food service department.
5. Deliver the purchased ordered food for the person sitting on the table and not standing in a row in case of hindered mobility.

Pest Control and Cleaning Policy

Statement: To provide clean workplaces all the time in the cafeterias and kitchens and around it, through periodic cleaning and spraying.

1. Each caterer should allocate periodic food-safe spraying of service cafeterias, kitchens and neighboring areas in addition to garbage collection places (metal containers), and issue a monthly report in this regard from the company to be sent to the parties.
2. The caterer should assign sufficient number of workers for hygiene purposes only for cafeterias, kitchens, tables, chairs and floors around it. And cleaners must not carry out any other duties of any kind at all.
3. Set a daily and weekly record for cleaning of the place and signed by the person who has to work and the supervisor.
4. The use of cleaning products, sterilizers suitable for food preparation areas.
5. Store cleaning materials and chemicals in separate stores away from food preparation areas and do not use food containers to put detergents.
6. Follow up the recycling system of the university and waste collection in their designated place, when possible.

Food Poisoning Handling Procedure

Food poisoning is a general term for health problems arising from eating contaminated food. Food may be contaminated by microorganisms, such as bacteria and viruses. Environmental toxins, or toxins present within the food itself, such as the poisons in some mushrooms or certain types of seafood, can also result in food poisoning.

DEFINITIONS:

FOOD BORNE ILLNESS: Any disease of an infectious or toxic nature caused by or thought to be caused by the consumption of food or water.

FOODBORNE ILLNESS COMPLAINT: When only one person reports an illness that they believe was caused by eating a food item.

FOODBORNE ILLNESS OUTBREAK: The occurrence of two or more cases of a similar food borne disease resulting from the ingestion of a common food.

OBJECTIVES:

1. To identify the source of infection/ outbreak
2. To stop further transmission
3. Encourage the affected to seek medical attention
4. Reduce risk of future outbreaks

Stage 1: Reporting an incident

A written complaint should be submitted to the Food Services Section, Student Services Department. A single food illness complaint will be dealt according to standard complaint procedure. In case of two or more food illness complaints from the consumption of a common food, this action plan consisting of five stages will be followed.

Stage 2: Preliminary Phase

A Food Specialist will investigate the incident.

The investigation may include:

- Interviewing people who are ill. A questionnaire can be used to obtain and record information.
- Identify as many cases as possible
- Describe cases by ' time, place and person'
- Interviewing others who ate the food at the same venue and didn't have any symptoms
- Taking food samples if appropriate from the complainant or the food premise
- Make decision about whether to undertake detailed laboratory analysis
- Coordinate with the university medical team and collect information on diagnosis and any other similar cases reported. Collect and share the medical reports provided by the student if treated elsewhere.
- Determine if there is a real outbreak coordinating with the medical team in the university

Stage 3: Descriptive Phase

- Determine the foodstuff by which it was transmitted
- Determine the way in which foodstuff was infected

- Identify and investigate the food distribution chain
- Assess procedures undergone by a suspect food
- Inspecting the implicated premises
- Conduct laboratory analysis of the food sample if appropriate
- Identify persons/ conditions posing a risk of further spread
- Review all existing data
- Initiate immediate control measures as appropriate
- Assess the availability of adequate resources to deal with outbreak

Stage 4: Control Measures

- Detection and removal of implicated foods
- Control the source
- Control transmission
- Protect persons at risk
- Consider strengthening or instituting continuous surveillance
- If there is enough evidence implicating a food premise as a possible source of outbreak, take action against the offenders
- Make recommendations for the prevention of reoccurrences of similar outbreaks

Stage 5: Final Report of the incident

Final report of the incident should be submitted to the Director, Student Services Department. It should include control measures taken and recommendations for prevention of future outbreaks.

Internal Work Procedures

Complaints Resolution Procedure

What is a complaint?

A complaint is defined as an expression of dissatisfaction about a food product quality or dining services provided by the University. This covers the foods, drinks, beverages, staff hygiene practices and quality of service offered (staff attitude, speed, personnel & dining area cleanliness).

Channels of Communicating a Complaint and Expected Response:

The student can pass his complaint by calling, writing an email or feedback on logbook, coming personally to the Food Services Section or Students Services Department or by tweeting or sharing a comment on Social Media Channels.

