

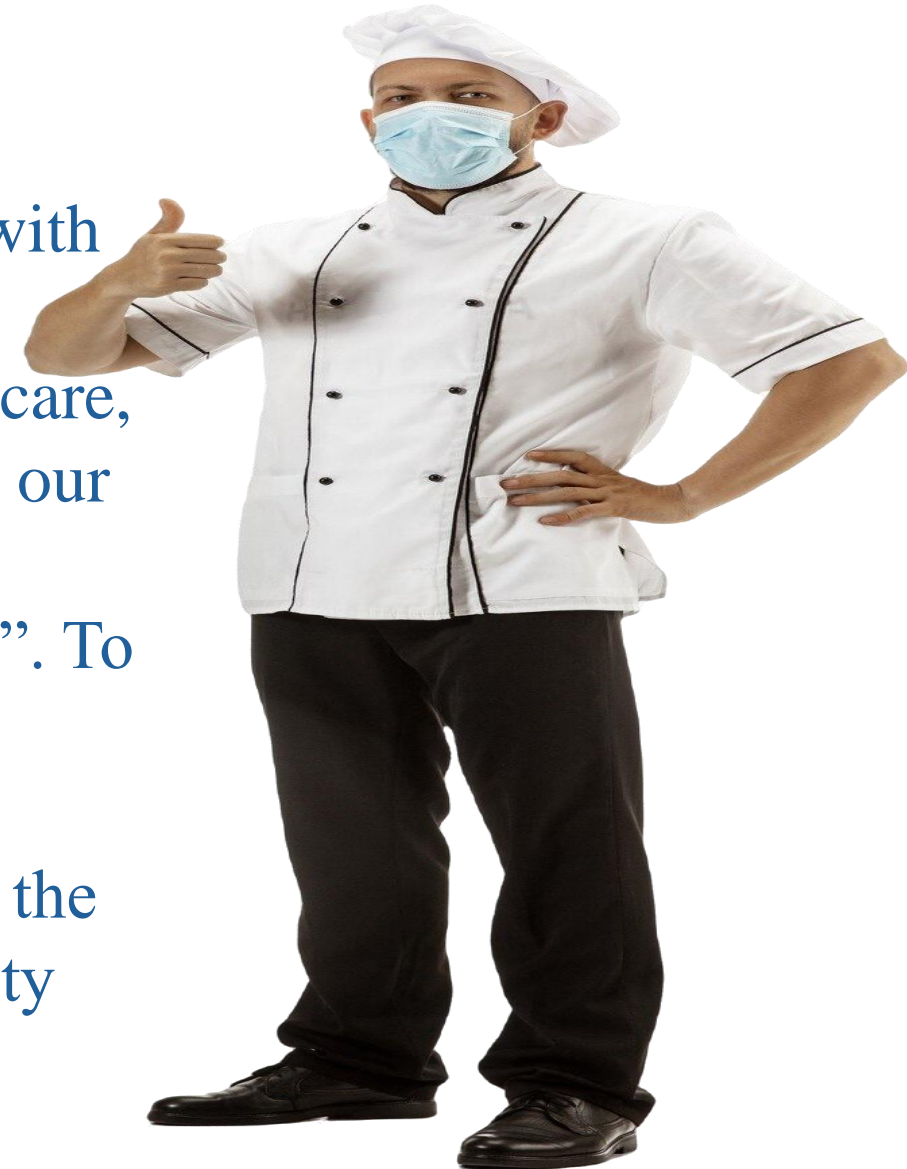


INTRODUCTION



ABOUT US :

King Hospitality Services established on 1st June 2021 with the intention of providing creative, innovative and inspiring food services with moderate cost to the Healthcare, Industries, Institutions, Corporate and Events. And also, our aims to provide food with the lowest to public through Restaurants, Café and Food court through “ King Foods”. To provide high quality catering and allied services to their functions with moderate cost through “ King Event Management” and also providing manpower services to the customers based on their necessity through “King Facility Services”.



" THE SPRIT OF HOSPITALITY "

MISSION :

Our mission is to provide utmost dining experience to our clients by providing diversified food experience with quality food and very affordable price by ensuring all safety and hygiene practice are in place.

HSE POLICY :

King Hospitality Services is committed to undertake its operational activities to achieve the highest standards of Health, Safety and Environment for their workers, clients and the community within which we operate.

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CORE VALUES :

- Trust
- Respect
- Customer – Centric
- Sustainable Performance
- Diversity & Inclusion



OUR SERVICES :

- Healthcare
- Industries
- Institutions
- Corporate Events
- Café & Restaurants
- Wedding



CSR ACTIVITY



HUNGER - OUT : An act of Good Deeds

Hunger out is an initiatives of King Hospitality Services, which aims to feed the needy ones in diversified pillars as follows,

- Food to destitutes
- Victims of natural calamities
- Community fridge
- Stray pets



Corporate Social Responsibility

CLIENTS

Healthcare :

- New Medical Center
- Solara Active Pharma Sciences
- Strides Pharma Sciences

Institutions :

- Pondicherry University (3 canteens)

Industries:

- Coromandel International Limited



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BUSINESS



Restaurant :

King Foods
No.77, ECR Main Road,
Chinnakalapet,
Puducherry – 605 014

Cafe :

King Foods
No.2, Subbaiah Salai,
Rock Beach, Near Duplex statue,
Puducherry – 605 001



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HEALTHCARE CATERING



Our proprietor Mr.Raja have more than 18 years experience in the catering field and more than 10 years experience in the healthcare catering services. He handled the below hospitals during his experience.

- Pondicherry Institute of Medical Sciences, Puducherry.
- East Coast Hospital, Puducherry.
- New Medical Centre, Puducherry.
- Kidney Center Hospital, Puducherry.
- Karpagam Medical College and Hospital, Coimbatore.



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DIET SERVICES



There are seven meals in a day.

