



STORES & PURCHASE MANAGEMENT

- In Hotel Industry.

STORES & PURCHASE MANAGEMENT

Chapter 01

Introduction

01 INTRODUCTION

Objectives

- ↘ Importance of stores and purchase in hospitality sector.
- ↘ The organization structure of stores and purchase.
- ↘ The wide scope of stores and purchase in hospitality units

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Structure

- 1.1 Introduction to Hospitality Stores and Purchase.**
- 1.2 Importance of Stores and Purchase in**
- 1.3 The scope of materials management in Hospitality.**
- 1.4 The organization of Stores and Purchase.**

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Structure

1.5 Duties & responsibilities of Purchase Manager.

1.6 The concept of stores and purchase in hospitality.

1.7 Summary.

1.8 Self Assessment Questions

01 INTRODUCTION

1.1 Introduction to hospitality stores and purchase.

YOU are now to follow a systematic study of the role of stores and

Purchase functions in hospitality here.

It aims at effective and simultaneous flow of materials through purchasing, receiving, storing and issuing of food and other items in a hotel / catering establishment.

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1.1 Introduction to hospitality stores and purchase.

Hospitality materials management is a process of coordination of

planning and selection, purchasing and procuring, moving and receiving, storing and issuing to various departments.

These activities are to be controlled, optimized to offer predefined service to customers at the least cost.

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1.1 Introduction to hospitality stores and purchase.

Hospitality industry deals with two important functions. They are

Providing guests with accommodation through clean, safe and comfortable rooms.

Providing guests with safe and hygienically prepared tasty food.

Hospitality industry deals with two important functions.



Providing guests with safe and hygienically prepared tasty food.



Providing guests with accommodation through clean, safe and comfortable rooms.

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1.1 Introduction to hospitality stores and purchase.

Hospitality industry deals with humans – the Guest

Hence

Purchase and Storage of hospitality products are very different from other manufactured products.

Here is your chance to get familiar with them.

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1.1.1 Need for specialized purchasing and storing.

Purchase

in the food service industry ranges from a handful of exotic mushrooms for use in a gourmet restaurant to a tempo load of flour for pizzas on sale at fast food outlets.

Yet, despite wide variations in products and clientele all purchase activities make similar demands on Purchasing Agent.

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Purchase

in the food service industry ranges from a handful of exotic mushrooms



01 INTRODUCTION

1.1.1 Need for specialized purchasing and storing.

Purchase/Store techniques vary greatly depending on the item being procured.

Fish/Fruits/Eggs → *purchased daily*
→ *stored in cold storage*

Grocery/ Potatoes → *purchased weekly*
→ *stored in airy rooms*

Linen/Cutlery → *purchased quarterly*
→ *stored on racks*

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*purchased weekly
stored in airy rooms*

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1.1.1 Need for specialized purchasing and storing.

Hence it is necessary to create a functional purchasing system

that will supply the quality and quantity of raw materials required for smooth operations at the cost which is within the approved Purchase Budget

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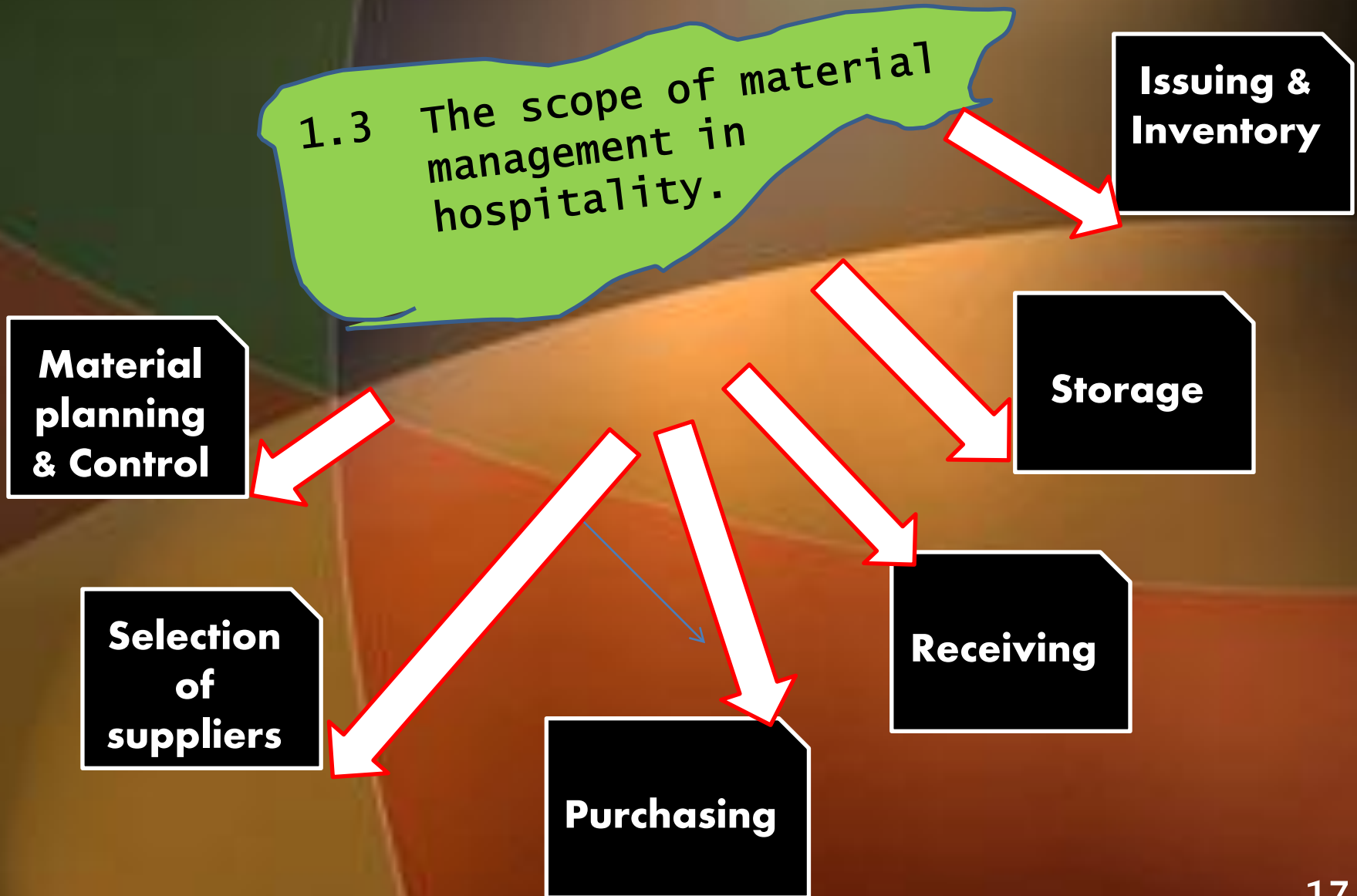
1.2 Importance of purchasing and storing in hospitality.