Details of Contact:

- Food and Catering Services Section: Food Court Building, Tel:+974-4403-3856 or e-mail at foodservices@qu.edu.qa
- Feedback logbooks distributed in all cafeterias and in the Food Court.
- Student Services Department: Admission & Registration Building, Tel: +974-4403-3838 or e-mail at studentservices@qu.edu.qa
- Social Media Channels (Facebook and Twitter @QUFSS).

What to Expect from Us?

Non-Form Recorded Procedure

The Food Services Specialist shall investigate the matter and report back the solution or explanation in writing to the complainant on his /her findings normally within 7 University working days of receipt of the complaint.

Form –Recorded Procedures

Step 1

1. The complainant will fill a completed written complaint form, with Food Service Section Specialist. The form includes details of the incident and how the complaint was resolved in consent of involved parties. This usually involves reimbursing the student with meal value, an apology from a staff etc.
2. In case the student was not satisfied with settlement, The Food Specialist will then have to do the following:
 - a. Arrange a meeting with the complainant within 5 working days.
 - b. Interview the complainant, together with any interested party, if it is deemed necessary.
 - c. Provide a written response to the complainant, outlining the discussion and any proposed or agreed upon solution within 15 working days of the meeting. The response will include a decision statement, together with the reasons on which the decision is based and meetings minutes was held.
3. If complaint not resolved at this level, the complainant may proceed to Step 2.

Step 2

1. The complainant will have an opportunity to make an oral presentation of the complaint to Student Services Department Director, the complainant may choose, if he/she cannot present, to have another person to make the oral presentation on his/her behalf.
2. Food and Catering Services Section has to make available all evidence, documents and reports to the Director of Student Services Department for a review of the complaint.
3. Depending on the nature of the incident and outcome of the investigation, the Student Services Department Director will write back to the student within 15 working days. The Director decision

might be an approval of the decision that has been made by the section or he might impose disciplinary penalties depending on the nature of the complaint and according to the contract relevant rules and previous practices.

4. If the complainant is not satisfied with the director's decision, he/she may appeal at the Vice President of Student Affairs.
5. The VP of Student Affairs Sector will implement appropriate investigations and take the final decision and write back to the student within 15 working days.

STUDENT SERVICES DEPARTMENT
Food Services & Catering Section
Complaint Form

Today's Date _____

Student Name

Student ID

Date of event causing the complaint

Location: _____

Witnesses: _____

Please describe your complaint
(Include specific details—who, what when where, etc. Attach separate page if necessary)

Have you spoken with an Food Specialist member regarding your complaint? Yes No

If yes, describe who you spoke to and the outcome of the conversation

REMEDY REQUESTED _____

I hereby declare that the information on this form is true, correct and complete to the best of my knowledge. I understand

that any misinterpretation of information may result in disciplinary action as stipulated in the Student Code of Conduct.

Signature: _____ Date: _____

Student Contact Information

Telephone Number _____ Email Address _____

Please submit this form to the food services office —Food court, Mezzanine Office2

Staff Communication Procedure

1. E-mail:

1. E-mail is one of the communication channels, and does not represent the only channel of communication.
2. Standard Arabic writing is used in e-mails, unless there is what justifies the use of another language (such as one of the recipient does not know Arabic).
3. The message should be brief, and stating for the goal clearly and directly.
4. Ensure that the letter is sent to the specified authority, and follow up their implementation, if necessary.
5. Sent and received emails to be saved in the archives for a time not less than one year.
6. Transfer any email, not related to the employee or the nature of his work, to the competent authority.
7. Send a carbon copy related to the presence of a meeting, or recommend the appointment to the Director of Administration or the center.
8. Attach the original content of the message, and attached files with it (if any) in the event it is sent to a third destination.
9. **Auto-reply:** In the absence of an employee (for the purpose of the leave, or Official mission, or other) Activate the auto-reply feature with determining the date of commencement of work.

10. Commissioning an employee in charge of the E-mail of the administrative unit, and in his absence authorizes another employee

11. Reply to the e-mail itself using the properties Reply, Reply All, or forward. To clarify the sequence of the original subject, or discuss the issue on the matter.

12. **Broadcast Email:** If the e-mail was posted on the university level to write electronic publishing in case of emergency, or of a great importance, and sent to the class Targeted.