- Bed Tea
- Breakfast
- Mid Morning Feed
- Lunch
- Evening Feed
- Dinner
- Bed Milk



PRICE OFFER FOR PATIENT SERVICES

(Rates quoted are exclusive of applicable taxes)



DIET	MENU	UOM	RATE PER PAX INR
Camp	Breakfast, Lunch & Dinner	Per patient / Per day	Rs.200 / -
Normal Diet	Bed milk, Breakfast, Juice, Lunch, Milk & Sundal or Soup, Dinner and Bed milk	Per patient / Per day	Rs.450 / -
Diabetic Diet	Bed milk, Breakfast, Juice, Lunch, Milk&Sundal or Soup, Dinner and Bed milk	Per patient / Per day	Rs.450 / -
Diet for special ward with Hot box	Bed milk, Breakfast, Juice, Lunch, Milk&Sundal or Soup, Dinner and Bed milk	Per patient / Per day	Rs.550 / -
Fluid Diet	9 Feed / Juice per day	Per patient / Per day	Rs.550 / -

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MENU – CAMP DIET



DAY	6 AM	BREAKFAST	LUNCH	EVENING	DINNER	9PM
SUN	-	PONGAL, 2K KOSTHU	RICE, DRUMSTICK BRINJAL SAMBAR, PEPPER RASAM, PLANTAIN PORIYAL, BUTTER MILK	MILK	IDIAPPAM, 2K PEAS MASALA	-
MON	-	IDLY, 2K SAMBAR	RICE, BROAD BEANS KARAKUZHAMBU, TOMATO RASAM, BEETROOT PORIYAL, BUTTER MILK	MILK	CHAPATHY, 2K RED GRAM DAL FRY	-
TUE	-	IDIAPPAM, 2K PEAS MASALA	RICE, RADISH SAMBAR, GARLIC RASAM, BROAD BEANS MASALA, BUTTER MILK	MILK	IDLY, 2K VEGETABLE CURRY	-
WED	-	HOUSE DOSA, 1K TOMATO THOKKU, 1K SAMBAR	RICE, LADY'S FINGER MORE KUZHAMBU, GINGER RASAM, MIXED VEG PORIYAL, BUTTER MILK	MILK	IDIAPPAM, 2K WHITE CHANNA MASALA	-
THU	-	PONGAL, 2K SAMBAR	RICE, SMALL ONION KARAKUZHAMBU, CORIANDER RASAM, BOTTLE GOURD KOOTU, BUTTER MILK	MILK	IDLY, 1K SAMBAR, 1K TOMATO THOKKU	-
FRI	-	IDIAPPAM, 2K WHITE CHANNA CURRY	RICE, MIXED VEG SAMBAR, TOMATO RASAM, GREENS KOOTU, BUTTER MILK	MILK	HOUSE DOSA, 1K TOMATO THOKKU, 1K SAMBAR	-
SAT	-	IDLY, 1K SAMBAR, 1K TOMATO THOKKU	RICE, PORICHA KUZHAMBU, DAL RASAM, LADY'S FINGER MASALA, BUTTER MILK	MILK	CHAPATHY, 2K BLACK CHANNA MASALA	-

MENU – NORMAL DIET



DAY	6 AM	BREAKFAST	LUNCH	EVENING	DINNER	9PM
SUN	MILK	PONGAL, 2K KOSTHU	RICE,SALAD,DRUMSTICK BRINJAL SAMBAR, PEPPER RASAM, PLANTAIN PORIYAL, CHOW CHOW KOOTU, BUTTER MILK	MILK, MIXED SUNDAL	IDIAPPAM, 2K PEAS MASALA	MILK
MON	MILK	IDLY, 2K SAMBAR	RICE, SALAD, BROAD BEANS KARAKUZHAMBU,TOMATO RASAM,BEETROOT PORIYAL, ASH GOURD KOOTU, BUTTER MILK	MILK, WHITE CHANNA	CHAPATHY, 2K RED GRAM DAL FRY	MILK
TUE	MILK	IDIAPPAM, 2K PEAS MASALA	RICE,SALAD, RADISH SAMBAR, GARLIC RASAM, BROAD BEANS MASALA, GREENS KOOTU, BUTTER MILK	MILK, GREEN GRAM	IDLY,2K VEGETABLE CURRY	MILK
WED	MILK	HOUSE DOSA , 1K TOMATO THOKKU, 1K SAMBAR	RICE,SALAD, LADY'S FINGER MORE KUZHAMBU,GINGER RASAM,PLAINAIN STEM KOOTU, MIXED VEG PORIYAL,BUTTER MILK	MILK, MIXED SUNDAL	IDIAPPAM, 2K WHITE CHANNA MASALA	MILK
THU	MILK	PONGAL, 2K SAMBAR	RICE,SALAD,SMALL ONION KARAKUZHAMBU,CORIANDER RASAM,CABBAGE MASALA,BOTTLE GOURD KOOTU,BUTTER MILK	MILK, BLACK CHANNA	IDLY,1K SAMBAR, 1K TOMATO THOKKU	MILK
FRI	MILK	IDIAPPAM, 2K WHITE CHANNA CURRY	RICE,SALAD,MIXED VEG SAMBAR,TOMATO RASAM, KOVAIKA PORIYAL, GREENS KOOTU, BUTTER MILK	MILK, MIXED SUNDAL	HOUSE DOSA, 1K TOMATO THOKKU,1K SAMBAR	MILK
SAT	MILK	IDLY, 1K SAMBAR, 1K TOMATO THOKKU	RICE,SALAD,PORICHA KUZHAMBU,DAL RASAM,LADY'S FINGER MASALA,CABBAGE KOOTU,BUTTER MILK	MILK, WHITE CHANNA	CHAPATHY, 2K BLACK CHANNA MASALA	MILK