Each item purchased in hospitality has its own life and special storage needs. Thus we have a variety of different storage areas and conditions in every hotel.

Purchasing of perishables is much more complex compared to that in manufacturing units. Purchase Agent has to assess quality of products objectively & subjectively.

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1.3 The scope of material management in hospitality.



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1.4 The organization of stores & Purchase Department

rooms, restaurants, conference rooms, banquet halls etc.

Here allocation of responsibilities is complex and depends upon the standard of the hotel / catering unit.

Purchase Manager is responsible for policy making & overall supervision.

Hierarchy within department depends on number guest

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1.4.1 The organization
chart of stores &
purchase department



Director Stores and Purchase

Stores Manager

Purchase Manager

Store Keeper
(Housekeeping)

Store Keeper
(Food & Beverage)

Purchase Assistants

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1.4.1 The organization chart of Stores & Purchase Department





1.5 Purchase Manager Duties & Responsibilities

- (a) Reporting to senior management
- (b) manage purchase, receiving, storage and cellar
- (c) conduct market surveys
- (d) invite and analyze quotations
- (e) Sample testing
- (f) supplier selection, evaluation
- (g) price trends analysis
- (h) cash purchases
- (i) liaison with kitchen and all other sections in the hotel.

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1.6 Concepts of stores & purchase in Hospitality.

Why is hospitality purchase management completely different from other production units?

- annual, monthly and weekly or for that matter even daily requirements fluctuate regularly.

- further there are fluctuations in room occupancy, restaurant bookings, events and banquets

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1.6 Concepts of stores & purchase in Hospitality.

● Complimentary offers, festival discounts are announced by the management from time to time.

● These call for complex tasks of (i) careful and regular planning & reviews; (ii) development of new sources; (iii) revisions to stock levels; and (iv) strict control.

● Efficient purchase

Proper storage
Issues without any waste
Efficient steady supply to kitchen

Tasty food
Fresh fruits
Cold wines
Fresh guest rooms



Happy Customers!

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1.7 summary

Stores and Purchase management is a very important function in hospitality. Since hospitality deals to two main important needs of human beings i.e. accommodation and food, which are highly perishable, it requires specialized purchasing and storing.

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1.7 summary

The six points in the scope of materials management helps in understanding hospitality purchasing and storing. The organization chart of this department helps in the decision making.

It provides the line of authority, duties and responsibilities of every designated employee..

01 INTRODUCTION

1.7 summary

Efficient purchasing is important because, if purchasing is carried inefficiently, it creates problems at each subsequent stage of the cycle of food and beverage control.

1.8 Questions

1. Explain “Hospitality Materials Management is a highly organized process”.
2. What is the need for specialized purchasing and storing in food production and service organizations?
3. Why is right storing an important function in hospitality?
4. Explain the scope of materials management in hospitality.
5. What is the concept of stores and purchase in hospitality.

01 INTRODUCTION

With this
we come to the end of this chapter 01

Next I would like you
acquaint your self
with

*"Importance of Purchasing
and Storing" – Chapter 02*

GOOD LUCK!