



MANAGEMENT OF COMPLAINTS IN F&B DEPARTMENT DUE TO CAFÉ DELAYS

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TABLE OF CONTENTS

1. HOSPITAL OVERVIEW
2. ORGANISATIONAL LEARNING
3. PROJECT INTRODUCTION
4. AIM OF THE STUDY
5. RESEARCH METHODOLOGY
6. FINDINGS
7. RECOMMENDATIONS
8. CONCLUSION

HOSPITAL OVERVIEW- CK Birla Hospital, Jaipur

- 230 Bedded multispeciality hospital with World class infrastructure
- Ergonomically designed interiors
- 6 state-of-the-art modular OTs
- Flat panel advanced Cath lab
- Fully Digital Mammography
- Fully digital X-ray
- Modular IVF & diagnostic lab
- Large 12 bedded Emergency
- 64 critical care beds
- 15 bedded best in class dialysis unit
- Fully equipped life saver ambulances



Organizational learning

DEPARTMENTS VISITED

1. OUT PATIENT DEPARTMENT
2. IN- PATIENT DEPARTMENT
3. F&B DEPARTMENT
4. PHARMACY



1



2



3



4

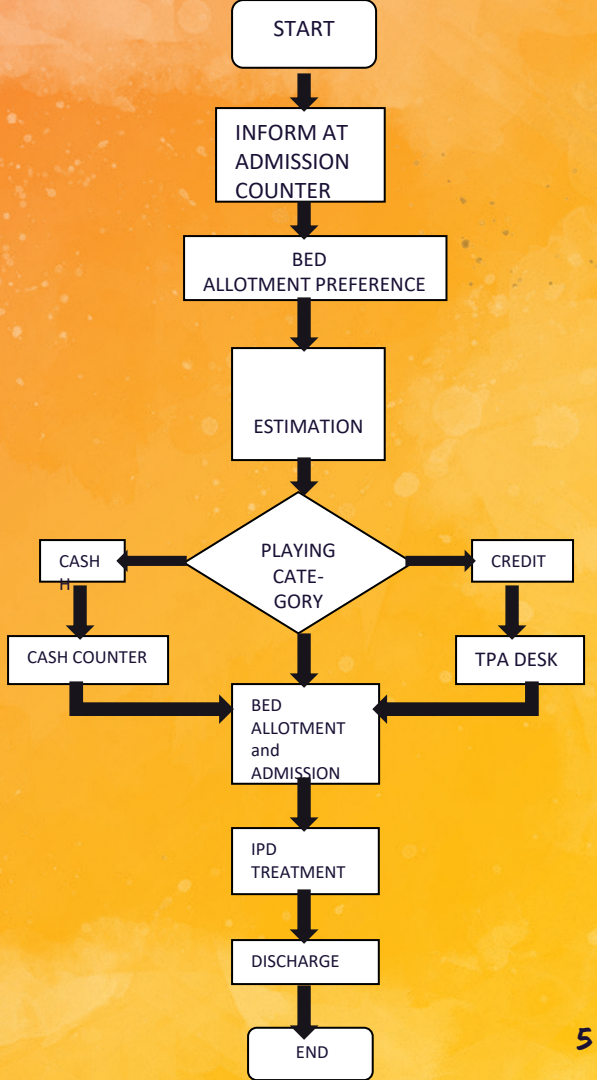
- DEVIDED IN TWO PARTS (GROUND FLOOR AND BASEMENT)
- 14 CONSULT CHAMBERS IN OPD
- TIMINGS 10AM TO 4PM
- OPD SITTING CAPACITY 150
- 5 FRONT DESKS IN OPD
- FIRST COME FIRST SERVED SYSTEM FOLLOWED
- PER DAY OPD ABOUT 250