- Such as: students, faculty, and staff.
- Write e-mail publishing content in both Arabic and English.
- Specify the name of the consignee, and the target group, and the subject of the message.
- Send an electronic publishing only for once, with the exception of some cases that require re-Transmission, in order to recall, or to correct an error in the message content.
- Send the contents of an electronic publication to the Office of the Vice President for Student Affairs , and communicate with the authority to send an electronic publishing.

2. SMS

When using SMS in the process of communication, follow the following policies and procedures :

1. SMS is one of the important means of communication, although not an alternative means for E-mails.

2. Taking approval of the head of the administrative unit on the content of the text message.

3. Be sure to use an updated list of mobile numbers of students.

4. Must not use the SMS in:

- Sending personal or confidential information to students, such as: test scores, or student academic status .
- Send reminders that already been sent, except in cases of necessity.
- Send personal messages or events.

5. Make sure that:

- The message is clear and concise.

- Drafting is appropriate, and free of grammatical errors or spelling errors.
- The communication Information of the sent-party is added at the end of the text message.

3. Landline phones:

When using landline phones in the process of communication, follow the following policies and procedures :

1. necessity to respond to the incoming phone calls to the administrative unit, and transfer it to the specified authority if necessary.
2. Unify the way of answering the phone, that includes a greeting, and your name, and the destination of where the employee works.
3. Transform communications related to students to Student Contact Centre.
4. Do not allow the exchange of personal and confidential information for students, or participation, over the phone.
5. Make sure to update phone numbers on websites, and brochures , and the unit's publications.

4. Websites:

When using Websites in the process of communication, follow the following policies and procedures :

1. Maintain each administrative unit an online presence at the university website in both Arabic and English.
2. Every administrative unit update its website periodically and regularly, and make sure that the information are correct, and accurate, and free of spelling errors, or technical, and artistic errors.
3. Websites are subjected to the policies and laws adopted in the web design and construction of the University.
4. You can use websites for the purpose of publicity and advertising activities, within the policies and the laws of the university.
5. Request for update of the web page are sent to the editor of the site, and send a copy to the head of the Administrative unit, including the data to be updated and the page title.

6. Any administrative unit can hire a person that is suitable to manage the website content after the approval of the Vice President for Student Affairs, provided that:

- Employees or students (part-time job).
- Has the ability and knowledge of working on the computer especially text editing programs , such as (Notepad, PDF, Microsoft word)
- Has the experience of basic knowledge to work on the editing of web pages.
- Has a familiarity with the basics of design and digital photo editing.

5.Meetings

If held official meetings, should follow the following policies and procedures :

A - Staff meetings:

1. Determines right place and right time for all people attending in meeting
2. Coordinate in advance about the booking of the meeting room, so the meeting is not conflicting with the existence of other meetings in the same hall.
3. Insure meeting coordinator of readiness of the meeting hall.
4. Send an invitation to attend the meeting to all the attendees before at least 3 days, with attaching the agenda of the meeting.
5. Identifies the person responsible for writing the minutes of the meeting.
6. The minutes of the meeting include(the title of the meeting, the time and date, attendance, discussion, and Results).
7. Sends the minutes of the meeting to the people involved in the meeting, or the person authorized to read it, in a period not exceeding one week from the date of the meeting.
8. Send a copy of the minutes of all the regular meetings to President for Student Affairs at the end of each month.
9. If apologizing for attending the meeting shall notify the coordinator of the meeting.

10. In case of cancellation of the meeting shall notify all the members involved in the meeting before the of the meeting 3 hours at least.

B- Meetings of the students:

1. Book the hall by the person authorized to book the halls.
2. Preferably the booking of the halls in times after the official working hours of the staff.
3. Must fill the meeting room reservation form completely, including identifying the subject of the meeting the person's information who is a coordinator for the meeting.

6. Publications

When issuing publications, which are related to the administrative unit, or certain event, or be directed to a specific category (Student guide, Department of Student Services) and has been used in the communication process. The following policies should be followed:

1. All kinds of publications are issued after the approval of the Vice President for Student Affairs.
2. They are checked linguistically and for misspellings.
3. Send printed content in its final form to the specified authority to process the design in Arabic and English.
4. Each unit is responsible for the administrative follow-up of the design and printing with the authority to do so.
5. Publications are published electronically or on paper within the laws and policies of the university.

