



ECOWAS COMMISSION
COMMISSION DE LA CEDEAO
COMISSÃO DA CEDEAO



INVITATION FOR PREQUALIFICATION

FOR THE PROVISION OF CAFETERIA/CANTEEN AND CAFE SERVICES FOR THE NEW ECOWAS COMMISSION HEADQUARTERS

Ref No: ECW/PP-2026-IN-GOODS-007/004

Issue Date: Friday 20th February, 2026.

Closing Date and Time: Monday 9th March 2026 by 11:00 am (GMT +1)

1. INTRODUCTION

The ECOWAS Commission intends to pre-qualify experienced and reputable catering service providers for the management and operation of the corporate staff canteen located at the new ECOWAS Headquarters in Abuja.

The objective is to obtain information on the competence, technical capacity, experience, compliance, and operational capability of interested firms/companies. No financial proposals or pricing information are required at this stage.

2. INVITATION FOR SUBMISSION OF TECHNICAL PROPOSALS

The ECOWAS Commission invites qualified catering service providers to submit Technical Proposals only for:

- **Lot 1 – Café:** Provision and operation of a café offering barista coffee/tea, beverages, pastries, snacks, and light-bites with a strong customer experience focus.
- **Lot 2 – Canteen/Cafeteria:** Provision and operation of a full corporate cafeteria serving daily hot meals (lunch and, where applicable, breakfast/dinner), with diverse menu cycles, nutrition, hygiene, and efficient peak-hour service.

Bidders may compete for one or both Lots. A separate Technical Proposal shall be submitted for each Lot. No financial or price information is to be included in any proposal at this stage.

Shortlisted and technically ranked firms will enter commercial negotiations beginning with the highest-ranked bidder for each Lot. If negotiations fail, the Purchaser may proceed to the next ranked firm.

3. PROCUREMENT METHOD & PROCESS OVERVIEW

Procurement Method: Quality-Based Selection (QBS), Technical-Only. No financial submissions or commercial considerations .
Stages:

- 1) Technical Proposal Submission & Evaluation
- 2) Site Inspection of bidder's current operating facility (pass/fail)
- 3) Tasting & Service Demonstration (scored)
- 4) Ranking and Due Diligence
- 5) Commercial Negotiations with the top-ranked bidder per Lot
- 6) Contract Award & Deployment

4. INSTRUCTIONS TO BIDDERS

4.1 Eligibility

This RFP is open to legally registered catering companies with demonstrated capacity to operate a café and/or a corporate canteen at institutional scale, compliant with food safety and hygiene standards.

4.2 Submission Modality

- Submit separate Technical Proposals for each Lot you are bidding.
- Do not include prices/financials.

All submissions (1 Original + 3 Copies + one (1) USB drive containing electronic copy of the submission) MUST be delivered in a sealed envelope and deposited in the ECOWAS Tender Box located in the Directorate of Administration and General Services, Procurement Division, 1st Floor ECOWAS Commission, 101 Yakubu Gowon Crescent, Asokoro District, P. M. B. 401 Abuja Nigeria. and clearly marked: **“Provision of Cafeteria and Cafe Services for the New ECOWAS Commission Headquarters”**, stating the appropriate Lot Number with the Inscription **“Do Not Open, Except in the Presence of the Procurement Committee”** on or before 11.00 am on Monday, 9th March, 2026 at the latest.

4.3 Clarifications & Site Visit

- All clarification requests must be emailed to: procurement@ecowas.int; with copy to ikkamara@ecowas.int; sbangoura@ecowas.int; sshadrach@ecowas.int; and oolu-ibukun@ecowas.int.
- A mandatory bidder site walk-through of the ECOWAS premises will be held on Tuesday 3rd March by 11:00 am (GMT +1)

4.4 Proposal Validity

Proposals shall remain valid for 120 days from the submission deadline.

4.5 Language

Proposals shall be submitted in English.

5. SCOPE OF SERVICES & TECHNICAL REQUIREMENTS

5.1 General Requirements (Both Lots)

- Compliance with HACCP/ISO 22000 or national equivalent; submission of hygiene SOPs (temperature logs, allergen controls, sanitation schedules).
- Staff medical fitness certifications and food-handler permits.
- Documented QA/HSE programs and emergency response procedures.
- Waste management plan and environmental/sustainability approach (local sourcing where feasible).
- Customer experience management: queue/time targets, feedback capture, complaint resolution.
- Digital/Contactless payment options and cash handling controls (if applicable).
- Mobilization and transition plan with critical path and risk mitigation.
- Agreement to meet ECOWAS SLA & KPIs (see Annex).

