

REPORTING FAULTY EQUIPMENT - FOOD & BEVERAGE STORES

CODE: P040

Section: Food & Beverage Stores

Policy Owner: BOG

Procedure Owner: Stores Head of Department

Purpose

The procedure for reporting faulty equipment in the production, individual and demonstration kitchens to the Property department for repair.

Scope

To guide the Kitchen and Restaurant Assistants, Team Leader – Kitchen and Restaurant Assistants and F&B Head of Department on how to report faulty equipment and to fill the provided reference form.

Staff responsible for procedure

Kitchen Assistants/ Team Leader – Kitchen and Restaurant Assistants /Stores Head of Department.

Responsibilities and Monitoring

Monitor that procedure is in line with ITS policies and any emerging issues. The Food & Beverage food stores Head of Department, the Property Manager and the Team Leader – Kitchen and Restaurant Assistants are responsible to oversee this procedure.

Procedure

- When the Kitchen assistant is notified about faulty equipment by the Lecturer in their assigned kitchen, s/he must immediately report this fault to Team Leader – Kitchen and Restaurant Assistants.
- In cases where the fault occurs during the evening shifts, the Kitchen Assistant must report the fault the following morning.
- The Team Leader – Kitchen and Restaurant Assistants and/or the head of department shall duly fill in the 'Equipment fault report form' (attached). A ticket is to be opened to Property department and a copy or a screen shot is sent to the F&B Academic Manager.
- The serial number of the faulty equipment must be clearly written down.
- The Property Manager must monitor the process and keep constant communication with the designated contractor.
- If the equipment is repaired at ITS, ITS staff and the Property Manager must supervise and approve such works.
- An email is sent automatically to the Team Leader – Kitchen and Restaurant Assistants / F&B Stores Head of Department when the equipment is repaired showing that the opened ticket is now resolved. For equipment which is certificated as unrepairable, a report is to be drawn by the Property manager and the equipment is removed from the Inventory.

Records management

- Staff must maintain all relevant records in a soft copy and/or hard copy to administering this policy and procedure.
- These records must be kept for 5 years.

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All relative documentation must be stored in clearly specified file in the PC or Laptop, backed by copies in SharePoint.

EQUIPMENT FAULT REPORT FORM

Kitchen:

The Kitchen and Restaurant Assistants and/or the head of department shall duly fill in this form. A ticket is to be opened with the Property department and a copy of the form is sent to the Property department and F&B Academic Manager.

An email, together with the form is sent to the Team Leader – Kitchen and Restaurant Assistants / F&B Stores Head of Department and F&B Academic Manager when the equipment is repaired.

EQUIPMENT NAME:		
BRIEF DESCRIPTION OF FAULT:		
REPORTED BY: JOB TITLE: KITCHEN ASST.	DATE AND TIME:	
REPORTED TO:	DATE AND TIME:	
FAULT REPAIRED BY ITS STAFF	YES	NO
FAULT REPAIRED BY CONTRACTOR:	YES	NO
NAME OF CONTRACTOR:		
BRIEF DESCRIPTION OF FAULT:		

CONFIRMATION OF JOB DONE: PROPERTY DEPT _____