PROCESS MAPPING OF OPD-



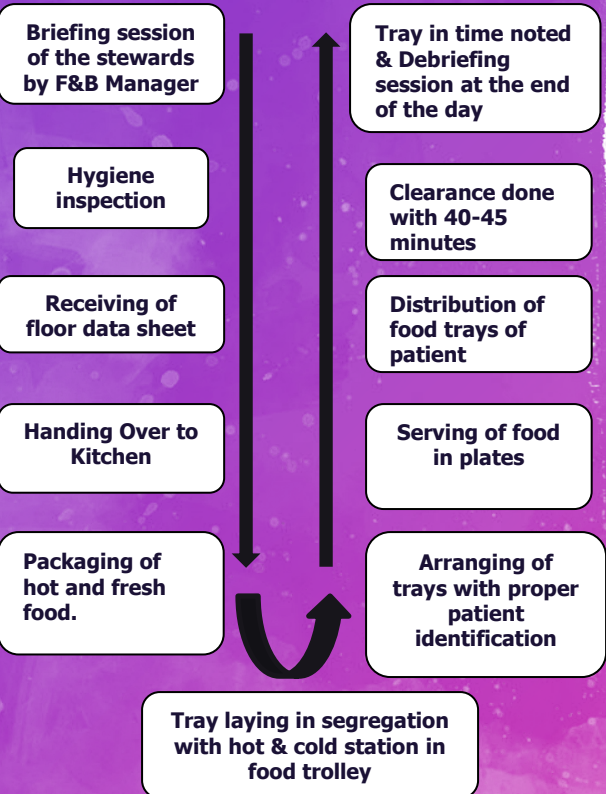
← **OUT-PATIENT DEPARTMENT**

IN-PATIENT DEPARTMENT →



- LOCATED ON THE GROUND FLOOR
- OWNED BY LIFE PILLARS

WORK FLOW PROCESS



F&B DEPARTMENT

IP- PHARMACY

for medicatio ns is raised through CPRS for inpatient s		Request for dings to pharma cy		received in IPD pharma cy through HIS		requirem ent, putting barcode in medicine s, hand over to GDA		to respecti ve IP Floors
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PHARMACY

OP- PHARMACY

Comes to the counter & gives the prescription letter written by concerned doctor.	the medicines from the rack, after collecting all medicines prescribed, give them to the billing counter	Cross check of medicines is done and then billing is done.	done, pharmacist guides the patient attended about how to take medicines & then, patient goes home
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ABOUT PROJECT

- ❖ PROJECT TITLE- Managing complaints of F&B department by reducing café delays at CK Birla Hospital, Jaipur.
- ❖ PROJECT INTRODUCTION- This project is based on the management of complaints of F&B department due to delays. As the number of complaints are increasing day by day due to café delays so this project aims to find the reason behind that delays and what type of order is getting delays so that in future the complaints can be decreased. This study is done on the data from january 2021 to june 2021. Total number of order delays, TAT of orders are calculated in 4 week of time on total 200 orders of beverage and non-beverage items..

Aim and Objectives OF THE STUDY

- ☐ To understand the cause of café delay in different floors, dialysis ,ICU's , Emergency .
- ☐ To assess the TAT (Turn around time) in F&B department.
- ☐ To conduct a GAP analysis
- ☐ To assess patient satisfaction with F&B department.
- ☐ To help the hospital provide inpatient with nutritious meals on time for faster recovery and their betterment.

RESEARCH METHODOLOGY

- ❖ Study Area
 - CK BIRLA HOSPITAL, JAIPUR
- ❖ Study Design
 - Cross Sectional
- ❖ Study Period
 - 10 May 21 – 30 June 21
- ❖ Study Population
 - In-patients and Patients of Dialysis and Emergency.
- ❖ Sample Size
 - 200 for café delay and 150 for patient satisfaction survey
- ❖ Sampling Method
 - non-probability convenience
- ❖ Data Collection mode
 - Through observation and online using google forms
- ❖ Data Analysis
 - using Microsoft excel and Test statics
- ❖ Type of Data
 - Quantitative
- ❖ Google form link
 - https://docs.google.com/forms/d/e/1FAIpQLScwGNWju6mqTAKpm5ctW73WG5do7CoEBT75EL4fG2pw4Yf9iA/viewform?usp=sf_link