5.2 Lot-Specific Technical Requirements

Lot 1 – Café

- **Service Profile:** Espresso-based beverages, teas, smoothies/juices, pastries, light sandwiches/salads.
- **Operations:** Barista-led service; beverage quality and consistency controls; display and food holding standards; cold chain compliance; peak-time service targets (e.g., average queue time ≤ 6 minutes at rush).
- **Menu & Nutrition:** Seasonal menu boards; healthy options; allergen/ingredient labeling.

- **Aesthetics & Ambience:** Clean, modern café presentation and merchandising.
- **Equipment:** Espresso machines, grinders, refrigeration, blenders, display cases, warewashing; maintenance schedules.

Lot 2 – Canteen/Cafeteria

- **Service Profile:** Hot meals (local & continental), sides, soups, salads, desserts; hydration points.
- **Operations:** Capacity for 400–600 meals/day with efficient line-flow; production model (on-site kitchen + finishing line); cold chain integrity; peak-hour throughput targets average queue time ≤ 5 minutes.
- **Menu & Nutrition:** 4–6 week rotating menu cycles; vegetarian/halal/low-salt options; allergen disclosure; nutrition balance guidelines and portion standards (see Annex).
- **Equipment:** Cooking line, bain-marie/holding, salad bars, warewashing, storage, grease traps, ventilation; preventive maintenance plan.
- **Staffing:** Head chef, sous chefs, line cooks, service/cleaning staff, HSE officer; staffing matrix by shift.

6. PROPOSAL STRUCTURE (TECHNICAL PROPOSAL ONLY)

Bidders must follow the structure below (one submission per Lot):

6.1 Legal & Regulatory Requirements:

- 1) Cover Letter duly signed by the company's authorized signatory with Lot Declaration;
- 2) Certified True Copy of Business Registration to Operate Catering business in Nigeria;
- 3) Certified True Copy of Memorandum of Understanding and Article of Association;
- 4) Not be in cessation of activity (bankruptcy), The Bidder SHALL provide a Sworn AFFIDAVIT of non-bankruptcy);
- 5) Certified true copy of Tax Clearance Certificate issued by the relevant Authority for the years 2022, 2023 and 2024;
- 6) Provide a certified audited financial statement showing an average turnover in the last three (03) years (2022, 2023 and 2024)
- 7) Operating licenses from relevant authorities (NAFDAC, SON, Ministry of Health).

6.2 Experience and Capacity of Bidders

- A) **Years of Experience:** Minimum 5 years in institutional catering or cafe service.
- B) **Past Contracts:** Evidence of similar large-scale catering contracts
- C) **Client References:** At least three references from government, corporate, or international organizations.
- D) **Performance History:** Track record of timely delivery, quality service, and compliance.
- E) **Certifications**
 - HACCP certification or equivalent food safety management system.
 - ISO 22000 (Food Safety Management) or ISO 9001 (Quality Management).
 - Occupational health and safety compliance (ISO 45001).
- F) **Insurance**
 - Proof of liability insurance covering foodborne illness, accidents, and fire

6.3 Technical Requirements:

- 8) **Company Profile &** and relevant food licenses
- 9) **Operations & Staffing Plan** – Organizational chart; staffing per shift; training & supervision model
- 10) **Food Safety & HSE Documentation** – Certifications; SOPs; last audit reports if available
- 11) **Menu Concept (No Prices)** – Sample café/canteen menus; rotation plan; allergen & nutrition approach
- 12) **Service Model & Customer Experience** – Queue management; service times; feedback & complaint processes; digital ordering (if any)
- 13) **Equipment Plan** – Equipment list (owned/leased); maintenance regime; energy/water efficiency
- 14) **Mobilization & Transition Plan** – Timeline; dependencies; risk register & mitigations
- 15) **Sustainability & Local Sourcing**

- 16) **Evidence of Capacity** – Photos of current operations (front-of-house & kitchen), permits, insurance

7. EVALUATION METHODOLOGY

7.1 Technical Evaluation (100 points) – Separate evaluation per Lot

- A) Relevant Experience & Track Record – 25 pts
- B) Food Safety & Compliance – 25 pts
- C) Equipment & Staffing – 20 pts
- D) Menu Concept & Nutrition Approach – 15 pts
- E) Customer Experience & Service Design – 10 pts
- F) Mobilization & Risk Management – 5 pts

Passing Score: 75/100.

