

THE CHINESE BUFFET™

Kitchen Hygiene S.O.P

THECHINESE BUFFET™

Procedures in the event of a fire

- Do not panic!
- Warn others in the vicinity and sound the fire alarm
- Hit the main gas / fans off emergency button
- Do not jeopardise your own safety and that of others
- If the fire is small use appropriate extinguisher
- To extinguish a fire the three principal methods are:
 - Starving – removing the fuel:
 - Smothering – removing the air:
 - Cooling – removing the heat:
- If the fire can't be extinguished or is too large everybody must evacuate following the establishment procedures :
 - Hit the main gas / fans off emergency button
 - Everybody carefully and swiftly to make their way out of the premises and to the designated meet up area at the front of the shop where everybody will be accounted for and the fire brigade phoned.
 - Under no circumstances should anybody attempt to re-enter the premises until the fire brigade gives the all clear and says it's safe to do so.

Suspicious item or package procedure

- Do not panic!
- Calmly warn others in the vicinity.
- Do not touch the item or allow others to do so.
- Immediately inform your employers.
- Move to a safe space.

How to Use Fire Extinguishers UK. Find Out How to Use Them...Now.

It is important to know how to use fire extinguishers. Although there are many different types, all of them operate in a similar manner. Don't wait for a fire to occur before reading the instructions - that's too late!

Also practice how to use fire extinguishers, by holding the equipment and then go through the motions of using it.

Here is a useful acronym for quick reference -P A S S

Pull the Pin at the top of the extinguisher.

Aim at the base of the fire, not the flames.

Squeeze the lever slowly.

Sweep from side to side.

Fire Extinguishers are classified and colour coded according to the type of fire for which they are suitable. The four classes of fires are A, B, C and D: -

Class A Fires involve common combustibles such as, paper, textiles, wood, rubber, rubbish and plastic, which frequently occur in the home.

Class B Fires are associated with flammable liquids such as petrol, oil, paints, solvents and other oil-based products. These fires can spread rapidly unless they are properly dealt with and be aware that they often re-flash after the flames have been put out.

Class C Fires are associated with electrical hardware such as wiring, switches, controls, motors or machinery and are usually caused by a spark, a short circuit or a power surge and are likely to occur in situations that are difficult to see or reach.

Class D Fires involve flammable metals. (unusual in the home)

Class F Fires are the well-known pan fires.

Different Types of Fire Extinguishers UK and Their Use.

Water Extinguishers Class A- Colour- Red are suitable for most fires EXCEPT those involving flammable liquids or live electrical apparatus.

Action

1. Aim the jet at the base of the flames and move it across the area of the fire.
2. Fight a fire spreading vertically by aiming at its lowest point and continue upwards.
3. After the main fire is extinguished always check for and deal with any hot spots remaining.

Standard or Multi-Purpose Dry Powder Class A, B and C- Colour- Blue. are suitable for most of fires, especially those involving flammable liquids or electrical apparatus.

Action

1. On electrical fires, switch off the power then direct the jet straight at the fire.
 2. If flowing liquids are on fire, aim the jet at the base of the flames and sweep upwards.
 3. On fires involving liquids in containers, direct the jet towards the near edge of the fire and using a brisk sweeping motion, drive the fire towards the far edge, until all the flames are extinguished.
- This is a good general extinguisher for domestic use.

Foam Extinguishers Class A & B-Colour- Cream. The AFFF type foam, is very effective on most fires except electrical and chip pan fires.

Action

1. For solids, aim the jet at the base of the flames and move it over the area of the fire.
2. For liquids, don't aim the foam straight at the fire, which can spread the fire onto the surrounding area, rather aim it at a vertical surface.
3. If the fire is in a container, direct the foam at the inside edge of the container, which allows the foam to build up and flow across the surface of the liquid to smother the fire.

CO2 (Carbon Dioxide) Extinguishers Class B-Colour-Black are suitable for risks involving flammable liquids and electrical fires.

Action

1. Follow the instructions as for dry powder.
2. CO2 extinguishers should never be used in confined spaces due to the danger of the fumes being inhaled.
3. Do not hold the horn as it becomes very cold when in use.

Wet Chemical Extinguishers Class F-Colour -Yellow are ideal for fighting deep fat fryer and cooking oil fires (Class F). 1. Follow the instructions as for Foam Extinguishers.

Hints and Tips on How to Use Fire Extinguishers UK

- Before starting to fight a fire, ensure that the alarm has been raised.
- Do not fight a fire if it is dangerous to do so; it is too large already, or is spreading rapidly.
- The fire or smoke could prevent you escaping.
- There are gas cylinders at risk from the fire.
- Take up a position giving unrestricted access to the fire, but allowing for a quick and safe escape if necessary.
- A crouching stance will help to keep you clear of smoke, avoid heat and allow you to get closer to the fire.
- When tackling a fire outside a building, take care to position yourself up wind of the fire.
- If in spite of your efforts the fire continues to grow, leave immediately and if possible close any doors behind you.

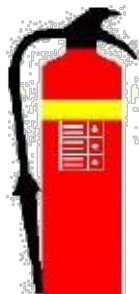


Ensure your fire extinguishers are maintained at least once a year.

Fire Safety



USER GUIDE TO THE WET CHEMICAL FOAM FIRE EXTINGUISHER

WET CHEMICAL FOAM FIRE EXTINGUISHER

New Colour Code (BS EN 3)	Specialist Use Only	Special Extended Dispensing Applicator Fitted
		
	<p>USE ON 'CLASS F' - SPECIALIST HOT COOKING OIL FIRES ONLY</p> <p>Specifically for dealing with high temperature (360°C+) cooking oils used in large industrial size catering kitchens, restaurants and takeaway establishments with deep fat frying facilities.</p>	
<p>WET CHEMICAL FOAM EXTINGUISH</p> <p>Due to their high auto-ignition temperatures, cooking oil fires are extremely difficult to extinguish. Consequently, conventional extinguishers are not generally effective for cooking oil fires because they do not cool the oil sufficiently and may cause flash back, so putting the operator at risk.</p> <p>The 6-litre Wet Chemical extinguisher has been developed to deal specifically with fires resulting from cooking oils and fats. It has the capability to fight fires in deep fat fryers of up to 75-litre</p>		
<p>GENERAL INSTRUCTIONS FOR USE:</p> <ol style="list-style-type: none">1. Read the instruction plate before using, to ensure that you have selected the correct2. extinguisher for the type of fire you intend to fight.3. Pull out safety pin firmly (this will be held in by an anti-tamper seal). <p>Apply the wet chemical using the extended applicator in slow circular movements, which gives a gentle, yet a highly effective application in a fine spray form to the burning fat until the burning cooking oil changes into a soapy like substance. This then prevents re-ignition.</p>		
		<ul style="list-style-type: none">• Before use - read instructions carefully• Do not use water on 'Class F' Fires• Ensure you keep out of the smoke produced & fumes produced.

Portable Ladders/Stepladders

It is likely that this week someone in Britain will die from an accident with a ladder, and more than a hundred people will be injured. Falling off ladders is a common cause of accidents, and therefore employers should take particular care to ensure they are properly constructed and used. Employees should be trained, instructed and given comprehensive information about the safe use of ladders and the associated risks and control measures.

Work which requires the use of ladders should be included in the risk assessment for the workplace.

The simple but essential safety steps given below will help you to control the risks when using ladders and stepladders, and you may find them useful as a safety checklist.

STEP 1 Is a ladder or a stepladder the best equipment for the work to be done? For example, it might be better to use a mobile tower or scaffolding. Or if access to high shelving is required 'Airport Steps' which are moveable but which can be fixed and fitted with a handrail and top landing platform may be more appropriate.

STEP 2 Is the ladder/stepladder strong enough? There are now 2 classes of ladder / stepladder, rated according to their safe working loads. Ladders marked with BS EN131 are given a maximum static **vertical** load rating. Ladders marked with BS2037 are given a **duty rating** which is calculated at a pitch of 75° to vertical.

Class 1 (Industrial) Maximum static **vertical** load 175Kg (27.5 stone)
Duty rating 130kg

Class 3 (Domestic) Maximum static **vertical** load 125Kg (19.5 stone)
Duty rating 95kg

A previous Class 2 (Light Trade) is no longer used as classification, it's maximum static **vertical** load is 150Kg (23.5 stone). **Duty rating 110kg.**

STEP 3 Is the ladder long enough? Allow one metre of ladder length above the highest rung you use. Never stand on the top three rungs. Make sure extension ladders over 18 rungs have an overlap of at least three rungs. Shorter ladders up to 18 rungs need a minimum overlap of two rungs.

The height at which a ladder may be unsuitable for use depends on the space available, the nature of the work, the physical effort required to erect the ladder and the availability of a means to secure the ladder. 10 metres is the maximum length of ladder which one person can normally handle.

STEP 4 Is the ladder/stepladder safe enough? Inspect it regularly.

Ladder Safety Checklist

General sound condition (clean and dry, free from wet paint, oil, mud etc.) ■ No Cracks ■ No rungs missing or loose ■ No stiles damaged or bent ■ No warping or splitting (wood) ■ No corrosion (metal) ■ No sharp edges or dents (metal) ■ No rungs bent (metal) ■ Are the caps/rubber fittings on the feet in place and in good condition ■ Is there any damage to the rungs/steps or to the top platform (stepladder) ■

Note: Never paint ladders or stepladders as this could hide dangerous defects. A wooden ladder can be protected with clear varnish or transparent rot-proofer.

Keep records of all inspections of ladders and stepladders.

STEP 5 Putting up Ladders Place the base of the ladder/stepladder on a firm, level, dry, stable surface. If you are using an extension ladder, always extend it before climbing it. Rest the ladder against a solid surface, never against guttering or narrow or plastic features. When positioning the ladder make sure that the base cannot slip outwards. Leaning ladders are designed so that their safest angle of use is when every 1 measure out from the wall is matched by 4 measures up the wall, look for marks on the stiles of new ladders which show the safest angle of leaning. Remember the rule '**One out for Four Up**'.

Putting up Step-ladders

- Make sure the stepladder is locked into its correct position. Follow the manufacturers instructions.
- Rest it on a firm, level base, use a large flat board on soft ground.
- Position the stepladder front-on to the work.

STEP 6 Securing the Ladder

- Secure the bottom and top of the ladder by tying it (from the stiles, not the rungs) with rope or straps to a stable, fixed object.
- Tie the base of the ladder to stakes in the ground or use fixed blocks or sandbags or specially designed stabilisers to help prevent the ladder slipping.
- if it is not possible to secure the ladder, get another person to 'foot it' by standing with one foot on the bottom rung and holding a stile in each hand.

STEP 7 Storage of Ladders/Stepladders

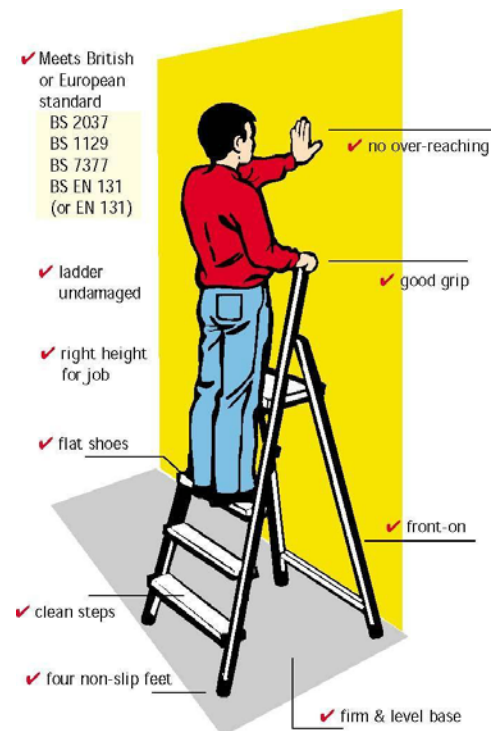
Store in a covered ventilated area, protected from the weather and from dampness and heat. Store horizontally hanging from a stile, or rest the stiles on the floor. Never hang ladders or stepladders vertically. Store wooden ladders off the ground.

STEP 8 Training

Train all your staff how to use ladders and stepladders safely, and how to spot defects.

NEVER

- over reach
- stand on the top handrail of a stepladder
- allow more than one person on a ladder or stepladder
- work sideways
- stand with 1 foot on the ladder and the other on another surface
- carry heavy items or long lengths of material up a ladder
- position a ladder in front of an openable door
- use a ladder in strong winds or near power lines
- use metal ladders or timber ladders with metal parts where any electrical hazard exists
- use a ladder the wrong way round
- stand the foot of the ladder on a kerb or on the highway
- support scaffold boards on the rungs of a ladder.



**On duty certified first aid personnel:**

There will always be one delegated certified member of staff on duty during any shift to deal with incidents requiring basic first aid, these first aiders will be named on the sign at the first aid point. It is staffs responsibility to ensure they know who these staff are and who to speak to in the case of an incident, however all incidents within back of house should first be reported to the kitchen Manager who in turn will inform the GM

First aid point:

There will be a signed delegated first aid point at at least one point throughout the back of house all BOH staff must make themselves aware of where this is and take note of the presence of a first aid book and poster naming the qualified on duty first aider.

Recording First Aid Accidents:

Accident / Incident Report books are located at bar area and one should also be kept by kitchen first aid box.

The following information should be recorded:

- Full name, date of birth and address of the injured person
- Position (if staff member)
- Date entry was made
- Date and Time of the incident
- Place and circumstances of the incident
- Details of treatment administered
- Details about what happened to the person immediately afterwards (eg went back to work, went home, went to hospital)
- Record of person completing the form

Equipment to ensure is always available in first aid box:

It is the responsibility of both first aiders and supervisors to ensure that the first aid boxes are kept replenished of stock and available for use in the correct first aid points.

The basic contents should include the following:

- Leaflet giving general guidance on first aid
- Minimum of 20 assorted sizes of blue sterile waterproof plasters (food handlers must wear these)
- Two sterile eye pads
- Two triangular bandages
- Two large, individually wrapped, sterile, un-medicated wound dressings
- Six medium-sized, individually wrapped, sterile, un-medicated wound dressings
- Sterile Cleansing Wipes
- A pair of disposable gloves
- Scissors
- Burnshield® Dressing
- Bandage, 7.5cm x 4.5m
- Microporous tape, 2.25cm x 10m
- Six safety pins

Advice on dealing with Incidents:

Allergic reaction

Anaphylaxis (or anaphylactic shock) is a severe allergic reaction that can occur after an insect sting or after a person eats certain foods, for example. The reaction can be very fast, happening within seconds or minutes of contact with the thing a person is allergic to.

During anaphylactic shock, a person may find it difficult to breathe and their tongue and throat may also swell, obstructing their airway.

If you suspect a person is experiencing anaphylactic shock, call 999 or 112 straight away.

Check if the person is carrying any medication. Some people who know they have severe allergies may carry an adrenaline injector, which is a type of pre-loaded syringe. You can either help the person administer their medication or, if you're trained to do so, give it to them yourself.

Make sure they are comfortable and can breathe as best they can while waiting for medical help to arrive. If they are conscious, sitting upright is normally the best position for them.

Choking

The information below is for choking in adults and children over one year old.

- If the airway is only partly blocked, the person will usually be able to speak, cry, cough or breathe. In situations like this, a person will usually be able to clear the blockage themselves. If choking is mild:
- Encourage the person to continue coughing to try to clear the blockage.
- Carefully remove any obvious obstruction from the mouth using your first two fingers and thumb.
- Do not put objects or fingers into the person's throat as this could push the obstruction further into the airway or cause vomiting.
- If the obstruction is severe and the person is struggling to breathe, give up to five back blows (between the shoulder blades), using the heel of your hand. Carefully check the mouth and, if possible, remove any obstruction after every blow.
- If this does not clear the obstruction, perform abdominal thrusts by following the steps below. This technique should not be used on babies under one year old, pregnant women or people who are obese:
 - Stand behind the person who is choking.
 - Place your arms around their waist and bend them well forward.
 - Clench one fist and place it just above the person's belly button and below the breastbone.
 - Place your other hand on top, then pull sharply inwards and upwards.
 - Repeat this up to five times until the object stuck in their throat comes out of their mouth.
 - The aim is to get the obstruction out with each chest thrust rather than necessarily doing all five. If the obstruction does not clear after three cycles of back blows and chest thrusts, dial 999 or 112 for an ambulance and continue until help arrives.

The person choking should always be checked over by a healthcare professional afterwards to check for any injuries caused by abdominal thrusts or any smaller pieces of the obstruction that remain.

Burns and scalds

Burns and scalds are damage to the skin caused by heat. A burn is usually caused by dry heat, like fire or a hot pan. A scald is caused by wet heat, like steam or a hot sauce or soup.

You need to be extra careful when treating burns. The longer the burning goes on, the more severe the injury will be, and the longer it may take to heal. So you need to cool the burn as soon as possible.

If someone has a severe burn or scald they are likely to suffer from shock, because of the fluid loss, so they will need urgent hospital treatment.

If you think someone has a burn or scald, there are five key things to look for:

Red skin

Swelling

Blisters may form on the skin later on

The skin may peel

The skin may be white or scorched

What you need to do:

Stop the burning getting any worse, by moving the casualty away from the source of heat.

Start cooling the burn as quickly as possible. Run it under cool water for at least ten minutes or until the pain feels better. (Don't use ice, creams or gels – they can damage tissues and increase risk of infection).

Assess how bad the burn is. It is serious if it is:

- Larger than the size of the casualty's hand
- On the face, hands or feet
- A deep burn

If it is serious, call 999 or 112 for emergency medical help.

Remove any jewellery or clothing near the burn (unless it is stuck to it).

Cover the burned area with kitchen cling film or another clean, non-fluffy material, like a clean plastic bag. This will protect from infection.

If necessary, treat for shock (shock is a life-threatening condition, not to be confused with emotional shock).

If you are unsure if the burn is serious then tell the person to see a doctor.

Bleeding

If someone has severe bleeding, the main aim is to prevent further loss of blood and minimise the effects of shock (see below). First, dial 999 and ask for an ambulance as soon as possible.

- If you have disposable gloves, then use them to reduce the risk of any infection being passed on.
- Check that there is nothing embedded in the wound. If there is, take care not to press down on the object. Instead, press firmly on either side of the object and build up padding around it before bandaging to avoid putting pressure on the object itself. If there is nothing embedded:
 - Apply and maintain pressure to the wound with your hand, using a clean pad if possible.
 - Use a clean dressing to bandage the wound firmly.
 - If the wound is on a limb and there are no fractures, raise the limb to decrease the flow of blood.
 - If bleeding continues through the pad then apply another pad over the top and bandage it in place. Do not remove the original pad or bandage.
- If a body part has been severed, such as a finger, do not put it in direct contact with ice. Wrap it in a plastic bag or cling film, then wrap it in a soft material and keep it cool. Once it is wrapped, if possible, place the severed body part in crushed ice.

- Always seek medical help for the bleeding unless it is minor. If someone has a nosebleed that has not stopped after 20 minutes, go to the nearest hospital's accident and emergency (A&E) department.

Electricity

If someone has been electrocuted, dial 999 or 112 for an ambulance.

- Switch off the electrical current at the mains to break the contact between the person and the electrical supply.
- If you cannot reach the mains supply: Do not go near or touch the person until you are sure any electrical supply has been cut off.
- Protect yourself by standing on some insulating material (such as a phone book).
- Using something dry and non-metal, such as a wooden broom handle, push the person away from the electrical source, or move the source away from the person if this is easier.
- If the person is not breathing, carry out CPR and call an ambulance.

Always seek medical help unless the shock is very minor.

Fractures

It can be difficult to tell if a person has a broken bone, or a joint or muscle injury. If you're in any doubt, treat the injury as a broken bone.