FINDINGS IN PROJECT

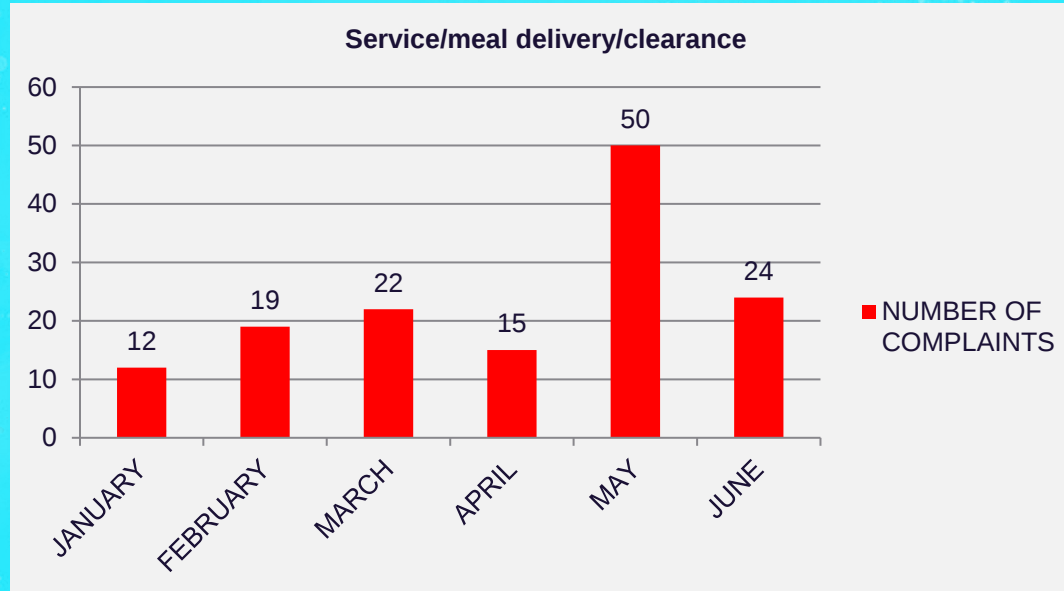


Fig 1 shows total number of complaints of service/ meal delivery/ clearance from Jan 2021 to June 2021

	TOTAL ORDERS	
	BEVERAGES	NON-BEVERAGES
DELAYED ORDERS	39	24
ORDER ON TIME	89	48
TOTAL ORDERS	128	72

Figure 2 shows number of delayed orders for 200 orders were recorded over period of 4 weeks.

BEVERAGE	DELAY
DEPARTMENT	NO.
DIALYSIS	9
2 FLOOR	3
3 AND 4 FLOOR	20
5 FLOOR	4
EMERGANCY	2
BLOOD BANK	1
GRAND TOTAL	39

Figure 5 shows beverage delay department wise in 4 week period of time

NON- BEVERAGE	DELAY
DEPARTMENT	NO.
DIALYSIS	4
2 FLOOR	3
3 AND 4 FLOOR	12
5 FLOOR	3
EMERGANCY	2
BLOOD BANK	0
GRAND TOTAL	24

Figure 6 shows non- beverage delay department wise in 4 week period of time

TAT CALCULATION

TYPE OF FOOD	AVERAGE OF TAT(Min)	Std. Dev. OF TAT (Min)
BEVERAGES	18	10
SOLID FOOD	28	18
GRAND TOTAL	23	14

✓ Standard TAT for beverage- 20 minutes

✓ Standard TAT for solid food- 30 minutes

Figure 7 shows calculation of overall TAT of 200 orders in 4 week period

DEPARTMENT	AVERAGE TAT(Minutes)	DELAYED ORDER TAT(Minutes)
DIALYSIS	16	18
2 FLOOR	20	24
3 AND 4 FLOOR	18	23
5 FLOOR	20	22
EMERGENCY	18	21
BLOOD BANK	17	24
GRAND TOTAL	18	22

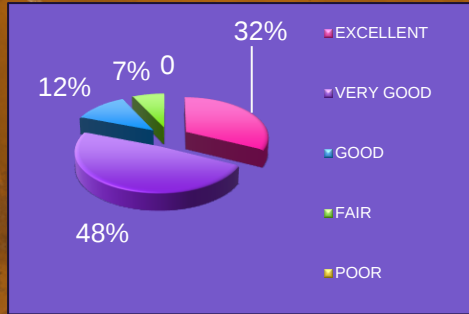
Figure 8 shows calculation of TAT of beverages department wise