7.2 Mandatory Pass/Fail Checks

- Legal registration, tax compliance, food service permits
- Key HSE/food safety documentation
- Acceptance of SLA/KPIs framework (See TOR Attached)

7.3 Practical Assessments

- **Facility Inspection (Pass/Fail):** Hygiene, workflow, storage, temperature control, pest management, equipment maintenance.
- **Tasting & Service Demonstration** (Scored points within categories).

7.4 Final Ranking & Negotiations

The Evaluation Committee will rank proposals per Lot and commence commercial negotiations with the top-ranked proposer. If negotiations fail, the next ranked firm may be invited.

8. CONTRACTING MODEL

8.1 Contract Type: Long-Term Agreement (LTA), Renewable Annually Subject to Satisfactory Performance for a Maximum Period of Four (04) Years.

Mobilization Period: Target 2 weeks from contract signature.

9. ACTIVITY SCHEDULE

- **RFP Issue Date:** Friday 20th February, 2026
- **Clarification Deadline:** Tuesday 3rd March, 2026.
- **Site Walk-through at ECOWAS:** Tuesday 3rd March, 2026 by 11:00 am (GMT +1)
- **Proposal Submission Deadline:** Monday 9th March, 2026. By 11 am (GMT +1)
- **Facility Inspections & Tastings:** To be determined
- **Technical Ranking Notification:** To be determined
- **Commercial Negotiations:** To be determined
- **Anticipated Award:** To be determined
- **Mobilization & Deployment:** To be determined

10. CONFIDENTIALITY & DATA PROTECTION

Bidders shall treat all information received from the Purchaser as confidential. Any personal data processed must comply with applicable data protection laws and ECOWAS internal policies.

11. RESERVATIONS

The Purchaser reserves the right to accept or reject any proposal, to annul the process, or to amend the RFP, without incurring any liability.

12. PUBLICATION

This Invitation for Prequalification is also published on the ECOWAS Website: <https://www.ecowas.int>

Seydou Kassory BANGOURA
Director, Administration & General Services



ANNEX A – TERMS OF REFERENCE

Attached.

TERMS OF REFERENCE

For the Provision of Catering and Corporate Canteen Services for the New ECOWAS Headquarters Airport Road, Lugbe, Abuja

PROJECT:

Establishment and Operationalization of a High-Volume Cafeteria/Café Facility Serving up to 400-600 Persons Daily

1. BACKGROUND & CONTEXT

This document provides the complete framework for the design, establishment, commissioning, and operational launch of ECOWAS high-capacity cafeteria/café facility in Nigeria.

The project is intended to deliver a fully functional food service environment capable of supporting up to **400- 600 Staff daily**.

This service provision comes in two [2] lots:

- The Cafe
- The Canteen

We are looking for service providers in the following areas

2. PROJECT OBJECTIVES

Primary Objective

To establish a safe, compliant, and operational cafeteria & café capable of serving up to 400-600 PAX daily per service:

Specific Objectives

1. Operational kitchen + dining systems for high-volume throughput.
2. Ensure compliance with Nigerian and ECOWAS food safety and workplace standards.
3. Identify all required certifications and equipment, furniture, and serveware for vendor bid and evaluation
4. Develop fire, food, health and HACCP plans necessary for vendor operations
5. Design quality assurance and audit plan

3. SCOPE OF CATERING SERVICES

Daily operations (Mondays to Fridays):

- Breakfast & teabreak items (9:00 AM - 11:00 AM): Pastries and light snacks with hot/cold beverages (espresso coffee and smoothies, fresh juice etc.)
- Lunch (12:00 PM - 3:00 PM): lunch service with local & continental cuisines
- Snacks (3:00 PM - 5:00 PM): tea/coffee, pastries, fruits, light bites, salads etc.

Meal categories: TAKE OUT & DINE-IN

Breakfast: Continental & local breakfast options with hot/cold beverages, baked goods + pastries & light bites.

Lunch: Lunch service with local and continental cuisines (minimum 4-5 options), local/African and continental dishes.

Snacks: tea/coffee, pastries, and light bites (sandwiches etc)

NB [Special diets]: vegetarian, halal, gluten-free, diabetic-friendly, kosher, peanut allergens, shellfish allergens, lactose intolerant allergens

MINIMUM SERVICE REQUIREMENTS FOR PROSPECTIVE CAFE & CATERING BIDDERS

Prospective bidders must demonstrate the minimum technical, operational, and food safety capacity outlined below. Failure to meet these requirements may result in disqualification.