- If the person is unconscious, has difficulty breathing or is bleeding severely, these must be dealt with first.
- If the person is conscious, prevent any further pain or damage by keeping the injury still until you get them safely to hospital. Assess the injury and decide the best way to get them to hospital. If they have a broken finger or arm, you may be able to drive them yourself without causing more harm.
- If they have a broken leg, do not move the person but keep them in the position you found them in. Support the injured part with anything you have handy, for example rolled up blankets or clothes. Call for an ambulance.
- If you suspect they have injured or broken their spine (back) do not move them and call for an ambulance.
- Look out for signs of shock. If the person is pale, cold and clammy, has a weak pulse and rapid shallow breathing, they are probably in shock (see below but do not elevate legs).
- Do not give the person anything to eat or drink as they may need a general anaesthetic when they reach hospital.

Shock

In the case of a serious injury or illness, it is important to watch for signs of shock.

Shock is a life-threatening condition that occurs when the circulatory system fails and, as a result, deprives the vital organs of oxygen. This is usually due to severe blood loss, but it can also happen after severe burns, severe vomiting, a heart attack, bacterial infection or severe allergic reaction (anaphylaxis).

The type of shock described here is not the same thing as the emotional response of feeling shocked, which can also occur after an accident.

Signs of shock include:

- pale, cold, clammy skin

- sweating
- rapid, shallow breathing
- weakness and dizziness
- feeling sick and possibly vomiting
- thirst
- yawning
- sighing

If you notice any signs of shock in a casualty, seek medical help immediately:

Dial 999 or 112 as soon as possible and ask for an ambulance.

Treat any obvious injuries.

- Lay the person down if their injuries allow you to and, if possible, raise and support their legs.
- Use a coat or blanket to keep them warm, but not smothered.
- Do not give them anything to eat or drink.
- Give lots of comfort and reassurance.
- Monitor the person. If they stop breathing, start CPR.
- Do not give them anything to drink.

Nose Bleeds:

Nose bleeds can appear very dramatic but are usually not serious. Apply firm pressure with finger & thumb below the nose for 10 minutes to stop the bleeding, be careful afterwards not to dislodge the clot.

Head Injuries:

Minor knocks or bumps can be treated with a cold, damp cloth. Seek advice from your GP or Accident & Emergency immediately if the person exhibits unconsciousness, double vision, drowsiness, confusion, or vomiting.

Sprains:

Elevate the effected limb and apply a cold compress like crushed ice or frozen peas wrapped in a tea towel or similar cloth for 15 to 20 minutes. The application of a firm bandage or compression bandage may help to ease the strain, the strain should then be rested. It may take several weeks to fully recover.

Personal Hygiene & Cleaning

The intention of food safety is to prevent food poisoning, (the transmission of disease through food) and to maintain the wholesomeness of the food product through all stages of processing, until it is finally eaten.

In the private home where food is prepared for a small number of people the results of food contamination are restricted.

However, food contaminated in a restaurant kitchen for example, can result in a large number of people being affected.

The presence of food spoilage bacteria, taints or foreign material, may not cause food poisoning, but can still result in considerable loss if the product cannot be used.

FOOD SAFETY EDUCATION

A good knowledge of safe food handling practices is essential for all those involved in food processing, storage, distribution and sale.

All food handlers **MUST** receive adequate food safety education and training that ensures -

- They are aware of the dangers of poor food handling,
- They have the knowledge to break the chain of events that results in food poisoning.



A good standard of food safety depends on food workers knowing -

- How the job is done,
- Why it should be done, and then by doing it properly

PERSONAL HYGIENE

Food handlers have a moral and legal responsibility to keep high standards of personal cleanliness to ensure that they do not contaminate food.

HANDS

As the hands are often in direct contact with food, they are one of the main routes for contaminating food and transferring food poisoning bacteria.

Food handlers must wash their hands regularly throughout the working day, drying them by using single service roller towels, disposable paper towels or hot air dryers.

The practice of continually wiping the hands on a cloth held at the waist should cease, as this only serves to contaminate them - not clean them.

HAND WASHING

All those handling food must wash their hands -
Before handling any food or equipment.

After handling raw food especially meat and chicken and before they handle other foods.

Immediately after going to the toilet, blowing their nose, coughing, sneezing, smoking, eating, combing or touching their hair, handling waste food or rubbish and handling cleaning equipment.



All those handling food must -

- Avoid unnecessarily handling food, but should use tongs, forks, spoons, scoops, or other suitable utensils where possible.
- Use a clean spoon to sample food, not their fingers.
- Avoid handling the food contact surfaces of crockery and cutlery.

CUTS AND SORES

Cuts and sores can provide an ideal place for bacterial growth.

To prevent contamination of food by harmful bacteria and blood, these wounds must be completely covered by waterproof dressings, (preferably coloured to help locate them if they come loose) and suitable gloves.

Waterproof dressings will also help prevent cuts from going septic.

NOSE, MOUTH AND EARS

Around 40% of adults carry Staphylococci bacteria in their nose or mouth. Coughing and sneezing can carry the bacteria in droplets for a surprisingly large distance.

Using disposable single use paper tissues is preferable to handkerchiefs.

Discharges from the ears, eyes and nose may also contaminate food and foodworkers should see their Doctor if suffering from any of these infections.

Therefore food handlers must not -

- Cough or sneeze over or around food.
- Pick or scratch their nose.
- Taste food with their fingers or an unwashed utensil.
- Blow into bags to open them.

HAIR

As hair is constantly falling out this can result in food being contaminated and so food handlers should wear a suitable head covering, with long hair being adequately tied back.

The combing of hair and adjustment of head coverings must not be done in food preparation and handling areas.

SMOKING

It is illegal to use tobacco, (eg. cigarettes, pipes or cigars) in food preparation, handling and storage areas or while handling or delivering food.

Not only is this to prevent cigarette ends and ash from contaminating food, but also because -

- People touch their lips while smoking and may transfer harmful bacteria to food.
- Smoking encourages coughing and droplet infection.
- Cigarette ends contaminated with saliva are put on working surfaces.
- An unpleasant environment can be created for non-smokers.



JEWELLERY AND PERFUME

Food handlers should not wear earrings, watches, jewelled rings or brooches, as they can harbour dirt and bacteria and the gem stones and small pieces of metal may end up in the food, resulting in a customer complaint.

Strong smelling perfume should also not be worn, as it may taint foods, especially those with a high fat content.

PROTECTIVE CLOTHING

All food handlers should wear clean, washable, protective clothing, preferably without external pockets. Protective clothing must be suitable for the work being carried out and should completely cover ordinary clothes. It is worn to protect the food from the risk of contamination, not just to keep private clothing clean.

Dust, pet hairs and woollen fibres are some of the contaminants carried on ordinary clothing.

Outdoor clothes and personal effects must not be brought into food preparation or handling areas, but should be stored in suitable lockers or cupboards.

GENERAL HEALTH

Food handlers should be in good health - from oral hygiene to general fitness. Any foodworker suffering from diarrhoea, vomiting or a food-borne infection **MUST be excluded from work**, and can only return after they have been completely free of symptoms for 2 days. And they must stay away again if any symptoms return. Foodworkers with skin infections, sores, heavy colds and ear or eye discharge, must also stay away from work until the symptoms have gone.

TCB General staff hygiene:

Personal Hygiene:

- Shower daily.
- Brush your teeth regularly
- Keep hair free of lice, dandruff.
- Do not chew gum
- Wash hands regularly
- Gargle after smoking and have a breath freshner.

Food handlers must :

- Be properly clothed in clean uniform.
- Keep hands finger nails and body clean.
- Wash hands thoroughly before commencing work, after using the toilet and at other times.
- Wear water proof dressing over wounds.
- Do not smoke while involved in food handling.
- Ensure food is protected from pest and dirt.

Wash hands:

- After visiting the toilet.
- After blowing the nose if you are involved in food preparation or handling of unprotected food.
- After fingering the nose or face.
- After handling the rubbish or spoiled foods.
- Before and after handling raw produce such as meat, poultry and the vegetables.
- Before and after handling different types of food, Eg. Uncooked and cooked (To Prevent cross contamination).
- After handling money
- After tea and meal break.
- After clean-up.
- Before handling unprotected food or preparing food.

Hand Washing:

- Use warm water
- Always use antibacterial soap
- Wash for at least 15 to 20 seconds.
- WASH: Palm, Nails, Wrists, Between fingers, Thumbs, Knuckles.
- Dry with paper towel or hot air.

Bad Personal Habits:

- Smoking. Smoking in the kitchen area.
- Coughing and sneezing.
- Picking pimples and sores.
- Fingering food.
- Licking fingers.
- Tasting food with unwashed spoon.
- Scratching the head.

Exclusion of food handlers:

Food handlers must report:

- Diarrhea.
- Vomiting.
- Infected wounds.
- Major wounds even if not infected.
- Eye, Nose and ear infections.
- Colds and flu.

Grooming in BOH Department:***For Gentlemen:*****Hair**

- Hair should be combed back, short, well-trimmed and should not cover the forehead. It should not be grown below the nape of the neck.
- Natural colour of hair to be maintained and not be excessively gelled or frizzy.
- Sideburns should not be below the middle of ear. Moustache and beard
- Moustache if worn be well trimmed and not cover the upper lip.
- Should be clean shaven on duty. Beard permitted for religious reasons only should be well trimmed.

Nails

- Hand and toe Nails be clean and well-trimmed. No colour is permitted.

Jewellery

- Jewellery must be limited to a minimum
- Metal watches of reasonable size with leather or metal strap to be worn.
- Ear rings are not permitted

Breath

- Breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol)

Body odour

- Ensure that deodorants and/or anti perspirants are used daily to ensure that no body odour is present.

Footwear

- Black socks to be worn. Socks be changed daily so that it doesn't smell
- Black flat shoes to be worn on buffet floor
- Black Safety shoes should be worn by Kitchen employees.

For ladies:**Hair**

- Hair should be combed back, well-trimmed and should not cover the forehead.
- Hair should be made into a bun and covered with a net.
- Hair length if just up to the nape of the neck could be made into a pony tail.
- Hair should not fall below the nape of the neck.
- Natural colour of hair to be maintained and not be excessively gelled or frizzy.

Face

- A light make up of foundation, eye liner be worn. Rouge as per skin tone may be worn.
- A neutral or medium shade lipstick should be worn.
- Heavy or brightly colour make up to be avoided.

Nails

- Hand and toe Nails be clean and well-trimmed.
- Nail polish of neutral or light shades is permitted.

Jewellery

- Jewellery must be limited to a minimum of a wedding ring.
- Metal watches of reasonable size with leather or metal strap can be worn.

Breath

- Breath must be fresh (no smell of foodstuff, cigarette smoke or alcohol)

Body odour

- Ensure that deodorants and/or anti persperants are used daily to ensure that no body odour is present.

Footwear

- Black flat soled shoes to be worn. Pencil or high heels are not permitted.
- Black Safety shoes to be worn by Kitchen employees.

CLEANING (PREMISES, UTENSILS AND EQUIPMENT)

GENERAL HOUSEKEEPING

Good housekeeping involves maintaining a clean, tidy workplace and using safe working practices so that safe, clean, wholesome food can be economically prepared.

Good housekeeping is often implied in the statement, "**The place is well run**", and the results of a successful policy of good housekeeping include -

- **High Morale** -- people are likely to take more pride in their work and be more particular about personal hygiene.
- **Better Working Conditions** -- a clean, tidy workplace is a more pleasant environment to work in.
- **Safety** -- products prepared with clean equipment and in clean surroundings are hygienically safer.
People working in clean, orderly surroundings are less likely to have accidents or be exposed to environmental health hazards.
- **Efficiency** -- an orderly workplace promotes efficiency.
- **Less Waste** -- properly designed and well maintained equipment operated with

well thought out techniques creates less waste, so the need for cleaning and waste disposal is reduced.

REFUSE DISPOSAL

As a lot of food premises refuse can quickly rot, it can become a source of disease by providing food for insects and rodents. Its smell can also be a problem and used packaging material can provide harbourage for vermin.

Refuse containers should be kept in good condition, have tight fitting lids and be cleaned after emptying. Using plastic bin liners makes cleaning easier.

Paper sacks held in a frame with a close fitting lid can be used for dry refuse.

If possible, a separate fly-proof refuse room should be used to store containers before disposal and the refrigeration of meat and fish waste is required.

As refuse bins are usually stored in the yard, this area should be adequately paved, graded and drained to make cleaning easier.

CONTAMINATION

Clean food can be contaminated by bacteria from four main sources -

- The people present in the workplace and their clothing.
- Other food that is already contaminated.
- Dirty kitchen or work premises and equipment.
- Insects and vermin.

CLEANING

Unless the equipment that comes in contact with food is adequately cleaned and sanitised, it may be a prime source of food contamination from bacteria.

Using combined detergent / sanitisers is preferable to straight detergents, as they will help ensure that surfaces are cleaned while greatly reducing bacteria numbers at the same time.

WASHING UTENSILS

All utensils used in the preparation of food should be thoroughly washed and sanitised using an approved detergent sanitiser.

**at
WASH UP
TIME** **WATER TEMPERATURE OF 43°C minimum if HAND WASHING**
or **60°C when WASHING by MACHINE**
and **77°C for the SANITISING RINSE**

Any defective, (broken, chipped, cracked, or worn) utensils must not be used.

REASONS FOR CLEANING

- To remove material where bacteria can grow, so reducing the risk of food poisoning and spoilage.
- To allow disinfection of specific equipment and surfaces.
- To remove materials that could encourage pest infestations.
- To reduce the risk of foreign matter contamination.
- To ensure a pleasant and safe working environment.
- To promote a good image to customers

EFFECTIVE CLEANING

Foodworkers must be trained to **"clean as they go"**. Good cleaning equipment is needed and may include vacuum cleaners, mops, buckets, brooms and specialised items such as high pressure hot water cleaners and steam cleaners, etc. Suitable protective clothing must be worn and the cleaning chemical manufacturer's instructions followed.

Have Plenty of Light in all work and storage rooms - so dirt can't hide.

Cleaning equipment must be stored in a separate area, cupboard or locker away from foodstuffs.

Chemicals must never be put into unmarked containers, or food containers.

Food must not be exposed to the risk of contamination during cleaning.

Regardless of the quality of cleaning chemicals, human effort and energy is needed for a satisfactory result.

After use, the cleaning equipment itself must be cleaned and dried.



TO BE EFFECTIVE, CLEANING MUST BE PLANNED

Written Cleaning Schedules should be drawn up for all parts of the premises and should then be put into practice (refer to the cleaning schedule).

These schedules should state -

- Frequency of cleaning.
- Method of cleaning.
- Type, and amount of chemical to use.
- Person responsible for cleaning.
- Any special notes or information.
- When the work was completed.

A regular check should then be made of the premises and the effectiveness of the cleaning schedule. All stations throughout the back of house have their individual end of clean down forms that will cover all areas to be cleaned within their area.

DISHING THE DIRT ON CLEANING PRODUCTS

It is essential that the correct cleaning products are used for the proper task. A kitchen that looks clean may still be covered in food poisoning bacteria that are invisible to the naked eye. We frequently visit food businesses who are using the incorrect materials for cleaning. When choosing a cleaning product you should look carefully at what it can and cannot do.

Detergents (e.g. washing up liquid) or **Degreasers** are required to clean items or areas which are dirty, greasy or oily. These materials do not kill bacteria. **Degreasers** are ideal for cleaning very greasy areas such as stainless steel cladding behind a cooking range or ventilation canopies. Detergents can be used on all other surfaces in the kitchen.

Disinfectants should be used on surfaces which come into contact with food or hands, and must be of a 'food safe' type. They kill bacteria but do not have cleaning properties. It is important to clean items or areas with detergent before using disinfectants.

Sanitisers are 2 in 1 chemicals which have detergent and disinfectant properties. When used in food preparation areas they must be of a 'food safe' variety. We recommend the use of sanitisers by all food businesses for cleaning food contact surfaces.

Anti bacterial products may or may not clean and disinfect. Check the label of these products to see what it does.

Sterilisers kill all harmful bacteria, but do not remove dirt or grease.

Bleach is a disinfectant but should not be used on food contact surfaces because they are not food safe.

Care must be taken with the use of cleaning materials. The manufacturer's instructions must always be followed and where protective equipment is suggested this must be used (e.g. the use of gloves).

It is very important that cleaning products are not mixed as toxic gases can be given off that can damage health.

The Dilution rate is how much water to use with the chemical before use. If cleaning chemicals are 'made up' with water, it is important that the manufacturers recommended water dilution level is used. If cleaning chemicals are too strong or too weak they may not clean or disinfect effectively.

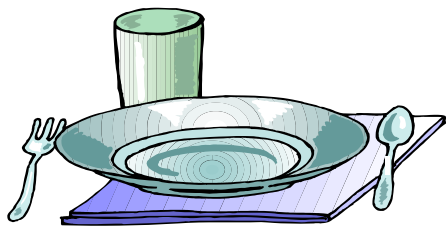
It is a myth that stronger products are better, manufacturer's instructions should always be followed for best cleaning and/or disinfection performance.

It is also important to follow the manufacturer's instructions on **contact time** for the chemical to work effectively. This is how long a cleaning chemical needs to be left on the item you are cleaning. If a product states that you need to leave it on a surface for five minutes, do you have the time?. Make sure you check.

Further advice about the best cleaning chemicals for your business can be gained from your supplier.

And remember what good is cleaning if you are using an old dirty cloth? Damp cloths and towels are frequently highly contaminated with bacteria and may just be spreading the bugs from one surface to another.

Dirty cloths are an example of something that can cause cross contamination. If cloths are used it is essential that they are clean and are regularly disinfected by boiling or soaking in a bleach solution



General food hygiene rules

Why food hygiene is important?

Good food hygiene is essential to ensure that the food you and your family eats is safe.

Poor hygiene procedures in your home can put you at risk. Harmful germs that cause food poisoning can spread very easily, so you need to make sure that you do everything you can to prevent this. Food poisoning can lead to serious illness, even death, especially among the very young, the very old and ill people, who are particularly at risk from food poisoning.

Keeping food safe

There are four main defences against the growth and spread of germs:

- ensuring food areas are clean and good standards of personal hygiene are maintained
- cooking foods thoroughly
- keeping food at the right temperature
- preventing cross-contamination

Cross-contamination

Cross-contamination is the transfer of bacteria from foods (usually raw) to other foods. The bacteria can be transferred directly when one food touches (or drips onto) another, or indirectly, for example from hands, equipment, work surfaces, or knives and other utensils. Cross-contamination is one of the major causes of food poisoning.

It is very easy for cross-contamination to happen. These are some of the most common causes:

- storing raw and ready-to-eat food together
- not washing hands after touching raw food
- using the same chopping board or knife for raw and ready-to-eat food

Safe food handling

To make sure that food is safe you must follow good hygiene at every stage of food handling, from purchasing the food to serving the food. It is especially important to prevent cross-contamination and keep foods at the right temperature.

Storing Food

You must store food correctly to keep it safe. In particular, make sure you:

- observe temperature control (fridges 5°C, freezer –18°C)
- keep raw food, especially meat, away from ready-to-eat food
- store raw meat in sealable containers at the bottom of the fridge, so it can't touch or drip onto ready-to-eat food
- don't overload fridges because this will hinder the circulation of cool air and might mean the food is not kept cold enough

Food that you store should be labelled with a 'Use by' or 'Best before' date

- Never use food after the 'Use by' date, since it might not be safe to eat.

- Check food with a short shelf-life every day to make sure it is still within the 'Use by' date.
- Follow any storage instructions on the product label or packaging.

