

# New Procedure for food allowance in AWCC Guest Houses

## Document Information

<b>Sponsor</b>	AWCC	<b>Business Owner</b>	AWCC
<b>Project Manager</b>	Sami Alamyar	<b>Estimated Budget</b>	103.3 AFN / Employee / Meal
<b>Target Start Date</b>	Pursuant to Management Instructions	<b>Target End Date</b>	Pursuant to Management Instructions

## Document History

Version	Date	Status
Currently	6/18/2022	Employees receive 310 AFN / Day for three times (Breakfast, Lunch, Dinner). For more, details is provided in below proposal vision.
Version	Date	Predicated Change
After Management Approval	Based on Instructions	Guest House Managers would be instructed to provide three times (Breakfast, Lunch, Dinner) for the employees who are on duty and staying in guest house based on HQ office provided menu

## Document Approvals

Role	Name	Signature	Date
Project Sponsor	AWCC		
Committee Member	Procurement		
Committee Member	Audit		
Committee Member	HR		
Project Manager	PMO		

## Check and Approved By:

Role	Name	Signature	Date
PMO Manager	Sami Alamyar		
HR Directoe	Esmat Enayat		
D'MD	Aliullah Sarwari		
CAO	Bassir Bayat		

# **New Procedure for food allowance in AWCC Guest Houses**

## **Overview**

### **Purpose**

The main purpose of the new procedure for food allowance in AWCC guest houses is to provide better and efficient services and more facility (Breakfast, lunch, dinner) for those employees who are on duty and staying in AWCC guest houses.

The purpose of the new procedure for food allowance in AWCC guest houses is to effectively plan, deliver better services, facility and also efficiently use of AWCC resources for the better and satisfaction of employees who are on duty. The purpose of this Plan includes:

- Application of better hygiene in the Guest House
- The breakfast, lunch and dinner is served in the dining room which prevents from serving the meal in individual rooms
- Cleanliness of the Kitchen and the rooms
- Avoids from cooking different meals for individual employees
- Avoids from crowd in kitchen (i.e: Some employees like to cook for themselves which is a big headache for the guest house cook and facility supervisor)
- Low gas consumption
- Low fuel consumption (Individual employees request for vehicle to bring meal for themselves)
- Low oil consumption
- Clear menu for all Guest Houses from HQ office
- Less time (i.e: Employees would not be supposed to waste time in purchasing food items; Instead they will focus more on their main mission)

### **Project Vision**

#### **Current “As Is” State**

Currently the employees who are going to duty and stay in the guest house, receives 65 AFN for breakfast, 115 AFN for lunch, 115 AFN for dinner and 15 AFN for water and snacks which is not enough for an individual employee for three times meal. Hence, If these amounts are combined would be efficient to provide collective enough food for all of the employees in guest house.

## **Future “To Be” State**

The main reason for the application of the **New procedure for food allowance in AWCC Guest Houses** is to provide better meal services and more facility to the employees.

Guest House Managers would be instructed to provide three times (Breakfast, Lunch, Dinner) for the employees who are on duty and staying in guest house based on HQ office provided menu.

## **Purchasing Procedure:**

- The main food items (which are not going to be expired soon. i.e: Rice, Oil, Bean, Pea, Pea Dahl, Mung bean, Masala, Salt, Sugar, Tea, Cleaning materials etc) for all guest houses would be purchased for each two months by a committee (HR, Finance and Procurement) under the supervision of Facility department.
- The facility department quality controller (chief) should be at supervision level of the committee because he know about the quality and quantity of food items more than others. The advantage of this purchased is that only desired standard of quality will be purchased at lowest possible rate.
- More about the committee members would be instructed by the management
- The committee members should be different on each purchasing period
- Meat, vegeteables and fruits should be purchased in supervision of guest house supervisor
- Gas should be contracted with a vendor under the supervision of the committee
- For any emergency purchases the guest house supervisor should take instructions from facility HQ office through email or phone
- More efficient comments are applicable

Note: This purchasing procedure is made to avoid from corruption and frauds of purchaser. Due to mis-application of the procedure we may face problems in quality and quantity of the facilities.

## **Implementation process:**

- This procedure is going to be applied as a one month trail on a very crowd AWCC guest house (Kandahar)
- After receiving a positive feedback and experience from the trial month, the procedure would be spreaded step by step to another guest houses
- The procedure should be checked by HR and facility representatives secretly during the trial month
- Forms of satisfaction and dissatisfication would be distributed to each employee by the HR regional representative and the results would be shared to Facility and HR HQ departments in trail month
- Forms of satisfaction and dissatisfication would be distributed to any selected employee by the HR regional representative and the results would be shared to Facility and HR HQ departments (Two times / Each Month)
- The employees who are not in guest house and are not reacheable, Guest house supervisor should pay petty cash to them based on HR policy

- The guest house supervisor should take care and provide special meal for the employees who are facing different diseases and cannot eat the cooked meal.

### **Closing:**

- All financial reports should be shared for approval to the facility HQ department for further process
- Guest house supervisor is obliged to inform the Facility HQ department, If some of the listed items in menu is getting expensive
- Facility HQ department will replace the requested item to a suitable and cheaper food item in coordination with guest house chief
- Guest house supervisor is obliged to inform the Facility HQ department, If there is lack of kitchen, room equipment or dishes
- Facility department would check the requirement and raise the relevant PR to the procurement department for purchase process.
- For the better application of this procedure and cleanliness of the guest house rooms no one is permitted to take the meal with themselves to the rooms except dining room.
- On duty employees are obliged to inform the guest house manager about their presence or absence in guest house at least 3 hours before a meal time.
- All AWCC departments are obliged to share the list of their employees who are going to be on duty and stay in guest house to the Facility department at least two days in advance.
- For any emergency on duty case the admins of the departments must coordinate with Facility department via phone on mission the day

### **Summary:**

AWCC is the largest communication company in Afghanistan and deserves to have the best services for the customers. Therefore, for keeping the customers satisfied we need to first satisfy our own employees which needs a better and arranged accommodation and meal. For this purpose we have made a plan and after plan procedure which is derived from a long process of critical thinking, executive employees comments, guest house supervisors, chiefs, other employees and local market requirements that we think this may effect efficiently on employees satisfaction and more facility with lowest resources and best outcome.

**Prepared by: PMO Department**