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MENU – DIABETIC DIET



DAY	6 AM	BREAKFAST	LUNCH	EVENING	DINNER	9PM
SUN	MILK	WHEAT DOSA 2, 2K KOSTHU	RICE,CHAPATHY,SALAD, DRUMSTICK BRINJAL SAMBAR,PEPPER RASAM,PLAINTAIN PORIYAL, CHOW CHOW KOOTU,BUTTER MILK	MILK, MIXED SUNDAL	CHAPATHY,2K PEAS MASALA, 1K MIXED VEG PORIYAL	MILK
MON	MILK	BROKEN WHEAT KITCHADI, 2K SAMBAR	RICE,CHAPATHY,SALAD, BROAD BEANS KARAKUZHAMBU,TOMATO RASAM,LADY'S FINGER PORIYAL, ASH GOURD KOOTU,BUTTER MILK	MILK, WHITE CHANNA	CHAPATHY,2K RED GRAM DAL FRY,1K SOYBEAN MASALA	MILK
TUE	MILK	WHEAT DOSA 2, 2K PEAS MASALA	RICE,CHAPATHY,SALAD, RADISH SAMBAR, GARLIC RASAM,GREENS KOOTU,BROAD BEANS MASALA, BUTTER MILK	MILK, GREEN GRAM	CHAPATHY,2K VEG CURRY,1K CABBAGE PORIYAL	MILK
WED	MILK	BROKEN WHEAT KHICHIDI,1K SAMBAR,1K TOMATO THOKKU	RICE,CHAPATHY,SALAD, LADY'S FINGER MORE KUZHAMBU, GINGER RASAM,PLAINTAIN STEM KOOTU, MIXED VEG PORIYAL,CHOW CHOW/BROAD BEANS, KNOL KNOL, BEANS, GREAN PEAS, BUTTER MILK	MILK, MIXED SUNDAL	CHAPATHY,2K WHITE CHANNA MASALA,1K BROAD BEANS PORIYAL	MILK
THU	MILK	WHEAT DOSA 2, 2K SAMBAR	RICE,CHAPATHY, SALAD, SMALL ONION KARAKUZHAMBU, CORIANDER RASAM, CABBAGE MASALA, BOTTLE GOURD KOOTU, BUTTER MILK	MILK, BLACKCHANNA	CHAPATHY,2K WHOLE GREEN GRAM MASALA, 1K LADY'S FINGER PORIYAL	MILK
FRI	MILK	BROKEN WHEAT KHICHIDI, 2K WHITE CHANNA CURRY	RICE, CHAPATHY, SALAD, MIXED VEG SAMBAR, TOMATO RASAM, GREENS KOOTU, KOVAIKAI PORIYAL, BUTTER MILK	MILK, MIXED SUNDAL	CHAPATHY, 2K VEGETABLE CURRY, 1K BEANS PORIYAL	MILK
SAT	MILK	WHEAT DOSA 2 , 1K SAMBAR, 1K TOMATO THOKKU	RICE, CHAPATHY, SALAD, PORICHA KUZHAMBU, DAL RASAM, LADY'S FINGER MASALA, CABBAGE KOOTU, BUTTER MILK	MILK, WHITE CHANNA	CHAPATHY, 2K BLACK CHANNA MASALA, CAULIFLOWER PORIYAL	MILK

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MENU – CLEAR FLUID DIET (200 ML)

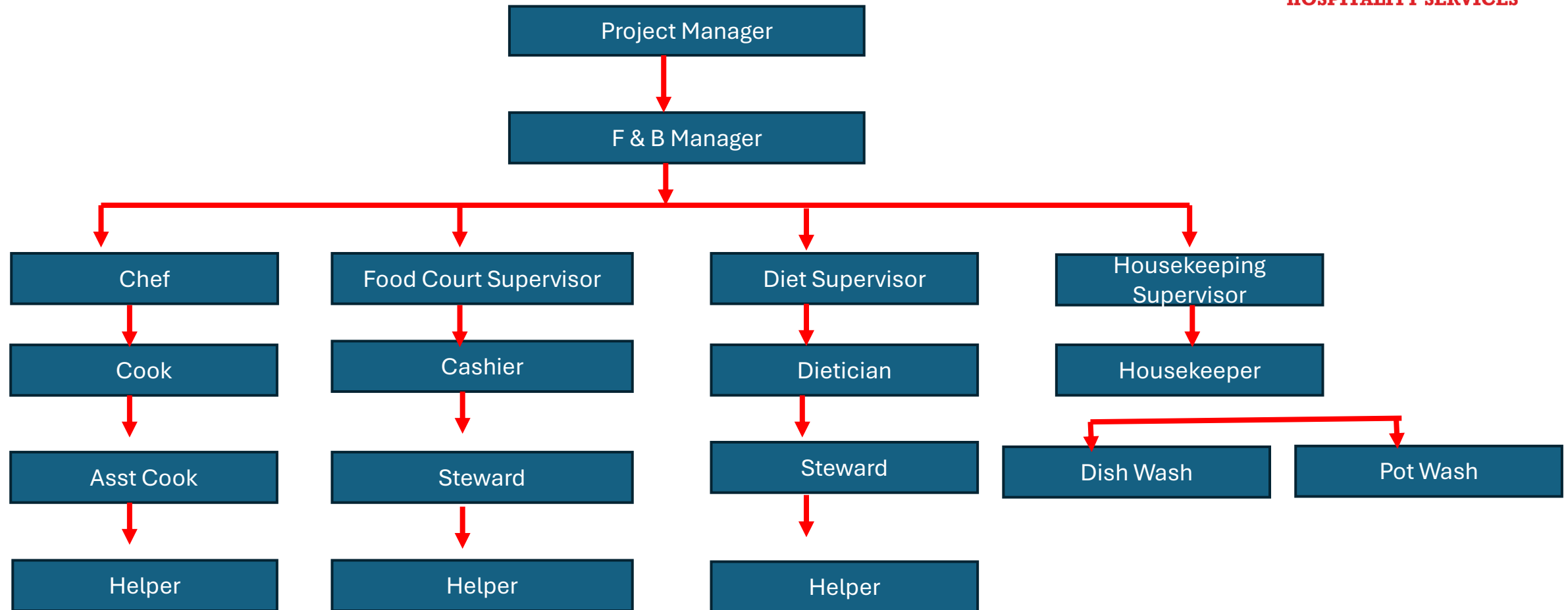


TIME	NCLD	DCLD	LPCLD
6.00 A.M	TCW	TCW	PAJ+20S
8.00 A.M	APJ+20S	APJ	APJ+20S
10.00 A.M	PAJ+20S	PAJ	PAJ+20S
12.00 NOON	TCW	TCW	APJ+20S
2.00 P.M	PMJ+20S	PMJ	PAJ+20S
4.00 P.M	OJ+20S	OJ	APJ+20S
6.00 P.M	PAJ+20S	PAJ	PAJ+20S
8.00 P.M	APJ+20S	APJ	APJ+20S
10.00 P.M	TCW+20S	TCW	TCW+20S