DEPARTMENT	AVERAGE TAT(Minutes)	DELAYED ORDER TAT(Minutes)
DIALYSIS	25	30
2 FLOOR	30	35
3 AND 4 FLOOR	26	33
5 FLOOR	30	35
EMERGENCY	29	32
GRAND TOTAL	28	33

Figure 9 shows calculation of TAT of solid food department wise

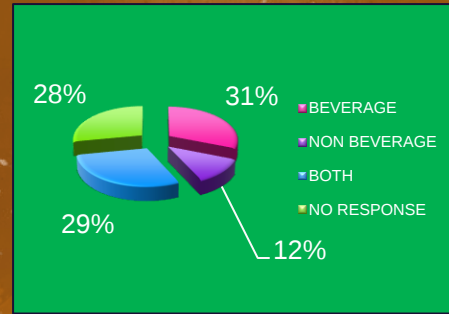
Patient's feedback analysis

1. PRESCRIBED DIET BY DIETICIAN



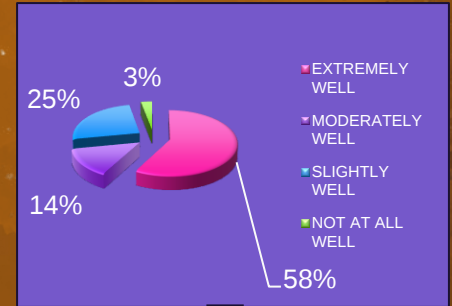
➤ Only 7% patient rated diet prescribed by dietician as fair, which is a good sign because on this point we don't see much of concern.

2. DELAYED SERVING IN TYPE OF ORDER



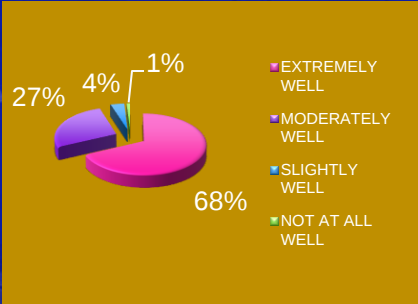
➤ Seeing the response, it is quite easy to state that beverage delivery need more attention as 31% of the respondents said that order of beverage generally reach late to them.

3. MEAL MEETING DIETARY NEEDS



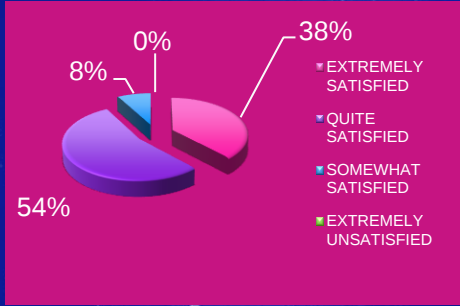
➤ Referring to the numbers from the graph it wouldn't be wrong to say that the dietary needs should be given little more attention as total of 28% patients were not happy with the statement that meal is meeting their dietary needs.

4- response on nurse response regarding F&B



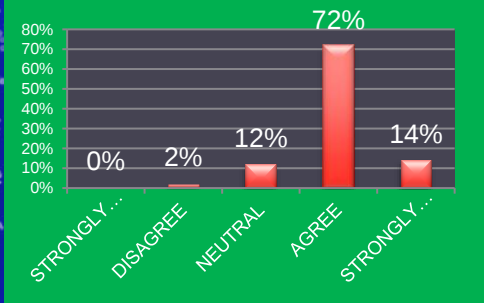
➤Nurse response regarding F&B department is not and issue at all as only 1% patient complaint about the response of the nurse.

5- response on service staff care



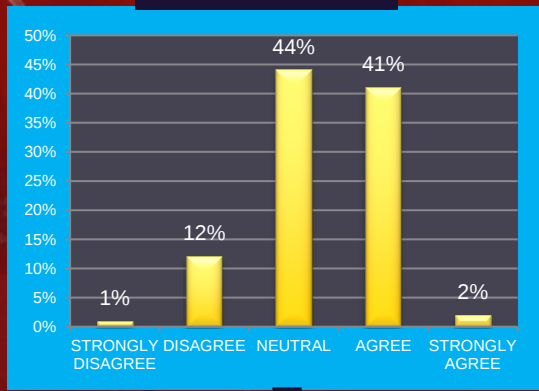
➤About service staff care after getting survey results we can conclude that the service staff is doing a great job because none of the patient was unsatisfied with service staff care .

