

**BIMAN FLIGHT CATERING CENTRE**

**STANDARD OPERATING PROCEDURE (SOP) MANUAL**



**OPERATIONS SECTION, BFCC**

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 **Change Record**

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**01.** **Objective**

Objective of Operation section is to ensure catering and cabin dressing services to Biman and customer airline’s flights by ensuring International Food Safety Standard. We are also committed to ensure security for protecting and securing our customers, facilities, personnel and equipment. Also BFCC has a policy of providing quality product and services with zero defects to exceed customer exception.

**02.** **Scope**

This manual is prepared on the basis of Quality Management System, our work practices and experiences gained and in accordance with Catering Industry practices acceptable to all International Airlines.

**03.** **Purpose**

The purpose of catering Standard Operating Procedure Manual is to appraise Operations employees the procedures need to be followed at all times while providing Catering Services from Biman Flight Catering Centre.

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**Documentation Record: OPD**

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| CODE | Name  | Location Use | page |
| OPD 01 | Flight daily movement | Control use log book | A/01 |
| OPD 02 | Catering Order | Control to Prod. | A/02 |
| OPD 03 | Equipment demand (Foreign Airlines Flight) | Control to equipment store | A/03 |
| OPD 04 | Cash Invoice Book | Use for adhoach flt. | A/04 |
| OPD 05 | Final Inspection Check List (Control) | Need to start | A/05 |
| OPD 06 | Trolley Label Tag | For Tracibility purpose | A/06 |
| OPD 07 | EQPt Sealing from | Use BFCC security | A/07 |
| OPD 08 | Catering Additional Order | For increased load | A/08 |
| OPD 09 | Goods Return Order | Decreased flt. | A/09 |
| OPD 10 | Catering Delivery Check list | Loading Procedure | A/10 |
| OPD 11  | Linen/Reading Materials check sheet(Mid/Aft) | Loading Procedure | A/11 |
| OPD 12 | Amenities check sheet (Bond) As per Galley | Do | A/12 |
| OPD 13 | EQPt. Check list (INTL) KIT, As per A/C Galley | Dep-Arv (kit unit) | A/13 |
| OPD 14  | Linen/Reading Materials check sheet (Fwd) | Dep-Arv (kit unit) | A/14 |
| OPD15 | Bonded Bar check sheet (Free Issue) Form:09-30-47E | Dep-Arv (kit unit) | A/15 |
| OPD16 | EQPt. Check sheet (Kit Unit) DOM/REGNL | Dep-Arv (kit unit) | A/16 |
| OPD17 | Linen washing form (Kit Unit) |  Linen Unit | A/17 |
| OPD18 | Newspaper /Magazine Received form (Linen) |  Linen Unit | A/18 |
| OPD19 | Dry Store Check Sheet | S & P /Control | A/19 |
| OPD20 | Dry Store cheek Sheet Additional | S & P /Control | A/20 |
| OPD21 | Dry Store return check Sheet  | Control | A/21 |
| OPD22 | Kit return check Sheet | Kit unit  | A/22 |
| OPD23 | Maintenance Request Book (Galley Eqpt. Repairing) | Kit Unit | A/23 |
| OPD24 | Meal supply Register International  | Control Room | A/24 |
| OPD25 | Meal supply Register Regional | Control Room | A/25 |
| OPD26 | Meal supply Register Domestic  | Control Room | A/26 |

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| OPD 27 | Meal Supply /Cabin Dressing Register Foreign Airlines | Control Room | A/27 |
| OPD 28 | Foreign Airlines Cash sale Register | Control Room | A/28 |
| OPD 29 | Cabin Dressing Checklist | Control Room | A/29 |
| OPD 30 | Cabin Dressing Register | Control Room | A/30 |
| OPD 31 | Store Requisition Form (Kit/ Linen/Bond | Kit/Bond/Linen | A/31 |
| OPD 32 | Store Room Requisition (Kit/Bond) | Kit/Bond/Linen | A/32 |
| OPD 33 | Daily Inventory Register (Kit) | Kit Unit | A/33 |
| OPD 34 | Daily Inventory Register (Linen) | Linen Unit | A/34 |
| OPD 35 | Daily Inventory Register (Bond) | Bond Unit | A/35 |
| OPD 36 | Monthly Inventory form (Kit) | Kit Unit | A/36 |
| OPD 37  | Monthly Inventory form (Linen) | Linen Unit | A/37 |
| OPD 38 | Monthly Inventory form (Bond) | Bond Unit | A/38 |
| OPD 39 | Preset Item Inventory Register (Bond) | Bond Unit | A/39 |
| OPD 40  | Bonded Bar Uplift check sheet (Bond) | Bond Unit | A/40 |
| OPD41 | Bonded Bar Uplift Register(Bond) | Bond Unit | A/41 |
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| OPD43 | Arr. Bar (Taking over) Register (Bond) | Bond Unit  | A/43 |
| OPD44 | Emergency Medical Box Register (Bond) | Bond Unit  | A/44 |
| OPD45 | U.P.K (Box) | Bond Unit  | A/45 |
| OPD 46 | Special Meal Register (Control) | Control Room | A/46 |

