

CATERING NOT JUST FOOD, BUT CARE



Founder's Note



Mr. Kalicharan Jaiswal Founder

With catering experience of over 40 years, Mr. Kalicharan Jaiswal is the pioneer founder of the Jaiswal Group. He is the source of motivation for the entire Jaiswal Group.

Before you start exploring one of our great services, you may want to know why we at intelliversity seem to care so much about our services.

One of the most enduring hallmarks of our Company's success is building and maintaining strong and trusting relationships with our Customers, Clients, employees and one another. The strength of our existing relationships can be attributed to our proud history of providing outstanding service while demonstrating a commitment to conduct business with honesty and integrity. These two key concepts – maintaining trust in our business relationships and pursuing the highest standards of ethical

behaviour – have long been fundamental aspects of our Company's core values. Our Company follows the Code of Business Conduct and Ethics to help us understand the requirements for meeting and exceeding the standards for this important core value. From last 4 decades the company is serving and growing day by day not only in terms of number of clients but also in terms of modernisation and advancements. Today we are able to cater and serve different categories of organisations and people which is all because of our team and their hard work, determination and time invested in the company.

We are committed to long-term value creation. Jaiswal Group strategy is built around four business priorities for action. They are designed to enable the Company to win in the marketplace, focus on the long-term sustainability of our business and continue to deliver growth and market value.



Business Priorities



**Deliver top notch
quality**



**Drive end to end
performance**



**Deliver exemplary
service**



**Engage and develop
our people**

40 Years of Jaiswal Group

1974



Mr. Kalicharan Jaiswal Created Jaiswal Group in Ahmedabad from The Times of India

1998



In 1998 Videocon Ahmedabad and National Institute of Fashion Technology became our valued customers.



In 1992 Jaiswal Group started another few sites, like GIDC and Gujarat Housing Board



1992

In 2004 Sumandeep University, Hitachi and Gujarat National University came into our services



2004

2008



**From 2008 onwards
we started our services
with Pandit Deendayal
Petroleum University,
GIDM and CERA
Sanitary ware**

2017-2019



**Today we are one of the
leading catering company in Gujarat
with over 50Cr of annual revenue,
over 25000 consumers and an
ISO 22000-2005 certified
Company from 2014.**

**By 2016 we were able to
introduce IIM Ahmedabad
with us with over
45 Cr annual turnover.**



2016

Jaiswal Group

Jaiswal Group has over the past 4 decades created a rich history in the accomplishment of being considered to be among the finest catering establishment in the industry. Since 1974 we have been engaged in the provision of services pertaining to the highest standard of quality & excellence. We believe that getting at the top of the pyramid in the service industry is not an easy task and staying there is even tougher. Having displayed the propensity to deliver the highest quality of services for more than 40 years, even today we constantly strive to deliver beyond the expectations of our customers.

The fast pace of work and overloaded schedules have resulted in radically shortened lunch hours. Drawing on its extensive food services know - how, Jaiswal Group develops and offers meal options to suit a wide variety of palates.

As a highly experienced player in food services, Jaiswal Group has the possibility to influence the eating habits of more than 15 Thousands people PAN India. Our Goal is to live up to our client's and their employee's expectations with innovative menus, well-balanced meal options, and friendly faces that improve the quality of your everyday meal experience.

Committed to providing and promoting healthy, balanced food options at all our client's sites, our menus are designed by professional chefs and assessed by our team of dietitians and nutritionists. We source ingredients from quality assured suppliers, and prepare dishes with care, imagination and flare.

“

**Joyful and
Incomparable
Services
with Attitude of
Leading**

”

– Mr. Kalicharan Jaiswal

Mission

Our Customers : We are committed to meeting and exceeding the expectations of our customers and clients through our unremitting dedication to every aspect of service.

Our People : We are committed to the growth, development and welfare of our people upon whom we rely to make this happen.

Our Distinctiveness : Together, we shall continue the Jaiswal Group tradition of pioneering in the Catering service industry, striving for unsurpassed excellence in high-potential locations all the way from the North to South India.

