

Evaluation of Catering Services

M/V MAMOLA SERENITY
SOUTH CAPE CONGO

week : 08 2025
KITINA - OFFSHORE CONGO

appreciation scale

1-very unsatisfactory / 2-unsatisfactory / 3-satisfactory / 4-very satisfactory

Satisfaction Degree

appreciation scale		SATISFACTION DEGREE			
1-very unsatisfactory / 2-unsatisfactory / 3-satisfactory / 4-very satisfactory	weight	1	2	3	4
1 - Catering	1.95				
1.1 - Quality of food and beverages	5%				X
1.2 - Diversity of food and beverages	5%				X
1.3 - Quantity of food served	5%				X
1.4 - Quality of dish presentation and quality of service in mess room	2%				X
1.5 - Sufficient and permanent presence of fresh food (vegetables, fruits...)	5%				X
1.6 - Menu signed by Master/Company Man/Camp Boss, and display in the mess room	2%				X
1.7 - Follow-up and checking of expiry dates of products	8%				X
1.8 - Respect of cold chain during products transfer on board	8%				X
1.9 - Cleanliness of galley and bakery	5%			X	
1.10 - Cleanliness of chiller, freezer and provision room	5%				X
2 - Housekeeping / Laundry	1.06				
2.1 - Cleanliness of cabins and offices	5%				X
2.2 - Cleanliness of corridors, recreation room, changing room	2%			X	
2.3 - Cleanliness of toilets (including toilet paper supply)	2%				X
2.4 - Cleanliness of mess room	5%				X
2.5 - Cabin services (linen change, bed making and soap supply)	5%				X
2.6 - Quality of laundry work (cleanliness)	5%				X
2.7 - Quality of laundry work (redistribution of clothes in the required time, frequency)	3%				X
3 - Operations Management	0.92				
3.1 - Respect of instructions received from Master and Catering & Accomodation Dpt	3%				X
3.2 - Presence on board of a stock for a minimum of 15 days consumption	2%				X
3.3 - Quantity of Catering Staff adapted to the situation, and complying with the contract	5%				X
3.4 - Uniformity and cleanliness of working clothes of the Catering Staff	2%				X
3.5 - Attention carried to Safety	5%				X
3.6 - Attitude and professionalism in relation to Customer on board	4%				X
3.7 - Respect of the timetable of services, punctuality	2%				X
Comments / suggestions		Average Note			
Implementation of aluminium/white metal recycle		Food illness			
Cutting board needed for galley		Work accident			
Poor quality mattresses - need to be replaced asap		Abnormal behaviour with Client or Charterer			
		Overall Note			3.93
		Overall Appreciation			very satisfactory

MAMOLA SERENITY Master :Tudor Gigi	Signature/Stamp 
CATERER'S REPRESENTATIVE : AITOU BELLA MEHDI	
CHARTERERS' REPRESENTATIVE :Vivien Aymar BANZOUZI	