



**PARAMOUNT**  
BISTRO

*Food for the Memories we Make*



## **COMPANY PROFILE**

**FOR CONSIDERATION OF PROVISION OF CATERING SERVICES**

CATERER: PARAMOUNT BISTRO LIMITED



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## COMPANY BACKGROUND

Paramount Bistro Limited is a premium company with 17 years of experience in catering to corporate clientele and other clientele in other fields.

The company achieves high results due to efficient management led by the Managing Director, Ms. Agatha Komen.

Currently, we serve over 1,000 premium meals each working day in different businesses, establishing our status as one of the leading and most reputable contracted corporate caterers.

Our specialty includes Swahili, Indian, Chinese, African, and Continental cuisines.

We provide a fully balanced menu for both A la Carte and buffet services, including bitings, starters, drinks, salads, live cooking, and main entries.





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## OUR VISION

To be the most reputable catering firm in the region by providing delicious, quality, affordable, and healthy meals, offering value through integrity to all stakeholders.



## OUR MISSION

To become a thriving and prosperous company providing the highest quality services, retaining market leadership while improving the status of individuals and partners we serve.



## VALUE PROPOSITION

- Innovation and creativity in our delicacies and services.
- Timely delivery.
- High client satisfaction.
- Vast knowledge of the catering and hospitality industry.





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## OUR PROMISE

- Honour commitments with trust and respect.
- Deliver uncompromised quality and services.



## OUR TEAM

- Strong belief in staff training and development.
- Creation of unmatched learning opportunities.
- Strong teamwork culture.
- Rewarding innovativeness, loyalty, and hard work with incentives, learning opportunities, retention, and promotion.





# OUR BUSINESS ACTIVITIES



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## Staff Canteen Management

- We manage multiple staff canteens and kitchens offering hot beverages, snacks, and meals on-site, enabling corporate clients to focus on core business and reduce operational costs.

## Restaurant Managers

- Paramount Bistro owns a restaurant establishment in Nairobi's Dennis Pritt Road, Kileleshwa.
- The restaurant caters for outside catering and walk-in clients, offering African and Continental meals in indoor and outdoor settings with ample and secure parking.





**Banqueting and Outside Catering:**  
*Private and Corporate Functions*

- We provide professional outside catering for corporate functions (end-of-year parties, meetings, cocktail parties) and private functions (weddings, sports events, birthdays, family gatherings, religious events).





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## STANDARD OPERATING PROCEDURE AND COMPANY POLICIES

We have efficiently structured standard procedures and policies to guide our operations and ensure consistency and quality in service delivery.

These operational procedures and policies include:

- ▶ Health, Safety and Environmental Policy
- ▶ Human Resource Management Policy
- ▶ Quality Management Policy
- ▶ Customer Service Policy
- ▶ Finance Policy
- ▶ Business Ethics and Sustainability Policy
- ▶ Kitchen Operations Procedures
- ▶ Cleaning and waste disposal procedures
- ▶ Food transportation policy





## ACCREDITATION AND STATUTORY COMPLIANCE

Our company has made efforts to ensure accreditation of its service delivery and personnel by the relevant business and food handling regulatory authorities. This is a manifestation of our total commitment to safe and quality service delivery to our clients. We have accreditation from the following bodies:

Catering and Tourism Development Levy Trustee

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National Social Security Fund (NSSF) - Employee Pension Scheme

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National Hospital Insurance Fund (NHIF)- Employee Medical Scheme

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Food Handler's Health Certificates for employees - Every 6 months (City Council of Nairobi)

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Kenya Revenue Authority- Tax Compliance Certificate

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HACCAP-KEBS: In Progress

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Ministry of Health – Covid-19 Compliance Certificates (staff tested every 2 months)

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## EXISTING & POTENTIAL CLIENT PROJECTS

▶ Private and corporate outside catering

▶ Sports and recreation venues

▶ Hotels and restaurants

▶ Central production kitchens

▶ Staff facilities and cafeterias

▶ Government agencies

▶ Hospitals and Healthcare

▶ Camps and remote mining fields

▶ Educational and training institutions

**CLIENT PORTFOLIO**

**SAMSUNG**

**Tetra Pak®**

**COMMUNICATIONS  
AUTHORITY OF KENYA**

IK|GΔI

**WRIGLEY**

**jhpiego**

**WWF**

**Microsoft**

**Vivo energy**

**INNSCOR**  
Africa Limited

**SevenSeas**  
Technologies Group

**AFRICAN ALLIANCE**

**Britam**  
With you every step of the way

**PATH**  
D O :: A O ◆ // 2 □ O

**ifaw**

**MINISTRY OF HEALTH**

**SNV**  
Kenya

**aficog**  
Africa Centre  
for Open Governance

**feruzi**  
charter school

**eon**  
ENERGY

**SAP**

**AON**

**ORACLE**

**greenlight**  
planet

**citibank**

**MK**  
DRAMLAR

**AMCHAM**  
KENYA

**pwc**

**nic**  
BANK

Debate Media Council  
(Presidential Debate 2017)