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| **Code** | **Name of Procedures** | **Reference** |
| OPR 01 | E-mail/Telex/Fax/ Sita | Maintained By the respective unit in the process.  |
| OPR 02 | Flt-Schedule |
| OPR 03 | Pre-Assigned Staffs |
| OPR 04 | Menu Specification |
| OPR 05 | Galley Loading Planning |
| OPR 06 | Airlines Standard |
| OPR 07 | Galley Loading Plan for Bulk Equipment |
| OPR 08 | Galley Loading Tray Plan |
| OPR 09 | Control Log Book |
| OPR 10 | Advanced information Log Book (New) |
| OPR 11 | Linen Inventory register (New) |
| OPR 12 | Vehicle incident Log book (New) |
| OPR 13 | RT Register (New) N/R |
| OPR 14 | Kit Log Book  |
| OPR 15 | Linen Log Book |
| OPR 16 | Bond Log Book |
|  |  |  |
| HYGR 04 | Foreign Object Policy |  |
| HYGR 09 | Trade Marketing Procedure |  |
| HYGR 31 | Temp. control or Dispatch Transportation and A/C Loading Food |  |
| HYGR 36 | Delivery on to A/C procedure |  |
| HYGR 18 | Treatment of food |  |
| HYGR 19 | Rapid chilling of cooked food |  |
| HYGR 10 | Temp. control of Refrigeration Unit |  |
| HYGR 11 | Temp. control freezer |  |
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| PROD08 | Hot meal Portioning |  |
| PROD05 | Cold Meal Temperature |  |
| PROD35 | Delay flight Procedure |  |
| PROD11 | Galley Eqpt. Repair duplicating Book |  |
| PROD08 | Daily Inspection of GSE EQPt. |  |
| PROD09 | MT Job card form |  |

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Collection of Dry store items

Collection of meal items and setup of tray

Loading by Highlift

Collection of Bond/ amenities items

Assembly at Holding Room

Collection of Hot entree

Collection of kit/linen and cabin dressing items

Assembly at Holding Loading Bay

**Aft Door**

**Mid-2 Door**

**Mid-1 Door**





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Receive of order by Operation control, from Airline customer, including passenger figures for meal through Telex, e-mail, telephone or fax from 6 to 24 hours prior to ETD.

 1.1

4.1

SITA Telex OPR001

Contact By Airline Customer

FLT Daily Mvt OPD: 001

Flight Schedule

OPR-02

The outgoing supervisor gives flight details & the D.O ensures continuity of the process. Allocation sheet and log books are used by Supervisors and D.O’s for hand over & General communication.

1.5

When shift changes the incoming the work as assigned by the D.O.

1.6

Assigned Supervisors/staff are on shift basis by D. O

1.4

Assigned by Duty Officer the Supervisors to attend/handle the flight.

 1.3

4.2

Prepare of Operation control of the catering Order and forwarded to the production unit after receipt of the Airline order.

1.2

Pre-assigned Staffs OPR-03

LOG Book OPD-09

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OPS-01

Received Cold meal and pastries are from the Production according to the Catering order & menu Specifications for presenting minimum 1 hours prior to ETD, by the Fit supervisor, after they have been counted, identified and kept in the Holding Chiller by flight handling Supervisor and his team member. 2.1

 2.1

Catering Order

OPD: 001

Checks flight Supervisor the meals upon receipt referring to the Menu Specs & Order as per Pax Load in presence of Catering coordinator.

 2.2

HYGR 10, 11

PROD 05

Meals are collected from Chiller by flight assigned Supervisor or Pantry man for tray setting which takes less than 30 minutes, the temperature of the meals should stay below 120 C.

 2.4

Flight supervisor stores the Cold Meals in the Holding Chillers, identifying them with a sticker/Tag until the time of presetting

2.3

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OPS - 01

Catering Order OPD:001

By receives chilled main course handling supervisor from production unit according to catering order, menu Specs & loading scales maximum 3 hours prior to ETD. For maintaining congenial temperature during handover from Production to Operations Department laid down procedures are followed.

