



PERFORMANCE EVALUATION OF FOOD SUPPLY CHAIN MANAGEMENT IN THE EFFECTIVENESS OF CATERING INDUSTRY

Sakshi Bang

Sau.Vasudhatai Deshmukh College of Food Technology, Amravati, India

rushipanajkar@gmail.com .

ABSTRACT:

The food service industry encompasses those places, institution and companies that provide meals eaten away from home. This industry includes restaurants, school and hospital cafeterias, catering operations and many other formats premises' and 'off-premises' catering. Industrial catering refers to the providing of meals at the physical location of a business. Whether it be on a daily basis or only for special events, choosing this caterer is not a decision to be taken lightly. The food chain is not only the supply chain of products , it includes products, information, logistics, service, etc. The product is only a part of the services, so in order to have a comprehensive evaluation of the food chain, the service should be oriented. It means we should not only put focus on the products, but also the food safety, food quality, enterprise' responsibility. Food is an essential part of our lives which is why the way it is grown, processed and transported is worth understanding and improving. Broadly the food industry comprises a complex network of activities pertaining to supply, consumption and catering of food products and services across the world. The main role of food chain is classified in following catering industry. Agricultural activities for growing crops, raising live stock and sea food. Food processing of fresh products into canned and packed goods, including frozen food. Researched and development on food technology. Regulation on food production and distribution to ensure quality and safety. A number of factors heighten the demand in the global food catering such as the population level, wealth distribution, health awareness (organic food) and types of varied lifestyle. The main objective of food supply chain management are to enable understanding of core supply chain management concepts as applicable to the food sector, to enhance strategic decision making skill through analysis and integrated perspective, understanding the changing customer needs: Domestic and Export, logistics including packaging, transportation, inventory management and warehousing, infrastructure issues including cold chains.

Keyword: Catering industry, food chain, food supply.

Introduction:

Catering industry is a business of providing food service at a remote site or a site such as a hotel, hospital, pub, aircraft, cruise ship, park, filming site or studio, entertainment site or event venue. Catering industry is not just about preparing a generic menu and serving it to guests - it's about having a unique concept. Since catering isn't a regulated industry, just anyone can start a catering industry. Therefore the competition is in surplus. Catering industry is not only about appealing to taste buds of individual but also to all the other five senses of human being. The availability of these services for people is not a new or trending concept but has been a normal practice in many countries since 1815. Catering is a multi faced segment of food service industry. There is niche for all type of Catering businesses within the segment of Catering. Catering industry compressors establishment primarily engaged in providing single event based on food services. These establishment generally have equipment and vehicles to transport meal and snacks to event and /or prepare food at an off premises site.

Banquet hall with catering staff are included in catering industry.

History:

In late 19th century catering industry took a different phase. As the cities developed it was easier for railway, sea traveling, etc. As the centuries progressed, travellers mostly pilgrims would be cared for in the temple monasteries. During the Mughal rule, the forts and surrounds would cater to the needs of the travellers often in exchange of no more than the stories of their adventure during their travels or any news from other towns and villages. During the later part of the 18th century and the formation of East India Company by the advent of the railways in the mid 19th century, small hotels and clubs were becoming part of everyday life of those who could afford to eat out.

For the ordinary man in the street kerb side catering was a way of life and for many hundreds of years the sense of cooking delicacies like pakora and samosa and other spicy tit bit was a way of ensuring that anyone with a few paise to spare need never go hungry. Prior to the formation of hotels and hotel companies the club provided any lodging

amenities that were required. These clubs wererestricted unfortunately to work in a hotel type environment and become skilled in kitchen and restaurants. These skills were often passed down from fater to son.

The vast Indian army too, required cateringon a different scale and officer's messes then as now resembled high class restaurantwith usually a very good kitchen attached. The princely palaces of the many royal Indian Maharajas and families were also run on hotel lines of the present day At least as per as food and drinks were concerned. Kitchen with Indian and European shapes were considered normal and the banquets of Easter years for out shown anything that is provided today even of the best 5 star hotels. India and Indians have a long culture heritage of Catering and Hospitality. The diversity of the regional dishes and the talent to produce them has long been in inherit and it is because of this fruitful history that India with the numerous hotels and restaurants rank among the world's leading hospitality and tourist venue

Types of Catering Industry:

There are two main types of catering on-premises and offpremises catering that may be a concern to a large and small caterer.

