STANDARD OPERATING PROCEDURE (SOP) FOR CONVENTION CENTER (GUEST HOUSE) OPERATIONS

1. **Purpose:** This SOP is intended to provide clear guidelines for the efficient and smooth operation of the guest house, ensuring a high standard of service for guests and maintaining effective management of resources.

2. **Room Allotment Procedure:**

- VIP rooms shall be allotted with the concurrence of the Hon'ble Vice Chancellor.
- Reservations can be made through phone or email or personally. The incharge shall obtain an approval of booking from the Registrar or Dy Registrar.
- A reservation confirmation email/message must be sent to the guest after obtaining the filled request form as per **attached format**.
- The incharge should confirm the number of rooms, check-in/check-out dates, and any special requests (e.g., extra bed, early check-in, etc.).
- The guest is required to present a valid ID at check-in.
- The guest's information must be entered into the register.
- A room number is allocated based on availability and preferences (if any).
- Rooms should be checked by caretakers before guest arrival to ensure cleanliness, functioning of amenities and availability of toiletries.
- Upon check-out, ensure the guest has paid any outstanding dues (if applicable).
- A final receipt must be provided to the guest.
- The University guests shall not be charged for room or food.

3. **Types of Menu:** The Convention centre has been provided with the kitchen facility. The concerned incharge shall ensure availability of raw material for the food as per requirements.

- **Breakfast Menu:**
  - **Continental**: Toast, bread-butter, jams, eggs (boiled, scrambled), fresh fruit, juice, tea/coffee.
  - **Indian**: Paratha, poha, upma, puri, sabzi, idli, sambar, curd, tea/coffee.

- **Lunch/Dinner Menu:**
  - **Vegetarian**: Dal, paneer dishes, vegetables, rice, chapati, raita, salad.
  - **Non-Vegetarian**: Chicken curry, mutton curry, fish, egg curry, rice, chapati. (subject to demand informed by the guest on previous day)
  - **Accompaniments**: Pickles, chutneys, papad, desserts (e.g., kheer, ice cream).
- **Snacks:** Sandwiches, pakodi, tea, coffee, cookies etc,.
- **Beverages:** Soft drinks, packaged water bottles, tea, coffee, juices.

4. **Meal Charges:**

- Breakfast: Rs. 75/-, lunch, or dinner : Rs. 150/- each shall be charged from the guests other than university guest. The rates shall be revised from time to time.
- Special dietary requirements (e.g. non-veg /vegan / non gluten etc.,) may incur additional charges as per actual cost incurred.
- Packaged Water Bottles shall be charged on actual price.

5. **Charges for Rooms:**

- Standard charges for a single room are Rs. 1500/- plus GST and for VIP room is Rs. 2000/- plus GST or as revised from time to time.
- Rates should include amenities like Wi-Fi, TV, air conditioning/heating, and toiletries.

6. **Duties of Caretakers / Support Staff:**

- Ensure rooms are cleaned and maintained.
- Replenish consumables (e.g., toiletries, towels, bedsheets) in the rooms as needed.
- Maintain cleanliness in common areas (lobby, dining area, corridors).
- Address guest requests or complaints promptly.
- Ensure safety and security of guests, locking all windows and doors at night.
- Check the functionality of air conditioning, lighting, plumbing, and other room amenities daily.
- Greet guests on arrival and assist with their luggage.
- Answer any queries guests may have regarding local attractions, transport, and facilities.
- Ensure that any maintenance requests are handled efficiently.
- Ensure daily dusting in the room, fans and other appliances.
- The vehicles of the staff shall be parked at the designated place only.

7. **Duties of the In-Charge of the Guest House:**

- Ensure that the name and contact number of the care-taker on duty is displayed on the reception counter.
- Oversee guest satisfaction and resolve any issues that caretakers are unable to address.
- Ensure that all guest feedback is collected and acted upon for continuous improvement.
- Supervise the caretakers and other support staff to ensure smooth operations.
- Handle check-ins/check-outs, reservations, and billing.
- Ensure inventory is adequately stocked (toiletries, cleaning supplies, etc.).
- Ensure that all staff members are aware of their roles and responsibilities.
- He shall obtain an advance of Rs. 25,000/- and submit expenditures for operational needs at month end.
- Ensure that billing is accurate and transparent.
- Prepare monthly reports regarding room occupancy, revenue, and expenses.
- Maintain stock levels for toiletries, linens, cleaning supplies, and other consumables.
- Stock levels should be reviewed regularly (weekly or bi-weekly).
- Items like tea kettle, tea/sugar/milk bag, soap, towels, and toilet paper must be checked regularly and replenished before running out.
- Track items such as furniture, linens, bedding, kitchen equipment, TV, air-conditioners, power regulators and other appliances.
- All items (including furniture, electrical appliances, fire extinguishers, AC, TV, PC, Wi-Fi, Water Coolers, RO System, linen, kitchen appliances, etc.,) should

be tagged and registered into an Inventory Register with the date of purchase and prices.

- Regularly inspect non-consumable items for damage or wear and replace as needed.
- The in-charge should maintain a list of suppliers for various guest house needs (food, beverages, cleaning supplies, toiletries, etc.).
- The procurement process should be cost-effective. All purchases shall be supported with proper bills.
- Fire extinguishers must be regularly checked and maintained. The main switch shall be properly marked and indicated.
- A first aid kit should be available and easily accessible to all staff.
- Parking of the vehicles of the guest shall be at the designated parking place. Only the vehicles of VIP guest are permitted in the porch.
- Ensure rooms are thoroughly cleaned before guest check-in and maintained daily during the guest's stay.
- Fresh linens and towels should be provided regularly.
- Washing and ironing of the linens is to be ensured.
- Lobby, hallways, and dining areas should be cleaned daily or as needed. Pigeon proofing of the areas shall be ensured.
- Regular cleaning and sanitization of the kitchen must be done.
- Food must be stored and prepared under hygienic conditions, following all food safety regulations.

8. **Conclusion:** This SOP serves as a comprehensive guide for the day-to-day operations of the Convention Center. Adhering to these procedures will ensure smooth functioning, high guest satisfaction, and proper resource management.

Dr. Sunita Pankaj
Registrar

Date : 13 Feb 2025

File Reference : NLUJ/SS/CC/2025/21/934