4. ORGANIZATIONAL & STAFFING STRUCTURE

Minimum Staffing (for a min. 150-300 PAX per service daily):

ROLE	MINIMUM REQUIREMENT
Floor Supervisor / Quality Manager	1 (HACCP-trained, supervisory level)
Head Chef / Kitchen Manager	1 (qualified, full-time)
Storekeeper	1
Service Staff	Min. 2-3 (2 per serving point)
Cleaner / Steward	Min. 2-4

Vendor obligations:

- Clear organogram with defined roles and responsibilities
- Adequate staff-to-meal ratio to prevent food safety risks
- Dedicated supervision at central kitchen and service points

5. STAFF CERTIFICATIONS & COMPETENCE

Bidders must provide evidence of:

- HACCP Level 2 or higher certification (Food Safety Manager & Supervisors)
- Food Handlers Medical Fitness Certificates
- Food Safety & Hygiene Training records for all food handlers
- Fire Safety knowledge or certification
- Culinary training certificate/diploma in diverse cuisines and menu planning + execution (baking + pastry, cuisine and catering)

6. PROVISIONAL FACILITY & EQUIPMENT:

The facility has been equipped with the following basic machinery:

A. Central Kitchen comes with:

- 4-burner american spec with oven
- 1 Wok burner
- 1 grill top
- 1 commercial deep fryer
- Full range exhaust hood
- 2 prep chillers (lowboy)
- 2 prep tables with 2-tier shelving
- Stainless steel hanging shelves
- Two 4-door refrigerator and freezer chiller
- 1 standing chafing dish food warmer(20- tray)
- 1 salamander
- 2-compartment prep sink with accessories
- 1 storage cabinet
- 1 reach-in chiller
- 2 stainless steel Drying racks
- 2 Fly catchers
- 1 commercial wall extractor or smoke expeller
- 1 chef office with file cabinet

B. DISH WASHING AREA:

- 2 compartment sink with sprayer accessories and garbage hole
- 1 commercial dishwasher
- 1 drying rack and shelf

- 1 Hood range

C. HOLDING STORE

- 3 stainless steel shelves

D. SERVICE AREAS: CAFETERIA 1 & 2

- Seating and furniture for 80-100 PAX
- 8-9 TRAYcounter top display unit
- 3 door service chiller
- 2 compartment sink
- 1 prep side table with cabinet
- 1 microwave cabinet
- U-layout chafing dish/buffet countertop with 1 tier plate shelf

I. CAFE:

- Seating and furniture for 30-40 pax including bar stools
- 1 bar with countertop and shelving cabinets
- 1 compartment bar prep sink

Vendors are required to have the following equipment:

Central Kitchen: CAFETERIA 1&2

- Segregated raw and cooked food preparation areas
- Adequate cooking equipment (Pots and pans etc.)
- Handwashing stations with soap and sanitizer separate from food sinks
- Cleaning materials and equipment
- Waste bins for dry and perishable items
- **Stainless Steel (Grade 304 or 316)** for food contact surfaces due to corrosion resistance and longevity.

Service Points (3):

CAFETERIA 1&2

- Hot holding equipment (bain-marie / chafing dishes)
- Serving Utensils for food service and guest use (plates,drinkware, spoons, serving spoons and forks,service thongs, service knives, utensil holders/saucers etc)
- Sneeze guards and food covers
- HOT surface signages
- Serving platter and boards,
- Cleaning and sanitation materials
- Waste management(dry, recyclable and perishables)
- Reheating equipments such as microwaves
- Food covers and service trays

- Disposable napkins and serviettes
- Table number/tags,

CAFE

- Tea pots/jugs & service plates (plates, bowls, saucers), cutlery including all drinkware, service napkins (disposables), table number/tags, service jugs,
- Espresso Coffee machine
- Hot holding display unit for pastries and snacks
- Soundproof blenders for smoothies
- Reach-in bar chiller for soda and drinks
- Air tight storage containers

Bidders must demonstrate the ability to:

CAFETRIA 1 &2

- Produce and serve minimum **150-300+ meals daily** across multiple meal periods.
- Safely transport food from production and central kitchen to 3 service points.
- Maintain hot and cold chain throughout services
- Handle peak service periods without compromising food safety and portion levels
- Provide menu variety with dietary needs considered (local & continental)

CAFE:

