

PERFECTION

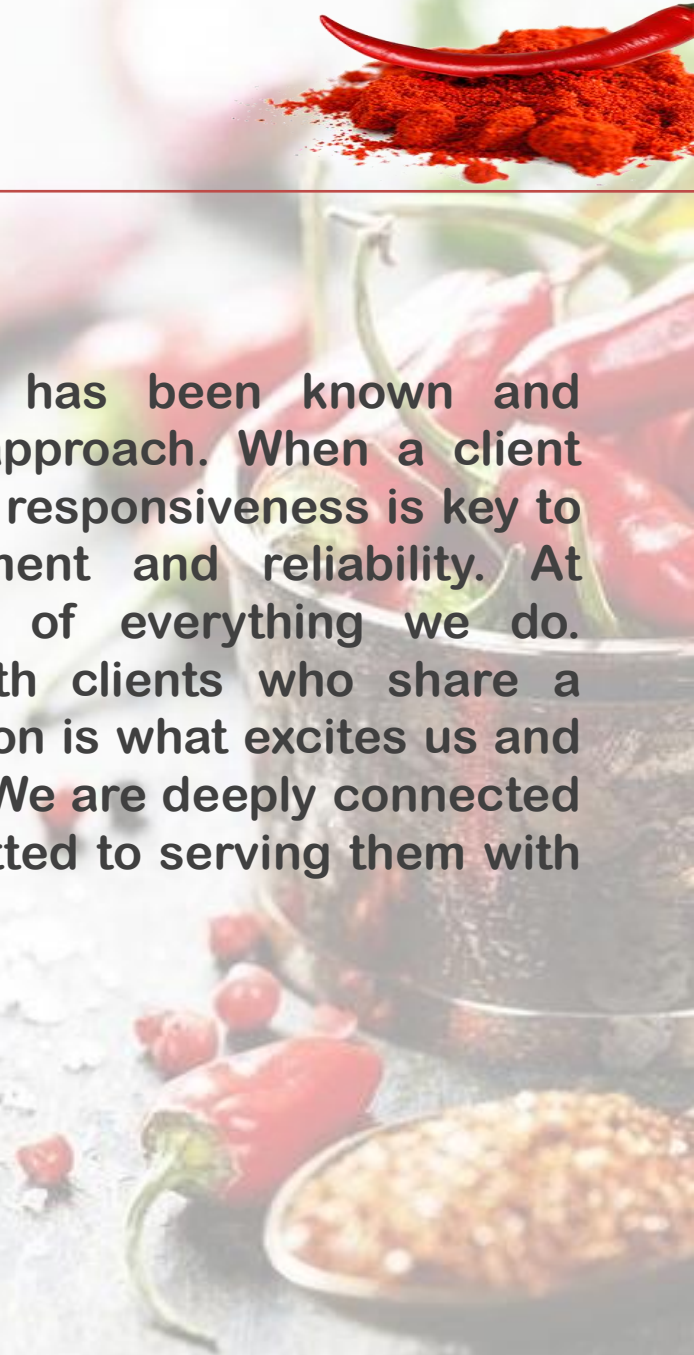
A still life photograph of fresh ingredients. In the foreground, a metal bowl is filled with vibrant red chili peppers. To its right, a small metal dish contains a pile of brown, granular spices. Several more red chili peppers are scattered on the wet, grey surface around the bowl. The background is softly blurred, showing more of the same ingredients. The overall scene is lit with natural light, creating highlights on the wet surface and the peppers.

**THE FUTURE OF TRADITION
AN ISO CERTIFIED COMPANY**

Good Food & Great Service – Managed to Delight

CARING FOR CUSTOMER

Since its beginning in 1998, PERFECTION has been known and recognized for its strong customer centric approach. When a client speaks, we listen, and act. We feel our level of responsiveness is key to our success and a sign of our commitment and reliability. At PERFECTION our clients are at the heart of everything we do. Forming long term, trusted relationships with clients who share a passion for excellence and creative collaboration is what excites us and fuels our commitment to exceed expectations. We are deeply connected to the needs of our customers and are committed to serving them with warmth and fellowship.




PERFECTION SERVICES...

- ✓ Consolidated turnover of over INR 14 **Crore**.
- ✓ Over Thirteen **client sites** across the West Bengal And Odisha .
- ✓ Serving over 20000 + **meals** a day.
- ✓ Employing more than 400 + people countrywide.
- ✓ A leading presence in the **Healthcare & Hospitals, Education, Real Estate, Industrial Canteen, Events & Catering Management** .



ABOUT US...