3.1

HYGR 10,11 PROD 05

Galley Loading plan OPR 05

By divides meals according to galleys flight supervisor brings dry ice from bonded stores and keeps them on the trolleys for chilling as well as preservation purpose.

3.2

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The equipment is washed before being kept in the work float (including new equipment + re-washed equipment.)

4.1

FLT Daily Mvt OPD: 001

Equipment is drawn from Equipment Stores against Equipment Demand check sheet, when there is a new airline, new equipment or shortage in the work float.

4.2

Pre-assigned Staffs OPR-03

Equipment is made available to the different production sections under Supervisions of Kit Supervisor.

4.5

Clean ratable equipment is taken from airline shelves of dishwashing or equipment stores counted and sorted out as per production section needs, by the Kit Supervisors/ handling supervisor.

4.4

The airlines equipment is allocated to production by the Kit Supervisors according to the flight schedule and Pax loads (after issuing the Catering Order)

4.3

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Trolley Label tag OPD 06

GLP OPR 05

Handling Supervisor prepare stowage labels according to aircraft G.L.P and label all the stowage units accordingly.

5.1

Airlines Standard Uplift OPR 06

Collect Standard items from Kit & linen Units, Dry Store Units and production Units and Collect bulk items.

5.2

LOG Book OPD-09

Galley Loading Plan OPR 05

OPD-05

Check List

HYGR 31

HYGR 36

Menu Spec OPR 04

Handling Supervisor fill the Final Inspection Checklist during the Final inspection of all the trolleys considering this form as an inspection sheet and ticking while physically counting each item.

5.7

Catering Order OPD : 01

Airline Menu OPR-04

Bring dry ice from Bonded Stores without requisition as per STD and put it into the meal trays of the trolleys and on top of the meal ovens to ensure dispatch temperature within limit.

5.6

Collect main dishes for classes , divide them into oven racks or baskets according to A/C galleys.

5.5

Collect the Bulk food F/C & B/C from Production and stow them in the bulk food cart.

5.4

Collect the Bonded items i.e bars, saleable, free issue, KPT & amenities and keep them with standard items.

 5.3

4.2

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**OPS: 05**

Await flight ETA and move all the trolleys to the loading camp area.

5.8

Ice Cubes & Hot water are added to the uplift after and loaded into high loader.

 5.9

Security check as per (SOP)

5.10



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Catering Order OPD01

Dry store item and Bond Unit item are directly handed by flight handling supervisor/ staff from Dry Stores Unit and Bond Unit according to catering order and Menu Specifications.

6.1

OPS 01

Uplift Intimation

Menu Specification

OPR 04

These items are used in the flight preparation and tray setting of the flight

6.2

Dry Store Check Sheet OPD: 19

Bulk items (Water, soft drinks, tetra pack juices etc) are given as per standard.

6.4

The Handling Supervisors collect Dry Stores from Dry Store Unit as per Check Sheet.

6.3

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The outgoing Duty Officer hands over charges to incoming Duty Officer and updates the log Order register. The incoming Duty Officer reviews and ensures continuity of the process.

7.1

OPS 01

D.O / D.D.O receive a incoming telex, faxes e-mails (acknowledgement them where appropriate) and attend to all the telephone calls. All increase/Decrease are reflected on the meal uplift chart with time of change.

7.2

Airlines correcpondecee

Cash invoice Book

OPD 04

Catering Order

Catering Order

OPD 01 & OPD 08

Flight Handling Supervisors files all documents as instructed by DO.

7.6

Any problem that may arise is reported to the D.O/D.D.O on duty.

7.7

Handling supervisor will prepared the cash invoice for cash sales flights as per Finance guideline.

7.5

Flight Handling Supervisors distributes the Catering/Additional Orders to the Concerned Dept and the D.O.

7.4

D.O/D.D.O flight Supervisor prepares the Catering Order if any Additional Order Catering order is checked and also SPMLS are checked.

7.3

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Aircraft Offloading

Procedure OPS 14

Hi-lifter returns to offloading bay ramps and all off loaded items removed by on duty staff and all used and unused items deposited to respective units.

8.1

Head Dishwasher supervises his staff to segregated (new & old) equipment into the Dish washing machines and all unserviceable equipment is recorded and kept for further necessary actions.

8.2

Inventory Registry

MNTD 06

On duty Kit supervisor segregated the clean equipment into separate baskets by items and conduct inventory.

8.6

At the end of the Machine belt, Sanitized equipment is checked by duty staff.

8.5

On the staff strip the trolleys and trays using a convey belt, separating the glasses and Salt /peeper shakers and proceed with the washing.