Food preparation

Food can become contaminated very easily during preparation. You should:

- observe good personal hygiene
- use different chopping boards/work surfaces for raw food and ready-to-eat food
- use different equipment and utensils for raw and ready-to-eat food, wherever possible
- clean equipment and surfaces thoroughly before and after use
- avoid unnecessary handling of food – use clean tongs, plates or trays instead
- keep chilled food out of the fridge for the shortest time possible during preparation

Remember, it is very important to wash fresh fruit, vegetables and salad vegetables, such as lettuce, if they are being served raw

Cooking

Proper cooking kills food poisoning bacteria such as salmonella, campylobacter, E.coli O157 and listeria. It is important to cook food thoroughly, especially meat. When you cook poultry, pork, & meat (for example chicken breast and pork chop), you should make sure that the centre of the meat is thoroughly cooked, no pink bits and the juices run clear.

The only occasion when you do not need to follow the minimum cooking times is when you are cooking **whole cuts or joints** of meat traditionally served pink or rare, such as beef or lamb. If the meat is pierced (for example with skewers) or on the bone, you should follow the minimum cooking times.

When reheating food, especially meat, make sure it is piping hot all the way through and do not reheat it more than once.

Food should be cooled as quickly as possible after cooking (unless it is kept hot until serving). You can speed up the cooling process by dividing food into smaller amounts and placing it in shallow dishes. Do not put foods in the fridge when they are still hot, because this could warm up other foods.

HACCP

STAFF HYGIENE AND WORK RULES

1. Avoid direct handling when preparing or serving cooked ready to eat products.
2. All staff must wear clean overalls (TCB Uniform , safety shoes and hats when handling food. Overalls and hats must not be worn outside the premises, except when involved with delivery.
3. Staff must not wear watches or jewellery, except a plain band wedding ring and small sleeper earrings.
4. Staff must not wear strong perfume or aftershave.
5. Food and drink must not be consumed in the food preparation areas.
6. Smoking in a food room is prohibited.
7. Hands must be washed thoroughly with soap and water:-
 - Before starting work
 - After breaks
 - After visiting the toilet or on return to the workplace
 - After coughing into the hand or using a handkerchief
 - Before handling cooked meat
 - After eating, drinking or smoking
 - After touching face or hair
 - After carrying out any cleaning
8. Staff must not lick fingers when handling wrapping materials.
9. Staff must not blow their nose, cough or sneeze over food.
10. Hair and fingernails must be kept clean. Nail varnish must not be worn.
11. Staff must inform the manager if they are suffering from vomiting, diarrhoea, other stomach upsets, skin complaints or cuts. Cuts and abrasions must be covered by an easily detectable waterproof dressing e.g. blue in colour.
12. Staff must ensure that raw food does not come into contact with cooked / ready to eat food.
13. Staff must not use the same equipment or working surfaces for raw and cooked ready to eat foods without thoroughly cleaning and disinfecting them first.
14. Staff must protect food at all times from contamination.
15. Keep food containers off the floor.

I have read the Staff Hygiene and Work Rules and agree to abide by them.

Signed:

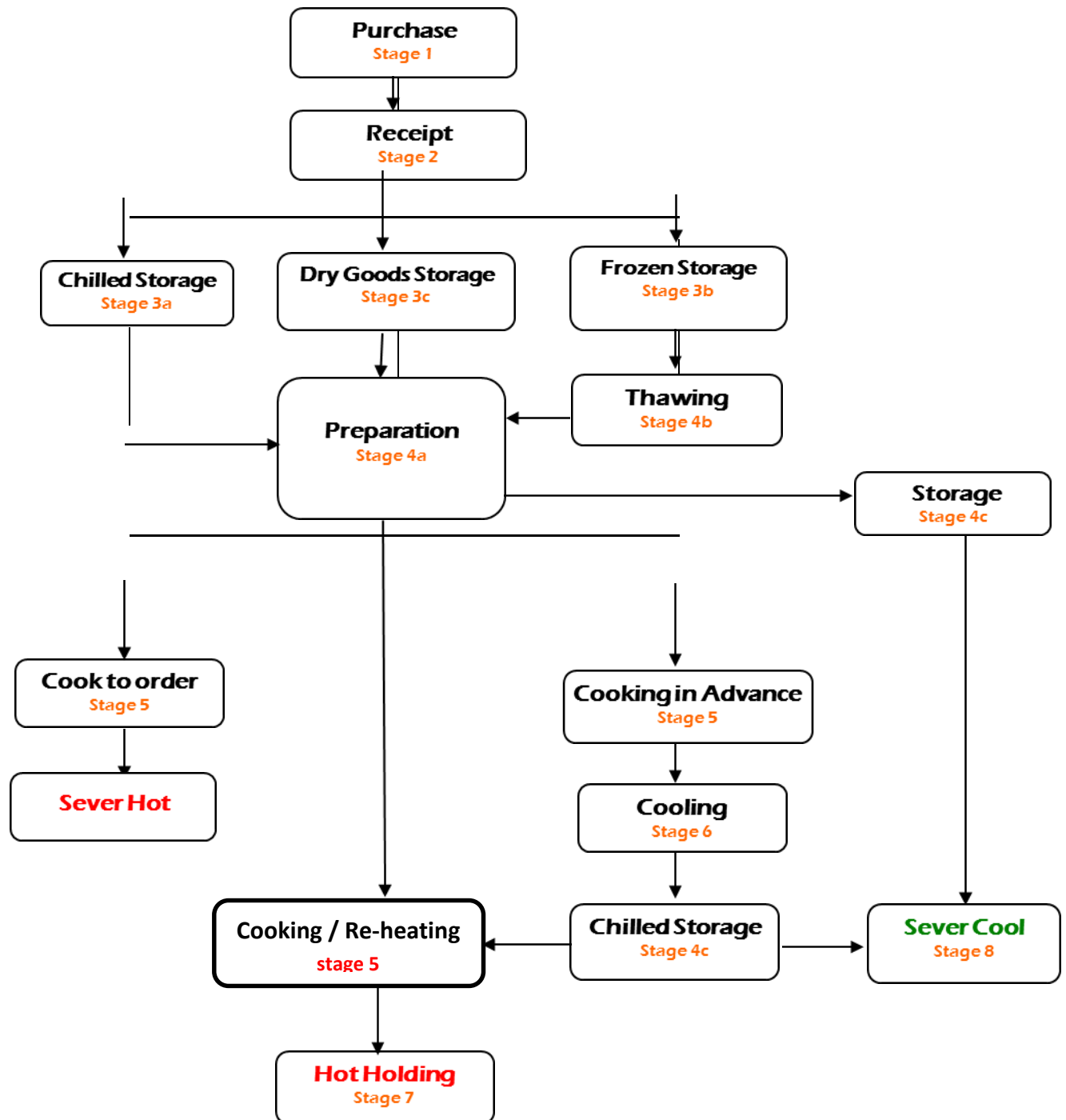
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THE CHINESE BUFFET RESTAURANT

ANALYSIS OF FOOD SAFETY HAZARDS

Operation Flowchart



STAGE		HAZARDS	CONTROLS	CCP	MONITORING		ACCEPTABLE RANGE	CORRECTIVE ACTIONS	RESPONSIBLE PERSON
					Procedure	Frequency			
1.	PURCHASE	Excessive contamination by food poisoning bacteria, spoilage bacteria, pests or foreign bodies.	Purchase from reputable supplier Specifications for conditions of delivery, Assessment of returned food safety information	Yes	Supplier audit/approval Supplier specification letter	When appropriate	No deviation from specifications	Change supplier if necessary Cancel order	Manager, assistant manager, Kitchen Manager, Key Chef
2.	RECEIPT	Contamination of high risk food by pathogenic or spoilage bacteria	Food covered	Yes	Visual inspection	Every delivery	High risk food needs to be covered	Rejection of delivery	Kitchen Manager, Key Chef, bar man, manager, assistant manager,
		Excessive levels of food poisoning bacteria on high risk foods	Specify delivery temperature and shelf life	Yes	Record delivery temperature	Every delivery	1°C – 5°C	Rejection of delivery if out of specification	
3A	CHILLED STORAGE	Growth of food poisoning bacteria on high risk food	Store in fridge at 1°C – 4°C	Yes	Record fridge operating temperatures by Ice Spy monitoring system and verified by human checks at least twice a day	Twice a day	Below 5°C	Fridge adjusted Food moved to another fridge	Kitchen Manager, Key Chef, bar man, manager, assistant manager,
3B	FROZEN STORAGE	Growth of bacteria on thawed foods	Stored in freezer below –18°C	Yes	Record fridge operating temperatures by Ice Spy monitoring system and verified by human checks at least twice a day .	Twice a day	Below –15°C	Manager informed Temperature adjusted	Kitchen Manager, Key Chef, bar man, manager, assistant manager,

ANALYSIS OF FOOD SAFETY HAZARDS
FOOD SAFETY CRITICAL CONTROL POINTS MONITORING RECORDS

ANALYSIS OF FOOD SAFETY HAZARDS
FOOD SAFETY CRITICAL CONTROL POINTS MONITORING RECORDS

STAGE		HAZARDS	CONTROLS	CCP	MONITORING		ACCEPTABLE RANGE	CORRECTIVE ACTIONS	RESPONSIBLE PERSON
					Procedure	Frequency			
3C	DRY GOOD STORAGE	Contamination by spoilage bacteria, chemicals, pests and foreign bodies	Good food storage conditions Good stock rotation	Yes	Visual inspections / cleaning schedule	Daily	Free from contamination Within date	Cleaning of store room Discarding of out of date damaged, spoiled, contaminated or infested food	Kitchen Manager, Key Chef, bar man, manager, assistant manager,
4A	PREPARATION	Contamination and growth of food poisoning bacteria on high risk food	Avoidance of excessive food handling Separate raw and cooked prep areas Colour coded equipment/utensils Limitation of time high risk foods in ambient temperatures	Yes	Visual checks Monitor cleaning schedule adherence Food safety audits	Daily	Complete separation of raw and high risk food No contact of raw food with high risk food directly or by means of a vehicle All food equipment cleaned and disinfected after use Food within 5°C of storage temperature	Contaminated food discarded Staff training	Kitchen Manager, Key Chef
4B	THAWING	Growth of food poisoning bacteria on high risk foods	Thawing of food in temperature controlled conditions Prompt use		Visual checks		Thawed below 8°C Used within 24hr	Contaminated/ out of date food discarded	Kitchen Manager, Key Chef
4C	STORAGE PACKING	Growth of food poisoning bacteria	Store in fridge at 1°C – 4°C	Yes	Fridge temperatures recorded	Twice a day	Below 5°C	Adjust/fridge Move food to another fridge	Kitchen Manager, Key Chef

ANALYSIS OF FOOD SAFETY HAZARDS
FOOD SAFETY CRITICAL CONTROL POINTS MONITORING RECORDS

STAGE		HAZARDS	CONTROLS	CCP	MONITORING		ACCEPTABLE RANGE	CORRECTIVE ACTIONS	RESPONSIBLE PERSON
					Procedure	Frequency			
5	COOKING/ RE-HEATING	Survival and growth of food poisoning bacteria and formation of spores	Thorough cooking 75°C for 2 minutes	Yes	Cooking temperatures recorded	Every batch	Core temperature of 75°C for 2 minutes	Cooked until specified temperature achieved	Kitchen Manager, Key Chef
6	COOLING	Growth of surviving bacteria or spores	Food cooled and stored in the fridge within 1 ½ - 2hrs	Yes	Time/ temperatures for cooling recorded	Every batch of high risk food	Cool below 21°C within 1 ½ hours Ambient temp: Refrigerated within 1 ½ hours	Cook/chill smaller quantities	Kitchen Manager, Key Chef
7	HOT HOLDING	Growth of food poisoning bacteria	Food held hot above 63°C	Yes	Holding temperature record.	Every service.	Above 63°C	Manager informed Temperature of hot holding equipment adjusted.	Kitchen Manager, Key Chef
8	COLD HOLDING	Growth of food poisoning bacteria on high risk food	Food held under chilled conditions below 5°C	Yes	Holding temperature recorded	Every service	Below 5°C	Manager informed Temperature of chilled holding adjusted.	Kitchen Manager, Key Chef

HACCP CHILLING/BLAST CHILL

HAZARDS:

Microbiological Contamination Spoilage
Physical Contamination Growth of Pathogens
Chemical Contamination

CONTROL MEASURES:

1. Blast Chilling will commence within 30 minutes following the completion of the cooking process.
2. Food for chilling will be size reduced to less than 40mm in depth.
3. Food will be blast chilled to a maximum core temperature of +5C (Critical Limit +8C) without undue delay and within 90 minutes.
4. All Chilled food will be stored at below +5C.
5. Chilled food for storage will be protected from contamination by storage in appropriate location and covered as required.
6. Trays and containers will be washed and sanitised immediately after use.
7. Persons engaged in Blast Chilling and chilling food will operate in accordance with Food Hygiene Regulations.
8. All blast chillers and chilling rooms and equipment will be maintained in a clean, hygienic and pest free condition in accordance with Food Hygiene Regulations.
9. Appropriate corrective action will be taken in regard to non-conformance by the Kitchen Supervisor and reported to the Catering Manager.
10. New staff will be fully inducted and trained in blast chilling and chilling procedures appertaining to the post.
11. Staff will undertake Food Safety Awareness training, and this training will be updated every Three years as recommended by the Environment of health.

CHECKS:

Measurement of temperature during chilling using sanitised probe thermometer
Measurement of chilling time.

RECORDS:

Chilling Check and Blast Chilling Checks
Quantity Check
Staff Training
Staff Appearance
Non-compliance Reports

SYSTEM CHECK:

This procedure will be reviewed on a regular basis according to review procedures

HACCP Hazard Analysis and Critical Control Points is your key to food safety.

Food safety guidelines apply where food is prepared, cooked, stored, displayed or moved. The critical factors for food quality and safety are temperature. Temperature is the single most important factor which keeps pathogens like bacteria under control.

High risk foods are foods where bacteria may multiply if the food is stored at the wrong temperature. They include meat, chicken, seafoods, eggs, small goods and dairy products. They also include salad vegetables and any prepared food containing combinations of these products. Generally bacteria will grow and multiply at between 5 deg C and 60 deg C so this is the danger zone to avoid or minimize.

Here are some places where you need to measure the temperature of food.

Food delivery. For example if you have uncooked, raw or unprocessed food delivered to your shop. Check that frozen food is still frozen hard. Refrigerated food needs to be 5 deg C or lower.

Food storage. Keep frozen food at minus 18 deg C or lower in a freezer. This will prevent any bacteria from growing. For storing foods for shorter periods keep it in a fridge at 5 deg C or lower.

Thawing food. If food is partly thawed but is still colder than 5 deg C then place it in a fridge and store at 5 deg C or lower. If food reaches 5 deg C or is slightly warmer for under 4 hrs then it generally may be used straight away. If high risk food stays out at over 5 deg C for longer than 4 hrs then don't use it. Thaw food out in the fridge not at room temperature. Or use a microwave oven but remember to use the food straight away as parts of the food may be warm enough to allow bacteria to start multiplying quickly.

Re-cooling food. Generally if food rises above 5 deg C but for less than 2 hrs then it may be put back in the fridge at 5 deg C and used as normal refrigerated food.

Food preparation. If raw foods have to be taken out for processing prior to cooking some precautions apply. Don't leave the food out of the fridge for more than 4 hrs. After preparation return the food to the fridge not the freezer.

Cooking food. To kill all bacteria that may cause food poisoning, food must be cooked at at least 75 deg C. The important thing to remember is that food that has solid portions like some meats and chicken has to reach 75 deg C right through. So you will have to measure the temperature inside the food.

Preparing cooked (hot) food for storage. Food that has been cooked can be left out at room temperature until it cools enough to be put into the fridge. But the food must reach 21 deg C

within 2 hrs. Allow up to 2 hrs for the food to cool from 60 deg C to 21 deg C. Then it can be put into the fridge. Then the food must get to 5 deg C or less within a further 4 hrs.

Serving food. Hot food needs to be served at 60 deg C or over to prevent bacteria multiplying. Frozen food needs to be served frozen at minus 15 deg C or below. Cold food needs to be served at 5 deg C or below.

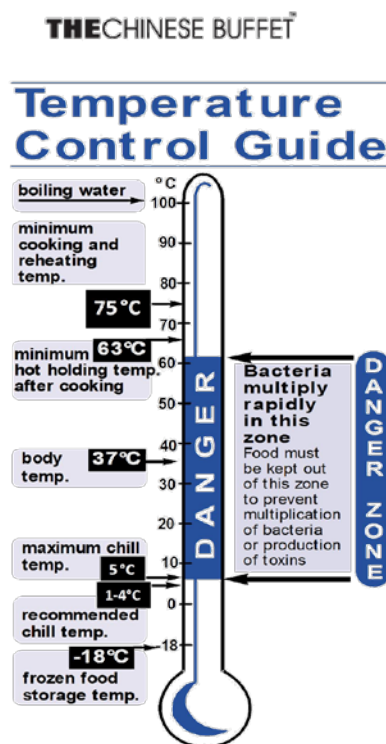
Displaying hot food ready for sale. Sometimes food is pre cooked and offered for sale hot. It has to be kept at 60 deg C or above to prevent bacteria from multiplying while it is on display or stored. It is important to check that the food is at 60 deg C or above right through and not just on the surface.

Displaying cold food ready for sale. Keep high risk foods or prepared dishes that contain high risk foods at 5 deg C or below.

Re heating food. Food can be reheated but it must be re heated to 75 deg C or above. The reason is that even while food has been waiting at a temperature of 60 deg C there may be some bacteria which survived the initial cooking that may have started to multiply. There could easily have been some un noticed contamination of the displayed or stored food. So the food has to be heated right through again to 75 deg C or above.

Temperature Control

Good temperature control is essential to keep certain foods safe. Products such as prepared ready-to-eat foods, cooked foods, smoked meat or fish, and certain dairy products must, be chilled until they are required. If they are not, harmful bacteria could grow or toxins (poisons) could form in the food and make you ill



Stock rotation and labelling

The need for stock rotation, dating and labelling of all products is absolutely essential in the kitchen and it can't be stressed enough the legal and moral responsibilities of all members of the staff and management to uphold and follow these very strict guidelines at all times, it is after all people's lives that we are putting at risk if we don't follow the rules and regulations set down for us. Regular spot checks will be made by members of the The Chinese Buffet management team to ensure that you are abiding by these rules.

Reasons to do it?

- To be able to instantly recognise what the product is.
- To instantly see when it was prepared or defrosted.
- To instantly see when its shelf life should expire.
- To ensure that the older stock with the least remaining shelf life is used up first.
- To ensure the least amount of wastage leading to higher profits.
- To ensure all members of staff can keep up with shelf lives and correct use of products.
- To abide by food and safety regulations.
- To morally fulfil our obligations and provide good quality, healthy, safe, and tasty food to the general public.
- We at The Chinese Buffet take great pride in our products and want them to reach the public in the best and quality, and controlled conditions as are possible, and take a great deal of care to ensure that the correct system is put into place, you will be letting us down as well as yourself and your customers if you don't follow these procedure

How to do it!

- All products to be frozen need to be dated on the day of freeze with the use by date (3 mths)
- When brought out to defrost, products should be clearly labelled with the sticky labels stating the new use by date on the defrost monitor form, the products must be visible checked and recorded on the form to ensure they remain within the safe zone below 5C through the defrost time after which they will be chilled then again recorded when cooked so as to prove used within the use by date.
- As soon as vegetables have been prepared they should be put into plastic containers or bags and clearly labelled with the use by date usually 3 days but see below table if not sure.
- As soon as all meat batch products have been cooked they again should be recorded on the monitor forms with correct temps then controlled through the cooling down monitor forms and be chilled to 21C within 2 hrs and away in the fridge chilled to 5C by 4 hrs max.
- As soon as all king prawns and shrimps are defrosted they should be put into plastic containers and clearly labelled with use by date within 24 hrs.
- All sauces should be dated with use by date

All food stuffs once prepared or defrosted should follow the strict guidelines for use by date, and after the designated time is up should be discarded to the bin. This makes the need for diligence and planning to be applied to all items brought out, to ensure that the products are getting sold, and not thrown away because of poor estimation of the amount of business each day. See table below for various product shelf lives.

