

**DIRECTORATE OF CATERING
SERVICE CHARTER**

OUR VISION STATEMENT

A dynamic, responsive and competitive entity in provision of quality catering services.

OUR MISSION STATEMENT

To provide quality and affordable catering services in a hygienic and friendly environment.

CORE MANDATE

Provision of quality catering services to the University community and external clientele.

	SERVICES OFFERED	REQUIREMENT	CHARGES	TIMELINE
1.	Provision of meals in student messes	Payment	As per Menu	Breakfast 6.30am-10.00am Lunch:11.00am-3.00pm Dinner:5.00pm-8.30pm
2.	Provision of meals in Restaurants.	Payment	As per Menu	Breakfast 8.00am-10.00am Lunch:12.00am-3.00pm Dinner: On request
3	Provision of meals for internal and external events	Payment	As per Menu	As per request
4	Response to Correspondence	Written/Verbal Correspondence	Free	Within 7 Days

If not satisfied with the service rendered, kindly raise the matter in person, writing or telephone with the following office.

Email: director-catering@ku.ac.ke Telephone: 8710901-Ext 4444