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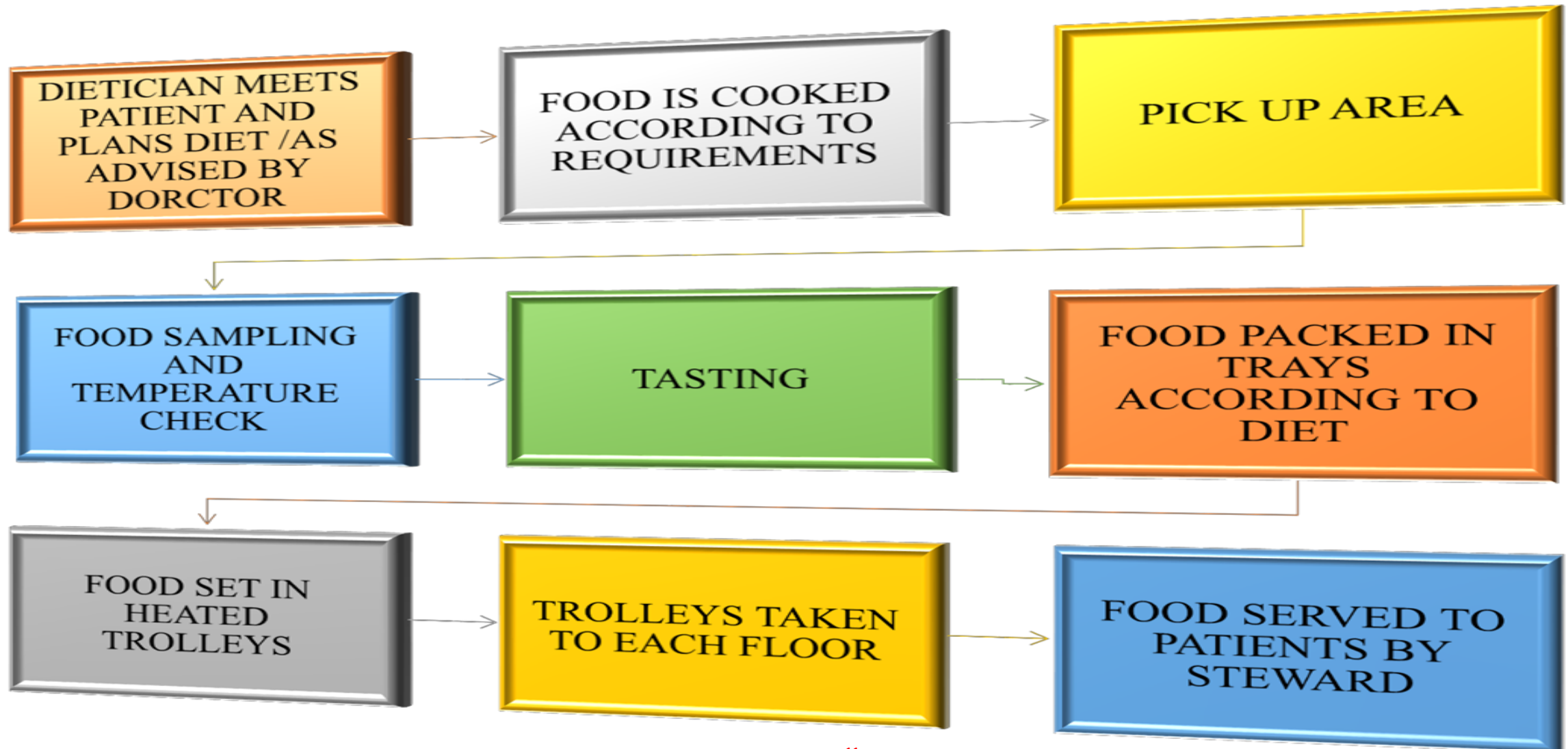
PROJECT CREW HIERARCHY



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SOP – PATIENTS DIET SERVICE



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DIET TROLLEY & SERVICE



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QUALITY CONTROL - FOOD



1. STANDARDIZATION
OF COOKING
METHODS.



2. REGULAR HEALTH
CHECK UP OF
KITCHEN STAFF.



3. REGULAR TRAINING
IN FOOD HANDLING



4. SURPRISE TESTING
OF COOKED FOOD BY
SENIOR OFFICIALS



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QUALITY CONTROL - AREA



1. SCHEDULE OF
KITCHEN
CLEANING



2. MAINTENANCE &
CALIBRATION OF
EQUIPMENTS.



3. MONITORING OF
COLD ROOM, DEEP
FREEZERS &
REFRIGERATOR



4. METHOD OF
DISPOSAL OF
WASTE



5. PROPER
VENTILATION
& SMOKE EXHAUST



FOOD SAFETY DEFENCES



1. Clean and sanitizes of all equipment's, cutleries and crockeries



2. Food workers with good personal hygiene.



3. Food cooked to or held at correct temperatures.



4. Storage of raw materials and cooked food.



5. Food handling and Prevention of cross contamination.



5 STEPS TO FOOD SAFETY



IMPORTANT QUALITY CONTROL REQUISITES



1. A strict check on the quality of the food prepared & served to patients.

2. Quality of food grains, raw vegetables, fruits, sweets beverages are to be checked routinely

3. Non veg items should be absolutely fresh if served.

4. Quality of cooking medium & spices OF

5. Supervisory visits /Quarterly quotations /Regular checks on the dietary department.

6. Good Physical layout ensuring easy workflow.

7. Correct use of standardized recipes.

8. Scientific technique & procedure for preparing each category of food so that their natural flavor & nutritional value is not compromised.