As well as following all the routines, it is also up to the staff to be able to make informed decisions about the quality of the various products, as there are lots of variables that can affect the guidelines, this is why it is important that all relevant temp checks and records are followed and checked, even then it is still extremely important that you follow basic guidelines and check for tell tale signs such as bad smell, texture colour etc if unsure always speak to management chefs before using the product

Recommended Food Storage Chart (guidelines)

The following charts provide general recommended storage times for various food products stored under optimum conditions. Storage generally is not recommended under conditions where no time is listed in the chart. Consumers should always purchase food of excellent quality and never temperature abuse food for maximum shelf-life.

Food	Ambient (Room Temperature)	Refrigerator (1°C - 4°C)	Freezer (-18°C)
Rice, white	1 year		
Rice, white, (cooked)		1 days	6 months
Pizza		3 days	6 months
Vegetable oils	1-3 months		
Vegetables			
Carrots		1 weeks	
Carrots (chopped & stored)		5 days	
Celery		5 days	
Coriander / Parsley		3-5 days	
Fresh chilli		1 week	
Fresh chilli / chopped		1-2 days	
Cucumbers		1 week	
Cucumbers (chopped)		3 days	
Cooked eggs		2 days	
Cooked pasta		3 days	
Beansprouts		3 days	
Green peas		3-5 days	
Lettuce		1 week	
Onions	1 week	3 days (chopped)	
Sp onion / leek		1 week	
Sp onion / leek (chopped)		3 days	

mushrooms		3-5 days	
Peppers		1 week	
Chopped peppers		3 days	
Green Beans		1 week	
Pak choi		5-7 days	
Tomatoes		1 week	
Canned vegetables	1 year^	5-7 days	
Frozen vegetables			8 months
Fruits			
plums	Until ripe	5 days	
Lemons / oranges	Until ripe	2 weeks	
Dairy Products			
Milk & Opened Uht Cream		3-5 days	
Cream Cheese		2 weeks	6 months
Meats, Poultry, Eggs and Fish			
Meats			
Fresh beef		3 days	6-12 months
Fresh pork		3 days	4-6 months
Fresh lamb		3 days	6-8 months
Cooked meat		3 days	2-3 months
Fish			
Raw fish		2-3 days	3-6 months
Fresh king prawn / shrimp		2-3 days	3-6 months
Poultry and Eggs			
Cooked poultry		2-3 days	4-6 months
Fresh poultry		2-3 days	1 year
Eggs, in shell		3 weeks	
Fresh beaten egg		24 hrs	

(Ensuring that the correct storage criteria have been met, and that any products going over the recommended time limits have been discarded, correct cooking temperatures should be abided by see “Temperature control guide”)

Preventing Cross-Contamination During Storage and Preparation

PURPOSE: To reduce foodborne illness by preventing unintentional contamination of food.

SCOPE: This procedure applies to anyone who is responsible for receiving, storing, preparing, and serving food.

KEY WORDS: Cross-Contamination, Preparation, Contamination, Storage, Receiving

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Wash hands properly. Refer to the Washing Hands SOP.
4. Avoid touching ready-to-eat food with bare hands. Refer to Using Suitable Utensils When Handling Ready-To-Eat Foods SOP.
5. Separate raw animal foods, such as eggs, fish, meat, and poultry, from ready-to-eat foods, such as lettuce, cut melons, and lunch meats during receiving, storage, and preparation.
6. Separate different types of raw animal foods, such as eggs, fish, meat, and poultry, from each other, except when combined in recipes.
7. Store raw foods in refrigerators or walk-in coolers by placing the raw animal foods on shelves in order of cooking temperatures with the raw food requiring the highest cooking temperature, such as chicken, on the lowest shelf.
8. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
9. Use only dry, cleaned, and sanitized equipment and utensils. Refer to Cleaning and Sanitizing Food Contact Surfaces SOP for proper cleaning and sanitizing procedure.
10. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
11. Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator or cooler.
12. Designate an upper shelf of a refrigerator or walk-in cooler as the "cooling" shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling.

Preventing Cross-Contamination During Storage and Preparation, continued

INSTRUCTIONS, continued:

13. Clean the exterior surfaces of food containers, such as cans and jars, of visible soil before opening.
14. Store damaged goods in a separate location. Refer to Segregating Damaged Goods SOP.

MONITORING:

A designated foodservice employee will continually monitor food storage and preparation to ensure that food is not cross-contaminated.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods that are contaminated by raw eggs, raw fish, raw meat, or raw poultry.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will visually observe that employees are following these procedures and taking all necessary corrective actions during all hours of operation. The foodservice manager will periodically check the storage of foods during hours of operation and complete the Food Safety Checklist daily. The Food Safety Checklist will be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

Washing Fruits and Vegetables

PURPOSE: To prevent or reduce risk of foodborne illness or injury by contaminated fruits and vegetables.

SCOPE: This procedure applies to foodservice employees who prepare or serve food.

KEY WORDS: Fruits, Vegetables, Cross-Contamination, Washing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Wash hands using the proper procedure.
4. Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with produce, such as cutting boards, knives, and sinks.
5. Follow manufacturer's instructions for proper use of chemicals.
6. Wash all raw fruits and vegetables thoroughly before combining with other ingredients, including:
 - Unpeeled fresh fruit and vegetables that are served whole or cut into pieces.
 - Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.
7. Wash fresh produce vigorously under cold running water or by using chemicals that comply with the *2001 FDA Food Code*. Packaged fruits and vegetables labeled as being previously washed and ready-to-eat are not required to be washed.

8. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
9. Remove any damaged or bruised areas.
10. Label, date, and refrigerate fresh-cut items.
11. Serve cut melons within 3 days if held at 4°C or below. Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Food SOP.
12. Do not serve raw seed sprouts to highly susceptible populations such as preschool-age children.

Washing Fruits and Vegetables, continued

MONITORING:

1. The foodservice manager will visually monitor that fruits and vegetables are being properly washed, labeled, and dated during all hours of operation.
2. Foodservice employees will check daily the quality of fruits and vegetables in cold storage.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Remove unwashed fruits and vegetables service and washed immediately before being served.
3. Label and date fresh cut fruits and vegetables.
4. Discard cut melons held after 3 days.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

Using Time Alone as a Public Health Control to Limit Bacteria Growth in Potentially Hazardous Foods

PURPOSE: To prevent foodborne illness by ensuring that potentially hazardous foods are not held in the temperature danger zone for more than 2 hours before being cooked or served.

SCOPE: This procedure applies to foodservice employees that handle, prepare, cook, and serve food.

KEY WORDS: Temperatures, Holding, Time As a Public Health Control

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State or local health department requirements.
3. If State or local health department requirements are based on the written procedures that clearly identify the:
 - Specific foods for which time rather than temperature will be used to limit bacteria growth.
 - Corrective procedures that are followed to ensure that foods are cooled properly. Refer to the Cooling Potentially Hazardous Foods SOP.
 - Marking procedures used to indicate the time that is 2 hours past the point when the food is removed from temperature control, such as an oven or refrigerator.
 - Procedures that are followed when food is in the danger zone for greater than 4 hours.
4. Cook raw potentially hazardous food within 2 hours past the point when the food is removed from temperature control.
5. Serve or discard cooked or ready-to-eat food within 2 hours past the time when the food is removed from temperature control.
6. Avoid mixing different batches of food together in the same container. If different batches of food are mixed together in the same container, use the time associated with the first batch of food as the time by which to cook, serve, or discard all the food in the container.
- 7.

Using Time Alone as a Public Health Control to Limit Bacteria Growth in Potentially Hazardous Foods, continued**MONITORING:**

1. Foodservice employees will continually monitor that foods are properly marked or identified with the time that is 4 hours past the point when the food is removed from temperature control.
2. Foodservice employees will continually monitor that foods are cooked, served, or discarded by the indicated time.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard unmarked or unidentified food or food that is noted to exceed the 4-hour limit.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will mark or otherwise identify food as specified in the Instructions Section of this SOP. The foodservice manager will verify that foodservice employees are following this procedure by visually monitoring foodservice employees and food handling during the shift. The foodservice manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

Cooking Potentially Hazardous Foods

PURPOSE: To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature.

SCOPE: This procedure applies to foodservice employees who prepare or serve food.

KEY WORDS: Cross-Contamination, Temperatures, Cooking

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State or local health department requirements.
3. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
4. Record and monitor all procedures and temps as required in company paperwork

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

Date Marking Ready-to-Eat, Potentially Hazardous Food

PURPOSE: To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness from *Listeria monocytogenes*.

SCOPE: This procedure applies to foodservice employees who prepare, store, or serve food.

KEY WORDS: Ready-to-Eat Food, Potentially Hazardous Food, Date Marking, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. To ensure an accurate used by date is displayed on all food products.
2. Follow State or local health department requirements.
3. Label ready-to-eat, potentially hazardous foods that are prepared on-site..
4. Label any processed, ready-to-eat, potentially hazardous foods when opened..
5. Refrigerate all ready-to-eat, potentially hazardous foods at 5C or below.
6. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 5 days.

7. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.
8. Calculate the 5-day time period by counting only the days that the food is under refrigeration.

Date Marking Ready-to-Eat, Potentially Hazardous Food, continued

MONITORING:

A designated employee will check refrigerators daily to verify that foods are date marked and that foods exceeding the 5-day time period are not being used or stored.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Foods that are not date marked or that exceed the 5-day time period will be discarded.

VERIFICATION AND RECORD KEEPING:

The foodservice manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

DATE IMPLEMENTED: _____ **BY:** _____

DATE REVIEWED: _____ **BY:** _____

DATE REVISED: _____ **BY:** _____

QUALITY CONTROL POINTS TO LOOK FOR WITH PRODUCTS

Raw Meat products

- Correct colour
- Correct aroma (shouldn't smell strongly)
- Texture
- Even cutting and correct size pieces

Cooked meat products

- Correct colour
- Correct aroma (shouldn't smell strongly)
- Texture (shouldn't be slimy or sticky)
- Battered products shouldn't be sticky or wet

Vegetables

- Correct colour
- Aroma
- Texture (should be firm to the touch and not excessively dry or wet)
- Check for bruising or signs of damage
- Vegetables should not be wet when delivered

Prawns & shrimp

- Correct colour
- Correct aroma (shouldn't smell strongly)
- Texture (shouldn't be slimy or sticky)

(Storage of products also provides a very important role in ensuring the constant quality of produce see the "recommended food storage chart" for guide lines on shelf life)

Latex food Gloves

Food gloves should be worn when preparing all and any of the food, when preparing raw meats the use of food gloves will help the meat last longer by preventing bacteria from the skin cross contaminating the meat therefore allowing the meat to last longer and fresher, the same can be said for all raw fish products and all aspects of the sushi department should be done whilst wearing gloves. The Buffet assistants are also expected to wear gloves whilst on duty as they will be coming into contact with food.

Knife skills

Safety rules

- If you have to carry a knife then carry it at some distance from the body with the point facing down and the sharp edge facing backwards. Never carry a knife with the point facing forwards and never carry knives on chopping boards (this is often done when carrying dirty boards and knives to the sink and is a dangerous short-cut).
- Knives on the table must be placed flat with the blade away from you and not projected over

the edge of the table

- If you do knock a knife then don't try to catch it as it falls because it could easily slice through your hand and sever a main artery. If you drop a knife, then move out of the way and allow it to fall.
- When using knives concentrate on the job at hand
- Keep knives sharp and use the correct knife for the correct purpose
- After use, always wipe the knife, blade away from the hand
- Keep knife handles clean and **do not leave in the sink**
- Never misuse knives, after use, wash, rinse, dry and safely put away
- Ensure you've got a secure cutting surface. You can easily slip and cut yourself if the board moves suddenly. Placing a damp cloth under the board will give it a good grip. Heavy, solid boards are also less likely to move or wobble.
- Take care to keep your knife in sight and never allow it to get hidden under anything, especially food items. This can often occur when piles of vegetable trimmings accumulate or there's a lot of clutter on the work surface.
- Never use a damaged knife - it's dangerous and can harbour bacteria
- A blunt knife is more dangerous than a sharp one, ensure you keep your knives razor sharp with regular sharpening
- A good craftsman never blames his or her tools since they always take good care of them!

Cutting techniques

Practice makes perfect when it comes to knife skills. It's helpful to practice cutting different types of vegetables using different cutting techniques. It is worth noting that the majority of the cuts you will be using are specific Chinese cuts specially created and developed to produce the best results with this type of cooking and although some are similar to French counterparts few are the same. Asian cuisine is a completely different taste experience and in most cases uses the fast stir-fry method requiring equal and balanced cooking times of the different ingredients. Your Head Chef or Trainer will go through all the different cuts with you and bring you up to speed and competence.

Sharpening skills

Again practice makes perfect with this necessary skill of producing a razor sharp edge on your knives using the wet stone, this will also be taught to you by your Head Chef or Trainer.

Chopping boards

The chopping boards in a commercial kitchen are always usually colour coded this is to help to protect against cross contamination between for example raw and cooked meats; the colour coding is as follows:








Red	=	Raw meat
Blue	=	Raw Fish
Yellow	=	Cooked Meat
Green	=	Salad & Fruit
Brown	=	Vegetables
White	=	Bakery Products

When you have finished using a chopping board always ensure that you wash it, rinse it, dry it, spray it with sanitiser then wipe down again before putting it away.

Colour coded system for department cleaning products

Each station throughout the Restaurant will use specific colour coded cloths and cleaning equipment for their station this is to help reduce the risk of cross contamination with the transfer of cleaning equipment between stations that could potentially carry harmful bacteria.






Disposable J-cloths should be used and allocated in the following colours to station along with sanitiser and degreaser.

Restaurant floor:	Yellow J-cloths	
Bar:	White J-cloths	
Open Kitchen:	Green J-cloths	
Buffet Area:	Red J-cloths	
Dessert Area:	White J-cloths	
Main Kitchen:	Blue J-cloths	 white hose roll cloth for deep cleaning (operation allowed small cloth for holding wok handle)
Pot wash:	Tea towels	 mixed colours for polishing plates and cutlery

Mop Buckets with brush and mop handles should be allocated and used in the following areas to colour system.

All Kitchen Areas:	Red	
Dessert:	Blue	
Pot wash:	Green	
Bar:	Blue	
Toilet:	Yellow	
Cleaner should have separate set:	Yellow = Toilet	
	Blue = floor cleaning	

Gloves should also be used for specific tasks it is most important to note here that even when wearing gloves or not it is important to wash and sanitise hands at least every 20 mins or if moving between stations or handling food products immediately after completing task. Disposable gloves will need to be changed regularly again every 20-30 minutes.

Buffet Area:	Disposable blue gloves (regular washing and changing)	
Open Kitchen:	Disposable blue gloves (regular washing and changing)	
For use cooking only:	Black thick Marigold gloves	
For use with raw meat:	Pink / Red Marigold gloves	
Cleaning only:	Yellow gloves	

Disposable Aprons: Should be worn when preparing any raw meat then discarded after completing the task. This will refer to main kitchen as well as open kitchen

All the above should be maintained and looked after and kept in the specific stations. All these products are available to order through shorrock's trichem via the weekly online order sheets through purchasing.

Cross-contamination



Cleaning



Chilling



Cooking



Management



Diary



Cross-contamination



Cross-contamination is one of the most common causes of food poisoning. It happens when harmful bacteria are spread onto food from other food, surfaces, hands or equipment.

These harmful bacteria often come from raw meat/poultry, fish, eggs and unwashed vegetables. So it is especially important to handle these foods carefully.

Other sources of bacteria can include:

- staff
- pests
- equipment
- cloths
- dirt or soil

When you handle raw and ready-to-eat food in your business you may need to consider extra procedures to help keep the food you produce safe. More information can be found at: **[food.gov.uk/ecoliguide](https://www.food.gov.uk/ecoliguide)**

Do not forget that you should also protect food from 'physical contamination' (where objects get into food, e.g. broken glass or pieces of packaging) and 'chemical contamination' (where chemicals get into food, e.g. cleaning products or pest control chemicals).

This section also includes information on food allergies.


Safe method:

Personal hygiene

It is vital for staff to follow good personal hygiene practices to help prevent bacteria from spreading to food.



How do you do this?

Safety point	Why?	
Staff should always wash their hands thoroughly before preparing food. (See the 'Handwashing' method in the Cleaning section.)	Handwashing is one of the best ways to prevent harmful bacteria from spreading.	Are all staff trained to wash their hands before preparing food? Yes No
All staff should wear clean clothes when working with food. Ideally, they should change into clean work clothes before starting work and not wear these clothes outside food preparation areas.	Clothes can bring dirt and bacteria into food preparation areas. Wearing clean clothes helps to prevent this.	Do your staff wear clean work clothes? Yes No Do your staff change clothes before starting work? Yes No Describe your staff's work clothes here:
Ideally, work clothes should be long-sleeved and light-coloured (to show the dirt) with no external pockets. It is also a good idea to wear a clean apron or disposable apron over work clothes.	This prevents skin from touching food and helps to stop hairs, fibres and the contents of pockets (which can carry bacteria) getting into food. 	
Staff should change aprons after working with raw food e.g. meat, poultry, eggs or unwashed vegetables.	Aprons help to stop dirt and bacteria from getting onto work clothes and they can be removed easily for washing, or thrown away if disposable.	What type of aprons do you use? <div></div> Which tasks do you use them for?
It is good practice for staff to keep hair tied back and wear a hat or hairnet when preparing food.	If hair is not tied back or covered, it is more likely to fall into food and staff are more likely to touch their hair.	Do staff keep hair tied back? Yes No Do staff wear hats or hairnets when preparing food? Yes No
Staff should not wear watches or jewellery when preparing food (except a wedding band).	Watches and jewellery can collect and spread dirt and harmful bacteria, or fall in the food.	Do your staff take off watches and jewellery before preparing food? Yes No
Staff should not smoke, drink, eat or chew gum while handling food. Staff should also avoid touching their face or nose, or coughing and sneezing.	All of these lead to staff touching their face or mouth. Harmful bacteria can be spread from someone's face or mouth to their hands and then onto food.	Are staff trained not to do these things? Yes No

Fitness for work

Safety point

Staff should be 'fit for work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety.	Why? People who are not 'fit for work' could spread harmful bacteria or viruses to food.
Any member of staff who has diarrhoea and/or vomiting should report it to their manager immediately and either stay at home or go home straight away.	People suffering from these symptoms often carry harmful bacteria on their hands and can spread them to food or equipment they touch.
Staff who have had diarrhoea and/or vomiting should not return to work until they have had no symptoms for 48 hours.	Even if the diarrhoea and vomiting has stopped, someone can still carry harmful bacteria for 48 hours afterwards.
Staff should tell their manager if they have any cuts or sores and these should be completely covered with a brightly coloured waterproof dressing.	Cuts and sores can carry harmful bacteria. Covering them prevents bacteria spreading to food.

What to do if things go wrong

- If staff are not 'fit for work', move them out of food handling areas or send them home. Throw away any unwrapped foods they have handled.

How to stop this happening again

- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Manage it

Why?

How do you do this?

Make sure that all staff understand the importance of being 'fit for work' and what they need to report.	This is so they understand how some types of illness can affect the safety of food and that they must tell their manager if they have these types of illness.	Make a note in your diary of when you have trained staff on this safe method.
It is a good idea to have a separate area where staff can change and store their outdoor clothes.	Clothes could be a source of bacteria if they are left lying around.	Where do staff change and store their outdoor clothes? <div></div>
It is good practice to keep a clean set of work clothes or disposable aprons for visitors.	Anyone entering the kitchen can bring in bacteria on their clothes.	Where do you keep clean uniforms/ disposable aprons? <div></div>

Safe method:

Cloths

Cloths can be one of the top causes of cross-contamination in the kitchen. It is essential to use them safely to prevent bacteria from spreading.