6- response on served food condition



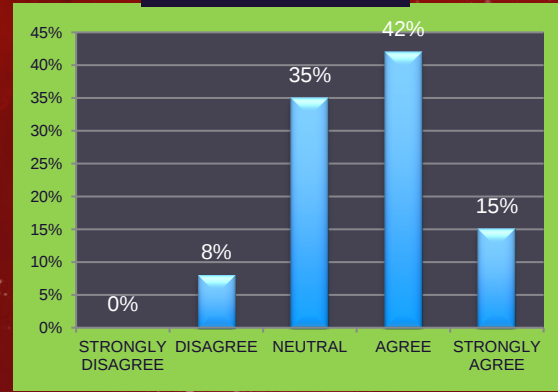
➤Looking at all the data we don't see much of the problem on the response on served food condition as 86% of the respondents said that the food is served hot and fresh and Only 2% of the respondents sad that food is not served hot and fresh.

7 FOOD VARIETY



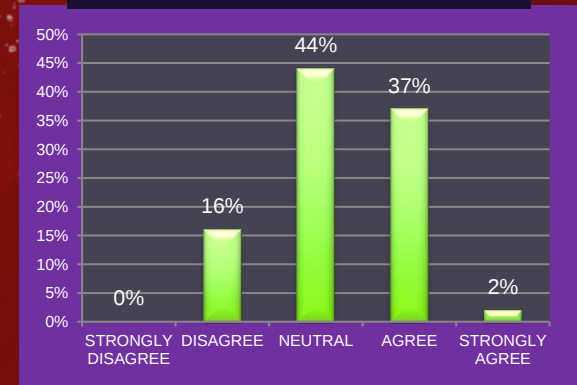
➤ it is evident from the numbers that food variety needs more attention as 44% of the patients prefer to stay neutral about the food variety question so this seems to be an issue. And another 12% said that they are not happy with the variety of food served.

8 FOOD QUALITY



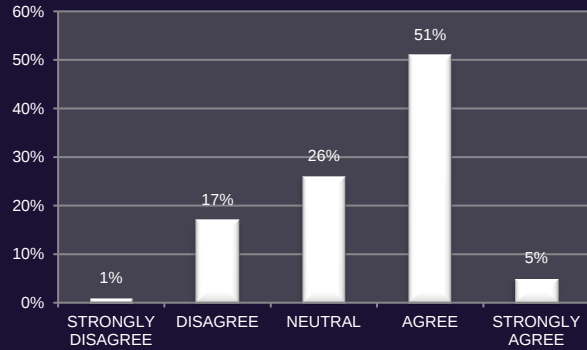
➤ during the survey about the food quality 35% gave neutral rating and 8% gave disagreed rating which makes a total of 43% which is a cause of concern and which cannot be ignored.

9 FOOD TASTE AND FLAVOUR-



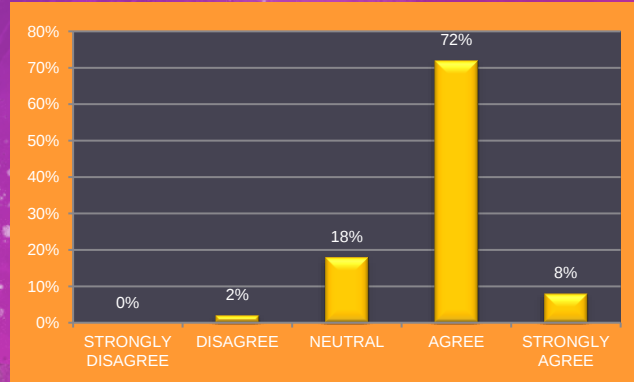
➤ food taste and flavor should be focused in F&B department as sum of neutral and disagree makes 60%..