Vision

- We see an organisation which aims at leadership in the hospitality industry by understanding its customers and clients; and designing and delivering products and services which enable it to exceed their expectations. We will always demonstrate care for our customers through anticipation of their needs, attention to detail, distinctive excellence, warmth and concern.
- We see an organisation where people are nurtured through continuous learning and skill improvement; and are respected, heard and encouraged to do their best. The Jaiswal Group is recognised as best practice for training and developing its people.



Dharma

We, as members of The Jaiswal Group are committed to display through our behaviour and actions the following conduct, which applies to all aspects of our business:

- Conduct which is of the highest ethical standards - intellectual, financial and moral and reflects the highest levels of courtesy and consideration for others.
- Conduct which puts the customer first, the Company second and the self last.
- Conduct which demonstrates a two-way communication, accepting constructive debate and dissent whilst acting fearlessly with conviction.





Industrial



Institutional



Hospital



Special Events



Corporate

Services

Jaiswal Group believes in providing services are not only exemplary but are designed and developed keeping in mind your best interests. We understand that no two customers are the same; this is why we always aim to provide bespoke solutions which are conceptualized around customer's requirements and budget. Taking further steps to ensure that the customer get the maximum value for money. We go at great lengths to ensure that our enthusiastic and performance driven team provides you with not only the most hygienic food, but great tasting food too.

Believing that 'Nothing is constant but change', we realize that a predictable and static menu often causes boredom amongst customers. This is why we periodically alter our menu's to provide our customers with a constantly changing palate. Also going the extra mile to provide special delicacies on occasions and festivals we make sure that our customers are always happy and satisfied

Our menu always designed around our customer's requirement and budget. However we always try to design our menu around our customer's requirements. We aim to develop and nurture a business relationship which is not dependent on pecuniary matters alone; but on matter of integrity and satisfaction

- Institutional Catering
- Industrial Catering
- Hospital Catering
- Corporate Catering
- Special Events



GUJARATI



PUNJABI



KATHIYAWADI



ORIENTAL



S



LEBANESE



ITALIAN

Cuisines We Cater



MEXICAN



SOUTH INDIAN



CONTINENTAL

People

We are committed to the growth, development and welfare of our people upon whom we rely to make this happen.

Our culture is one of opportunity from both a professional and personal perspective. Jaiswal group provides an unmatched experience whatever your career goals. We strongly believe in professional career development so that the employees can grow along with the growth of the company.

At JAISWAL GROUP, we strongly believe in staff training and development and provide innovative learning opportunities to all our team members both at our head office and our operation units. We also maintain a strong Teamwork ethic throughout the organization.

Our culture is one of opportunity from both a professional and personal perspective. Jaiswal Group provides an unmatched experience whatever your career goals. We strongly believe in professional career development.



EMPLOYEE TRAINING AND DEVELOPMENT



- When a performance appraisal indicates performance improvement is needed
- To "benchmark" the status of improvement so far in a performance improvement effort
- As part of an overall professional development program
- As part of succession planning to help an employee be eligible for a planned change in role in the organization
- To "pilot", or test, the operation of a new performance management system

At Jaiswal group to continuously nurture the skill development and to monitor the performance we impart regular trainings so that in return our consumers and employees both can be benefitted.

Industries are constantly changing and so it is important for a business to develop to avoid being left behind. It's also important to make sure your business is complying

with any industry regulations, which can be achieved through ongoing training, making sure our staff's skills and knowledge are up-to-date.

Standing still can kill any business, so by making sure our staff are constantly advancing, you will continue to move forward and remain competitive within the marketplace.

Through continued investment from the business, staff can have a much higher sense of job satisfaction, which can improve their motivation towards their work. This reduces employee turnover and increases productivity, which directly improves the profitability. It also prevents competitors from taking away your best employees by offering training incentives.

Catering Not Just Food But Care!



Yes! We believe that catering not just food but care and for maintaining that we are not just serving food but one step ahead, we are creating a pleasant & friendly atmosphere for our valuable customers. Catering is something we enjoy doing and we work hard to make sure each and every customer is not just satisfied but enjoys the food we deliver.

For creating pleasant & homely environment, we are performing some great activities like we are providing customized menu for our mass clients, which is not something easy to do. We are taking continues feedback from our precious clients and according to that we are continually upgrading our services and food, which certainly create a happy & joyous atmosphere and our customer not only delighted but feel ease of convenience to share their experiences and wants with us. By that way we are certainly able to provide them a world class service and food (& Yes not only that).