Safety point

Use disposable cloths wherever possible, and throw them away after each task.

Always use a new or freshly cleaned and disinfected cloth to wipe work surfaces, equipment or utensils that will be used with ready-to-eat food.

Take away re-usable cloths for thorough washing after using them with raw meat/poultry, eggs or raw vegetables – and surfaces that have touched these foods.

If using re-usable cloths, make sure they are thoroughly washed, disinfected and dried between tasks (not just when they look dirty).

Ideally, wash cloths in a washing machine on a hot cycle e.g. at more than 82°C.

If you wash and disinfect cloths by hand, make sure all the food and dirt has been removed before you disinfect them. Use very hot water to disinfect the cloths.

Why?

This will make sure that any bacteria picked up by the cloth will not be spread.

It is especially important to protect ready-to-eat food from bacteria. This is because the food will not be cooked, so any bacteria on the food will not be killed.

Raw meat/poultry and eggs are more likely to contain harmful bacteria than other foods. The soil on vegetables can also contain harmful bacteria.

Using dirty cloths can spread bacteria very easily.



A hot wash cycle will clean the cloths thoroughly and kill bacteria (disinfect).

If food or dirt is still on the cloths, this will prevent the disinfection process from being effective, so harmful bacteria might not be killed.

How do you do this?

How do you clean re-usable cloths?

Different cloths for different jobs

Jobs	The best cloth for the job	Do you do this?	If not, what do you do?
Holding hot items (e.g. oven trays) – use tea towel or chef's cloth		Yes <input type="checkbox"/>	
Washing up dishes – use a dish cloth		Yes <input type="checkbox"/>	
Use disposable cloths or paper towels for the following jobs:			
Wiping surfaces		Yes <input type="checkbox"/>	
Mopping up spills		Yes <input type="checkbox"/>	
Wiping hands		Yes <input type="checkbox"/>	
Wiping sides of dishes before serving		Yes <input type="checkbox"/>	
Drying ingredients		Yes <input type="checkbox"/>	

What to do if things go wrong

- If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away.
- If you think your staff have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched and throw away any food that might have been contaminated.

How to stop this happening again

- Consider using disposable cloths if you are not using them already.
- Increase your supply of disposable/clean cloths.
- Train staff again on this safe method.
- Improve supervision.



Write down what went wrong and what you did about it in your diary.




Manage it	Why?	How do you do this?
Have a special place in the kitchen for dirty re-usable cloths.	This is to prevent them being re-used before they have been washed.	Where do staff put dirty re-usable cloths? <div></div>
Always keep a good supply of disposable/clean cloths in your kitchen.	Staff are more likely to use clean cloths if plenty are available.	Where do you keep new/clean cloths? <div></div>

Safe method:

Separating foods

Keeping raw and ready-to-eat food separate is essential to prevent harmful bacteria from spreading.



Safety point	Why?	How do you do this?
Delivery and collection Plan delivery times so that, if possible, raw foods arrive at different times to other foods. If you collect food from shops yourself, make sure it is kept at the correct temperature when you transport it and that raw and ready-to-eat food is kept separate. Unload deliveries in a clean, separate area. Remove outer packaging and throw it away. Before you do this, make a note of any cooking instructions or ingredient information, if you need to. Sometimes the information is only on the outer packaging.	 This helps to prevent harmful bacteria spreading from raw meat/poultry to other foods. This will prevent dirty outer packaging or leaks from deliveries from spreading bacteria. Packaging can also contain pests.	 When do deliveries come? <div></div> Make a note in your diary.
Storage Ideally, store raw and ready-to-eat food in separate fridges, freezers and display units. If they are in the same unit, store raw meat, poultry, fish and eggs below ready-to-eat food. Unwashed fruit and vegetables should also be kept separate from ready-to-eat food and above raw meat. Cover cooked foods and other ready-to-eat food.	 This helps to prevent harmful bacteria spreading from raw food to ready-to-eat food. 	 How do you make sure raw and ready-to-eat food is stored separately?
Defrosting Keep foods that are defrosting in the fridge in a covered container, below ready-to-eat food, or in a separate area of the kitchen away from other foods. (See the 'Defrosting' method in the Chilling section.)	 When foods are defrosting, the liquid that comes out can contain harmful bacteria, which could spread to other foods.	 Where do you defrost foods?

Safety point

Why?

How do you do this?

Preparation <p>Prepare raw meat/poultry and other foods in different areas. If this is not possible, separate by preparing them at different times and clean and then disinfect thoroughly between tasks.</p> <p>Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food (unless they have been thoroughly cleaned and disinfected in between).</p>	<p>This helps to prevent harmful bacteria spreading from one food to another.</p> <p>Harmful bacteria from raw meat/poultry can spread from chopping boards and knives to other foods.</p>	<p>How do you separate raw meat/poultry and other foods during preparation?</p>
<p>Do not wash raw meat or poultry.</p>	<p>Washing meat does not kill bacteria, but it can splash harmful bacteria around the kitchen contaminating sinks, taps and surfaces.</p>	
<p>Always use separate equipment, such as vacuum packers, slicers or mincers, for raw and ready-to-eat food.</p>	<p>It is not possible to remove harmful bacteria from complex machinery and these bacteria can spread to food.</p>	
Cooking, eg grill, barbecue <p>When you add raw meat make sure it does not touch or drip onto the food already cooking.</p>	<p>Bacteria could spread from the raw meat to the other food and stop it being safe to eat.</p>	<p>How do you keep raw meat separate from food already cooking?</p>

Think twice!

Equipment with moving parts

You should not use the same equipment, such as vacuum packing machines, slicers and mincers, for both raw and ready-to-eat food. These are complex pieces of machinery with lots of moving parts and it is not possible

What to do if things go wrong

- If you think that ready-to-eat food has not been kept separate from raw food throw away the food.
- If equipment/surfaces/utensils have been touched by raw food, wash, disinfect and dry them to prevent harmful bacteria from spreading.

How to stop this happening again

- Re-organise delivery times, storage and food preparation to make it easier to keep food separate.
- Make sure you have enough storage space and it is well organised.
- Train staff again on this safe method.



Write down what went wrong and what you did about it in your diary.



Safe method:

Food allergies

It is important to know what to do if you serve a customer who has a food allergy, because these allergies can be life-threatening.



Safety point

If someone asks if a dish contains a certain food, check **all** the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. **Never guess.** A customer may also give you a 'chef card' listing the foods that they are sensitive to.

Keep a copy of the ingredient information of any ready-made foods you use.

When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.

Give detailed information in the name or description of dishes on the menu, especially if they include the foods listed over the page, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.



Why?

If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to.

You can find out more about allergies at [food.gov.uk/safereating/allergyintol/guide/](https://www.food.gov.uk/safereating/allergyintol/guide/)

This is so you can check what is in them.

This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.

This allows people with food allergies to spot that dishes contain certain foods.



How do you do this?

How do you check if food does not contain a particular ingredient?

How do you prepare food for someone with a food allergy?

Think twice!

Which ingredients can cause a problem?

These are some of the foods people may be allergic to and some of the places where they may be found:

Nuts	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustacea	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten	Such as wheat, rye and barley. Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

What to do if things go wrong

If you think a customer is having a severe allergic reaction:

- Do not move them.
- Ring 999 and ask for an ambulance with a paramedic straight away.
- Explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis').
- Send someone outside to wait for the ambulance.

How to stop this happening again

- Make sure all your staff understand how important it is to check all the contents of a dish if asked by someone who has a food allergy.
- Make sure you keep ingredient information for all ready-made products and staff know to check it.
- Review the way that staff prepare a dish for someone with a food allergy – are they cleaning effectively first and using clean equipment?
- Improve the descriptions on your menu.
- Train staff again on this safe method.
- Improve supervision.



Write down what went wrong and what you did about it in your diary.



Safe method:

Physical and chemical contamination

It is very important to prevent objects and chemicals getting into food.



Safety point	Why?
Follow the manufacturer's instructions on how to use and store cleaning chemicals. Store cleaning chemicals separately from food and make sure they are clearly labelled.	This is to prevent these chemicals getting into food.
Keep food covered.	This helps to stop things falling into the food.
Make sure you control pests effectively. (See the 'Pest control' safe method.)	This is to stop insects, droppings etc. getting into food, as well as preventing the spread of bacteria.
Make sure that any chemicals you use to control pests are used and stored in the correct way and clearly labelled.	This is to prevent these chemicals getting into food.
Always clear and clean as you go and take care to throw away packaging, string etc. as soon as you remove it. (See the 'Clear and clean as you go' safe method in the Cleaning section.)	Keeping surfaces clear and clean will help prevent chemicals and objects getting into food, as well as preventing the spread of bacteria.
Repair or replace any equipment or utensils that are damaged or have loose parts.	Loose parts may get into food by accident.
It is a good idea to have a rule of no glass in the kitchen.	This helps to prevent broken glass getting into food.

What to do if things go wrong

- If chemicals or objects, such as glass or insects, get into food, throw the food away.
- If you find pests or signs of pests, take action immediately. (See the 'Pest control' safe method.)
- If you find objects in food that has been delivered, reject the delivery, if possible, and contact your

How to stop this happening again

- Review how you use and store chemicals in your business.
- Review your pest control arrangements.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Think twice!

When you clean work surfaces, make sure that any cleaning chemicals you use are suitable for surfaces touched by food.

Think twice!

Covering foods

It is important to keep food covered to help protect it from harmful bacteria. This is especially important for cooked food and other ready-to-eat food. Always use containers or bags that have been designed to store food. Suggested food coverings include kitchen foil, cling film, plastic boxes with lids or freezer bags. Keep unused food coverings clean and separate from food.

When you are covering food:

- Check the manufacturer's instructions to see if the covering is suitable for what you are using it for.
- Always make sure that the food is properly covered.
- Take care not to let the covering fall into foods.
- Never re-use foil, cling film or freezer bags and do not store food in opened tins.
- Make sure that plastic boxes are washed, disinfected and dried between uses.

Avoid re-using food packaging to store food. Often packaging is designed to be used once with a certain food, so it might not be safe to use it again, or to use it with a different food. If food packaging is used in a way that it was not designed for, chemicals could transfer into the food. Instead, use re-usable containers that have been designed to store food.

Safe method:

Pest control

Effective pest control is essential to keep pests out of your premises and prevent them from spreading harmful bacteria.



Safety point

Why?

How do you do this?

Check your premises regularly for signs of pests.	Pests carry harmful bacteria.	<p>When do you check for pests?</p> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <p>One option is to employ a pest control contractor. See the 'Suppliers and contractors' safe method in the Management section.</p>
Check deliveries thoroughly for signs of pests. Do not accept a delivery if it shows signs of pests such as gnawed packaging or insects, e.g. beetles.	Pests could come into your premises in a delivery.	How do you check deliveries?
Keep external areas tidy and free from weeds. Make sure bins have close-fitting lids and are easy to clean.	Weeds and rubbish can attract pests and provide them with food and shelter.	How often do you check external areas?





Type of pest

Signs of pests

<p>Rats and mice</p>		<p>Small footprints in dust, droppings, holes in walls and doors, nests, gnawed goods or packaging, grease or smear marks, urine stains on food packaging</p>
<p>Flies and flying insects e.g. moths</p>		<p>Bodies of insects, live insects, webbing, nests, droning or buzzing, maggots</p>

Type of pest

Signs of pests

Cockroaches		Eggs and egg cases, moulted 'skins', the insects themselves, droppings
Ants		Small piles of sand or soil, the insects themselves, flying ants on hot days
Birds		Feathers, droppings, nests, noise, the birds themselves
Beetles and weevils		Moving insects, particularly in dry food, small maggots

What to do if things go wrong

- If you see signs of a pest infestation, call a pest contractor immediately. Write the contact details for your pest contractor on the Contacts list in the diary.
- If you think any equipment, surfaces or utensils have been touched by pests, they should be washed, disinfected and dried to stop harmful bacteria from spreading.
- If you think food has been touched by pests in any way, throw it away.

How to stop this happening again

- Make your pest checks more frequent.
- Improve staff training on recognising signs of pests and encourage them to report problems immediately.
- If you have persistent problems with pests, consider employing a pest contractor, if you do not have one already.



Write down what went wrong and what you did about it in your diary.



Think twice!

Never let pest control bait/chemicals, including sprays, come into contact with food, packaging, equipment or surfaces, because they are likely to be poisonous to people.

Manage it

- Make sure no food or dirty plates etc. are left out at night – these are a source of food for pests.
- Make sure that checks for pests are carried out regularly.
- Put reminders of when to check for pests in your diary.
- If you have a pest contractor, keep a record of their contact details and visits in your diary, as well as any feedback or action points they recommend. Make a note of when you have carried these out.

Safe method:

Maintenance

Effective maintenance is essential to allow you to clean properly and keep pests out.



Safety point

Why?

Repair structural damage as soon as it happens e.g. damp/chipped plaster, broken tiles, holes in walls or windows.	Structural damage can make your premises harder to clean and can attract pests.
Check extractor fans and filters regularly to make sure they are working properly and are free from grease and dirt.	This is to make sure the fans and filters can do their job properly.
Replace chopping boards that are scratched, pitted or scored.	Dirt and harmful bacteria can collect in any areas where the board is not smooth.
Repair or replace any equipment or utensils that are damaged or have loose parts.	Dirt and harmful bacteria can collect in damaged equipment/utensils. Loose parts may fall into food.
Throw away any cracked or chipped dishes and other tableware.	Dirt and harmful bacteria can collect in cracks or chips.
Make sure your cooking, hot holding and chilling equipment is well maintained and working properly.	If it does not work properly, food may not be kept safe.
Temperature probes should be checked regularly to make sure their readings are accurate.	If your probe is not accurate, then it will not give a reliable measure of whether food is at a safe temperature. (See the 'Prove it' safe method in the Management section.)

What to do if things go wrong

- If you think that equipment might not be working properly, check it straight away.
Do not wait until it has broken down. Check that staff are using the equipment properly.
- Look at the manufacturer's instructions to see if there is a troubleshooting section.
- Contact the equipment manufacturer or your maintenance contractor, if you have one.
- Use alternative equipment until the fault has been corrected.

How to stop this happening again

- Make your maintenance checks more frequent.
- Encourage staff to report any structural damage or problems with equipment, so you know about problems early.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Manage it

- Check your premises regularly for any structural damage or problems with equipment.
- Put problems right as soon as possible, before they get worse or affect food safety. Make a note in your diary of what you do.
- Put reminders in your diary of maintenance checks and make a note of any repairs you make.

How do you do this?

Do you do this?

Yes ☐ Write any details here:

Cleaning



Effective cleaning is essential to get rid of harmful bacteria and stop them spreading to food.

This section tells you about handwashing, cleaning effectively, how to 'clear and clean as you go' and developing a cleaning schedule.

Safe method:







Handwashing



Effective handwashing is essential to help prevent bacteria spreading to food.

Make sure that all staff who work with food wash their hands properly before preparing food. Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective handwashing helps to prevent this. Following the steps below will make sure hands are washed properly.






Washing hands effectively

Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.		Step 2: Rub your hands together palm to palm to make a lather.	
Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.		Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.	
Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.		Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.	

Check it

For hands to be washed properly, you need warm running water, liquid soap and preferably disposable towels.	Do you use liquid soap? Yes No If no, what do you use?
	Do you use disposable towels? Yes No If no, what do you use?

When to wash your hands

When entering the kitchen e.g. after a break or going to the toilet.	
After touching or emptying bins.	
After any cleaning.	
After touching a cut or changing a dressing.	
After touching items such as phones, light switches, door handles and cash registers.	

Think twice!

If you use disposable gloves in your business, they should never be used as an alternative to effective handwashing

When using disposable gloves make sure you:

- Wash your hands thoroughly before putting them on and after taking them off.
- Always change them regularly, especially when handling raw and ready-to-eat food.
- Throw them away after use or if damaged.

Hygienic hand rubs and gels can be useful when used as an additional precaution, but should **never** be used as a

What to do if things go wrong

- If you think a member of staff has not washed their hands, make sure they wash them straight away and emphasise how important it is to wash their hands when working with food.

How to stop this happening again

- Make sure that hand basins are convenient with plenty of soap and disposable towels.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Safe method:


Cleaning effectively






Effective cleaning is essential to get rid of harmful bacteria and stop them spreading.

Safety point

Why?

Cleaning needs to be carried out in two stages. First use a cleaning product to remove visible dirt from surfaces and equipment, and rinse. Then disinfect them using the correct dilution and contact time for the disinfectant, after rinse with fresh clean water.	Chemical disinfectants only work if surfaces have been thoroughly cleaned first to remove grease and other dirt.
Follow the manufacturer's instructions on how to use cleaning chemicals. Disinfectants and sanitisers should meet BS EN standards. You can find out more in the 'cleaning terms' in the 'Your cleaning schedule' safe method.	This is important to make sure that chemicals work effectively.
Wash work surfaces and equipment thoroughly between tasks, follow the manufacturer's cleaning instructions if there are any. Wash and then disinfect them after preparing raw food.	This will help prevent dirt and bacteria spreading onto other foods from the surface or equipment. 

High-priority cleaning

Regularly wash/wipe and disinfect all the items people touch frequently, such as work surfaces, sinks, taps, door handles, switches, can openers, cash registers, telephones and scales. Where possible, allow these to dry naturally at the end of each day/shift.	This will help prevent dirt and bacteria being spread to people's hands and then to food or other areas. Drying naturally helps prevent bacteria being spread back to these items on a towel/cloth used for drying. 
Wash and disinfect fridges regularly at a time when they do not contain much food. Transfer food to another fridge or a safe cold area and keep it covered.	To clean a fridge thoroughly, you should take out all the food and keep it cold somewhere else. If food is left out at room temperature, bacteria could grow. 
Pay special attention to how often you clean pieces of equipment that have moving parts.	These can be more difficult to clean, but it is important to clean equipment properly to stop bacteria and dirt building up.
Ideally use a dishwasher. If you do not have a dishwasher, wash plates, equipment etc. in hot soapy water using diluted detergent. Remove grease and any food and dirt. Then immerse them in very hot, clean water. Leave to air dry, or dry with a clean disposable cloth.	Dishwashers wash items thoroughly at a high temperature so this is a good way to clean equipment and kill bacteria (disinfect). 

Other cleaning

Safety point

Items that do not touch food are not as high a priority but they should still be cleaned effectively. Examples include dry storage areas and floors.

For equipment or areas that are hard to clean, you may wish to employ a contract cleaner.

Why?

This prevents dirt and bacteria building up in the kitchen.

Contract cleaners have special equipment and experience of more difficult cleaning.



Think twice!

Effective cleaning needs to be carried out in two stages. Disinfectants will only work on clean surfaces. Always use a cleaning product to remove visible dirt and grease before disinfecting. Always check the manufacturer's instructions for the correct dilution and contact time for disinfectants or sanitisers.

When you are cleaning, remember to move food out of the way, or cover it. This is to prevent dirt, bacteria or cleaning chemicals from getting onto food.

Manage it

Why?

How do you do this?

Fill out the cleaning schedule in the diary to show how you manage cleaning in your business. (See the 'Your cleaning schedule' safe method.)

This is to make sure that staff know what to clean, when and how.

Have you completed the cleaning schedule from the diary?

Yes ☐ No ☐

If no, are you using another cleaning schedule?

Yes ☐ No ☐

Make sure you always have a good supply of cleaning chemicals, materials and equipment. It can be helpful to put a reminder in your diary of when you should buy more.

