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| **Process** | Catering Services |
| **Purpose** | Ensure professional catering services to all students,staff and other guests. |
| **Output** | Sales reports |
| **S/No** | **Activities** | **Inputs** | **Risks** | **Risk Level** | **Risk Impact** | **Mitigation** | **Opportunity** | **Action** |
| 1 | Menu Planning for Catering Services | Personnel | Unqualified staff | Low | High | Employing qualified | Markets for survey | Carry out survey |
|   |   | Time | Lack of stock |   |   | staff | Training |   |
|   |   | Finance | Lack of finance |   |   | Training existing staff |   |   |
|   |   | Foodstuff | Postponement of opening |   |   | Carrying out staff needs |   |   |
|   |   |   |   |   |   | assessment |   |   |
|   |   |   |   |   |   | Budget provision |   |   |
|   |   |   |   |   |   | Carrying out market |   |   |
|   |   |   |   |   |   | survey |   |   |
|   |   |   |   |   |   |   |   |   |
| 2 | Food and Beverage Preparation & production | Food items | Lack of stock | Medium | High | Timely orders | Modern equipment | Purchase of equipment |
|   |   | Beverages | Students unrests |   |   | Laise with Estates | Training |   |
|   |   | Fuel | Lack of fuel |   |   | Train existing staff |   |   |
|   |   | Personnel | Unqualified staff |   |   | Employ qualified staff |   |   |
|   |   | Time | Water shortage |   |   |   |   |   |
|   |   | Other resources | Power outages |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 3 | Special services | Personnel | Lack of approval | Medium | Low | Ensure approvals | Training |   |
|   |   | Approvals | Meeting cancellation |   |   | Charge late cancellations |   |   |
|   |   | Time | Lack of stock |   |   | Timely reoders |   |   |
|   |   | Food items | Unqualified satff |   |   | Train existing staff |   |   |
|   |   | Beverages |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   | Training |
| 4 | Dining Hall Food Service | Personnel | Lack of cleaning stock | Medium | Low | Timely orders |   | Automation |
|   |   | Cleaning materials | Power outages |   |   | Standy generators |   |   |
|   |   | Cash registers | Unqualified staff |   |   | Automation |   |   |
|   |   |   | Loss of cash |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |
| 5 | Cleaning of the kitchen/Dining Hall | Cleaning materials | Lack of cleaning stock | Medium | Low | Timely stock | Training |   |
|   |   | Personnel | Unqualified staff |  |  | Train existing staff |   |   |
|   |   | Time |   |   |   | Employ qualified staff |   |   |
|   |   |   |   |   |   |   |   |   |
| 6 | Maintenance & Repairs in the kitchen | Personnel | Unqualified staff | Medium | Low | Train existing staff | Training |   |
|   |   | Time |   |   |   | Employ qualified staff | Adoption of best |   |
|   |   | Work Request forms |   |   |   |   | practices |   |
|   |   |   |   |   |   |   |   |   |
| 7 | Fumigation services | Personnel | Unqualified staff | Medium | High | Train existing staff | External Service  | Outsource |
|   |   | Time | Students unrests |   |   | Employ qualified staff | providers |   |
|   |   |   |   |   |   |   |   |   |
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