We are also celebrating birthdays of our customers in our specially designed and assigned zones; we are not only celebrating but sharing happiness with them. This is now become a tradition in Jaiswal Group to share lot more happiness with our precious customers.

We always try to create great moments for our valuable customers, a wonderful and memorable journey with us. We want to continue with them for lifelong with this tradition of sharing happiness and provide them an experience of joyous service, which they won't feel anywhere else.

FOOD SAFETY MANAGEMENT SYSTEM



We at Jaiswal Group are committed to provide a safe and hygienic food through our professional and experienced team of food handlers to satisfy our valuable customers.

We shall continuously impart training programs to our food handlers to maintain the highest level of hygiene practices and good catering practices.

We shall also confirm to all the statutory and regulatory requirements of Indian Food Safety Law.

We shall continually improve by effective implementation and maintaining the Food safety management system (ISO 22000-2005).



Our Clients



PANDIT DEENDAYAL
PETROLEUM UNIVERSITY
2008



CERA SANITARYWARE LIMITED
2014



INTERNATIONAL CENTRE FOR
ENTREPRENEURSHIP AND TECHNOLOGY
2017



INDIAN INSTITUTE OF
MANAGEMENT AHMEDABAD
2016



INDIAN INSTITUTE OF INFORMATION
TECHNOLOGY VADODARA
2018



ANANT NATIONAL UNIVERSITY
2018



INDUS UNIVERSITY
2017



INDIAN INSTITUTES OF PUBLIC HEALTH
2016



STATE INSTITUTE OF HOTEL MANAGEMENT
2017



OAKBROOK BUSINESS SCHOOL
2014



Premdhara Shishuvihar

PREMDHARA SHISHUVIHAR
2013



TOURISM CORPORATION OF GUJARAT LTD
2015



OTSUKA PHARMACEUTICAL CO., LTD
2018



INSTITUTE OF MEDICAL SCIENCES,
VEDANTAA HOSPITAL & RESEARCH CENTRE
2017



VAIDIK DENTAL COLLEGE
AND RESEARCH CENTRE, DAMAN
2012



INTAS PHARMACEUTICALS LTD.
2017



ZYDUS WELLNESS
2013



DELHI PUBLIC SCHOOL, GANDHINAGAR
2015



SHANTI ASIATIC SCHOOL, SURAT
2013



CIPET, VATVA
2013



CADILA HEALTHCARE LTD
2013



KING GEORGE MEDICAL UNIVERSITY,
LUCKNOW INDIA
2016



INDIAN INSTITUTE OF TECHNOLOGY,
GANDHINAGAR
2015



INDRASHIL INSTITUTE OF
SCIENCE AND TECHNOLOGY
2018



RAJIV GANDHI INSTITUTE OF
PETROLEUM TECHNOLOGY, JAIS, AMETHI
2018



NIFT, GANDHINAGAR
1998



GUJARAT SCIENCE CITY
2016



NIFT, RAEBARELI
2013



UDYOG BHAVAN, GANDHINAGAR
1992



NIPER, AHMEDABAD
2017



SCHOOL OF PLANNING AND
ARCHITECTURE, BHOPAL
2015



UDGAM SCHOOL FOR CHILDREN,
AHMEDABAD
2016



GOENKA RESEARCH INSTITUTE
OF DENTAL SCIENCE
2012



SHANTI ASIATIC SCHOOL, AMEDABAD
2011



SHANTI BUSINESS SCHOOL, BOPAL
2017



ZYPINE PLANT, ZYDUS
2013

How are we Different?

Food calorified.

At Jaiswal group we not only sell food but we build relationships, by caring, by keeping in touch for continuous feedbacks, by learning, by monitoring the health requirements.

We design the menus in such a way that the daily requirements are met as per the age group's needs.

Our service, our culture, our products remains flexible depending upon the location and customer's requirements.

What remains same is our ethics and care for our customers.

Depending upon the location, age groups and health requirements we design the menus so that the regular requirement of the calories is received by the customer.



Cost Management

What all is included in a menu? Is it just the raw materials and the man power? or is it something beyond our expectations.