Staff are more likely to clean properly if the right cleaning chemicals, materials and equipment are available.

Do you make sure you have a good supply of cleaning products?

Yes ☐ No ☐

What to do if things go wrong

- If you find that any item in your kitchen is not properly clean, wash and disinfect it and allow it to dry.

How to stop this happening again

- Review your cleaning schedule, including how you clean and how often.
- Make sure your cleaning chemicals, materials and equipment are suitable for the tasks you use them for and are being used correctly.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Safe method:

Clear and clean as you go

Keeping your kitchen clear and clean makes it safer.



Safety point

Take off outer packaging from food and throw it away before you bring food into the kitchen or storeroom.	Outer packaging could have touched dirty floors etc. when it has been stored or transported before.
Take extra care with how you throw away packaging and food waste from raw food. If packaging from raw food touches work surfaces make sure you wash and then disinfect them afterwards.	Packaging and food waste from these foods are more likely to spread harmful bacteria to food and surfaces.
Keep your kitchen free from clutter and rubbish. Clear away dirty kitchen equipment as soon as possible.	Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.
Keep sinks clear and clean them regularly.	This stops dirt building up and helps prevent bacteria from spreading.
Wash or wipe away spills as soon as they happen. Clean and then disinfect work surfaces after wiping up spills from raw food.	This stops dirt building up and helps prevent bacteria from spreading.
Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.	This will help prevent dirt and bacteria spreading onto other foods from the surface. A dirty cloth could spread bacteria to the surface.

Manage it

'Clear and clean as you go' is the recommended way of keeping your kitchen clean as you work.

How do you do this?

What to do if things go wrong

- If you find that work surfaces or equipment are not properly clean, wash, disinfect and dry them before using them to prepare food.
- If you find any packaging or waste lying around, throw it away immediately and clean and then disinfect the work surface thoroughly.

How to stop this happening again

- Review your clearing and cleaning practices.
- Review staffing levels.
- Consider changing the order/timing of tasks to make it easier to keep surfaces clear and clean.
- Train staff again on this safe method.
- Improve staff supervision



Write down what went wrong and what you did about it in your diary.



Safe method:

Your cleaning schedule

A cleaning schedule is a useful tool to help you clean effectively in your business.



What to do

You can use the cleaning schedule supplied in the diary to write down how you clean in your business. This safe method should help you do this.

Alternatively, you may already have a cleaning schedule. If so, you can continue to use it, but it is a good idea to look at this safe method and review your schedule to make sure that it covers the right things.

It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff

Safety point

Walk through your premises and make a list of everything that needs cleaning. This will depend on what you do in your business.

Some items should be cleaned more frequently than others and some should also be disinfected. You do not need to disinfect everything – concentrate on those items that will be touched by food and frequently touched items such as door handles.

You will also need to clean and then disinfect surfaces or items that have been touched by raw food, or leaks or spills from these.

See the back of this sheet for information on cleaning terms.

How do you do this?

You may find it helpful to go through the following examples:

Items that need cleaning and disinfecting

Items that come into contact with food

- Work surfaces and chopping boards
- Equipment e.g. knives
- Fridges and freezers
- Equipment with moving parts e.g. food mixers, slicers, vacuum packing machines and processors
- Sinks and soap dispensers
- Re-usable cloths and work clothes
- Ice machines

Frequently touched items

- Rubbish bins, broom and mop handles
- Door handles, taps, switches, controls, cash registers and scales
- Can openers, telephones

Items that need cleaning

- Floors, walls, ceilings
- Storage areas
- Waste areas and drains
- Microwaves, ovens, dishwashers, hot-holding and display cabinets
- Self-service and staff areas

For each item, or group of items, write down what you do on your cleaning schedule.

Include details on:

- How you clean the item(s)
- What chemicals you use and how to use them
- What equipment you use
- How often you clean the item(s)

Review your schedule regularly and check that all cleaning is being done properly.

Train staff on the cleaning schedule, so they know what they have to do, and when. Supervise cleaning.

Chilling



Chilling food properly helps to stop harmful bacteria from growing.

Some foods need to be kept chilled to keep them safe, such as sandwiches, cooked food, cream and desserts, food with a 'use by' date and food that says 'keep refrigerated' on the label.

This section tells you about storing and displaying chilled food, chilling down hot food, freezing and defrosting.

Safe method:

Chilled storage and displaying chilled food



Harmful bacteria can grow in food that is not chilled properly.

Safety point

<p>Certain foods need to be kept chilled to keep them safe e.g.</p> <ul style="list-style-type: none">• food with a 'use by' date• food that says 'keep refrigerated' on the label• food you have cooked and will not serve immediately• ready-to-eat food such as sandwiches, salads and desserts	<p>If these types of food are not kept cold enough harmful bacteria could grow.</p>	<p>Do you check regularly that these types of food are kept chilled?</p> <p>Yes</p>	<p>If not, what do you do?</p>
<p>Make sure that you do not use food after its 'use by' date.</p> <p>For dishes you have prepared or cooked, it is a good idea to use stickers, or another method of labelling, to keep track of when food should be used or thrown away.</p> <p>If you are not sure how long to keep food, ask your environmental health service for advice.</p>	<p>Food with 'use by' dates, cooked dishes and other ready-to-eat food have a limited shelf life. If you keep them too long they might not be safe to eat.</p>		<p>How do you keep track of when food should be used or thrown away?</p>
<p>Follow the manufacturer's instructions on how to use fridges and chilled display equipment.</p>	<p>It is important to use equipment properly to make sure food is kept cold enough.</p>	<p>Do you follow the manufacturer's instructions for using your:</p> <p>Fridge?</p> <p>Chilled display unit?</p>	<p>If not, what do you do?</p>
<ul style="list-style-type: none">• Pre-cool the display unit before you put chilled food in it.• Only display as much food as you think you will need.• Display food for the shortest time possible. <p>You could also:</p> <ul style="list-style-type: none">• Use a 'dummy' portion for display (which will not be eaten).• Use photographs to show customers what the food looks like.	<p>It is important to keep chilled food cold while it is on display to prevent harmful bacteria from growing in the food.</p>		<p>What do you do to make sure chilled food is displayed safely?</p>

Check it

It is recommended that fridges and chilled display equipment should be set at 5°C or below. This is to make sure that chilled food is kept at 8°C or below. This is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland.

You should check the temperature of your chilling equipment at least once a day starting with your opening checks (see the 'Opening and closing checks' safe method in the Management section).

How do you do this?

Some equipment will have a digital display or dial to show what temperature it is set at. You can use this to check the temperature of your equipment.

If you do this, you should check regularly that the temperature shown on the display/dial is accurate using a fridge thermometer.

How do you check the temperature of chilling equipment?

Fridge: Digital display/dial ☐ Thermometer ☐

Chilled display unit: Digital display/dial ☐

Thermometer ☐

If you do not do this, what do you do?

Think twice!

Chilled food must be kept at 8°C or below, except for certain exceptions.

When you display cold food, e.g. on a buffet, you should use suitable chilled display equipment to keep it at 8°C or below. If this is not possible, you can display food out of chilled storage for up to four hours, but you can only do this once.

Food that has not been used within four hours can be put back in the fridge and kept at 8°C or below until it is used. If it has been out for more than four hours it should be thrown away.

If you do take food out of chilled storage to display it, remember not to mix new food with the food that is already

Prove it

If you would like extra reassurance that your chilling equipment is working effectively, you can use a temperature probe to check food as a one-off test to prove that your method keeps food at a safe temperature. (See the 'Prove it' safe method in the Management section for advice on using probes safely.)

What to do if things go wrong

- If your fridge or display equipment breaks down, use other equipment, or move the food to a cold area. If you cannot do this, or you do not know how long the equipment has been broken down, contact the environmental health service at your local authority for advice.
- If food on display has not been kept chilled for more than four hours, throw it away.

Remember that some foods need extra care. See the safe method 'Foods that need extra care' in the Cooking section.

How to stop this happening again

- Review your chilled display method and see if you can make it safer (using the front of this sheet).
- Train staff again on this safe method.
- Improve staff supervision.
- If you have frequent problems with your chilling equipment, consider whether it is suitable for your business. Generally, commercial equipment will be more suitable for catering.



Write down what went wrong and what you did about it in your diary.









Safe method:

Chilling down hot food

Harmful bacteria can grow in food that is not chilled down as quickly as possible.



Safety point	Why?
If you have cooked food that you will not serve immediately, chill it down as quickly as possible and then put it in the fridge.	Harmful bacteria can grow in food that is left to chill slowly.
Avoid cooking large quantities of food in advance, unless you need to.	Large quantities of food are more difficult to chill down quickly, especially solid food.

Options for chilling down food (you can use one or more of these)	Why?		Tick if you do this
Divide food into smaller portions.	Smaller amounts of food chill down more quickly.		<input type="checkbox"/>
Cut joints of meat in half.	Smaller pieces of meat will cool more quickly.		<input type="checkbox"/>
Cover pans of hot food and move them to a colder area e.g. a storage room, or stand them in cold water. You can also use ice to speed up chilling.	This will make the contents of the pans chill more quickly.		<input type="checkbox"/>
Stir food regularly while it is chilling down.	Stirring helps food chill more evenly.		<input type="checkbox"/>
Cover hot food and move it to a colder area (e.g. a larder).	Food will chill more quickly in a colder place.		<input type="checkbox"/>
Spread food out on a tray e.g. rice.	Spreading the food out will help it cool more quickly.		<input type="checkbox"/>

Options for chilling down food (you can use one or more of these)

Why?

Tick if you do this

☐

If you have a 'cool' setting on your oven, use it to chill down food.	Some ovens have a 'cool' setting, which can help to chill down food by increasing the air flow around it. (The oven should be cool first.)	<input type="checkbox"/>
Use a blast chiller to chill down food.	A blast chiller is specially designed to chill down hot foods quickly and safely.	<input type="checkbox"/>
If you have another method of chilling down hot food, e.g. putting pasta under cold running water, write the details here:		

Prove it

If you would like to compare different chilling options, try them out with the same food. You will only need to do this once. When you have just cooked the food, use a probe to test its temperature. (See the 'Prove it' method in the Management section for advice on using probes safely.) Then test the temperature again at regular intervals to find out how fast the food is being chilled down. Remember to use a clean probe each time you check the food.

What to do if things go wrong

- If food has not been chilled down safely, re-cook it, if appropriate, or throw it away.

Remember that some foods need extra care.

See the safe method 'Foods that need extra care' in the Cooking section.

How to stop this happening again

- Review your chilling methods to make sure they are working properly. If appropriate, try out different methods and choose the one that best meets your needs.
- Make sure you always allow enough time and make portions small enough.
- Train staff again on this safe method.
- Improve staff supervision.
- If you chill down lots of hot food in your business you may wish to consider using a blast chiller.



Write down what went wrong and what you did about it in your diary.



Safe method:

Defrosting

Harmful bacteria can grow in food that is not defrosted properly.



Safety points

Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method).

Why?

If food is still frozen or partially frozen, it will take longer to cook.

The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.

How do you do this?

Do you check food is thoroughly defrosted before cooking?

Yes

If not, what do you do?

Options for defrosting food

☐

1. Ideally, plan ahead to leave enough time and space to defrost small amounts of food in the fridge.

Putting food in the fridge will keep it at a safe temperature while it is defrosting.

Do you use this method? Yes

How much time do you allow for defrosting?

☐

2. If you cannot defrost food in the fridge, you could put it in a container and then place it under cold running water.

Cold water will help to speed up defrosting without allowing the outside of the food to get too warm.



Do you use this method? Yes

Which foods do you defrost in this way?

☐

3. If you use the sink to defrost some foods, make sure the sink is clean and empty. The sink should be cleaned and then disinfected after being used for defrosting.

Cold water will help speed up defrosting.

Do you use this method? Yes

Which foods do you defrost in this way?

Safety points	Why?	How do you do this
4. Or you could defrost food in the microwave on the 'defrost' setting.	This is a fast way to defrost food.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way? <div></div>
5. If necessary you could defrost food at room temperature. Follow the manufacturer's defrosting instructions. Food should be left out at room temperature for the shortest time possible. Ideally, defrost these foods in the fridge.	Foods will defrost quite quickly at room temperature, but harmful bacteria could grow in food if it gets too warm while defrosting.	Do you use this method? Yes <input type="checkbox"/> Which foods do you defrost in this way? <div></div>
6. If you have another method of defrosting, write the details here: <div></div>		Which foods do you defrost in this way? <div></div>

Think twice!

Keep meat/poultry separate from other food when it is defrosting, to prevent cross-contamination. Once food has been defrosted you should use it immediately (within one day).

Check it	Why?	How do you do this?
When you think food has defrosted, it is important to check to make sure.	The outside may look defrosted but the inside could still be frozen.	1. Check for ice crystals in the food using your hand or a skewer. Do you use this check? Yes <input type="checkbox"/>
		2. With birds, check the joints are flexible. Do you use this check? Yes <input type="checkbox"/>
		3. If you use another check, write the details here: <div></div>



What to do if things go wrong

- If food has not fully defrosted, continue to defrost the food until no ice crystals are left. Test again before cooking or reheating.
- Speed up the defrosting process e.g. by using cold water or a microwave (see the front of this sheet).
- Use an alternative menu item. If you do not have time to defrost for longer, replace the dish with a similar dish that is ready to serve.

How to stop this happening again

- Change your defrosting method and make it safer, e.g. defrost smaller amounts.
- Make sure you allow enough time to defrost.
- Train staff again on this safe method.
- Improve staff supervision.
- If you defrost lots of food in your business you may wish to consider creating extra fridge space or using a special defrosting cabinet.



Write down what went wrong and what you did about it in your diary.

Safe method:

Freezing



It is important to take care when freezing food and handle frozen food safely.

Safety points	Why?	How do you do this?
Put frozen food in the freezer as soon as it is delivered.	If frozen food starts to defrost, harmful bacteria could grow.	Is frozen food put in the freezer as soon as it is delivered? Yes No
If you are freezing fresh food, freeze it as soon as it has been delivered or prepared. Freeze hot food as soon as it has been properly chilled down.	The longer you wait before freezing food, the greater the chance of harmful bacteria growing. (See the 'Chilling down hot food' method.)	Is fresh and cooked food put in the freezer as soon as it has been delivered, prepared, or chilled down? Yes No
Divide food into smaller portions and put it in containers or freezer bags before freezing.	Smaller portions will freeze (and defrost) more quickly. The centre of larger portions takes longer to freeze, allowing harmful bacteria to grow. Using containers and freezer bags prevents cross-contamination.	Is food divided into smaller portions to help it freeze better? Yes No Is frozen food stored in containers or freezer bags? Yes No

How do you do this?

If you answered 'no' to any of the above questions, write down what you do:

Think twice!

When you freeze food, make a note (e.g. on a sticker) of the date it is frozen and the date when it is removed for defrosting, including the day, month and year. Once food has been defrosted you should use it immediately (within one day).

What to do if things go wrong

If you find that your freezer is not working properly, you should do the following things:

1. **Food that is still frozen** (i.e. hard and icy) should be moved to an alternative freezer straight away. If there is no alternative freezer, defrost food using the 'Defrosting' safe method.
2. **Food that has begun to defrost** (i.e. starting to get soft and/or with liquid coming out of it) should be moved to a suitable place to continue defrosting using the 'Defrosting' safe method.
3. **Fully defrosted food** (i.e. soft and warm) should be cooked, if appropriate (e.g. raw meat and poultry), until it is piping hot all the way through. After cooking, use the food immediately or chill or freeze it safely straight away. If this is not possible, throw it away.
4. **Food that has to be kept frozen** (e.g. ice cream) cannot be re-frozen once it has started to defrost. You will have to use it immediately or throw it away.

Remember, some foods need extra care. See the 'Foods that need extra care' safe method in the Cooking section.

How to stop this happening again

- Get your freezer mended or buy a new one.
- Have freezers serviced regularly and check that they are working properly as part of your opening checks.
- Re-organise freezers so there is more space and they are kept closed as much as possible.
- Train staff again on this safe method.
- Increase staff supervision.



Write down what went wrong and what you did about it in your diary.



Cooking



It is essential to cook food properly to kill any harmful bacteria. If it is not cooked properly, it might not be safe for your customers to eat.

It is also very important to handle ready-to-eat food carefully to protect it from harmful bacteria. This is because it will not be cooked or reheated before serving.

This section includes information on cooking safely, foods that need extra care, reheating, hot holding and ready-to-eat food.

Safe method:

Cooking safely

Thorough cooking kills harmful bacteria.



Safety points

Follow the manufacturer's cooking instructions for food products, where appropriate.

Preheat equipment such as steamers and deep-fat fryers before cooking.

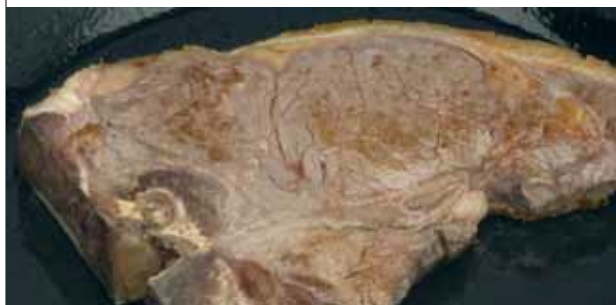
Make sure liquid dishes, e.g. soups, are boiling.



Cut meat/poultry into pieces of a similar size before cooking.



If you serve beef or lamb rare (whole cuts such as steaks), make sure all of the outside surfaces are fully cooked, e.g. by sealing in a pan.



Why?

The manufacturer has tried and tested safe cooking methods specifically for its products.

If you use equipment before it has preheated, food will take longer to cook. This means that recommended cooking times in recipes or manufacturer's instructions might not be long enough.

This is to make sure the food is hot enough to cook it thoroughly and kill bacteria.

Remember to handle stock carefully – see the safe method on 'Foods that need extra care'.

This is to make sure that all the pieces of meat/poultry take the same amount of time to cook.

This will kill harmful bacteria on the surface of the meat. Pork and rolled joints should not be served rare.

Check it - use these checks to tell if food is properly cooked.



The largest piece of meat or poultry in stir-fries and stews should be very hot (steaming) all the way through with no pink or red.



Check that liquid dishes boil rapidly when you stir them.



Check that roast pork is cooked all the way through with no pink or red in the centre.



Check that all the outside surfaces of whole cuts of meat (beef or lamb) are fully cooked.



Check that combination dishes, such as spring rolls, pork balls and dim sum, are very hot (steaming) all the way through.

What to do if things go wrong

- Cook the food for longer.
- Speed up the cooking process, for example by dividing the food into smaller quantities, or using different equipment.

How to stop this happening again

- Repair or replace equipment.
- Review your cooking method. You might need to increase the time or temperature, or use different equipment.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Safe method:

Foods that need extra care

Some foods need to be treated with extra care to make sure they are safe to eat.



Remember that raw meat and poultry are often the main source of bacteria in the kitchen. Follow the advice in the 'Cooking safely' method on how to cook these foods. You should take extra care with the foods listed below, as well as rice and eggs – see the 'Rice' and 'Eggs' safe methods.

Safety point Why?

How do you do this?

Stock

Ideally, only make enough stock for one day. If you have any leftover stock, chill it down as quickly as possible and then put it in the fridge. See the 'Chilling down hot food' safe method in the Chilling section.

If you need to reheat chilled stock, make sure it is very hot (steaming) all the way through. Do not reheat more than once.

Harmful bacteria can grow in stock that is chilled down too slowly or left out at room temperature.



How do you chill down leftover stock?

Shellfish

Make sure you buy shellfish from a reputable supplier.

If you do not use a reputable supplier, you cannot be confident that shellfish have been caught and handled safely.