8.4

Staff on duty bring the offloaded equipment of each airlines to the washing machines according to verbal instruction by the Head Dishwasher, which are flexible to allow urgent requirements of the operations. 8.3

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**OPS: 08**

Stained equipment is kept in separate baskets by on duty dishwashing staff for soaking and complete rewashing process. Any problem that may arise is reported to the in-charge on duty.

8.7

Hygiene Official conducts Thermal Level check in planned interval.

8.8

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Linen supervisor will arrange to draw necessary in flight service linen within the AMU from BFCC equipment store by consultation with in charge linen and maintain record.

9.1

Send to contracted linen washing company for wash by maintaining document

9.2

Supply to departure flight as per standard fixed by EMP&P

9.3

After several time use of the linen it became spoiled or torn. Linen supervisor have to ensure spoil and torn linen will not on board. Such linen have to keep separately with documentation for next action.

 9.4

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ETA Revd on Telephone or R.T

D.O arranges Hi-lifter, to load all departure uplift items: Hi- lifter are allocated according to A/C type.

 10.1

The uplift items are kept on the loading bay for security inspection..

 10.2

HYGR 31

HYGR 36

Eqpt sealing from OPD 07

Ramp Safety Guide Line

Driver/Operators drives Hi-Lifter while being Marshaled by Flight Handling Supervisor, the stabilizer are lowered and box of the Hi-lifter is raised safety by the Operator to reach A/C door staying feet below to allow the door to open by giving clearance that OK at outside to open the Aircraft door have to ensure Hi-lifter van body will not touch/push Aircraft door or body.

 13.7

Security staff conduct physical check and then seal carts and containers and keep records of sea number. 10.3

Hi-lifter moves to the keeping ramp speed limit and engage same with A/C after Marshalling.

 10.5

Uplift is transferred to another Hi-lifter only in the event of Hi-lifter being unserviceable either mechanical or safety reasons.

 10.6

Pantryman load full catering uplift in the Hi-lifter and secure with latching belts.

 10.4

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**OPS: 10**

A/C Door Engagement guide lines

A/C doors are opened only by the Crew/ Engineer. After doors are opened Hi-lifter is further slowly raised and adjusted to a level appropriate to the aircraft type. Minimum 6” distance from A/C need to be ensure.

10.7

Catering staff enter A/C door after completing security procedures.

 10.8

Vehicle & staff movement on the Tarmac is monitored by the ramp coordinator and dispatcher. The ramp coordinator also liaises between the Operations Office and the Catering staff on board the aircraft and assists the Duty Officer in the ramp activities. He represents the organization in dealing with the flight dispatcher to ensure accurate & timely handling of the flights. A ramp coordinator shift report is filled before the end of the shift.

 10.9



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Galley Loading Plan OPR 07

Pantryman checks, Sorts & cleans all F/C & B/C equipment by consulting with handling supervisor.

 11.1

OPS 01

Pantryman divides and prepares the bulk equipment into drawers as per G.L.P.

11.2

Pantryman stores the bulk equipment drawers into container & trolleys as per the G.L.P.

11.3

Under Supervision of Assign Handling Supervisor

Pantryman stores ready trays in respective trolleys as per G.L.P ensuring that tray conforms to airline specifications, after being checked by catering Supervisor.

 11.7

Pantryman presets F/C & B/C trays following the economy reset procedure must ensure that food items are kept less than 30 minutes at room temperature and they do not exceed 12 0 C in temperature.

11.6

Catering Order OPD 01

HYGR 31

Catering assistant prepares glass trolleys by checking the glasses and storing the glass racks the glass racks into trolley as per G.L.P. 11.5

Pantryman prepares glass trolleys by checking the glasses and storing the glass racks into trolley as per G.L.P. 11.4

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**OPS: 11**

Pantryman keeps trolleys with trays containing food items stored in the holding chillers while bulk equipment trolleys are stored in holding area. Indentifying the meal trolleys with masking tape where the flight & time details are written (Any item missing on TSU should be mentioned in the trolleys).

 11.8

 13.10



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Pantryman lays the trays on the table.

 12.1 B

Pantryman preset the trays on the conveyor belt as per airline specification supervisor by Operation Supervisor, within 30 minutes the food items not exceeding 12o C in

 12.5

Menu GLP

OPR 04 & 05

HYGR 31

HYGR 36

HYGR 31

HYGR 36

Men 04

GLP

Catering Order

OPD 01

Pantryman will on setting belt

 12.4A

Operation Supervisor collects the preset dry stores items.

 12.2A

Pantryman collects the preset food items

 12.3A

Ensure put tray Mats on tray by Pantryman

 12.1A

Operation Supervisor identify trolleys by checking flight/date/time & stores them in holding chiller (if any item is short in TSU, trolleys should be identified accordingly. 12.7

12.7

Pantryman collects and presets the dry store items.

