

Evaluation of Catering Services

M/V MAMOLA SERENITY
SOUTH CAPE CONGO

week : 45 2023
CONGO, PNR - KITINA

appreciation scale

1-very unsatisfactory / 2-unsatisfactory / 3-satisfactory / 4-very satisfactory

		SATISFACTION DEGREE				
		weight	1	2	3	4
1 - Catering		1.95				
1.1 - Quality of food and beverages	5%					X
1.2 - Diversity of food and beverages	5%				X	
1.3 - Quantity of food served	5%					X
1.4 - Quality of dish presentation and quality of service in mess room	2%					X
1.5 - Sufficient and permanent presence of fresh food (vegetables, fruits...)	5%					X
1.6 - Menu signed by Master/Company Man/Camp Boss, and display in the mess room	2%					X
1.7 - Follow-up and checking of expiry dates of products	8%					X
1.8 - Respect of cold chain during products transfer on board	8%					X
1.9 - Cleanliness of galley and bakery	5%					X
1.10 - Cleanliness of chiller, freezer and provision room	5%					X
2 - Housekeeping / Laundry		1.03				
2.1 - Cleanliness of cabins and offices	5%					X
2.2 - Cleanliness of corridors, recreation room, changing room	2%					X
2.3 - Cleanliness of toilets (including toilet paper supply)	2%					X
2.4 - Cleanliness of mess room	5%					X
2.5 - Cabin services (linen change, bed making and soap supply)	5%					X
2.6 - Quality of laundry work (cleanliness)	5%				X	
2.7 - Quality of laundry work (redistribution of clothes in the required time, frequency)	3%					X
3 - Operations Management		0.92				
3.1 - Respect of instructions received from Master and Catering & Accomodation Dpt	3%					X
3.2 - Presence on board of a stock for a minimum of 15 days consumption	2%					X
3.3 - Quantity of Catering Staff adapted to the situation, and complying with the contract	5%					X
3.4 - Uniformity and cleanliness of working clothes of the Catering Staff	2%					X
3.5 - Attention carried to Safety	5%					X
3.6 - Attitude and professionalism in relation to Customer on board	4%					X
3.7 - Respect of the timetable of services, punctuality	2%					X
<u>Comments / suggestions</u>		Average Note				3.9
Vessel under charter ENI CONGO		Food illness				
Implementation of aluminium/white metal recycle		Work accident				
		Abnormal behaviour with Client or Charterer				
		Overall Note				3.9
		Overall Appreciation				very satisfactory



MAMOLA SERENITY Master : Dan GHEORGHIU

CATERER'S REPRESENTATIVE : NTETANI RICHARD

CHARTERERS' REPRESENTATIVE : BANZOUZI SITA AYMAR VIVIEN

Banzouzi Sita Aymar Vivien