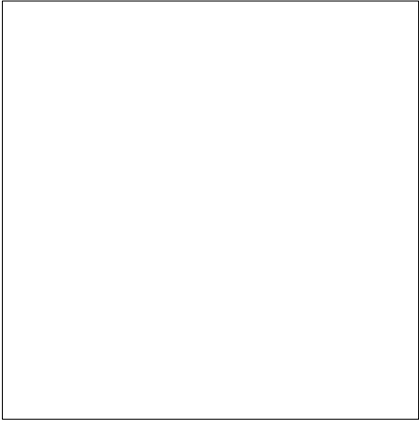

Shellfish such as prawns and scallops will change colour and texture when they are cooked. Prawns turn from blue-grey to pink and scallops become milky-white and firm.

Langoustines (also called scampi or Dublin Bay prawns) are pink when raw and the flesh becomes firm and pink-white when they are cooked.

If you use ready-cooked (pink) prawns, serve them cold or reheat them until they are piping hot all the way through.



List the types of shellfish you serve or use as an ingredient.

Safety point	Why?	How do you do this?
Shellfish continued Crabs and lobster should be prepared by someone with specialist knowledge.	Some parts of these shellfish cannot be eaten and some are poisonous, so it is important to know how to remove these parts safely.	If you prepare crabs or lobster, are these prepared by someone with specialist knowledge? Yes <input type="checkbox"/> If not, what do you do?
Before cooking mussels and clams, throw away any with open or damaged shells.	If the shell is damaged or open before cooking, the shellfish might not be safe to eat.	
To check that a mussel or clam is cooked, make sure the shell is open and the mussel or clam has shrunk inside the shell. If the shell has not opened during cooking, throw it away.		
Fish Make sure you buy fish from a reputable supplier. If you buy fresh fish make sure you store it between 0°C and 4°C. If you buy frozen fish then keep it frozen until you are ready to use it.	Certain types of fish, such as mackerel, tuna, anchovies and herrings, can cause food poisoning if not kept at the correct temperature.	

Think twice!

Some people may be sensitive to monosodium glutamate (MSG). This is an additive used to bring out the flavour in foods. It is a good idea to be aware of all of the dishes on your menu that contain MSG, so you will be able to give customers accurate information. Remember that there can be MSG in ingredients such as soy sauce, as well as MSG added to the final dish.

Safe method:

Ready-to-eat food

It is important to handle ready-to-eat food safely to protect it from harmful bacteria.



What are ready-to-eat food

Ready-to-eat food is food that will not be cooked or reheated before serving. This includes salad ingredients, garnishes, cold sauces, desserts, fruit and food cooked in advance to serve cold.

Safety point	Why?	How do you do this?
<p>To protect food from harmful bacteria:</p> <ul style="list-style-type: none">• keep ready-to-eat food completely separate from raw meat/ poultry, fish, eggs and unwashed vegetables• make sure work surfaces, chopping boards, knives etc. are clean (and disinfected if you have prepared raw food)• keep ready-to-eat food covered at all times during preparation and storage	<p>This is to prevent harmful bacteria getting onto the food. This is especially important for ready-to-eat food because they will not be cooked or reheated before serving.</p> 	<p>List the types of ready-to-eat food you use:</p> <div></div>
<p>Follow the manufacturer's instructions on how to store and prepare the food, if these are available.</p>	<p>The manufacturer's instructions are designed to keep the food safe.</p>	<p>Are you confident that you do this for all ready-to-eat food where instructions are available? Yes <input type="checkbox"/></p>
<p>When preparing fruit, vegetables and salad ingredients:</p> <ul style="list-style-type: none">• peel, trim, or remove the outer parts, as appropriate• wash them thoroughly by rubbing vigorously in a bowl of clean water• wash the cleaner vegetables first <p>Wash your hands before and after handling fruit and vegetables.</p> <p>If you have prepared salad ingredients or vegetables that have dirt or soil on the outside, clean and disinfect chopping boards and work surfaces before preparing other foods.</p>	<p>The dirt on vegetables and salad ingredients can contain harmful bacteria. Peeling and washing helps to remove the dirt and bacteria.</p> 	<p>Do you do this? Yes</p> <p>If not, what do you do?</p> <div></div>

Safety point	Why?	How do you do this?
<p>Make sure you keep ready-to-eat food cold enough. See 'Chilled storage and displaying chilled food' in the Chilling section.</p> <p>Do not use ready-to-eat food after the 'use by' date, if there is one.</p> <p>For food you have prepared, or removed from its original packaging.</p> <p>You should have a method in place for keeping track of when food should be used or thrown away.</p>	<p>If these types of food are not kept cold enough, harmful bacteria could grow.</p> <p>You should never use food that has passed its 'use by' date because it might not be safe to eat.</p>	<p>Do you do this? Yes <input type="checkbox"/></p> <p>If not, what do you do?</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>Always use separate equipment such as vacuum packers, slicers or mincers for raw and ready-to-eat food.</p>	<p>It is not possible to remove harmful bacteria from complex machinery and these bacteria can spread to food.</p>	

What to do if things go wrong

- If you think that a food delivery has not been handled safely, reject the delivery.
- If ready-to-eat vegetables, fruit or salad ingredients have not been washed properly, wash them following the advice on the front of this sheet and clean any work surfaces etc. they have touched.
- If ready-to-eat food has been prepared on a work surface or with a knife that has been used for raw meat/poultry, fish, eggs or unwashed fruit and vegetables, throw the food away.
- If ready-to-eat food has not been chilled safely, throw the food away.

How to stop this happening again

- If you do not think a supplier handles food safely, consider changing to a new supplier.
- Review the way you receive deliveries.
- Review the way you store and prepare ready-to-eat food.
- Train staff again on this safe method.
- Improve staff supervision.

Think twice!

You should not use the same machinery and equipment, such as vacuum packing machines, slicers and mincers for both raw and ready-to-eat food. This is because it is not possible to clean equipment thoroughly enough to be sure all harmful bacteria have been removed. Any bacteria could then spread to ready-to-eat food.

If you are preparing both raw and ready-to-eat food, you should make sure where possible this is done in separate clean and disinfected areas. If this is not possible, surface and utensils used must be thoroughly cleaned and then disinfected between tasks.

Make sure staff wash their hands thoroughly between tasks, especially when working with raw and ready-to-eat food. This is to prevent cross-contamination between raw and ready-to-eat food.



Write down what went wrong and what you did about it in your diary.



Safe method:

Rice

It is essential to handle rice safely to make sure it is safe to eat.



Safety point

When you cook rice or dishes containing rice, make sure they are very hot (steaming) all the way through.

If you cook rice to serve later, or use in another dish (e.g. for egg fried rice), make sure the rice is very hot or properly chilled until you use it. See the 'Eggs' safe method for advice on egg fried rice.

You can keep rice hot in a rice cooker if you leave it on. See the 'Hot holding and delivery' safe method for more advice on keeping food hot.

Why?

Rice can contain spores from a type of harmful bacteria. If cooked rice is left at room temperature, the bacteria could start growing again from the spores. These bacteria will multiply and may produce toxins (poisons) that cause food poisoning. Reheating will not get rid of these.



How do you do this?

List the dishes containing rice that you prepare or cook.

--

How do you keep rice hot?

--

If you chill down rice, do this as quickly as possible, ideally within one hour.

You can chill down rice more quickly by dividing it into smaller portions, spreading it out on a clean, shallow tray, or putting a container of hot rice into a larger container of cold water or ice.

Never leave rice in the rice cooker, steamer or pan to cool down.

When you have chilled down rice, keep it in the fridge until it is used.

See the 'Chilling down hot food' safe method.

If rice is chilled down too slowly, or left out at room temperature, bacteria could start growing again from the spores.



If you chill down rice, how do you do this?

--

Think twice!

If you reheat rice, make sure it is very hot (steaming) all the way through. Do not reheat rice unless it has been chilled down safely and kept in the fridge until you reheat it. Do not reheat rice more than once.

Check it

Check that rice and dishes containing rice are very hot (steaming) all the way through, with no cold spots.



If you do not do this, what do you do?

What to do if things go wrong

- If rice is not hot enough after reheating, reheat the rice for longer and then test it again.
- If cooked rice has not been kept very hot, or properly chilled, throw the rice away.

How to stop this happening again

- Check your equipment is working correctly.
- Review your method for cooking/reheating rice. You may need to increase the time and/or temperature, use different equipment or change the size of portions.
- Train staff again on this safe method.
- Improve staff supervision.

 Write down what went wrong and what you did about it in your diary.







Safe method:

Eggs

Raw eggs can contain harmful bacteria, on the shell or inside the egg. So it is very important to handle eggs carefully and cook them thoroughly.



Safety point	Why?	How do you do this?
Make sure you buy eggs from a reputable supplier.	If you do not use a reputable supplier, you cannot be confident that the eggs have been handled safely.	
Store whole eggs in a cool dry place, ideally in the fridge, until you use them.	Storing eggs at a constant cool temperature will help to keep them safe.	
Do not use eggs after their 'best before' date. Make sure you rotate stock and use the oldest eggs first.	After this date there is a greater chance of harmful bacteria growing in the eggs. 	
If you are breaking eggs to use later, do not keep large amounts of liquid egg at room temperature. Store it (covered) in the fridge and take out a small amount when you are ready to use it. Only break the eggs you will need for the day and avoid storing liquid egg for more than 24 hours. Never add new eggs to a batch of liquid egg – use up one batch and then start another. Make sure you rotate your stock by using the oldest eggs first.	Harmful bacteria can multiply in liquid egg that is left out at room temperature.	List the types of dishes containing eggs that you prepare or cook:
Clean and then disinfect surfaces and utensils thoroughly after they have been used with raw eggs. This is especially important before preparing other foods.	This helps to prevent harmful bacteria spreading from raw eggs to other foods.	
Wash your hands thoroughly after handling raw eggs. See the 'Handwashing' method in the Cleaning section.	This helps to prevent harmful bacteria being spread from your hands to other foods, surfaces or utensils. 	

Safety point	Why?	How do you do this?
Use pasteurised egg (not ordinary eggs) in any food that will not be cooked, or will be only lightly cooked. Remember, once you have opened pasteurised egg, keep it in the fridge.	Pasteurisation kills bacteria, which is why pasteurised egg is the safest option.	
Cook eggs and foods containing eggs thoroughly, until they are very hot (steaming).	Eggs can contain harmful bacteria. If you cook them thoroughly this kills any bacteria. 	Do you cook eggs and food containing eggs thoroughly until they are very hot? Yes <input type="checkbox"/> If not, what do you do? <div></div>
When you make egg fried rice, add the egg to the wok first and make sure it is thoroughly cooked before adding rice or other ingredients. Never add raw egg to the cooked rice.	Egg must be thoroughly cooked all the way through to kill any harmful bacteria. You cannot be sure the egg is thoroughly cooked unless you add it first. 	How do you make egg fried rice? <div></div>
Never use the same ladle for adding raw egg to the wok and for serving cooked food, e.g. when making egg foo yung.	Using the same ladle could spread harmful bacteria from the raw egg to the cooked food.	

What to do if things go wrong	How to stop this happening again
<ul style="list-style-type: none"> • Cook the eggs or dishes containing eggs for longer. • If ready-to-eat or cooked food has been prepared using a surface or utensils that have been used with raw eggs, throw the food away. 	<ul style="list-style-type: none"> • Review your cooking method. • Train staff again on this safe method. • Improve staff supervision.

 Write down what went wrong and what you did about it in your diary.



Safe method:

Checking food is cooked

It is important to show how you check that dishes on your menu are properly cooked.



How to use this sheet

This sheet is for you to show how you check that dishes are properly cooked. Before you start, make sure you have read the 'Cooking safely' and 'Foods that need extra care' safe methods.

Different checks are suitable for different types of dish. For each key type of cooked dish on your menu, choose a check from the list below and write the type of dish next to it. You do not need to write down every dish on your menu. If you prepare a number of dishes in the same way and use the same check, you can group them together,

e.g. you could write 'stir-fried meat dishes in sauce' next to the appropriate check.

You do not need to write down eggs, shellfish or rice on this sheet – these are covered by the 'Eggs' 'Foods that

Check

Types of dish

The largest piece of meat or poultry in stir-fries and stews should be very hot (steaming) all the way through with no pink or red.



e.g. chicken curry

Check that liquid dishes boil rapidly when you stir them.



e.g. soup, stock

Check that roasted pork is very hot (steaming) all the way through with no pink or red meat in the centre.



e.g. char sui pork

Check that combination dishes are very hot (steaming) all the way through.



e.g. spring rolls, pork balls, dim sum

Check that all the outside surfaces of whole cuts of meat and whole joints (beef or lamb) are fully cooked.



e.g. steaks

Check

Check fish is cooked through and the colour and texture has changed.



Types of dish

e.g. whole fish, fish steaks

--

Checking food is hot

Make sure food is very hot (steaming) all the way through.

You should use this check:

- when food has been cooked before and you are cooking it again, e.g. spare ribs, pork balls
- when you cannot find another suitable check for one of your dishes

Types of dish

--

Probes

Check fish is cooked through and the colour and texture has changed.



Types of dish

--

Your check

If you use a different check, you will need to prove that it is safe. See the 'Prove it' safe method in the Management section.

Give details of your check here:

--

Types of dish

--

If your menu changes substantially, you may need to fill out this sheet again.

You can download another copy from www.food.gov.uk/business-industry/caterers/sfbb




Safe method:

Hot holding and delivery

It is very important to keep food hot until it is served or delivered to the customer, to prevent harmful bacteria from growing.



Safety point	Why?	How do you do this?
If you need to keep food hot before serving, or on display, you should use suitable equipment. Follow the equipment manufacturer's instructions.	It is difficult to keep food at a consistent, safe temperature without suitable equipment.  	Do you hot hold? Yes No What equipment do you use? <div></div>
Preheat hot holding equipment before you put any food in it.	Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.	
Food must be cooked thoroughly and very hot (steaming) before hot holding or display begins.	Hot holding equipment is for hot holding only. It should not be used to cook or reheat food. 	

Think twice!

Hot food must be kept at 63°C or above, except for certain exceptions.

When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away. Remember to keep the food at a safe temperature until it is used.

If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on

Safety point

Why?

How do you do this?

Delivery

Make sure food is kept very hot until it is collected by the delivery driver or customer.

You also need to make sure that food is kept hot until it arrives at the customer's home. It is a good idea to use an insulated bag or box to transport food.

If food is not kept hot, harmful bacteria can grow in it.

How do you keep food hot until it is delivered?

Check it

Make sure food is very hot (steaming) all the way through from the moment it is cooked to the moment it is served.



If you do not do this, what do you do?

What to do if things go wrong

- If a dish is not hot enough at any point during hot holding:
- reheat it until it is very hot and put back into hot holding (you should only do this once)
- or chill down the food safely (see the 'Chilling down hot food' safe method in the Chilling section) and reheat it later before serving

If you cannot do either of these things, throw the food away.

Remember that some foods need extra care. See the

How to stop this happening again

- Check your equipment is working correctly.
- Review your hot holding safe method. Try using a higher temperature setting or smaller quantities of food.
- If food is getting cold while it is being delivered, use an insulated bag or box if you are not using one already, and/or consider making your delivery area smaller.
- Train staff again on this safe method.
- Improve staff supervision.



Write down what went wrong and what you did about it in your diary.



Prove it

If you would like extra reassurance that food in hot holding is hot enough, you can use a temperature probe as a one-off test to prove that your method keeps food at a safe temperature. (See the 'Prove it' method in the Management section for advice on using probes safely).

Management



Managing your business effectively is vital for food safety. This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

Safe method:

Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close. This helps you maintain the basic standards you need to make sure that your business makes food safely.



You should do these checks at the beginning of the day. You can also add your own checks to the list.

What to do

How often?

Your fridges, chilled display equipment and freezers are working properly.

Your other equipment (e.g. oven) is working properly.

Staff are fit for work and wearing clean work clothes.

Food preparation areas are clean and disinfected, where appropriate (work surfaces, equipment, utensils etc.)

There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)

You should do these checks at the end of the day. You can also add your own checks to the list.

No food is left out.

Food past its 'use by' date has been thrown away.

Dirty cloths have been removed for cleaning and replaced with clean ones.

Waste has been removed and new bags put into the bins.



The opening and closing checks are also listed in the diary.



Safe method:

Extra checks

Carrying out extra checks regularly helps you make sure your methods are being followed.



Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks. You might find it helpful to have all these checks written down in one place.

In the table below there are examples of some extra checks. Write down the details of extra checks that you do and how often you do them. You can add other checks below.

When you carry out extra checks, do not forget to make a note of them in the diary.

Details of check

Deep clean (example)	<i>e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.</i>	<i>Deep clean of whole kitchen area and outside waste area including walls, ceilings, extractor fan, vents</i>	<i>Every 6 weeks usually on a Thursday</i>
Deep clean	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.		
Maintenance	e.g. Clear drains, clean extractor fans/filters and fridge/freezer condensers.		
Dishwasher	Remove food debris and lime scale from water jets, filters and drains. Clean around door seals etc.		
Temperature probe	If you use a probe, check regularly that it is accurate.		
Pest control check	e.g. Look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.		

Safe method:

Prove it

Sometimes you might want to use a probe to prove that your methods are safe.



Safe method	What to do	How to do it
Cooking and reheating	<p>The 'Cooking safely' and 'Reheating' safe methods in the Cooking section tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe.</p> <p>You only need to do this once.</p> <p>The food is safe if it has reached a high enough temperature for a long enough time.</p>	<p>If you want to check the temperature of a food, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations include:</p> <ul style="list-style-type: none">• 80°C for at least 6 seconds• 75°C for at least 30 seconds• 70°C for at least 2 minutes• 65°C for at least 10 minutes• 60°C for at least 45 minutes
Hot holding	<p>The 'Hot holding' safe method in the Cooking section tells you how to hot hold safely. It is a legal requirement that hot food must be kept above 63°C.</p>	<p>To check that food in hot holding is above 63°C, use a clean probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>
Chilling down hot food Chilled storage and displaying chilled food	<p>The 'Chilling down hot food' safe method in the Chilling section tells you how to chill down hot food safely and the 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold.</p> <p>It is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland, that certain chilled foods must be kept at 8°C or below.</p> <p>Sometimes there might be more than one way of chilling down hot food that is suitable for what you are doing. Then you might want to compare different options to find out which is most effective.</p> <p>Compare different chilling options by trying them out with the same food.</p>	<p>To check that food is at 8°C or below, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>When you have just cooked the food, test its temperature with a clean probe. Start to chill it using one option and test the temperature again at regular intervals to see how quickly it is dropping.</p> <p>Repeat this with other options to see which is fastest.</p>





You can record what you have done to prove you methods on the 'Prove it: records' sheet in the diary.



Where to use the probe

How to use the probe

Dial thermometer 	<p>These are commonly used to test meat. Some are oven-safe and can be left in the meat while it cooks. Others are not oven-safe and are designed to be inserted when you have cooked the meat.</p>	<p>If the probe is not already in the meat, insert it and leave it for up to two minutes before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.</p>
Digital thermometer 	<p>These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven.</p>	<p>Insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.</p>

Checking your probe

It is essential to know that your probe is working properly, so you can rely on its readings. So you should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to tell if it is accurate.

A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C .
- The readings in boiling water should be between 99°C and 101°C .

Looking after your probe

It is very important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. After a probe has been inserted into food, clean and disinfect it between use.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Do not leave a digital probe inside your fridge or freezer, or on hot surfaces. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.



Safe method:

Training and supervision



It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

How?

What to do

Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you.
Make sure you know what training each member of staff has received.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully.
When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.

What to do if things go wrong

If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.

How to stop this happening again

Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these.

Manage it

When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

If you are away from the business, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the diary may need more than one signature.

Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section. Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what

Safe method:

Customers



Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of your business. So it is very important to pay attention to any complaints.

What to do

How?

Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by your food you should investigate carefully.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take.