**K<sup>24</sup>**

Seasoned Woman  
Media Max

Open Society Institute  
(OSIEA)



# WHY WE ARE DIFFERENT



## WHY WE ARE DIFFERENT?

At Paramount Bistro, our objective is to always meet and exceed customer expectations whilst participating in the clients' commercial target achievements. We are in the business of satisfying clients' needs with single, unified all-inclusive complete service solutions. Below are some of our key strengths for successful execution of projects:



### **Diverse Capabilities:**

Paramount Bistro Limited serves clients on a wide array of issues, regardless of industry or sector. Our capabilities have been developed through years of experience of our team in providing support solutions for the most challenging, fundamental catering and hospitality related problems facing our clients. Offering Regional reach with local experience, Paramount's capabilities are focused on the issues most important to our clients.



### **Technical Abilities:**

A resource of highly qualified professionals unsurpassed in its depth of experience and knowledge. Staff members proposed to engage in a given project are carefully selected based on their maturity, attitude, experience, knowledge and ability to effectively communicate, interact and respond to our customers, needs.



### **Bespoke Services:**

Our approach to various projects are designed with the clients' needs, tastes and priorities in mind to deliver services with the effectiveness and quality demanded.



### **Management Follow Up:**

Regular scheduled and surprise visits of Paramount's senior management to sites for the purpose of quality control and staff motivation. Consistency of service standard levels are constantly assessed and feedback reviews are undertaken.



### **Quality and Standardization:**

Total Quality Control is monitored by high-standards documented and practised by our staff in the various catering and related services offered.



### **Health, Safety and Environmental Compliance:**

Our primary focus is to protect our Business Partners (Clients and Suppliers), our staff and the environment. At Paramount, health, safety and environment preservation is central to every management and operational decisions, services and product development.

We are guided by local and internationally recognized laws and legislations, which are ingrained in our standard operating procedures. These are regularly communicated through training programmes to our entire team. An internal dedicated Health and Safety Department regularly audits the workplaces to ensure compliance.



### **Healthy Menus:**

Based on our considerable experience, local knowledge and supplier network from farm-to-fork we offer healthy menu selections for our clients.



# MENU

# 2 - WEEKS SAMPLE MENU

## WEEK I

### MONDAY

CANDAMOM RICE  
NAAN  
CHICKEN BIRYANI  
CREAMY SPINACH  
FRUIT PLATTER



### TUESDAY

CHAPATI  
STEAMED PLANTAIN  
MILD BEEF CURRY  
ABBAGE AND SHREDDED CARROTS  
FRUIT JUICE



### WEDNESDAY

PLAIN PILAU  
MARU BHAJIA  
WET FRY MBUZI  
KACHUMBARI  
FRUIT CUTLETS



### THURSDAY

WHOLE ROAST POTATOES  
BROWN CHAPATI  
FRIED LIVER  
CREAMY SPINACH  
SODA



### FRIDAY

UGALI  
MUKIMO  
WHOLE FISH / FRIED MATUMBO  
KIENYEJI VEGETABLES  
KACHUMBARI  
FRUIT JUICE





## WEEK 2

### MONDAY

MASHED POTATOES  
PASTA IN JULIANNE VEGETABLES  
MINCE MEAT BOLOGNAISSE  
STIR FRY MIXED VEGETABLES  
FRUIT CUTLET



### TUESDAY

ASSORTED CHAPATIS  
NJEERA RICE  
MBUZI CURRY  
CREAMY SPINACH  
FRUIT PLATTER



### WEDNESDAY

ROSEMARY POTATO WEDGES  
VEGETABLE RICE  
GRILLED CHICKEN  
COLESLAW  
FRESH JUICE



### THURSDAY

CANDAMOM RICE  
VEGETABLE CHAPATI  
BEEF BIRYANI  
CUCUMBER SALAD  
FRUIT SALAD



### FRIDAY

MUKIMO  
UGALI  
FRIED MATUMBO  
MBUZI CHOMA  
KIENYEJI VEGETABLE

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