7. Announcements:

When you using the ads in the process of communication, you must follow the following policies and procedures :

1. The Director of Administration / Center decides the need to design ads foe an event and the required number .

2. Coordinate in advance and in sufficient time, with the agency responsible for designing the advertisement.
3. Ads for events are in both Arabic and English.
4. Ads for events are designed according to the design rules used at the university.
5. Ads are published electronically or on paper within the laws and policies of the university.

8. Press Releases

When making press statements related to university management and its academic issues, or published in the visual media, or printed inside or outside the university, you must follow the following policies and procedures :

1. The official directors and presidents of centers and departments are authorized to make press statements.
2. The department heads and staff can make a statement, after obtaining the approval of the Director of Administration / Center.
3. The form and the content of the press release must agree with the University's vision In general, and the Student Affairs sector in particular.

Appendix (1) communicating via e-mail **Email Etiquette:**

1. Use a standard form of fonts in e-mails

Color: black, size: 12 or Simplified Arabic: - Arabic (Type -14)

In English: Times New Roman(type- 10 or 12) should also avoid capitalization.

2. To define the basic elements of the electronic message as follows:

- The e-mail address (and writes in the subject which briefly expresses the Message content).
- Addresses of the persons concerned to the content of the message,
- To : or otherwise, and put their addresses in box is intended to inform the recipient and of the content of the email (CC) carbon copy .
- Use BCC) carbon copy when you send the message to people and keep their addresses hidden from the rest of the recipients of the message.

- The sender must ensure to attach any documents or files: (Attachments) attachments
Wish to be sent with the message content.
- The email must include an introduction, content, and a conclusion, writes in a professional and formal manner agrees with the subject.
- Ensure the correctness of the language used, and that it is free from errors; spelling or grammatical mistakes.
- Need to add a signature at the end of the message includes the name, job title, and
Communication Information.

Service Delivery Time

Students Procedures

Student Employment Procedure

- Identify eligible students preferably from the nutrition stream in coordination with the Career Services Section.
- Interview students and shortlist qualified ones based on a pre-determined checklist of qualities requested by Food Services Section.
- Train selected students for an appropriate period (1 month), conduct on-the-job tests and provide inspection permit certifications to the shortlisted candidates
- Student are provided with site visits to external kitchens, regulatory authorities etc.
- Student employees should sign an agreement (contract) stipulating their job profile and the rules that need to be adhered to.
- Student employees are constantly monitored by inspectors and their reports are double checked for corrective actions that are implemented or need further follow up.
- Have a reward program in place in addition to the monthly remuneration in order to appreciate their achievement of special skills and to motivate them and others
- Students showing professional performance for more than 3 months are treated as full time employees where they act like inspectors with full authority (corrective actions fully reported and implemented, fines signed etc).

Student Employment Contract

THIS AGREEMENT, made as of the date -----.

Between:

Food Services & Catering Section: (AS THE FIRST PARTY)

And

Part Time Student (OF THE SECOND PARTY)

WHEREAS the Student and the Food Services and Catering Section wish to enter into an agreement governing the terms and conditions of Qatar University.

- 1) The part time student should be aware of the policies and procedures of Student Employment program.
- 2) Students should follow Food Services & Catering policies and procedures.
- 3) The part time student should come for a minimum of 7 hours a week with exception of sick leave and exam times.
- 4) The part time student acknowledges that working with the Food Services Section is a serious commitment where he/she receives 2 certificates (certificate of eligibility after 1 month of training) and (certificate of work experience, at the end of the semester).
- 5) The duration of this agreement is one semester renewed and signed at the beginning of each semester.

General Rules:

- 1) The part time student should submit her / his schedule to the supervisor as soon as it's ready.
- 2) The part time student should come **on time** and never be late. If she has an exam or can't come to work for any reason, she has to inform the supervisor as soon as she knows about it and arrange with another student worker to take her place. The schedule of all the employees and their contact numbers will be available in the Food Services Office.
- 3) Any violation of this agreement entitles the section to ask for suspension of the students payment and deprivation of his/her work experience certificate.

Signature of the First Party

Signature of the Second Party

Certificate of Qualification



This is to certify that

Mr./Ms. _____

has passed a 1-month food inspection training

and is eligible to inspect Qatar University's cafeterias (kitchens) under the supervision of the Food Services Team.

Dina Isalfan
Head of Food Services & Catering

Tini John
Quality, Health and Safety Specialist

Date: _____