12.3B

Pantryman collects and presets food within 30 minutes the food items not exceeding 12 OC in temperature.

 12.4 B

Pantryman presets the tray mats, cups, side, plates bowls etc. item as per Airline specification.

 12.2 B

Handling Supervisor Have to ensure Airlines bona fide Catering Eqpt.

GLP OPR 05

Operation Supervisor identify trolley by checking to galley loading plan ensuring that trays confirms to airline spec. 12.6

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Perhaps items consist of coffee, soups & preheated main courses when required hot by the airline or for other purposes.

13.1

Handling Supervisor collects preheated items and other items from kitchen maximum two hour prior to departure or on the arrival of a transit flight.

13.2

Catering Order

OPD 01

Handling Supervisor sends preheated items on board with the Hi- lifter for transit flights or 1 hour prior to departure for night stop flights or for other miscellaneous purpose.

 13.4

The Heat is conserved by checking them in Thermo flask or in thermo Boxes.

 13.3

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As per schedule, flight movement or when contacted by an ad hoc airline. Incoming flights should be offloaded on arrival. In case of non schedule flight handling supervisor have to maintain written document for off loading Eqpt. 14.1

The offload process is defined as the removal of all the incoming equipment from the aircraft galleys the cleaning of all ovens, aircraft fridge and waste trolleys Also offload of bars & saleable when required by the Airline.

 14.2

Bonded bar check sheet OPD 15

The Hi-lifer is allowed into the unit and parked at the offload bay where the item are offloaded cleaned and made for reuse.

 14.6

Once the galleys are offloaded and the other required jobs are finished on board the Hi-lifter is lowered, marshaled away from the A/C and returned to BFCC.

14.5

The airlines galleys should be striped of any dirty equipment linen which may cause contamination and bad odour to the A/C galleys, the supervisor does a rough check of the offload and notes any major and apparent discrepancy counting the equipment.

14.4

The airline offloading must be done strictly according to G.L.P & all bars & saleable must be in a locked condition before offloading.

 14.3

GLP OPR 05

Amenities

Check sheet

OPD 12

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**OPS: 14**

If an ad hoc flight has a stopover, a list of offloaded equipment must be prepared by handling supervisor.

 14.7

Catering equipment list is kept in the operation control log as a reference at the time of reloading if necessary have inform the Airlines Authority.

14.8



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Telex, Fax, E-mail or Phone

A flight gets cancelled of delayed due any of following reasons.

1. Technical problems 2. Bad weather 3. Force majeure i.e national disaster, acts of war, closure of skies etc.

 15.1

18.1

For some short delays which do not affect the meal uplift, it is a chiller at 50 C until flight ETA/ETD confirmed for a maximum of 24 hours.

 15.2

For long delays and cancellation the meal uplift normally is affected.

15.3

Decreased Flight

 OPS 19

HYGR 31

HYGR 36

According to the Airlines instruction the meal may be :

1. Preserved for the same or a later flight by being kept below 5 0 C in the holding chiller.

2. Cancelled so the meals are returned to production unit.

3. Modified or changed the unwanted meals returned to production and new meals prepared.

4. Meals once taken out from BFCC not allowed for re-use. galleys are offloaded and the other required jobs are finished on board the Hi-lifter is lowered, marshaled away from the A/C and returned to the concerned units.

15.5

At the time when the airline informs of the delay/cancellation, a clarification about the fate of the meal uplift must be obtained from the customer by the D.O. The D.O informs the Hygiene Officer in details.

15.4

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Receipt of VVIP flight movement information with itinerary from Flight Operation/ Centre control.

16.1

Duty officer ensures assign staff to handle the VVIP flight with clear written instruction and job allocation to each individual. Name and particular of officials and staff are sent to GM Security through BFCC Admin for necessary Government clearance and obtaining passes .To Ensure VVIP Pass from Govt. Agency

 16.2

VVIP Flight Order.

All equipment and items required for VVIP flight are loaded in Hi-lifter and subsequently in aircraft after security checking in presence of Biman security in process of national Security Agency.

 16.6

Production co-ordinator on duties will informed CMO, Biman about flight movement through telex/telephone and he arranges testing and catering VVIP Food in Co-ordination with Civil Surgeon to all concern(SB,NSI,DGFI & SSF )

16.5

Duty Officer Co-ordinates with Vehicle depart to ensure that security passes/clearance are obtained for the drivers/operators and vans assigned on VVIP flight.

 16.4

Duty officer ensures availability of all items required for VVIP flight handling in advanced in co-ordination with Store and purchase /Catering/material planning unit BFCC, Biman.