9. Progressive cooking & preparation of food in the shortest period of time.

10. Availability of Quality trained staff.

11. Good management & supervision.



PERSONAL HYGIENE

1. Bath regularly.

2. Clean hands regularly.

3. Short fingernails and without varnish.

4. Hair clean and covered.

5. Avoid touching nose, mouth and ears during food preparation.

6. Clean teeth and regular visit to the dentist.

7. Clean feet with low closed shoes.

8. Cooks should not handle foods if any cuts, burns and sores.

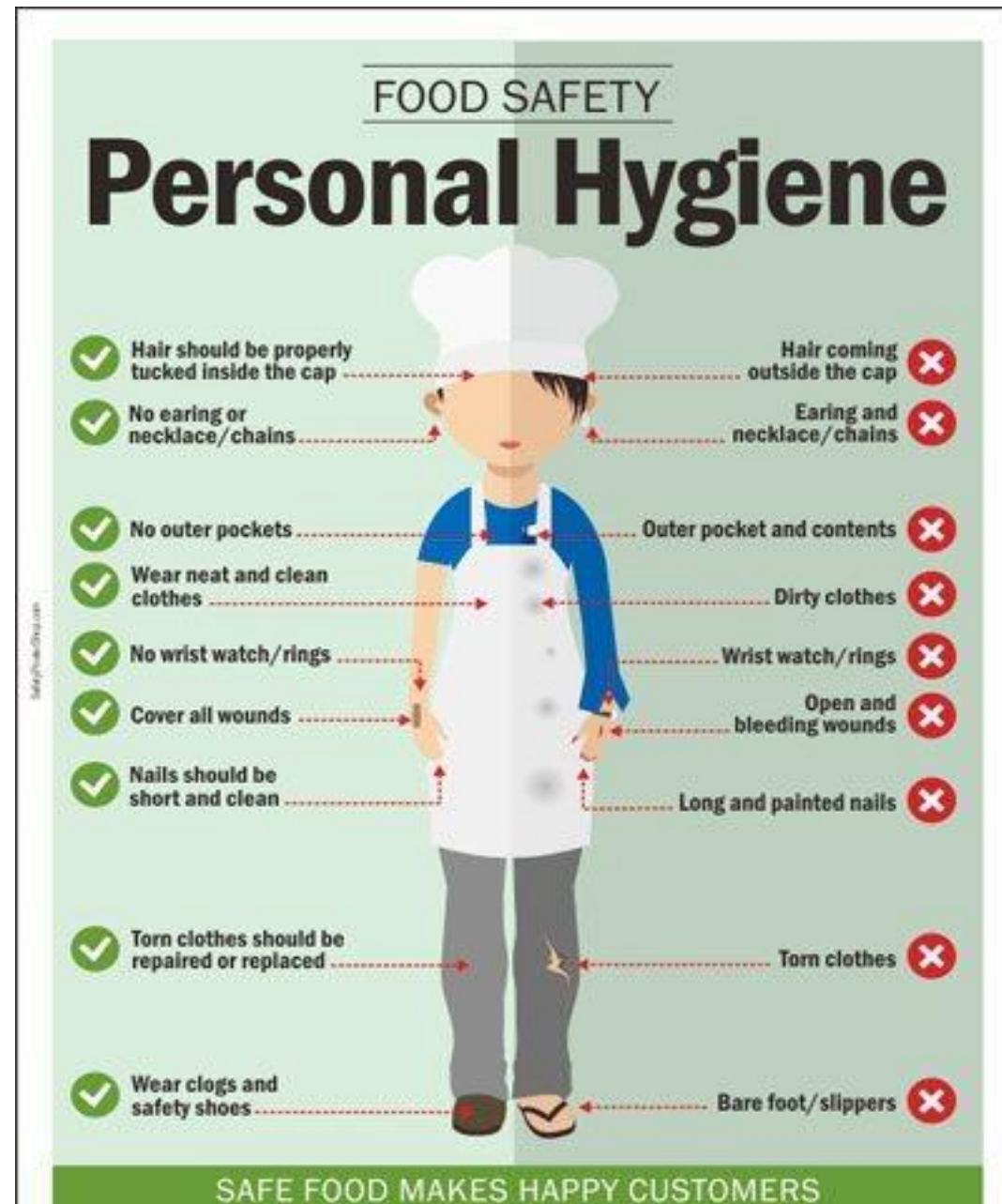
9. Use cosmetics in moderation but ideally should be discouraged.
10. No jewellery should be worn in the kitchen.

11. No smoking, tasting, or food using fingers or other activities which bring hands and mouth directly in contact with food.

12. No spitting.

13. Illness, sickness, diarrhea, sore throat, fever, or skin infections should be reported to management.

14. Clean appropriate kitchen uniform - chef's cap, apron, long and shoes.



PREVENTION OF CROSS CONTAMINATION



Cross contamination happens when bacteria from raw foods get into other foods. Raw meat is the main source of cross contamination.

Tips to avoid cross contamination:

1. Wash hands after handling raw meat.
 2. Wash & sanitize all food-contact surfaces that touch raw meat.
 3. Prepare raw meat in an area away from other foods.
 4. Use a separate cutting board for raw meat.
 5. Store raw meat below other foods in the refrigerator & freezer.
 6. Store meat with a higher cooking temperature (like chicken) below meat with a lower cooking temperature (like fish).
 7. Food-contact surfaces should be washed, rinsed, & sanitized after each use to remove germs that can cause illness.
 8. The sanitizer should be changed often because grease, dirt & food piece make the sanitizer less effective
- Prevention of Cross Contamination.



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COLOR CODE



COLOUR CODED CLEANING & HYGIENE

Red

Toilets
Bathrooms
Dirty Utility Rooms



Blue

General Cleaning



Green

Kitchen
Food Service
Preparation



Yellow

Infectious
Isolation Areas



The aim of an equipment colour coding system is to prevent cross contamination during the cleaning process. It is vital that a system forms part of an employee training programme. The colour coding of cleaning equipment is a simple but important step that will make a large contribution to hygiene standards and the elimination of cross infection.