**Menu
Engineering**



**Analysis
of the Cost**



**Reporting and
Accounting**



**Wastage
Control**



**Yield
Management**



**Receiving Correct
Raw Materials**



**Standardising
the Recipe**



**Production
Plans**



**Optimum
Output**

So we not only prepare food but we study and we calculate not only everyday's meal by every operation's and every items output. So that the employees could deliver a standardised product and the wastages could be minimised.

Feedback



feedback is used to describe the helpful information or criticism about prior action or behaviour from an individual, communicated to another individual (or a group) who can use that information to adjust and improve current and future actions and behaviours.

At Jaiswal Group we have a dedicated team who look after all the concerns and appreciations the customer provides us. Who would dispute the idea that feedback is a good thing? All can benefit from feedback. Both common sense and research make it clear – feedback and opportunities to use that feedback helps to improve and enhance, whether an individual, group, business, business unit, company, or organization – and that information can be used to make better informed decisions. It also allows us to build and maintain communication with others.

It is our Unique selling property that each and every feedback is not only taken seriously but is reviewed individually and all the grievance and concerns are closed within the shortest possible time and the customer is informed immediately through an SMS, This process reduces the gap between us and help us so that our customers can receive the best of the services we provide whereas we could also improve wherever possible and mutually we can build a beautiful relationship for a long run.

Quality Management

We at Jaiswal Group strive to ensure our customers get the best of quality and service each time they indulge in our food. Our constant efforts for service and quality management have led us to the zenith in catering industry.

To ensure supreme quality food, we only utilize the best quality raw materials and keep constant checks on the food served. The strong vigil helps us serve good quality delicious food each day. We are meticulous about our hygiene and cleanliness and are strictly professional about it, which trusts us way ahead of competition within the industry.

With growing awareness about service, quality and maintenance, we make sure we deliver the best results against the faith and trust put in us by the various organizations. Our staff is regularly trained and updated with better work practices, safety and hygiene and time management. We keep a constant check on our staff with regards to their own cleanliness and hygiene, and keep motivate them to deliver their 100%.

Adoption of modern techniques and methods of quality and service management is another highlight of Jaiswal group. Utilization of modern machinery for food preparation and constant up gradation of our infrastructure helps us serve better.

Material Management System

- Materials as per standard purchase specifications
- HACCP and HALAL Certified supplies
- Procurement from FSSAI Approved vendors and Brands
- Receipt as per HACCP SOP's
- Storage limited to a week's stock
- Issues as per FEFO / FIFO



FEFO
FIRST EXPIRED FIRST OUT

FIFO
FIRST IN FIRST OUT

Our Advancements

At Jaiswal Group, we are fuelled by our passion for great tasting food. It is the vital ingredient in everything we do and the key to the successful retention of our clients.

We believe in performing, and our performance is what reflects our name. To ensure the complete safety and hygiene we always welcome the new technologies to our family which in return boosts our morale and value in the market.



Semi automatic roti machines are being used at few of our sites in order to maintain consistency and quality at the same time with less manpower involved into it.



On a footprint of less than 11 ft² (1 m²), you can fry, roast, grill, steam, poach, bake, and much more. It can do that regardless of whether you want to prepare meat, fish, poultry, vegetables, egg dishes, baked goods, or desserts - whether it is thirty or several thousand meals.



Just to ensure a complete hygiene we make sure the utensils, cutlery and crockery should go to every hand with a top notch hygienic standards. A fully automatic dishwasher which can wash a minimum of 3000 dishes an hour is now one new member to our family.

Our Process

RECEIVING AND STORING

(01)

**FSSAI
Approved
Vendors**



(02)

**Receiving as per
ISO 2000-2005
Standards with log filled**



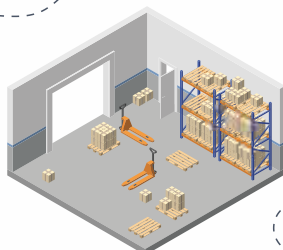
(03)