16.3

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**OPS: 16**

Duty Officer ensures that the Hi-lifter van and delivery van for VVIP flight use escorted by concern security staff and handling Supervisor/Staff while moving to aircraft loading.

16.7

On departure loading, setting and handling over charges are complete by stipulated times given for different type of aircraft.

 16.8

After handling of VVIP flight departure special security passes are returned to security for further action.

 16.9

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Need to follow other instruction regarding VVIP Flight which given by competent authority.

 16.10

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Catering order is made according to the current schedule. The airline may only contact the D.O if there is additional crew, special request of a flight delay /cancellation. The duty Officer assigns one supervisor to ensure uplift is made as per standard and on time.

 17.1

Flight Schedule

OPR 02

Catering Order

OPD 01

Normal operation procedures are followed while preparing the uplift for the cargo flights.

17.2

Meal uplift is delivered on arrival or 1 hour prior or their determined time of the departure by a small vehicle.

17.3

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Airline representative notifies Operation control for any increases in the estimate PAX/Crew figures. 18.1

Catering Additional Order OPD 08

Dry Store Additional OPD 20

Duty Officer Flight Handling Supervisor preparers additional Catering order and passes it to Production Coordinator or store with the required equipment . The Duty Officer Coordinator also updates the flight daily movement with the latest figures for easy reference.

 18.2

If the original uplift is already loaded on the flight, the increased meals are forwarded on board by the assigned staff and an additional handling Flight handling Supervisor in Catering Check Sheet.

 18.5

Duty Officer/D.D.O assigns staff to prepare the increase if the supervisor is already on the aircraft. 18.3

When increases are ready in the production the assigned staff collects, presets the meal and it is added to the original uplift (against additional Catering order).

 18.4

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A decrease occurs due drop in the pre-estimated figures, the airline notifies the Duty Officer/Handling Supervisor. As soon as such incident occurs by phone or SITA/FAX and e-mail have specific instructions towards the fate of the returned meals.

 19.1

HYGR 35, 36

Good returned

Order OPD 09

The Duty Officer Flight Handling Supervisor preparers a good return order and countersigns it from the Catering Coordinator after returning any collected meals to them informs the Hygiene Department in case of flight delay.

19.2

Meals which have been in ambient temperaturs and have temperature above 12 0 C when returned cannot be reused. Meals which have been in Hi-lifter for more than one hour or been loaded on the aircraft cannot be reused. Meals which have been reheated by crew or production cannot be reused. 19.3

Only meals which have been below 12 o C all the time and still maintain their temperature when returned and have to within the Unit can be reused; cooked food can be conserved for long periods however fresh salad food can be conserved for long periods however fresh salad and fruit salads should not be kept more than 12 hours after the original ETD.

 19.4

Meals which cannot be reused should be destroyed by giving them to dishwashing where the food is thrown in the garbage in presence of DO, Hygiene representative, Catering Coordinator, Security also have to maintain record.

 19.5

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Eqpt Checksheet

OPD 13

Pantryman load trolleys & containers in their numbered space onboard.

20.1

Pantryman load ice bin in the galley and put ice cubes in it.trolleys & containers in their numbered space onboard.

20.2

Pantryman put the appropriate Hot-entrée dishes in the oven, whilst any second meals or return sector entrees must be kept in their respective stowage with required quantity dry ice or chiller of the Aircraft.

 20.3

Any increased meals are set and handed over to cabin crew.

20.7

23.8

GLP OPR 05

Special meals must be given a priority and clearly accounted for and handed over to cabin crew.

20.6

The handling Supervisor checks & counts the meals with the flight purser and the senior galley attendants.

 20.5

Handling supervisor inspects that Loading the A/C is done strictly according to airline G.L.P.

20.4

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**OPS: 20**

Catering Checklist OPD 10

The handling Supervisor obtains the signature of the flight purser on the checklist and other related documents confirming that the uplift is received complete as per the final load/ Requirement.

20.8

Cash invoice for

Adhoc Flight OPD 04

The handling Supervisor Collects cash if cash bill is made and cash required and hands over the cash to the D.O for depositing to Accounts Department with related documents.

20.9



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**Telex/ e-mail /Telephone**

Special Meals are ordered by the passenger when the ticket is booked. BFCC accepts all special meal orders as specified by the airline except Kosher Meal.

 21.1

Catering Order OPD 09

Special meals are assembled by the Handling Supervisor and strictly adhere to the SPMLS guidance given by the airline otherwise by BFCC replacing the components of the flights regular meal by BFCC to suit all the airlines.