THE CHEF SPOT

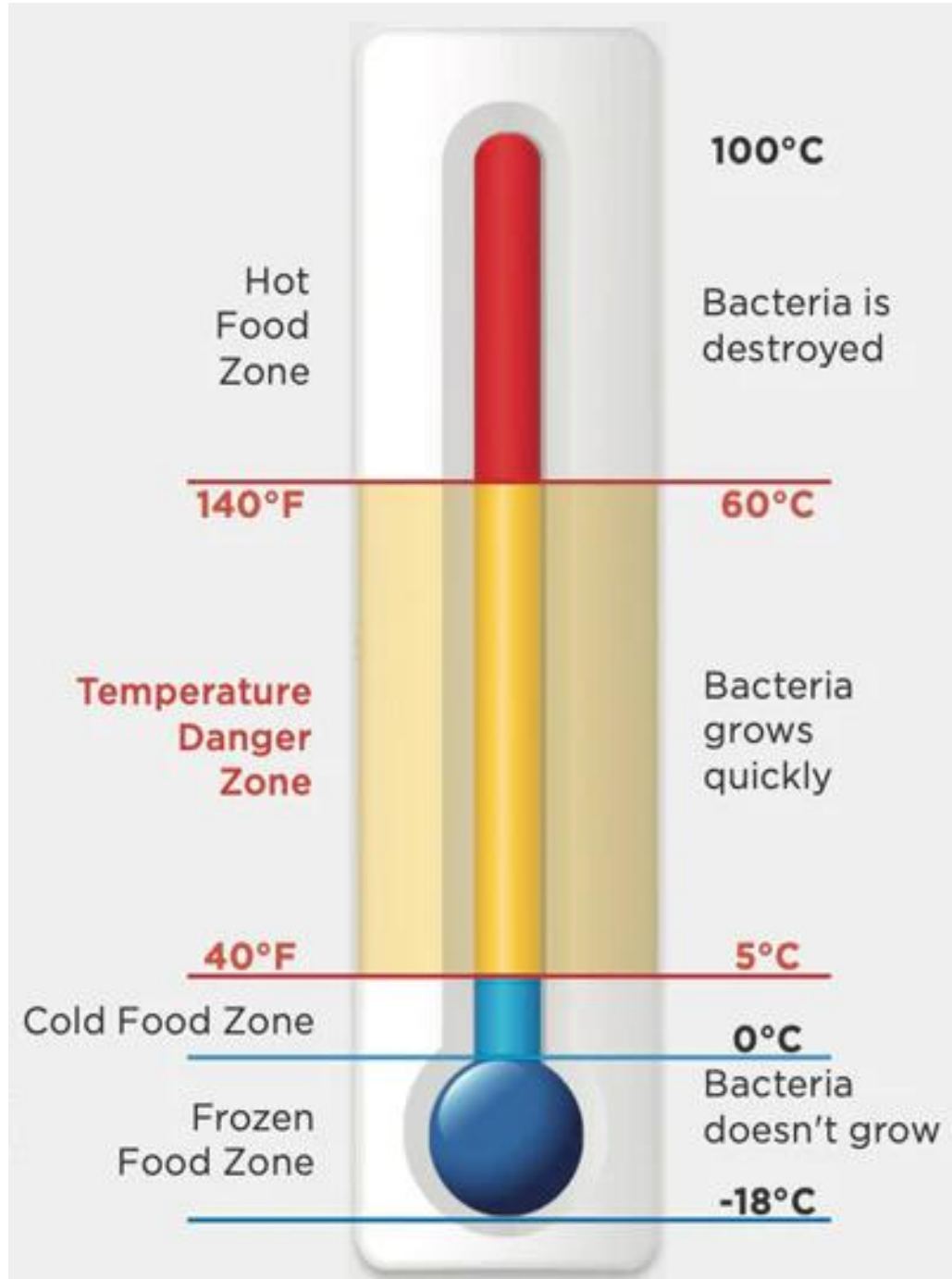


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TEMPERATURE

Proper temperatures are required for the safety of potentially hazardous foods.

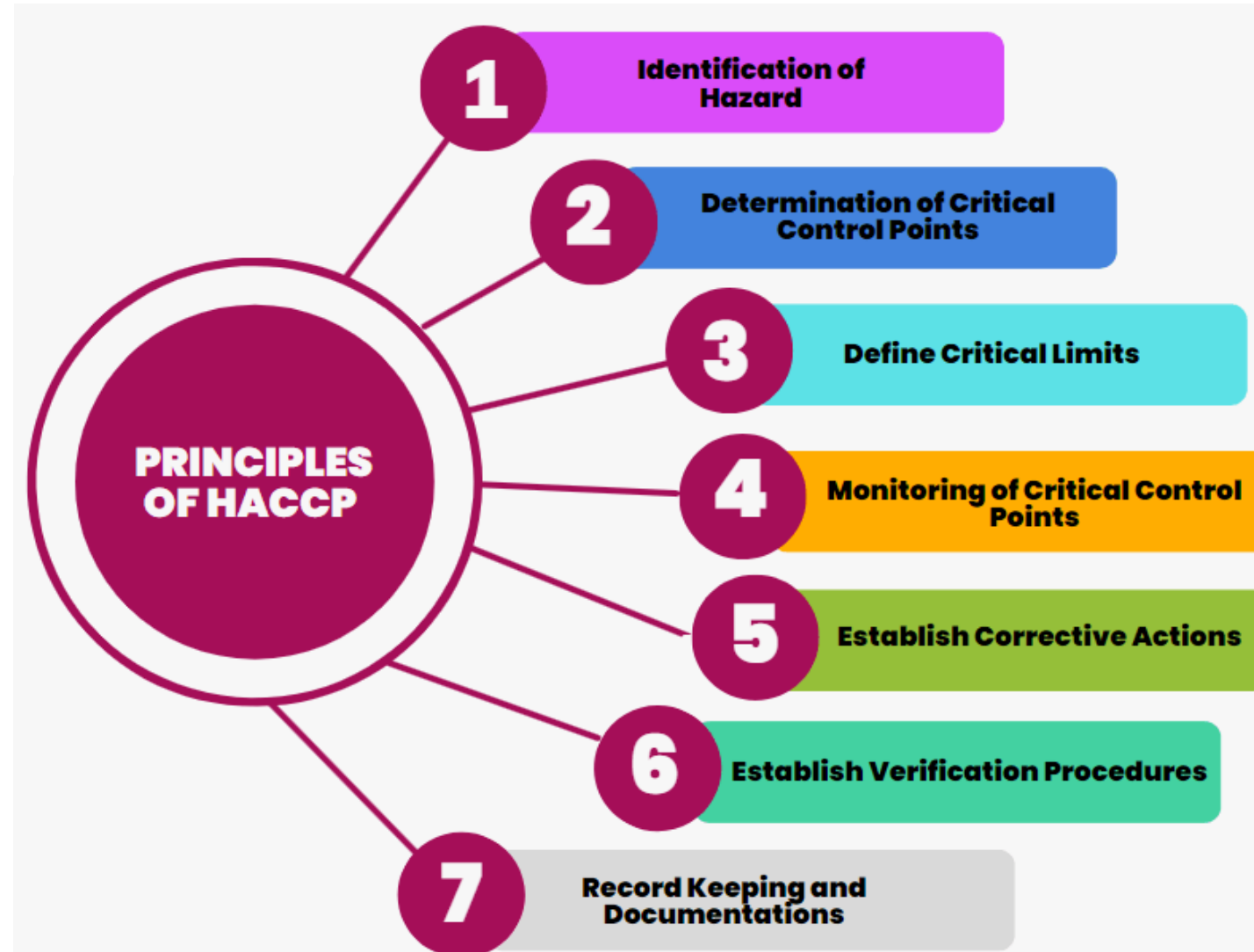
- * A thermometer must be used to make sure, the cooked, cooled, & stored at food is delivered at correct temperature.
- * Most bacteria do not grow in hot or cold temperatures. To keep food safe, cold foods must be kept 41°F or colder. Hot foods must 140°F or hotter.
- * The range of temp between 41°F - 140°F is called the Danger Zone. When potentially hazardous foods are left in the Danger Zone, bacteria can grow fast or poisons that can make people sick.
- * Check temperature of food every 2 hours If food is less than 60°C (140°F) for less than 2 hours, reheat food to 74°C (165°F) and increase equipment temperature control until a temperature of greater than 60°C (140°F) is maintained.