- Provide freshly produced snacks daily for **150-300 pax daily**.
- Manage produced items and ensure standard temperatures for service
- Holding equipments to maintain food quality
- Provide menu variety with dietary needs considered
- Provide quality and standard beverages, coffee and dairy accompaniments

7. HACCP & FOOD SAFETY COMPLIANCE: CAFE & CAFETERIA

Bidders must submit:

- Company-specific HACCP Plan aligned to Codex principles
- Evidence of HACCP implementation (logs, records)
- Food Safety Manual / SOPs for production and food service
- Cleaning & Sanitation Program (SSOPs)
- Pest Control Contract with licensed provider
- Waste Management procedures
- QC plan and audits management system

8. KEY PERFORMANCE INDICATORS (KPIs): CAFE & CAFETERIA

The following KPIs shall be used to monitor contractor performance:

> FOOD SAFETY & COMPLIANCE KPIs

KPI	Target
HACCP record completion	100% daily
Food safety non-conformances	0 critical
Temperature compliance	≥ 98%
Regulatory inspection outcomes	No major findings

> SERVICE DELIVERY KPIs

KPI	Target
On-time meal service	≥ 99%
Meal availability	100%
Food quality complaints	≤ 2 per month
Menu compliance	100%

Service standards:

- Response time: <5 minutes for service
- Food quality: high-quality ingredients, tasty, presented well
- Cleanliness: high standards of hygiene
- Staff courtesy and professionalism

KPIs:

- Food safety compliance (HACCP): 100%
- Customer satisfaction: >90%
- Service reliability: >98% uptime
- Menu variety (local and continental)
- Complaint resolution: <24 hours

➤ **HYGIENE & STAFF KPIs**

KPI	TARGET
Staff medical certification validity	100%
Staff hygiene	100%

➤ **Food Safety & Compliance**

- **Certifications:** HACCP, ISO 22000, or equivalent food safety management system.
- **Regulatory Approvals:** Compliance with NAFDAC, SON, and local public health regulations.
- **Inspection Records:** Evidence of past health inspections with no major violations.
- **Allergen & Dietary Management:** Clear labeling and ability to provide vegetarian, halal, and special diet options.

➤ **Quality Assurance**

- **Menu Diversity:** Balanced meals with nutritional value, variety, and cultural sensitivity.
- **Supplier Vetting:** Documented sourcing from approved suppliers with traceability locality and organic growth standards.
- **Testing & Monitoring:** Regular microbiological and chemical testing of food samples from temperatures, look and smell..
- **Customer Feedback System:** Mechanism for collecting and addressing complaints through feedback forms.

➤ **Kitchen Workflow & Capacity**

- **Workflow Design:** Zoning for raw/cooked food, one-way flow to prevent cross-contamination.
- **Staffing:** Qualified chefs, food handlers, and supervisors with training certificates.
- **Technology Use:** Digital meal tracking, automated temperature monitoring, and inventory systems.

➤ **Storage & Logistics**

- **Inventory Control:** FIFO system, batch labeling, and expiry tracking.
- **Distribution:** Safe transport of meals within the complex, maintaining temperature integrity.
- **Emergency Stock:** Ability to store and deliver meals during supply chain disruptions.

- **Waste Management & Sustainability**
 - **Segregation:** Clear processes for organic, recyclable, and hazardous waste.
 - **Sustainability Practices:** Composting, recycling, and reduction of single-use plastics.
 - **Reporting:** Documentation of waste volumes and sustainability initiatives.
- **Risk Mitigation & Business Continuity**
 - **Risk Assessment:** Identification of hazards in supply chain, kitchen operations, and distribution.
 - **Contingency Plans:** Backup suppliers, emergency catering options, and crisis communication.
 - **Insurance Coverage:** Liability insurance for foodborne illness or service disruption.
 - **Security & Access Control:** Measures to protect food supply against tampering.

9. COMPREHENSIVE REQUIREMENTS – Cafe & Catering Services

1. Technical Qualification Requirements .

a. Experience and Capacity of Bidders

- **Years of Experience:** Minimum 5 years in institutional catering or cafe service.
- **Past Contracts:** Evidence of similar large-scale catering contracts
- **Client References:** At least three references from government, corporate, or international organizations.
- **Performance History:** Track record of timely delivery, quality service, and compliance.
- **Legal & Regulatory Compliance**
 - Valid business registration and incorporation documents.
 - Operating licenses from relevant authorities (NAFDAC, SON, Ministry of Health).
 - Tax clearance certificates for the past 3 years.
- **Certifications**
 - HACCP certification or equivalent food safety management system.
 - ISO 22000 (Food Safety Management) or ISO 9001 (Quality Management).
 - Occupational health and safety compliance (ISO 45001).
- **Insurance**
 - Proof of liability insurance covering foodborne illness, accidents, and fire

b. Compliance with Food Safety Standards

- **Food Safety Management System:** Documented HACCP plan, risk assessments, and monitoring procedures.