10 BEVERAGE QUALITY



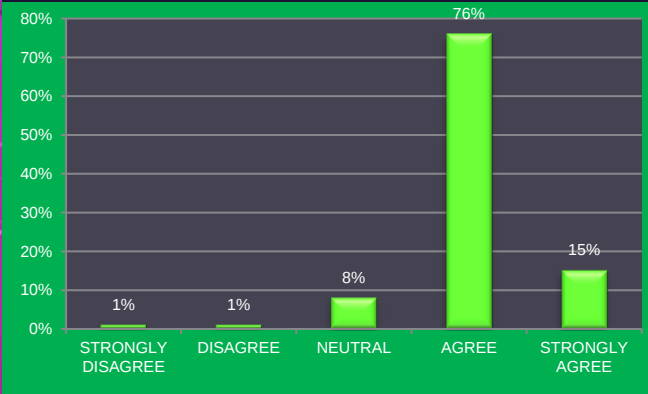
➤ Although 56% of the patient said that the beverage quality is either good or very good and 26% responses were neutral but 17% responses disagreed which draw attention towards the fact that a little can be done to improve the quality of beverage served to make it perfect.

➤ Hygiene of utensils doesn't seem to be an issue as 80% of respondents rated it either as agree or strongly agree.



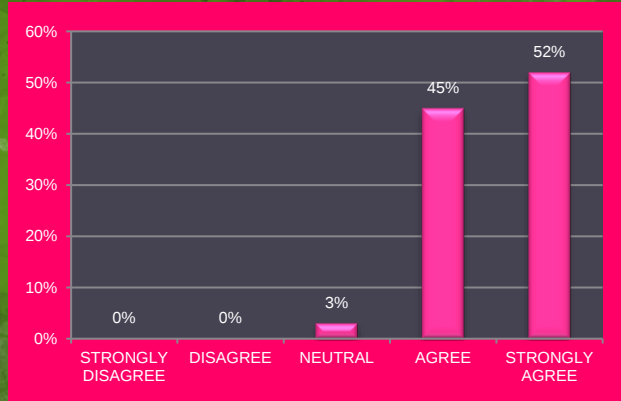
11 .UTENSIL- CLEAN AND HYGINE

12 SERVICE- ORDER CORRECT AND COMPLETE



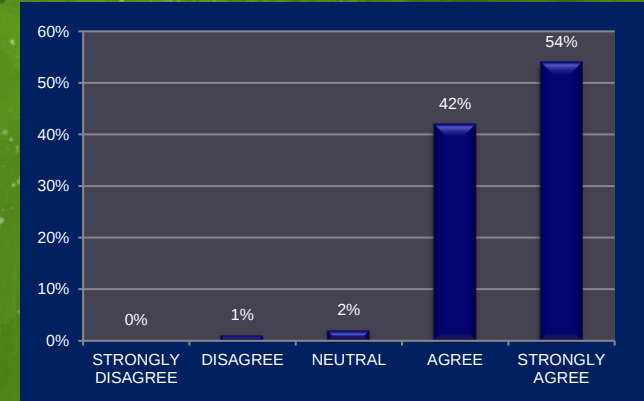
➤ As 1% of patient's were dissatisfied with the fact that order reach to them is correct and complete ,so this doesn't seem to be an area of concern.

13 ORDER TAKER'S ATTITUDE

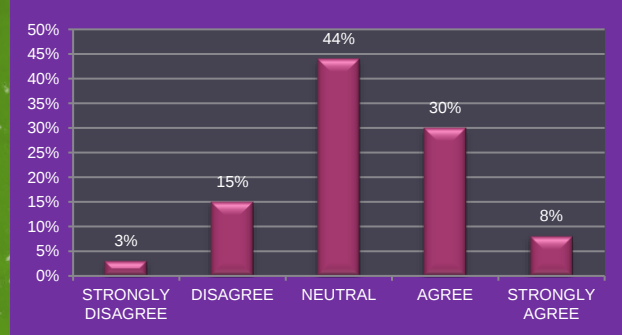


➤44% PATIENT'S have neutral response about useful accessories provided with food. While 18% patient's disagreed or strongly disagreed about the useful accessories provided, so it is an area of improvement.