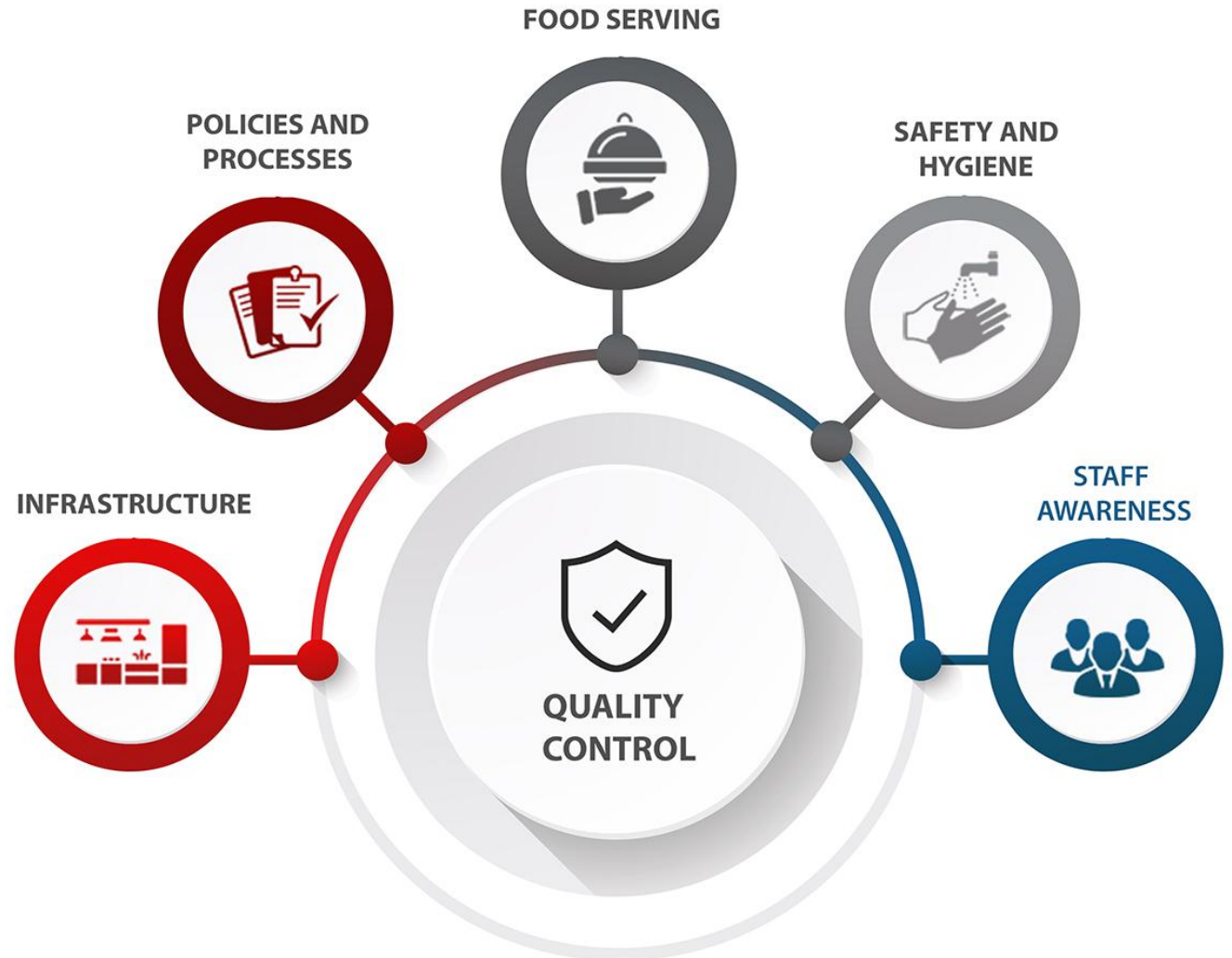
The HACCP plan keeps your food safe from biological, chemical and physical food safety hazards.

HACCP is a systematic approach to identify, evaluate, and control food safety hazards. It has 7 principles including conducting a hazard analysis, determining critical control points, establishing critical limits, monitoring procedures, and establishing corrective actions.



NABH

The caterer of hospital is responsible for fulfilling the food and diet requirements to the patients as per the **NABH** standards. In addition to patient, it can also cater to employees, patients' family members and visitors. The food services for patients plays important role in aiding to treatment and faster recovery of patient. The quality objectives of food services in hospital should be to provide **right food to right patient at right time**, provide food that is **safe to consume** and **palatable** and to **avoid wastages** of food.



GENERAL TERMS & CONDITIONS

Mobilization

We require **30 days** from the date of issue of Letter of Intent for mobilization of services.

Billing & Payment

1. KHS shall raise invoices by end of every fortnight/ monthly along with a statement of services based on the delivery service reports. Client shall pay the same within **15 (fifteen)** days of receiving the invoices.
2. Copies of Service Delivery Report duly acknowledged by the client Representative shall accompany the invoice.

Taxes

1. Rates quoted are exclusive of GST.
2. All applicable taxes, levies, duty & surcharge, present and future if any, will be charged at actual.

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Change of Rates

1. Rates proposed are based on the scope of work and the service offered.
2. However in case of change in scope of work the rates will be revised.

Revision of Rates

The rates for services are subject to revision every year. The price will be reviewed every year and shall be compensated based on a suitable justification by KHS with relevant supporting viz.

Force Majeure

During force majeure, i.e. floods, riots, earthquakes, strikes etc., KHS shall provide the maximum possible services in the given circumstances. If it should continue beyond seven days, services shall be provided on specific mutually agreeable terms and conditions.

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Events / Functions

1. All official functions considered outside the scope of regular catering services and a separate charge will be fixed for each function based on the menu and other requirements.
2. All items if not available shall be outsourced for the functions. These costs will be reimbursed to KHS on actual + 10% service charges.
3. Also a sufficient advance notice has to provide for these functions to ensure proper arrangements and services.
4. In case of any special functions / menu, the rates shall be mutually discussed and agreed to by and between the parties in written.



