University Food Service Citizen's Charter

A University Food Service that is service-oriented, and provides quality products and services, with competent and highly skilled workers, training facilities Vision:

and venues that are convenient and accessible to the UPD community

Mission: The University Food Service is one of the auxilliary units under the OVCSA, committed to serve its constituents, namely, students, university officials,

faculty, research and administrative personnel in the University by providing them nutritious, safe, delicious and affordable food.

Name of Agency University Food Service (UFS)
Name of Division/Section Cafeteria and Bakeshop

Frontline Service Provide food for walk-in and phone call clients

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form	Fees/Prices
1	Discuss and order tood preferences	Receive orders from client/s	5 - 10 Minutes	Supervisor	Delivery Receipt (DR)	Based on Price Matrix
2		Fill-out DR and PG; post orders at production area	5 Minutes	Supervisor	Production Guide (PG) and Delivery Receipt	
3		Production and packaging of order/s	2 - 5 Hours	Kitchen Staff		
4	Pick-up time: (for cash payment) * Go to the production area and get DR; Proceed to Special Collecting Officer to pay * Show Official Receipt (OR) to claim order/s	Issue official receipt	5 Minutes	Kitchen Staff and Special Collecting Officer	DR and OR	
5	In case of delivery of order/s to UP units: * Sign original DR and retain duplicate copy	Deliver order/s and get signed original DR	20 Minutes	Steward	DR	
6		Prepare bill/s	within the week	Administrative Officer	Bill	

^{*} UFS Cafeteria and Bakeshop Units accept orders at least two (2) days before the actual event

^{**} Cancelled events or orders will be entertained at least one (1) day before the actual event