- ✓ **Incorporated in 1998 – A Track Record of 23 years**
 - ✓ **Having Corporate Office in KOLKATA**
 - ✓ **Managing 400+ employees every month**
 - ✓ **A Preferred Outsourced Partner for Compliances**
 - ✓ **Our customer retention ratio is 98.03%**
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WHY PERFECTION

- ✓ Customized Solutions
- ✓ 23 Years of Experience & Track Record
- ✓ Strong HSE Practices
- ✓ Knowledge of International Standards of Products & Service
- ✓ Strong Understanding of Local Nuances
- ✓ Local Contract Management Experience
- ✓ Commitment & Passion



FOOD SERVICES @ PERFECTION

We provide specialized food and cafeteria management services for corporate, manufacturing sites and hospitals across EAST India:

- Canteen Management
- Guest House Management
- Hospital Management
- Café Outlets
- Food Festivals
- Associates Brands



BUSINESS LIFE CYCLE STAGES

TRANSITION

Understanding Client Expectation

Creating SOP's

User Expectation

OPERATIONS

Training & Mobilization

Service Delivery

Records and report

REVIEW & BEST PRACTICES

Measure performance

Innovate and Improve

Re - train

KEY CLIENTS –

Clients	Services
Kesoram Rayon, Kuntighat (A UNIT OF CYGNET INDUSTRIES LTD) (Manufacturing)	Industrial Canteen (2650 Meals per day as per)
Fortis Hospital, Anandapur (Health)	All F&B services (Patients meals – 2220, Cafeteria meals – 1830)
Narayana Superspeciality, Multispeciality Hospital, Howrah (Health)	All F&B services (Patients meals – 2350, Cafeteria meals – 1950, Nursing Students - 620)
Desun Hospital (Nursing)	Food services (630 per day)
DESUN NURSING SCHOOL (Education)	Food services (1720 per day)
Calcutta State Transport Corporation (Transport Sector)	Indoor, Outdoor Catering
Fortis Hospital, Rashbehari (Health)	All F&B services (Patients meals – 170, Cafeteria meals – 65)
BENGAL PEERLESS (Real Estate)	Event, Indoor, & Outdoor Catering
ELECTROSTEEL CASTING LTD.	Guest House & Facility Management
INDUSTRIAL INVESTMENT BANK OF INDIA LTD (Banking)	Event, catering
THE MISSION HOSPITAL (DURGAPUR)	All F&B services (Patients meals – 3500, Cafeteria meals – 2300)

PERFECTION ADVANTAGE ...

- ✓ Robust HSE Practices
- ✓ Tasty, Wholesome and Nutritious Meals
- ✓ Living the Spirit of the Contract
- ✓ Great HR Practices
- ✓ Value Added Services
- ✓ 100% Statutory Compliance
- ✓ Access across the levels till Top Management



TRAINING



The PERFECTION Training Centre is registered under the National Skill Development Council as a Centre of Learning. The purpose of the Learning & Development function is to support achievement of business goals by developing competencies of our people to meet organizational needs - now and in future.

Our Training Programs:

Induction

Personal Hygiene

Hygiene & Sanitation

Occupational Safety

Fire Safety

Basic Communication

Team Building

Time Management

Use of chemicals and machines



HR PRACTICES....

The background of the slide features a soft-focus image of fresh red chili peppers and a pile of bright red chili powder. A metal bowl filled with more red chilies is visible on the right side, and a small dish of ground spices sits in the bottom right corner. The overall aesthetic is clean and vibrant.

On Site Training

Management Development Programme

HR Activities at Site

Staff Performance Award (Star Employee of the Month)

Performance Appraisal

Employee Satisfaction Survey.

Employee Referral Schemes

Two bright red chili peppers are positioned in the bottom left corner of the slide, pointing towards the right.

FEEDBACK MECHANISM

- Regular Client Review
- Document Review Points & Share with Client
- Draw Action Plan
- Review Plan
- SSMI – Service Satisfaction Measurement Index – A monthly understanding of user perspective



ISO CERTIFICATE



Certificate of Registration

(Food Safety Management System)

KVQA CERTIFICATION SERVICES PVT. LTD.

This is to certify that the Food Safety Management System of

PERFECTION

30, Beniatola Lane, Kolkata - 700009, West Bengal, India.

Has been found to the Food Safety Management System Standard


ISO 22000:2018

This certificate is valid for the following product or service range

**PROVIDE SERVICES FOR FOOD, HOSPITALITY,
CATERING, HOUSEKEEPING AND MANPOWER**

1st Surveillance Due On: 03/07/2022: Done On: **Certificate No: KCOMP202108001**
2nd Surveillance Due On: 03/07/2023: Done On: Date Of Issue: 03, August, 2021
Valid Until: 02, August, 2024*



Issued by 
Authorised signatory KVQA

To Check the Status of the Certification kindly log on to www.kvqa.in
F-300, Sector -63, Noida U.P., India. Ph-011-22711940, 22711941, email: delhi@kvqaindia.com



Certificate of Registration

(Quality Management System)

KVQA CERTIFICATION SERVICES PVT. LTD.

This is to certify that the Quality Management System of

PERFECTION

30, Beniatola Lane, Kolkata - 700009, West Bengal, India.


Has been found to be of the Quality Management System Standard

ISO 9001:2015

This certificate is valid for the following product or service range

**PROVIDE SERVICES FOR FOOD, HOSPITALITY,
CATERING, HOUSEKEEPING AND MANPOWER**

1st Surveillance Due On: 03/07/2022: Done On: **Certificate No: KDACQ202108012**
2nd Surveillance Due On: 03/07/2023: Done On: Date Of Issue: 03, August, 2021
Valid Until: 02, August, 2024*

Issued by 
Authorised signatory KVQA



To Check the Status of the Certification kindly log on to www.kvqa.in
F-300, Sector - 63, Noida U.P. India. Ph- 011-22711940, 22711941
Email : delhi@kvqaindia.com

*Subject to successful completion of surveillance audits

CB-045-QMS

FOUNDER MEMBER DETAILS ...

PERFECTION

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THANK YOU!

