

To Study operating process system of stores in hotel industry.

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Abstract

The purpose of this study is to explore the store process of hotel industry.

- (1) The role of in charge and organisation in stores process.*
- (2) The activities and functions involved in the process.*
- (3) The co-ordination mechanisms applied during the process.*
- (4) To study store mechanism of proper stores management.*

Key words: store mechanism, operating procedure, stores management, stores process.

Introduction

Term storage refers to the physical act of storing the materials in a Storehouse on shelves, racks, boxes, etc by using various techniques so as to retrieve them later for issue by locating it easily. The purpose of any storehouse is to provide to users the right materials, in the right quantity, at the right time and as expected specification. Every organization proper stores system for smooth running of its activities. It serves as a main aspect for store mechanism.

Objectives of the study

The following are the main objectives of standard operating process of stores.

- To avoid over and under-stocking of materials.
- To maintain systematic records of materials.
- To protect materials from losses and damages.
- To minimize the storage costs of materials.
- To ensure uninterrupted supply of materials without delay to various production and service departments of the organisation.

Literature review

For hotel stores operations and management should follow the quality standard procedures and processes to attain better stock monitoring and maintenance. The need of sufficient stock of good and equipment is crucial in providing the demands of staff and users such as food and beverage supplies utensils toiletries, and uniforms .The challenge would be the implementation of effective stock control procedures to avoid malpractice and fraud in which it may lead to hotel financial losses. Stores process is considered as major concerns of every organization. In stores process many steps are taken by managers. Store is a place where excess material is kept which will be used as and when required. Loss of items deterioration and inadequacy [of what is stored to what is needed].stores management is to receive materials, to receive materials to protect them while in storage from damage .to issue the material in the right quantities at the right time to the right place and to provide these services promptly and at least cost.

The Store Manager Role and Job Description [in charge of stores]

- Handles the overall ordering, receiving, issuing and maintenance of stocks required by hotel departments
- Manage the overall hotel inventory items like secure storage in a timely manner
- Making sure that scheduled orders are followed and delivered according to the vendor's requirements and specifications, also includes internal item delivery on every hotel division.
- Effectively undertake logistics management on all hotel items
- Professionally communicate with the purchasing department for the order and item execution
- Segregation of duties to staff members under Store Division such as ordering stocks, receiving and issuing goods, and stocktaking
- Monitors and communicate with the pick-up times for all hotel divisions

Physical Security

Storage Division needs personnel that takes care of security account for all the items in the store room especially the high valued ones to prevent theft and pilfering. To prevent theft or pilfering, store items should be kept in a secure place and access to the storage area should be restricted to authorized staff only. Goods of high value should be kept under lock and the key holders should be held accountable for the stock.

Independent Team of staff for Stock Checking

Independent stock checker regularly conduct periodic check-listing inventory items, while the supervisor regularly check for overall stock inventory.

Disposal of Stores

Disposal procedures and writing-off stock should be followed. Prior to item disposal it will be approved by the authorized person and should be audited.

Flow chart of operating process of stores [activities involved in the stores process]

Receipt of incoming goods
↓
Inspection of all receipts
↓
Sorting of all the goods
↓
Storage and preservation
↓
Identification of all materials stored so as to locate easily
↓
Materials handling
↓
Issuing
↓
Maintenance of stock records
↓
Stores accounting
↓
Inventory control
↓
Stock-taking and maintaining in appropriate books

Receipt of incoming goods:-

Purchase must support the needs of operations by providing an uninterrupted flow of high quality

Service and goods.

- Buying at the right price

- From the right source
- At the required specification
- In the right quantity
- Delivery at the right time

Inspection of all receipts:-

Involves the examination of incoming consignments for quality. Otherwise goods are inspected by Stores to ensure that the inspection procedures laid down are carried out before materials are accepted into stock.

Sorting of all the goods:-

This is the process of checking and accepting goods from all suppliers which are used in the organization. The functions of the stores are to receive, check, store correctly. It is essential to check all incoming supplies for quality, weight and price. Supplies received should be promptly taken into stock; non-perishables should go into dry stores

Storage & preservation:-

The following rules of food storage have two purposes: To prevent contamination of foods. To prevent growth of bacteria that may already be in foods. Temperature control is an important part of food storage. Perishable foods must be kept out of the *Food Danger Zone* – 45oF to 140oF (7oC to 60oC) – as much as possible, because these temperatures support bacterial growth.