21.2

Trolley

Label Tag OPD 06

Only when required by the airline the label may also contain the name of the passenger, for this purpose the airline would furnish a special meal list when they pass their final estimate load..

 21.4

The flight handling supervisor shows the crew all the special meals and their location when over on board.

 21.5

All special meal trays and all special main dishes are labeled reflect type of special meal order. SPML meal carts are to be labeled with a summary of content as per airline request.

21.3

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Any flight that does not have scheduled operation through HSIA, Dhaka is considered an ad hoc Flight . If it belongs to the known customers or is charged to the Executive flight Service it is created on credit basis; otherwise it will be catered cash on Delivery basis.

22.1

 Yes

Catering is done according to the given menu.

 22.2A

Manu availability

 22.2

Flight is prepared according to the GLP by the supervisor and uplift is supplied accordingly.

22.7

The flight handling Supervisor checks with crew on arrival for their requests and Supplies accordingly if the flight is a stop over flight . In case of a transit flight the Meals are prepared according to a menu agreed with the airline which suit the flight destination as well as passenger profile taking into consideration.

 22.3

NO

Disposable equipment from BFCC is Used and charged accordingly.

 22.4 A

Equipment availability

 22.4

The equipment is washed on arrival and used to the meals, depending on the time of the flight is on ground.

 22.5

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Laundry Taking Over OPD 14

Kit/ linen Supervisor will arrange to collect dirty Linen from the offload Flights and send to outside laundry contract for washing and receive after washing. New linen drawn from stores by Kit/Linen staff is also washed before use. Handling supervisor arrange to collect all use & unused linen from the Aircraft upon arrival and Handed over the same to linen Supervisor as per arrival checklist than linen supervisor will arrange necessary of dirty linen. 23.1

Linen Wash OPD 17

Kit/ Linen Supervisor will arrange to count pack the linen separately and identify them with marking pen and maintain Inventory Register.

23.2

Kit/ Linen supervisor will arrange to prepare linen/ blanket as per flight standard.

 23.4

Inventory register OPR 11

Stained Linen and blanket Shall be sent to the Laundry for re-washing and Permanent stained/Torn shall be written off.

 23.3

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Airline contact

Aircraft can be changed by the airline Movement control due technical or delay reasons or simply the non availability of the aircraft. Airline representative contacts with the Operations Office by telex or Telephone or E-mail.

24.1

 Yes

The equipment is offloaded from the Aircraft and Transferred to the operating aircraft without any changes.

Changed to the same type of aircraft. 24.2

Only changes that are possible to do within the given time frame will take place to avoid unnecessary delay of the flight. A record of the A/C change is maintained in the Operation Control Log Book.

24.7

The equipment is brought back to the BFCC washed on arrival and used the EQPTS for the meals, depending on the time the flight is on ground.

 24.4

Due to configuration change the order would change & it will dealt accordingly.

 24.6

When all change are finished the uplift is sent on board for loading as per procedure OPS 10, OPS 20, OPS 14.

 24.5

Bar and Saleable Trolleys are handed over to Bonded Unit to be changed and Bonded bar Unit change the older one issue new set of bar and relevant items. If the Aircrafts galley is different.

 24.3

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Basic Training are compulsory for all Operations staff Special Training are required for Operation Assistant.

 25.1

 Formal Training

 25.6

On Job Training

 25.2

Training records are kept in the HRM.

 25.11

Training certificates are given to the trainees by BATC/BFCC 25.10

Training is concluded by BATC/BFCC.

 25.9

When the training program is arranged a list of staff to be trained and training schedules are made by Admin. Manager Operations selects the employee who are to be included in training explaining the needs and training course also.

 25.8

Required programs are proposed by authority.

 25.7

At the completion of the On-job Training, the trainer & the trainee fill in reports on stipulated forms and the in charge of trainings puts his comments and forward them to the authority . Depending on their educational background selected staff are given specialized training.

25.5

Newly joined staff will go through a formal training followed by ``On –the job’’ Training After a specified period of time Trainer certifies that the trainee can self handle . This is reviewed by competent authority.

 25.4

Newly recruited staff and transferred from other dept. after interview is taken under training program and then they performed their job effectively.

25.3

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The duty officer control the issue and the return of R.T sets to authorized supervisor/staff. Duty officer maintain the inventory of sets with the position of serviceability.

26.1

R.T Register

OPR 13

The authorized supervisor/staff member whilst receiving or returning should check the R.T . Set to make sure it is not damaged and is intact.

26.2

The user must ensure that the equipment is operating in an appropriate manner and that charging takes place when required.

26.3

Damaged or missing of R.T set are forwarded to communication department for repair and followed and follow-up.