**Sorting of
Vegetables or
dry store items**



**Physical
Inspection/
FIFO & FEFO**

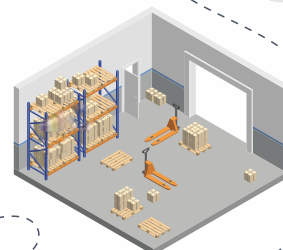
**Storing in Stores
(Room Temp)**



**Washing
& Sanitizing**



**Storing in
cold room
(0-5 ° C)**

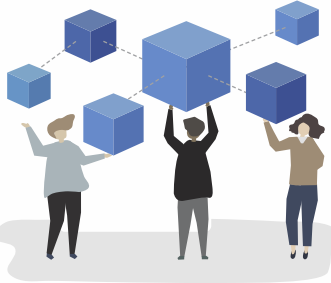


Material out as per production Plan

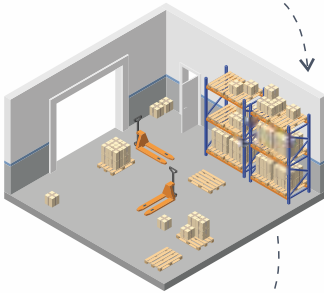
Our Process

COOKING

Material received as per production plan



**Dry Stores
(Checked and
sorted physically)**



Re-Washed



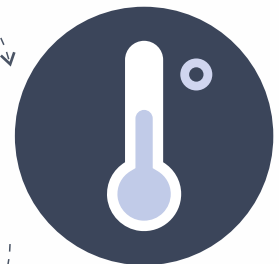
**Goes to cutting
section for cutting**



**Transported to
kitchen for final use**



**Core temperature
recorded for
final pickup
(75° and above)**



**Food displayed
on buffet**



**Cleaning and
sanitizing the
kitchen**



Our Process

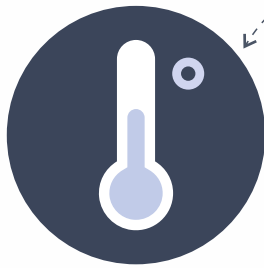
SERVICE



Food received from Kitchen for final consumption



Displayed on preheated bain marie



Temperature recorded before final consumption



Fresh lot of food replenished every time



Checked for food quality and service with the customers and taken feedback



Wind up of the buffet followed by sanitizing the counter



Clearing the tables and sanitising for next use

Testimonials

“

PDPU is very happy and satisfied with the quality of food and services provided by Jaiswal Group
-Prof. PK Banik, DG, PDPU

Deliciously prepared meals assorted and warmly served. Complete course meals. keep it up!
-Disaster Risk Reduction Officer, UNDP India

”

“

Jaiswal Group's food and services are loved by all students.
-Mr. NB Vaishnav Joint Director, NIFT

We have students coming from varied cultures and backgrounds in our institute. We are glad how well they have accepted the delicious food served to them by Jaiswal Group. Their quality and cleanliness appeals a lot.
-Prof. Tarun Shah, Registrar, PDPU

”

“

The efficient management of Jaiswal Group with regards to the catering needs of our staff has been truly remarkable.
-Mr. RL Malhotra, GSPC Chairperson, Gandhinagar

I know this Group since 1997, had its food as a student since then we are getting compliments from outsiders and other NIFT Students.
-Mr. Pancham Mistry, Associate professor, NIFT

”

“

The food quality found very tasty & delicious, every day (Breakfast, Lunch and Dinner) enjoyed different food variety. I enjoyed lot vegetables salad, Fresh juice. I will miss this in future.
-Assistant Director, NDMA Pakistan

All Support and food are very very good. keep up the good work. Quality of the food meets international standard and not less than any five-star hotel.
-Monitory and Evaluation Officer, UNICEF

”

“

Gives the very desired satisfaction in all the areas. a perfect answer to our need. Keep it up.
-Capt. Rajeev Kumar, C.A.O. Shanti Business School

Our Achievements



Certificate of Registration

FOOD SAFETY MANAGEMENT SYSTEM - ISO 22000: 2005

This is to certify that:

JAISSWAL CANTEEN (V)
D/1, KIRTI DHAM SOCIETY
VAVOL
Gandhinagar 382 016
Gujarat
India

Holds Certificate No:

FSMS 637352

and operates a Food Safety Management System which complies with the requirements of ISO 22000: 2005 for the following scope:

Receipt of raw material, storage, processing and serving of cooked and uncooked food, non-alcoholic beverages - Category E

For and on behalf of BSI:


Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2015-09-11

Latest Revision Date: 2018-08-14

Effective Date: 2018-08-24

Expiry Date: 2021-08-23

Page: 1 of 1



...making excellence a habit™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](https://www.bsi-global.com/ClientDirectory).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +91 11 2692 9000.