1) On-Premise Catering:

All of the required functions and services that the caterers execute are done exclusively at their own facility. For instance, a caterer within a hotel or banquet hall will prepare and cater all of the requirements without taking any service or food outside the facility. Many restaurants have specialized rooms on-premise to cater to the private-party niche. A restaurant may have a layout strategically designed with three separate dining rooms attached to a centralized commercial food production kitchen. These separate dining rooms are available at the same time to support the restaurant's operation and for reservation and overflow seating. In addition, any of the three dining rooms may be contracted out for private-event celebrations and may require their own specialized service and menu options. Other examples of on-premise catering

include hospital catering, school, University/ college catering.

a) 2) Off-Premise Catering:

Off-premise catering is serving food at a location away from the caterer's food production facility. One example of a food production facility is a freestanding commissary, which is a kitchen facility used exclusively for the preparation of foods to be served at other locations. Other examples of production facilities include, but are not limited to, hotel, restaurant, and club kitchens. In most cases there is no existing kitchen facility at the location where the food is served. Caterers provide single-event foodservice, but not all caterers are created equal. They generally fall into one of three categories:

a) Party Food Caterers:

Party food caterers supply only the food for an event. They drop off cold foods and leave any last-minute preparation, plus service and cleanup, to others.

b) Hot Buffet Caterers:

Hot buffet caterers provide hot foods that are delivered from their commissaries in insulated containers. They sometimes provide serving personnel at an additional charge.

c) Full-Service Caterers:

Full-service caterers not only provide food, but frequently cook it to order on-site. They also provide service personnel at the event, plus all the necessary food-related equipment— china, glassware, flatware, cutleries, tables and chairs, tents, and so forth.

Need for food safety in Catering Industry:

1. Premises: Premises include the buildings and rooms involved in food preparation and storage. They must be kept clean and in good condition and the design must provide suitable space for working and maintaining hygienic practices, prevent build-up of dirt and mould, and provide suitable conditions for handling and storage of food.

The premises should provide adequate:

- Handwashing facilities and toilets for staff, separated from food preparation areas, with soap, hot and cold running water and hygienic drying
 - Ventilation in kitchens and toilets: it should control condensation, temperature, odours, humidity or air-borne particles and prevent contamination in food preparation areas
 - Lighting
 - Drainage for kitchens and toilets and designed and constructed to prevent contamination
 - Facilities for staff to change clothes, where needed
 - Storage of cleaning chemicals, disinfectants and other chemicals to prevent contamination of food.
2. Design of food preparation areas: The design of rooms must allow good food hygiene practices and processes, including protection from contamination during food preparation processes and prevention of cross contamination. Food safety legislation has specific requirements for the food preparation area relating to the condition and design of:
- **Floors:** floors should be constructed of material that is easy to clean and safe to walk on and maintained in sound condition
 - **Walls:** should be made of durable impervious materials that are washable, non-toxic, easy to clean and maintain
 - **Ceilings:** ceilings and overhead fittings (lighting, piping, cabling) should be designed to prevent accumulation of dirt, mould, condensation and risk of contamination
 - **Windows:** must be constructed to prevent dirt accumulation and have insect screens where necessary
 - **Doors:** should be easy to clean and constructed of non-absorbent material
 - **Surfaces:** should be made of smooth, washable, non-toxic, corrosion resistant material, and maintained in a good condition
3. Water supply: Water that is used as a food ingredient or comes into contact with food for cleaning, heating, steaming, cooling must be of drinking quality
- Ice that may come into contact with food or drink, must be made with potable water and must be produced, handled and stored hygienically
 - Steam that comes into contact with food must not contain any contaminants that could affect food safety
 - Water that is used for non-food purposes, such as fire control, heating, refrigeration, must be kept in isolated systems so that it cannot contaminate food, drink, surfaces or equipment
4. Personal hygiene: Personal hygiene factors to prevent the contamination of food with bacteria, viruses or parasites passed on by staff include:
- Wear suitable hygienic clothing, including gloves, hair covering, footwear, where necessary
 - Prevent contamination of ready-to-eat foods from cutting boards, utensils, clothing, raw meat or eggs
 - Do not touch ready-to-eat foods with bare hands
 - Cover hair
 - Do not wear watches or jewellery
 - Do not smoke, spit, sneeze, touch face or hair, or eat food, while handling food
 - Wash hands, especially after handling raw meat, before and after wearing gloves, going to the toilet, handling waste, after cleaning, blowing your nose, and after touching phones, light switches, door handles or money
 - Dry hands using a disposable towel
 - Do not work in a food handling area if ill with diarrhoea, vomiting, infectious disease or have open wounds or skin infections
5. Temperature: The temperature of food and the time taken to reach it may be specified for the various stages of preparation. This can include, for example, storage before preparation, storage and display after preparation, when food is served hot, when food is served cold after cooking, and when reheating food.
6. Defrosting: Defrosting has risks of bacterial growth and development of toxins while

food is warming up and during storage afterwards. Some foods such as meat give off liquids when defrosting that can drip onto and contaminate other food and surfaces. It is important to follow the guidelines for the control of temperature at each stage.

7. Packaging: The materials used for packaging and wrapping must be stored in a way that prevents contamination and be suitable for coming into contact with food. The procedures for wrapping and packaging must ensure that there is no contamination of the food.

Conclusion:

The catering industry can be a tough industry to work in. As a food services owner, you help people eat, drink, and be merry every day. Food can make or break any event. Save time, worry less, and make a good impression by investing in a catering company. Catering industry can make the the meal corresponding to the theme of the event.

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