



“Food Safety is of utmost importance to us & we cater to a high volume of guests where F&B plays a major role.”

Chef Aditya Jaimini - Director, Food Production & Service, Crowne Plaza New Delhi Rohini

Client Background

Crowne Plaza New Delhi Rohini is an upscale hotel brand of the Intercontinental Hotels Group (IHG), which provides comfort to both business and leisure travellers. The property is located in Asia's second largest sub city, Rohini. Crowne Plaza is the first upmarket hotel in Northwest Delhi and is the area's preferred destination to meet and celebrate.

The property has 183 comfortable rooms including 47 twin rooms that offer luxury accommodation featuring contemporary design and modern facilities. It has also been awarded with India's Leading Conference Hotel and India's Leading New Business Hotel by the World Travel Awards, Crowne Plaza New Delhi Rohini is the best MICE destination in the city.

Why ISO 22000 Certification?

“The global food industry has never faced more challenges. From tainted dairy products to contaminated meat and vegetable products, high-profile cases crop up regularly to dent consumer confidence, while leading companies work hard to reclaim lost faith. The ISO 22000 Food safety management system standard is the first international standard for implementation of the best food safety practices. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe. There was rich awareness of Food safety management system standard (FSMS) among the senior management on the importance and applicability of ISO 22000.” says Director Food Production and Service Chef Aditya Jaimini

Client Benefits

Since its inception Crowne Plaza New Delhi Rohini has kept into consideration that its infrastructure is suitable for all the food safety parameters. Food Safety Management System has provided a practical approach to ensure the reduction and elimination of food safety risks as a means to protect consumers. Implementation of ISO 22000 Food Safety Management System has led to the following benefits:

- Establish and improve the internal processes needed to provide consistently safe food
- Provide confidence to the staff and the management team that our practices and procedures are in place and that they are effective and robust

- Provide confidence to customers and other stakeholders (through the ISO 22000 food safety management system certification process) that the organization has the ability to control food safety hazards and provide safe products
- Provide a means of continual improvement that ensures that the food safety management system is reviewed and updated so that all activities related to food safety are continually optimized and effective
- Ensure adequate control at all stages of the food supply chain to prevent the introduction of food safety hazards

Customer Needs

Crowne Plaza New Delhi Rohini has always been in the forefront of providing the best dining experience to travellers and its guests. The hotel is perhaps amongst the best five-star properties in Delhi where one can perfectly organize business meetings, social gatherings and corporate events. The brand insisted on establishing food safety systems in order to provide equal focus to food quality and food safety.

Chef Aditya Jaimini, Director of Food Production and Service for Crowne Plaza New Delhi Rohini, highlights the commercial advantages that leading organizations can gain from adopting an active Food safety management system standard. He explains that the process of learning how to ensure food safety themselves have helped employees to discover new efficiencies in our kitchen and improved ways of working. *“By challenging everyone to consider how they approach their tasks within the food safety framework, there has been a new level of creative thinking, a greater sense of shared responsibility and a closer, more open relationship with our suppliers and customers.”*

Implementation

Crowne Plaza New Delhi Rohini began its operations in 2011, since the pre-opening period hotel has cultivated the culture for food safety by following all GMPs. For Crowne Plaza, seeking certification to Food Safety Management System ISO 22000 was relatively straight forward, having already been exposed to operating in compliance with the standard. Chef Aditya Jaimini Director Food Production and Service for Crowne Plaza New Delhi Rohini has ensured that good practices of food safety is followed from the pre – opening period itself. The hotel carried out a gap analysis, and set to work towards fine tuning its system.

While many of the policies and procedures required were already in existence, documents were not accessible and knowledge was only shared on a need to know basis. To overcome this, Crowne Plaza New Delhi Rohini focused a lot on staff awareness and trainings, we partnered with BSI for our Food Safety Management System (FSMS) and BSI helped us in training of team members. This process helped ensure the involvement of all employees from the beginning, which was essential in enabling Crowne Plaza New Delhi Rohini to embed the requirements of the standard and move forward with certification.

Why BSI?

“Crowne Plaza New Delhi Rohini chose to work with BSI due to BSI’s reputation in the industry. BSI stands alone in terms of quality and its reputation and helped us to drive business excellence throughout the organization. BSI has tremendous experience in the creation and implementation of all types of standards. The BSI audits and trainings give our stakeholders the confidence that the process has been audited to a high standard and the accredited certification demonstrates our commitment” explained Chef Aditya Jaimini Director Food Production and Service.

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