26.6

Always R.T sets are handed over to the Duty officer of next shift.

26.5

At the end of the supervisor/ shift , the key staff member will return the R.T set to the Duty Officer who records receipts. (Supervisor/ staff will return the R.T after completion of each flight.

26.4

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Need for maintenance /repair work airline catering EQPTS at Maintenance

27.1

In-charge Kit Unit raises a Maintenance request for it using duplicated books.

27.2

Maint request Book OPD 23

He sends copies of the Maintenance request to Maintenance department last copy left as a book copy

27.3

MNTD 11

Receives repair or serviceable items through proper checking by Kit and documentation.

27.5

The Department head or his representative forwards a copy of the Maintenance request to the Maintenance Manager for necessary action.

27.4

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In charge Vehicle Operator keeps the registrations ramp access permits and police accident reports a;; the vehicles, valid & in order.

28.1

Preventive maintenance schedule for Hi-lifter are done on planned basis. If there is any need for maintenance apart from the once schedule a maintenance request is raised and sent to GSE (Ground support Equipment) Department for necessary action.

28.2

Maint request Book OPD 23

Job card

MNTD 09

In charge Vehicle Operator is responsible to arrange enough operators for the Hi-lifter as well as delivery o f additional orders.

28.6

Daily Inspection

From MNTD

Each driver/operator is responsible for the safety and functionally of his vehicle and expected to check the tires/brakes, water and oil before using it on any journey. Vehicle inspections are done once daily.

28.5

In case of accident the following steps are taken by driver/operator. The involved vehicles plate numbers and operator names are obtained. Details of accident are reported including time & date. Responsibility is allocated as per duty report. Description of the damaged is reported.

28.3

Incident Log Book OPR 12

In charge vehicle operator is fills an accident report/incident report and forward to the concerned department and arrange for repairing / maintenance

28.4

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**OPS: 28**

All ramp vehicle users should adhere to the Airside safety rules enforced by the CAAB, DHAKA.

 28.8

Ramp Safety

All new operators must complete the Airside Safety Training Program before their Airport pass is issued. All new operators have to complete their “On the Job’’. Training also before they are allowed to drive company vehicles on the Airport ramp.

 28.9

All vehicle Operators must obey the apron rules which enforced by CAAB, Dhaka while forward towards apron.

 28.10

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Different Documents and check sheets are received from different sources and actions are taken according to their contents.

 29.1

Equipment check sheets , Dry store, linen check sheets receives from concerned units while receiving items.

 29.2A

Meal order, Dry stores and other requisitions received from different from airlines through telex , e-mails, Fax or by hand.

 29.2

Normal check sheets/Documents are kept 2 year and Bar Documents for 5 (five) years as per stationary or regular requirement.

 29.4A

All check sheets are duly signed by crew /representatives and filled and preserved for all required purposes. Required programs are proposed by authority. 29.3A

All catering checklist along with relevant documents are sent to Finance Department for raising bills to concerned airlines.

 29.5

Catering check sheets are kept in the Control Room drawer/certain place.

 29.4

All relevant orders/documents are attached to catering delivery checklist.

 29.3

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When a non-conformance is detected during an internal audit , spot check or on receiving customer complaints , a Non-conformance Report is raised by the Hygiene dept filling in the nature of the Non-conformance and signing it. These details are then, log in the NCR issued Logbook and then an NCR is sent to the Head of the department involved.

 30.1

On receiving the NCR the receiving dept enters the details in the NCR Received logbook and the head of the department forwards the NCR to one of his assistants or to the Head of Department forwards the NCR to one of his assistants or to the In-charge of the section involved, for investigation and analysis.

 30.2

The head of Department forwards the same NCR to the Dept. responsible for their analysis and copies the issuing dept, followed from procedure 7.3 onwards.

 30.4B

Outside Dept. responsibility

Nature of NCR

30.4

The Dept. head instructs the section concerned of the corrective measures in the preventive/corrective action of the NCR and sends back to the section In-charge with a copy to the issuing dept, who updates the NCR issued logbook and to the Quality & CUS where it is logged in the NCR General Log book.

 30.4 A

With Dept. responsibility

The analyst conducts the investigation arriving at the core reason of the non-conformance and reports it by the Analysis result on the NCR signing it and returning it to the head of department. If Non-compliance is attributed to a specific member of staff, it is recorded in the supervisor NCR log. This is reviewed every two months to High light any persistent or re-occurring issues.

 30.3

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**OPS: 30**

Hygiene Manager will arrange verifies that corrective measure of corrective action have been implemented by the section and signs the NCR accordingly.

30.5

25.6

NCR is archived and used if necessary in the report.

 30.6