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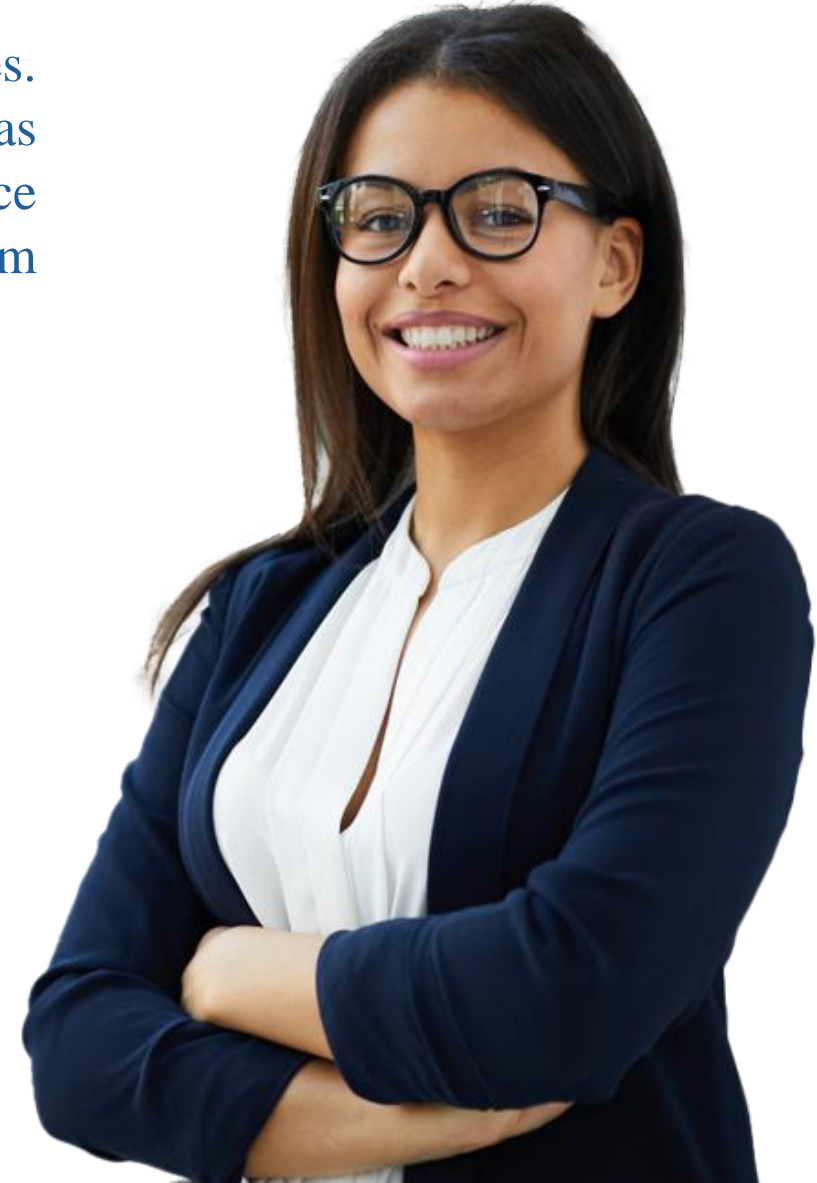
HR INITIATIVES

KHS manages a strong and dedicated workforce of over 100 employees. *Happy Employees make a Successful Company* is a belief that KHS has maintained right throughout. KHS has all the Statutory Compliances in place & makes a concerted effort to constantly motivate & enhance its Team regularly.

KHS recruitment policy is very clearly defined.

- The site requirement is met through internal promotions or through external recruitment.
- While the Management and Executive candidates are directly interviewed by the Senior Management of the company, the rest are interviewed by the operations manager and HR department.
- Selected candidates are sent for the mandatory medical checkup.
- Based on the outcome, the candidates are issued appointment letter for joining.

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Our employees enjoy benefits in different ways:

- 1. Employee Recognition Award Scheme:** This includes Great Employee of Quarter, Great employee of the Year & Great Employee of the Region Award.
- 2. Employee Referral Scheme (ERS):** Employees can refer candidates & earn rewards
- 3. Grievance Management Process (GMP):** Sometimes, an ear to grievance is all it takes to make our employees feel cared about & special. Site visits by HR Executives, Grievance slips helps to reach out to the site workers
- 4. Employee Engagement Initiative:** Sporting & Recreational Events are organized on occasions to encourage Employees participation.
- 5. Welfare Measures:** KHS provides various welfare measures which help in attrition reduction, food during work hours, Accommodation for those who wish to avail the housing provided by company.



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HEALTH, SAFETY AND ENVIRONMENT



Food Safety

KHS is committed to provide safe and quality food services meeting customer expectations, specifications and regulatory requirement. This is communicated, implemented and maintained across all levels in the organization. Our certification confirms the same. We strive to continually improve the effectiveness of our quality management system

Food Samples

Samples of Food served are maintained in a prescribed manner analysis in case of any eventuality related to food served. This effectively helps to understand the problems and thereafter to set up effective guards against such eventualities in the future for 72 hours to enable lab



#306122716

Audit:

As part of the Standard Operating Procedure, regular audits ensure functioning at a 'Minimum Operating Standard' level as prescribed.

Training:

Regular training modules are conducted for refreshing as well as to update the attendees of the latest.

Zero Tolerance:

9 activities identified as zero tolerance. Deviation or failure to adhere shall attract penal action.

- Wearing of head gear during work
- Wearing of hand gloves while handling food
- Maintain person grooming and hygiene
- Hand wash prior to commencement of work.
- Maintain Food sampling procedure
- Sanitization of Chopping boards, knives, cutting blades and wiping cloths.
- Adherence to color codes
- No cartons in stores.
- Maintain temperature logs wherever applicable.

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Environment Plan:

- Food, Paper, Plastic, Glass and Metal will be segregated at source by Collection in different bins.
- Food Waste from Kitchen and Plate will be measured on a Daily Basis and reviewed on Monthly Basis.
- Purchase of Eco-friendly, Bulk and concentrate products.
- Waste Awareness Campaigns and Training at each site



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THE END



No.77, ECR Main Road, Chinnakalapet, Opp. To Pondicherry University Gate 2, Puducherry - 605 014