15 ORDER TAKER'S COMMUNICATION SKILLS



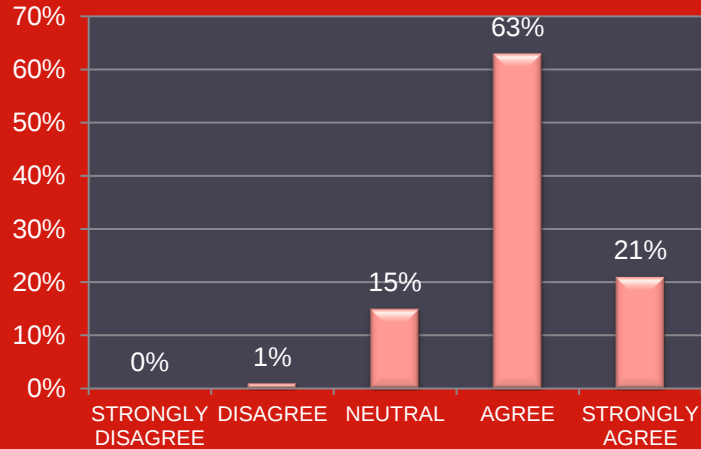
➤97% of the patient's said that they agree and strongly agree with the statement that order taker listen and takes down the order patiently and has polite attitude.



14 AVAILABILITY OF USEFUL ACCESSORIES

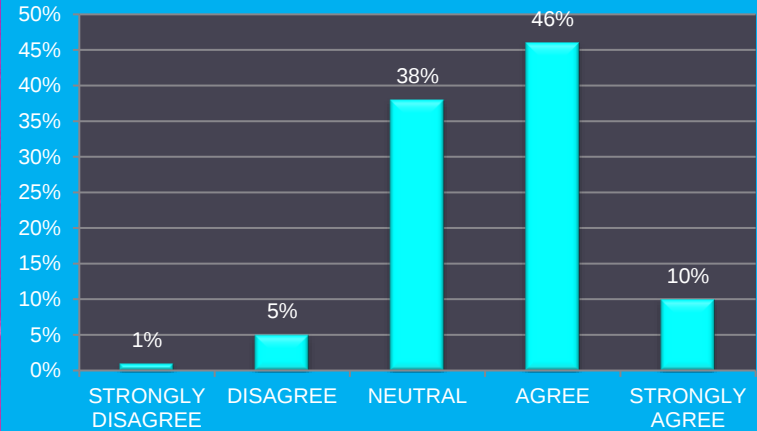
➤Order taker has good communication skills at it is appreciated by 96% of respondents.

16 OVERALL SERVICE



➤ Since a total of 16% respondent fall under the category of neutral and disagree and 16% is significant number for overall service rating, so I strongly feel that the hospital administration needs to focus on this area religiously.

17 VALUE FOR MONEY



➤ Though this is not an area of concern as Only 6% respondents said that they don't see value for money at this Hospital but it would be a good idea for the hospital admin to investigate it further to understand the issue which are driving this statement in the minds of patients.

RECOMMENDATIONS

1. There should be dedicated delivery staff for the delivery of quick serving beverages and to avoid the delay in beverages ,chef's need to make sure that all the kinds of serving items are ready at any point in time.
2. To reduce the overall delay we need to focus specially on those department and floors which are having highest number of delays.
3. Order from ICU's and labor department should be given topmost priority.
4. We should focus more on timely delivery of beverages and non beverages items and try to bring their TAT down to maximum 20 minutes for non beverages and 10 minutes for beverages.

For that I have mentioned some recommendations.-

- KOT should be arranged on the basis according to the time of order.
- Ready order should be arranged in sequence according to the time of order.
- Order should be delivered by delivery staff according to the sequence and it must be arranged by assembly staff to avoid delay.
- There should be one person to pick up the KOT or 1 bell should be kept there to signify steward for every new order.

Suggestions According To Issues

ISSUES	SUGGESTIONS
KOT pickup is delayed	Creating token system and tracking cycle time for each order
Maximum complaints from 3 and 4 floor	3rd and 4th floor patients, ICU and dialysis order should be given priority
Prioritizing the orders	Orders should be prioritized based on Time slot and Urgency
Too much clearance time	Cleaning activities should be streamlined and proper staff should be allotted.
Quick serving items taking time	Dedicated staff for quick packing and serving of items.

CONCLUSION

- ✓ It can be concluded from the study that Cafe delay is a major problem for F&B department. F&B department should take corrective measures to fix these issues related to delivery because high percentage of delay delivery is alarming.
- ✓ With the above recommendations and continuous monitoring i believe that all the problems can be solved in a very short span of time.



THANK YOU

ANY QUESTIONS ??