- **Allergen & Dietary Management:** Clear labeling, ability to provide vegetarian, halal, and special diet options.
- **Testing & Monitoring:** Regular microbiological and chemical testing of food samples.
- **Staff Training:** Evidence of ongoing hygiene and food safety training.
- **Site Inspection:** Food safety Adherence and standard food handling & production practices

c. Equipment and Staffing Capabilities

- **Equipment**
 - Inventory of kitchen equipment and smallwares meeting NSF/ANSI, UL, IEC, and Energy Star standards.
 - Adequate cold chain facilities with backup power.
 - Maintenance schedules and calibration records.
- **Staffing**
 - Qualified chefs, nutritionists, and food handlers with certifications.
 - Adequate staffing levels to serve 300 meals daily.
 - Evidence of staff training in hygiene, safety, and emergency response.

d. Methodology and Work Plan

- **Operational Workflow:** Clear workflow for meal preparation, delivery, and service.
- **Menu Planning:** Balanced & nutritious menus.
- **Waste Management:** Segregation, recycling, composting, and hygienic disposal.
- **Emergency Preparedness:** Supply chain disruptions
- **Sustainability:** Use of eco-friendly packaging, reduction of single-use plastics. (optional)

2. Financial Capacity

- **Financial Statements:** Audited accounts for the past 3 years.
- **Working Capital:** Evidence of sufficient liquidity or credit facilities.
- **Pricing Structure:** Transparent cost breakdown, competitive pricing.
- **Performance Bond:** Ability to provide guarantee or bond if required.

10. MINIMUM EQUIPMENT REQUIRED BY CAFETERIA BIDDERS FOR OPERATIONS

1. MAIN KITCHEN:

- Waste bins (recycle, dry and perishables)

2. MEAL COOKING AREAS:

- Utility bowls (Stainless steel)
- Prep bowls for mise-en-place
- Fire extinguisher and first aid kit
- Cooking utensils (spoons, thongs, perforated spoons etc.)

- Microwaves (industrial)
- Morphen set of hotel food pans
- High density chopping boards (color coded red, blue, yellow, brown, green and white)
- Pots and pans
- Colanders (metal or plastic)
- Walkie talkie or intercom
- Kitchen timers or clock timers
- Health and Safety signs
- Kitchen towels
- Industrial waste bins
- Service plates/trays and utensils

3. STORAGE AREAS REFRIGERATION

- Food storage containers (with gradation) plastic with covers
- Food grade plastic crates for storage of root vegetables and other food items etc.

4. SERVICE AND EXPEDITING AREAS

- Service plates and cutlery
- POS systems and printer
- Service trays disposables
- Service team
- Cleaning supplies
- Menu copy/board display
- Industrial floor mats
- Kitchen grade hairnets and gloves (black)
- Service trolleys
- Waste bins (recycle, dry and perishables)

CAFE REQUIREMENTS

- Coffee machines with milk frother and accessories (tamper, stainless steel milk jug etc)
- Bar under chiller or look-in refrigerator for drinks
- POS systems and printers
- Pastry and or dessert display chiller
- Service plates and cutlery
- Drinkware and teacups
- Teapots and disposables
- Sound proof blenders
- Serving trays
- Kitchen grade hairnets and gloves (black)
- Waste bins (recycle, dry and perishables)

Additional information for service flow:

1. Hygiene requirements during service:

- Cleanliness and sanitation of kitchen, service areas, and equipment
- Pest control measures
- Compliance with local health and safety regulations

2. Operational capacity:

- Handle peak hours (lunch)
- Meal volume: 400-600PAX

NB:For Service Utensils and Equipment Specifications*

- Serving utensils: stainless steel, food-grade, heat-resistant
- Chafing dishes: stainless steel, with lids and fuel holders
- Trays: stainless steel or food-grade plastic, easy to clean
- Plates, cutlery, glasses: high-quality, durable, dishwasher-safe
- Fine china and glassware for diplomatic events: high-end, elegant design