Further clarifications regarding the scope of this certificate and the applicability of ISO 22000: 2005 requirements may be obtained by consulting the organization. This certificate is valid only if provided original copies are in complete set.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK
A Member of the BSI Group of Companies.

Our Achievements



RIR CERTIFICATION
Partners in Growth

CERTIFICATE

Jaiswal Canteen V
(Site IIM Ahmedabad Campus)

D-1, Kirthidham Society, VAVOL, Gandhi Nager – 382 015, Gujarat, India

RIR certifies that the management system of the organization has been assessed and found to be in accordance with the requirements of the following standard:

ISO 9001:2015
SCOPE

"PROVIDING CANTEEN SERVICES"

EA Code- 17

Certificate No	: 0675/JAI09A
Registration Date	: 20.08.2018
Issue Date	: 20.08.2018
Certification Period	: 03 years
Reissue Date	: 19.08.2019
1st Surveillance Audit	: On / Before 19.08.2019
2nd Surveillance Audit	: On / Before 19.08.2020

Certification Manager



UCIN: MSCB-127--31212

RIR CERTIFICATION PRIVATE LIMITED

A-210, Level 2, Unitech Arcadia, South City-2, Sector-49, Gurgaon-122018, IND
Accredited by International Accreditation Services (Accreditation No. MSCB-127)
West Coast, 3060 Saturn Street, Suite 100 Brea, California 92821-1732 U.S.A

This certification was conducted in accordance with RIR auditing & certification procedures and subject to regular surveillance audits.

Certification period is 3 years. Verifiable at <http://www.rircert.com/Certificate-Search.php> or at e-mail: info@rircert.com

Our Achievements



Our Achievements



Gallery



Gallery



Our Pillars



Mr. Kalicharan Jaiswal

Founder

With catering experience of over 45 years, Mr. Kalicharan Jaiswal is the pioneer founder of the Jaiswal Group. He is the source of motivation for the entire Jaiswal Group.



Mr. Shivcharan Jaiswal

He has overall experience of 35 years in the catering industry. He is currently associated with King George Medical University Lucknow and NIFT, Raibareilly.



Mr. Ashok Jaiswal

Currently handling operations of Cadila Health Care, IIT Gandhinagar, NIFT Gandhinagar. Mr. Ashok Jaiswal has an in-depth knowledge about the industry being involved in it for 30 years.

Our Team



Mr. Vikas Jaiswal

A Visionary who believes in blending traditional and technology together to achieve new horizons for the organisation. man behind creating the path for the team to achieve common goal, having splendid entrepreneur skills with unstoppable attitude.



Mr. Shashank Jaiswal

With the 9 years of experience handling the operations, Mr. Shashank Jaiswal is providing the new thinking and inputs into the Jaiswal Group.



Mr. Anish Jaiswal

A new energy has joined Jaiswal Group. He is MSc. in Hotel Management with lot of enthusiasm and management hospitality skills and same we are using to implement the top-notch service standards in our group.



Mr. Rahul Chowdhary

GM-Training and Quality

A hotel management and Indian Society for Training Development graduate and management professional, having an immense exposure in the industry domestic and international. A Visionary who acts as a leader in building and structuring the organisational growth.



Mr. Vijay Rajput

GM-Sales and Marketing

A management professional having ample experience in food industry heading roles in various segments like Sales & Marketing, Human Resource and engage in many key decisions of the company. taking the company to achieve new horizons with capability of handling and executing various tasks and having a vision to achieve company's goals.



Mr. Dilip Adiani

Corp. Manager - Business Development

He is being long associated with Jaiswal Group for business Development and had achieved a lot of success in his career. he is also a key motivator in achieving the management goals. Jaiswal group has achieved a lot of milestones through his tremendous efforts.

JAISWAL GROUP

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Park, PDPU Road, Raisan Village,
Gandhinagar, Gujarat, India 382007

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