Food Storage

- Keep frozen foods at 0oF (-18oC) or lower.
- Keep all frozen foods tightly wrapped or packaged to prevent freezer burn.
- Label and date all items.

Refrigerator Temperature

- Keep all perishable foods below 45oF (7oC).
- Do not overcrowd refrigerators. Leave space between items so that cold air can circulate.
- Keep refrigerator doors shut except when removing or putting in foods.
- Keep shelves and interiors of refrigerators clean.
- Store raw and cooked items separately if possible.
- If raw and cooked foods must be kept in the same refrigerator, keep cooked foods above raw foods. If cooked foods are kept below raw foods, they can become contaminated by drips and spills. Then, if they are not to be cooked again before serving, they can be hazardous.
- Keep refrigerator foods wrapped or covered and in sanitary containers.

- Do not let any unsanitary surface, such as the bottoms of other containers touch any food.
- Chill foods as quickly as possible over ice or in a cold water bath before placing in refrigerator. A gallon of stock placed in a refrigerator hot off the stove may take 10 hours to go below 45oF, giving bacteria plenty of time to grow.
- When holding foods such as protein salads in a cold bain marie or refrigerated table for service, do not heap the food above the level of the container. The food above this level will not stay cold enough.

Identification of materials:-

The process of systematically defining and describing all goods received. Of all materials stored so as to locate easily.

Materials handling:-

Materials handling involves movement and handling. This can be manual or mechanical (e.g. by use of forklifts) heavy items, dangerous or inflammable goods, and delicate merchandise have all to be handled differently with at most precaution

Issuing:-

This is the process of selecting the items required by the department in accordance to the specifications given and handling them over against the requisition. Issue goods as required against requisition properly authorized.

Maintenance of stock records:-

Stock Records are the documents which record day to day in and out of material, full particulars of individual receipts, issues.

Stock-taking and maintaining in appropriate books:-

Records should be kept to show the stock of each commodity received, issued and on hand with dates of receipt and issue, so that at any time the management can check the accuracy of the record. This is the process of physical verification of the quantity and condition of goods in store to investigate any malpractices and records for the same are forwarded to the superiors for preventive measures to be taken. Records should be kept to show the stock of each commodity received, issued and on hand with dates of receipt and issue, so that at any time the management can check the accuracy of the record.

Stores accounting :-

Is the process of recording details of stock movements and balances in terms of financial value. It is sometimes undertaken by accounts department The best system of accounting is a card index

comprising a separate card for each commodity and all issues supported by relevant documents. The system is amenable to periodic spot checks as required.

Inventory control:-

Inventory control is the operation of continuously arranging receipts and issues in such a way so as to ensure that stock balances in quantity and/or value are adequate to support the current rate of consumption at all times with due regard to economy. Which assists in placing of orders to correspond with future estimated requirements?

Control should be exercised as it provided cost figures and assist in future budgeting.

Standard procedure to use in stores department

- Only authorized persons shall have access to the Store House.
- Store house shall not be kept open unattended during working hours.
- All materials will be issued on First-in-First Out (FIFO) basis.
- All materials will be received at the store house and person / department concerned will be notified promptly on receipt.
- All materials should be stacked properly.
- All materials approved after inspection shall be stored in the designated locations.
- Hazardous materials are to be stored separately.
- All materials rejected shall be kept at a designated place and arrangements for their disposal made on the advice of concern purchasing official.
- Expensive and attractive articles should be stored in steel cupboards and always locked up.
- Items issued on loan should be periodically verified with loan records. Capital items must be periodically checked with capital inventory.
- A Gate pass should be made for taking out materials.
- These should be signed only by authorized persons.

The following measures are recommended for the control of receipt of goods to ensure the quantity and quality are as specified in the purchase orders and goods issued are accounted for:

- A supervisor or a designated staff member not involved in the placing of orders should conduct inspection or random counter-check on the goods received against the purchase order before authorization of payment.
- Procedures for reporting and handling damaged goods, short-delivery or over-delivery of goods should be clearly laid down.
- Serially numbered receipts recording the goods received (e.g. a description of the goods and quantity) should be issued to the supplier with a copy to the accounting department.

- All issues of stores to users should be supported by properly approved vouchers and acknowledged by both the storekeeper and the recipient. The storekeeper should be required to issue items on a "first-in-first-out" basis, in particular the items with a specified shelf life.

Conclusion

Stores process has to do with keeping accurate records of goods.

Stores management process is important for keeping costs down, while meeting regulation.

Supply and demand is a delicate balance, and stores management hopes to ensure that the balance is undisturbed.

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