

AMALA F & B SERVICES

Standard: 1.2.7

Measurable point: Canteen facility



Report on the Food and Beverage Department

Institute Name: Amala Plus F&B Department
Report Period: 2025
Prepared For: IQAC

Executive Summary:

The Food and Beverage Department at Amala Plus F & B Department is a cornerstone of student well-being and campus life. Operating with a unwavering commitment to quality, hygiene, and student-centricity, the department provides nutritious, affordable, and diverse meals in a safe and modern environment. This report details our systematic approach to ensuring excellence across all operations, from procurement to plate, underscored by robust feedback mechanisms and a culture of continuous improvement.

1. Quality and Hygiene Standards

The department's highest priority is to ensure that all food served is safe, hygienic, and of the highest quality.

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Procurement:

We source raw materials exclusively from empanelled, reputable suppliers who are verified for their licenses and compliance with FSSAI standards.

A rigorous incoming material inspection process is mandatory. All items are checked for freshness, quality, and expiry dates before being accepted into inventory. Specific attention is paid to the procurement of fresh, seasonal fruits and vegetables daily.

Hygiene Practices:

Strict protocols govern food preparation, storage, and handling. This includes the use of color-coded chopping boards and knives to prevent cross-contamination.

All kitchen equipment and utensils are sanitized daily using food-grade disinfectants.

Automated dishwashers with high-temperature rinse cycles ensure sterility.

Comprehensive pest control measures are implemented quarterly with regular internal monitoring.

A daily "Hygiene Check" audit is conducted by a designated Hygiene Officer, covering personal hygiene of staff (uniforms, caps, gloves), kitchen cleanliness, and storage temperatures.

Certifications:

Our department is fully compliant with all guidelines laid down by the Food Safety and Standards Authority of India (FSSAI). Our license is prominently displayed.

We are actively working towards achieving the ISO 22000:2018 (Food Safety Management System) certification.

2. Infrastructure and Facilities

We pride ourselves on a modern, efficient, and scalable infrastructure designed to handle the needs of our student body.

Kitchen and Dining Hall:

Our kitchen spans an area of around 3000sq ft and is strategically designed with separate sections for raw material preparation, cooking, baking, and washing.

The dining hall has a seating capacity of 260 plus seating at a time, with a modern, cafeteria-style layout that ensures smooth flow and a comfortable dining experience.

Equipment:

The kitchen is equipped with state-of-the-art, energy-efficient equipment including:

Industrial cooking ranges and ovens

Walk-in freezers and refrigerators for segregated storage

Automated dough kneaders and vegetable cutters

Industrial-grade exhaust systems to maintain air quality

Reverse Osmosis (RO) water purification plants providing safe drinking water across all outlets.



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Waste Management:

A strict policy of segregation at source is followed. Wet waste (food scraps) is collected separately from dry waste (packaging).

Our wet waste is processed through an on-site organic waste composter, converting it into manure for the institute's gardens.

Dry waste like paper, plastic, and metal is sent to authorized recycling agencies, aligning with the institute's sustainability goals.

3. Menu and Nutritional Value

Our menu is scientifically planned to be diverse, culturally sensitive, and nutritionally complete.

Menu Planning:

Menus are crafted by a committee including the Head Chef, a certified nutritionist, and student representatives.

We operate on a bi-weekly rotational menu cycle to ensure variety and prevent monotony.

The menu incorporates a balance of Indian, Continental, Chinese, and regional cuisines.

Nutritional Balance:

Every meal is designed to provide a balanced diet. Our nutritional focus ensures adequate caloric intake and the right proportion of proteins, carbohydrates, vitamins, and fibers essential for students' academic and physical activities.

The daily menu includes a generous serving of fresh seasonal fruits, salads, and curd.

Special Dietary Needs:

We provide dedicated counters and preparation areas for eggetarian, and pure vegetarian options.

Students with medically diagnosed allergies or specific dietary requirements (e.g., gluten-free, lactose-intolerant) can register with the department. Customized meals are prepared for them in a separate area to avoid cross-contact.

4. Operational and Financial Management

The department is managed with professional efficiency to ensure seamless service and financial sustainability.

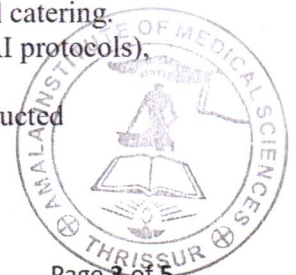
Staffing:

Our team is led by a Head Chef with over 15 years of experience in institutional catering.

All staff members undergo mandatory training biannually on food safety (FSSAI protocols), personal hygiene, and fire safety.

Skill development workshops on new cooking techniques and cuisines are conducted regularly to keep the menu innovative.

Feedback Mechanism:



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A multi-channel feedback system is in place:

Suggestion Boxes: Physical suggestion boxes are placed at the exit of the dining hall.

Student Committee: A dedicated Food Committee with student representatives meets monthly with the department management to discuss suggestions and address concerns.

Feedback is reviewed weekly, and actionable points are implemented, with results communicated through notice boards and the institute's portal.

Cost Management:

The department operates on a no-profit, no-loss model, ensuring highly subsidized, cost-effective meals for students.

Financial management is robust, with all procurement and expenses recorded in a centralized Enterprise Resource Planning (ERP) system. Regular audits ensure transparency and accountability.

5. Student and Stakeholder Satisfaction

The success of our department is ultimately measured by the satisfaction of our students and the institute community.

Surveys and Feedback:

The biannual student satisfaction survey consistently reflects high approval ratings. For the academic year 2025, the department scored high on overall satisfaction, with specific high scores for hygiene taste and variety.

Community Engagement:

The department proudly caters for all major institute events, including conferences, cultural festivals, and convocation ceremonies, showcasing our capability and quality to a wider audience.

We also provide catering services for official guest lectures and workshops, ensuring a seamless experience for all stakeholders.

Innovation:

Digital Integration: Pre-ordering system via a mobile app to reduce waste and improve planning is going to implement at the earliest.

Sustainability:

Introduced biodegradable packaging for takeaways and eliminated single-use plastics.

Conclusion:

The Food and Beverage Department at Amala Plus F & B Department

Submitted by:

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HOD – F&B Department





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Amala Plus



DEPARTMENT OF FOOD & BEVERAGE

Date:
Place:



Betsy

Dr. Betsy Thomas
Principal
Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL

AMALA INSTITUTE OF MEDICAL SCIENCES

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