Safe method:

Suppliers and contractors

How you handle suppliers and contractors is important to food safety.



What to do	Why?	How do you do this?
Choose suppliers carefully.	It is important to have suppliers that you can trust to handle food safely, as well as delivering on time etc.	<ul style="list-style-type: none">• Make sure you choose suppliers you can trust.• Ask the following questions:<ul style="list-style-type: none">– Does the supplier store, transport and pack their goods in a hygienic way?– Does the supplier/contractor supply fully referenced invoices?– Do they have any certification or quality assurance?• Ask other businesses for recommendations.
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<ul style="list-style-type: none">• Check that the supplier has a food safety management system.• Carry out regular delivery time, temperature and quality spot checks.• If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are reasonably sure that the food they refer to has been consumed.</p>	<ul style="list-style-type: none">• Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details.• Keep these records in a way that makes it easy for you or an enforcement officer to check them.
Choose equipment carefully.	To allow you to make food safely, it is very important for equipment to work effectively.	<ul style="list-style-type: none">• Buy equipment from reputable dealers.• Make sure it has a guarantee/warranty.

What to do if things go wrong

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary. If you have repeated problems, you can do the following things:

- | | |
|--|----------------------------------|
| 1. Contact the supplier/contractor by phone. | 3. Change supplier/contractor. |
| 2. Write a formal letter of complaint. | 4. Contact your local authority. |

Safe method:

Stock control

Effective stock control is an important part of managing food safety.



How do you do this?

What to do

Why?

Go through your menu and estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	<ul style="list-style-type: none">• Review your menu regularly and how it affects your needs for stock.• Discuss your needs with your supplier.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	<ul style="list-style-type: none">• Plan the stock you need for each shift.• Make sure staff know the stock requirements for each shift.• Use a supplier who understands your business needs and supplies stock on time.• Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none">• it is within its 'use by' date• it has been kept cold enough• it has not gone off• the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken	<p>These checks are all to make sure that food is safe for you to use.</p> <p>Damaged packaging could mean that food will not be safe to use.</p> <p>Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks.</p> <p>If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use.</p>	<ul style="list-style-type: none">• Train your staff in what to look for when checking deliveries.• Have a written agreement with your supplier about your delivery requirements.• Carry out spot checks on the deliveries yourself.• Use the diary to record any issues or problems with deliveries.• If you move food from its original packaging to another container, make sure you make a note of the name of the food, the ingredients and the 'use by' or 'best before' date.
Carry out regular stock checks and throw away any food that has passed its 'use by' date.	You should never use food that has passed its 'use by' date, because it might not be safe to eat.	<ul style="list-style-type: none">• Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste.• Train your staff in stock control and make sure they know in what order to use foods.• Check regularly that stock control is being carried out effectively.• Record stock checks in the diary.

What to do if things go wrong

- If you find that you have more food in stock than you need and you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturer's instructions on freezing and label the food as appropriate.
- If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately.
- If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not use the food and contact your supplier immediately.

How to stop this happening again

- Review your ordering process.
- Review your stock rotation system.
- Review your agreement with your supplier.
- Train staff again on this safe method.
- Improve staff supervision.

Safe method:

Product withdrawal and recall



Responding quickly to any problems with food products you use or sell is an important part of managing food

Sometimes there will be a problem with a food product that means you will need to 'withdraw' it (when you should stop using/selling it) and/or 'recall' it (when customers are asked to return/destroy a product).

You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association
- the Food Standards Agency

If you hear about a problem with a product, you should stop using/selling it straight away. You might also need to tell your customers.

There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using/selling it straight away and tell your local authority and the Food Standards

What to do

How?

Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
As soon as you find out about a problem with a product, stop using/selling it.	Remove the affected product from anywhere you use, store or sell it and label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared and stored, e.g. in the freezer – if you have, ask your local authority for advice.
Make sure your staff know about the problem.	This is so your staff know what to do and do not use/sell the product.
Tell your customers if you need to.	If the problem is with a product that your customers might not eat or drink straight away, you may need to let them know that the product is being recalled and why. If the manufacturer or supplier asks you to put up a recall notice, you should do this. If you are not sure what to do, contact your local authority.

Think twice!

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product

Diary



Name:

Business:

Address:

Start date:

End date:

Introduction



How does this diary work?

The diary is specially designed to help you run your business effectively. It contains:

- week-to-view diary pages
- checks to do every day when you open and close
- 4-weekly review
- staff training record
- suppliers' list
- cleaning schedule

The manager should sign the diary every day to say that:

- the opening and closing checks have been done
- your safe methods have been followed

The diary should take about one minute a day to complete, unless you have something special to write down.

If anything different happens, or if something goes wrong, you should make a note in the diary of what happened and what you did. This is so you can show that you have taken action to make sure that food is safe to eat.

4-weekly review

The 4-weekly review gives you the opportunity to look back at previous weeks and identify any persistent problems. Write down details of these and how you decide to tackle them. You might need to train staff again on certain safe methods and/or change how you do things.

You may find it useful to read the 4-weekly review before starting to use the diary. It will give you an idea of the kind of things you might need to write down during the week.

Opening and closing checks

It is essential that you and your staff do certain checks every time you open and close. Make sure you have worked through the 'Opening and closing checks' safe method in the Management section. You might find it helpful, on a daily basis, to use the list of opening and closing checks in this diary (see over).

Staff training record

For each member of staff, make a note of when they have been trained on different safe methods.



Name:
Telephone no:
Address:

Safe method	Date	Initials
on first day		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:
Telephone no:
Address:

Safe method	Date	Initials
on first day		
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Staff training record (continued)



Name:
Telephone no:
Address:

Safe method	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:
Telephone no:
Address:

Safe method	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Staff training record (continued)



Name:
Telephone no:
Address:

Safe method	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		

Name:
Telephone no:
Address:

Safe method	Date	Initials
Working with food? sheet		
Opening and closing checks		
Cross-contamination		
Cleaning		
Chilling		
Cooking		
Management		
Other training or retraining		



Suppliers' list

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Suppliers' list(continued)



Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Business name:	Delivery day(s):	M	T	W	T	F	S	S
	Lead time for placing an order e.g. Mon for Wed							
Contact name:	Goods supplied:							
Telephone:								
Address:								

Kitchen Hygiene Management

The following fourteen sheets will be used in all kitchens of The Chinese Buffet to manage and control adherence with safety and hygiene regulations, in addition to this paperwork there are forms to report faulty equipment and any incidents of sickness and basic hygiene competence, as well as this in every kitchen there will also be a first Aid box and an accident report booklet which must be completed by any staff who injure themselves in The Chinese Buffet premises.

Refrigerator / chiller control sheet:

This sheet is set out in a method where the left hand columns labelled as morning and evening needs to be filled in with all the fridges in that particular station. The fridges or saladette could be for example numbered with a permanent marker 1, 2, 3 and so on then in the left hand column this formula would be carried over and the fridges are written in as 1, 2, 3 and so on, all the following columns on the right of this, represent the days of the month. So the way to complete this sheet is at the beginning of the month fill in all your relevant fridges, chillers, freezers etc then in the morning record all the temperatures in the box corresponding to the fridge on the relevant date, at the end of the day before going home they all need to be read again, and at the bottom your signature is required to confirm who took the readings

Station Cleaning Logs:

Buffet area end of night

Dessert area end of night

Kitchen porter end of night

Main kitchen end of night

Outside kitchen end of night

These sheets again contain a months worth of records sheet, and are to record that all the items on the left hand column are being cleaned and how regularly. The idea is that on the correct boxes for the date in the right hand columns you put a tick next to each item that has been cleaned during the nightly clean down although most items should be cleaned daily a few such as the canopy can just have a deep clean once a week these sheets however provided the proof that all the required items are being cleaned though and when with a signature required at the bottom to show who is responsible for ticking that it was done. Each department will have there own end of day clean down sheet to complete and it is important that a supervisor checks each station before staff go home

Main Kitchen temperature record sheet:

This sheet is used to take 2 random temperatures from any two random dishes once in the lunch buffet period then again during the evening buffet period, this will give the proof that all the dishes leaving the kitchen have been cooked past the relevant required by law temperature of 75°C. The way this sheet works is that the date is written down the right hand of the sheet the table is then split into lunch and evening with each consisting of 6 columns 2 dish names where the name of the dish is written then 2 temp columns where the recorded temperature is written, and 2 time

columns where the time of the reading was recorded. At the end of the columns is a box to record the thermometer calibration temperature check this means to record that the temperature probe is in fact working correctly it needs to be checked in boiling water (should be 100°C) or in ice water (should be around 0°C). The way to take the temperature of the dishes is to insert the probe into the thickest part of the product and then record the core central temperature, make sure that after using the probe that it is wiped down and sanitised.

Buffet area Hot temperature record sheet:

This sheet is used to take 2 random temperatures from any two random dishes once in the lunch buffet period then again during the evening buffet period, this will give the proof that all the dishes on the buffet are being held at the minimum legal temperature of 63C or above. The way this sheet works is that the date is written down the right hand of the sheet the table is then split into lunch and evening with each consisting of 6 columns 2 dish names where the name of the dish is written then 2 temp columns where the recorded temperature is written, and 2 time columns where the time of the reading was recorded. At the end of the columns is a box to record the thermometer calibration temperature check this means to record that the temperature probe is in fact working correctly, it needs to be checked in boiling water (should be 100°C) or in ice water (should be around 0°C). The way to take the temperature of the dishes is to insert the probe into the thickest part of the product and then record the core central temperature, make sure that after using the probe that it is wiped down and sanitised.

Buffet area Cold temperature record sheet:

This sheet is used to take 2 random temperatures from any two random dishes once in the lunch buffet period then again during the evening buffet period, this will give the proof that all the dishes within the fridge areas of the buffet are being held at a controlled temperature of 1-8 C. The way this sheet works is that the date is written down the right hand of the sheet the table is then split into lunch and evening with each consisting of 6 columns 2 dish names where the name of the dish is written then 2 temp columns where the recorded temperature is written, and 2 time columns where the time of the reading was recorded. At the end of the columns is a box to record the thermometer calibration temperature check this means to record that the temperature probe is in fact working correctly, it needs to be checked in boiling water (should be 100°C) or in ice water (should be around 0°C). The way to take the temperature of the dishes is to insert the probe into the thickest part of the product and then record the core central temperature, make sure that after using the probe that it is wiped down and sanitised.

Pest control form

This sheet is used to record that checks have been made for any evidence of pests refer back in this booklet for the signs to look for, this sheet is very easy to use next to the corresponding date is a box labelled evidence this is where you would write any evidence of pests or rodents or in the case of none you would just write "none" next to that is a box for action taken again you could write any action taken eg calling in experts or in the case of nothing needed you could just put "N.A" the point is that this sheet proves that regular checks and thought has been put into discouraging pests.

Daily monitoring of Deliveries form

This form is used to record all deliveries made with back of house products in order to prove that we make the adequate checks to all products entering the premises of The Chinese Buffet. The way to use these forms

is to ensure that with all deliveries staff are equipped with a inferred food probe that will accurately read the temperature of products when needed. In order of columns on the sheet first the date on which receiving the delivery must be entered then the name of the company supplying the delivery eg 3663, the type of product for example it could be frozen goods, chilled goods or ambient room temperature goods such as fresh veg and tinned goods or even a combination of frozen and chilled for example, the time the delivery was received. Next if frozen or chilled a temperature is to be taken ideally frozen food should be beyond -18C however it is still acceptable up to -12 any higher than this and it should be rejected, again for the check of chilled goods ideally it should be delivered at 1- 5C higher than this again it should be rejected. After this comes the Action column here is where you can show that the delivery was checked correctly, the comments column is where if anything is sent back or anything wrong it can be recorded. Then finally the name of the person receiving the delivery should be recorded.

Daily Monitoring of Defrosting Form

This form is used to prove that the products we defrost are done so in a safe and controlled manner and environment.

The way that this form works is broken down into two parts.

Defrost:

First it records the name of the product ie BBQ Ribs. The date it is first brought out is recorded then the given use by date depending on the place where intended to defrost, if defrosting in the fridge it will be given a 7 day from first day date as it will take 48hrs to defrost if defrosted outside it will be given just 5 days as it will defrost within a controlled short period. Then you would write the initial temperature when brought out of the freezer this should be -18C or colder. Next the time it was brought out and the place of defrost ie. In fridge or in the case of urgent fast defrost area left out to defrost ie in a delegated defrost sink or area, and the signature of the person bringing it out and making the record. It is important that when first brought out to defrost a use by date for the product is put onto it taking into account the obvious time for defrost and controlled area and time frame chosen. Food should not be allowed to reach a core temperature beyond 5C during defrost if it is found to then it must be used straight away.

Cooking:

This part of the form takes up the process from when the product was first brought out to defrost and the actual day and time it is taken away to cook a final temperature reading of the now defrosted product should be taken to prove it has defrosted and is still within the safe temperature of 5C and has not been allowed to sit at any higher, again it should then be signed by the person cooking the products. This process can work in the case of fry station products that they are retrieved from the main walk in fridge and placed into the daily use fridge in the main kitchen (all these products will be used that day) or in the case of raw chicken and beef again when brought through to the main kitchen to be cooked.

Daily Monitoring of Batch cooking Form

This form is used to prove the thorough cooking of the batch products such as shanghai chicken wings and chicken skewers etc and follows on from the defrost monitor form to follow a product through all stages of the processes involved with preparation and use of our products.

This form works very simply by firstly recording the date the product being cooked name, the start of cooking time, the finished cooking time the final core temperature reached 75C or above to prove cooked through and finally the signature of the chef cooking the product.

Daily Monitoring of Batch cooling Form

This form is used to prove the thorough cooling of the batch products such as shanghi chicken wings and chicken skewers etc and follows on immediately from the cooking monitor form to follow a product through all stages of the processes involved with preparation and use of our products.

This form again works very simply firstly the date is recorded along with the product name and the time it was finished being cooked, ideally food products should be spread out on trays or run under cold water to ensure a fast cool down period this being a given 90 mins before it should be cool enough to refrigerate this is why after 90 mins the final temperature should be recorded, after this in the case of the food not being cold enough there is a box for corrective action ie. Product spread out further over more trays or fan put onto items to speed up the cooling finally there is the time and temperature of when the food was actually labelled with use by date and put away into the fridge.

Food must reach 21C within 90mins to 2 hrs max it is then safe to put into the fridge to reach the safe temperature of 5C within 4 hrs maximum.

STAFF SICKNESS RECORD

Staff will report to the manager as soon as possible and fill in this form:-

1.If they are suffering from:-

- Vomiting
- Diarrhoea
- Septic skin lesions (boils, infected cuts etc. however small)
- Discharge from the ear, nose or any other site

2.If any member of their household is suffering from diarrhoea and / or vomiting.

3.After returning from a holiday during which they suffered an attack of diarrhoea and / or vomiting.

Allergy information sheets

Allergies where food products are concerned is a difficult subject and people's allergies can be put into 2 categories completely intolerant and mildly intolerant the first type of people are unable to take even trace amounts of gluten for example or are strict vegetarians and except no trace of oil for example that may have come into contact with meat products whereas the second group of people have more tolerance but couldn't take large amounts of gluten for example couldn't eat bread but could except the tiny traces found in soy sauce or their beliefs only go as far as not actually eating meat products for this reason it is important when speaking and directing customers we find out their particular allergy level. If they are completely intolerant it will be much harder to offer products from our menu to suit them if they are mildly intolerant then we would have much more to offer. For this reason we have 2 types of allergy sheet the first set of sheets with the pictures point out all traces and should be by law displayed in the buffet area however we also have the second single sheet that caters for the much more wide spectrum of allergy customers that are mildly intolerant. When speaking to customers it is important to find out the facts and then refer to either or even both set of sheets.

Kitchen documents and records

Throughout the BOH there are many forms and records for different things from stock order forms, chemical coshh certificates and training to hygiene booklets and station control and cleaning records. This page will identify all the various documents and on which station they should be located also who should be responsible to fill them in each day. Obviously the Kitchen Manager and General Manager should be making regular checks on these forms during both a daily and weekly basis to ensure they are being filled in and kept up to date. The hygiene forms that run monthly should be collected once per week by the General Manager and filled away for minimum 1 yr to be available for inspection by EHO this goes for control and cleaning forms as well as all staff training records should be filed again in general manager's office with supervisor staff knowing the location of all relevant documents and having access at any time to receive them for inspection if GM has a day off when EHO visit is made.

The following paperwork can be found filed within the following Departments.

Kitchen porter department:

- Kp station nightly clean down sheet
- Kp weekly stock take and order sheet
- Delivery monitor record sheet
- Delivery monitors booklets (provided by shorrock trichem)
- Fridge record monitor sheets
- Kitchen porter area nightly clean down sheet
- Pest control and monitor sheet

Wok station:

- Kitchen Hygiene Sop book (diary filled in daily)
- Main kitchen area nightly clean down sheet
- Maintenance report sheets
- Defrost monitor log (wok products)
- Batch cooking monitor log (wok products)
- Cooling monitor log (wok products)
- Cossh chemical certificates
- Staff sickness records

Fry station:

- Defrost monitor log (fry products)
- Batch cooking monitor log (fry products)
- Cooling monitor log (fry products)

Outside kitchen:

- Defrost monitor log (outside kitchen products)
- Outside kitchen stock take and order sheet
- Salad bar weekly stock take and order sheet
- Outside kitchen area nightly clean down sheet



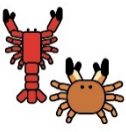
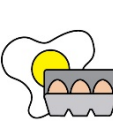
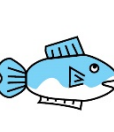
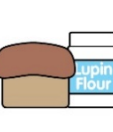






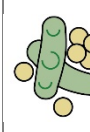


Dessert station: dept)

- Dessert station stock take and order sheet
- Dessert area nightly clean down sheet


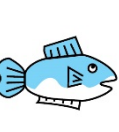





Buffet Assistant Station:

- Hot buffet holding temperature monitor sheet
- Cold buffet holding temperature monitor sheet
- Kitchen direct temperature monitor sheet
- Buffet area nightly clean down sheet

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Mini Doughnut		✓		✓		✓	✓						✓		
Rocky Road		✓					✓						✓		
Trifle						✓	✓								
Jam Tarts		✓					✓						✓	✓	
Chocolate Roll		✓		✓		✓	✓						✓		
Bakewell Tarts		✓		✓		✓	✓						✓		
Fairy Cakes		✓		✓			✓						✓		
Strawberry gateaux		✓		✓		✓	✓								
Chocolate Fudge Cubes		✓					✓						✓		
Mini Meringues				✓		✓	✓						✓		

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals Containing Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Chocolate Éclairs		✓		✓			✓						✓		
Bounty Bites							✓			✓			✓		
Chocolate mini Tarts		✓		✓			✓						✓		
Strawberry mini Tarts		✓		✓			✓						✓	✓	
Hot Apple Pies		✓		✓			✓						✓		
Hot Sponge Cake		✓		✓			✓						✓		
Hot Custard				✓			✓								
Panacotta							✓						✓		
Lemon Posset							✓								
Tirimisui		✓		✓			✓						✓		

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet


DISHES															
	Celery	Cereals Containing Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Cheese Cake		✓					✓						✓		
Chocolate Cake		✓		✓		✓	✓						✓		
Profiteroles		✓		✓			✓						✓		
Coconut Pudding							✓			✓					
Mango Pudding							✓								
Chocolate Mousse				✓			✓						✓		
Layered Jelly Cubes							✓								
Jelly Pots															
Chocolate Balls		✓		✓			✓						✓		
Chocolate Truffles							✓						✓		

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Lemon Sauce	✓	✓		✓		✓	✓						✓		
Black Pepper Sauce	✓	✓				✓						✓	✓		
Curry Sauce	✓	✓				✓	✓					✓	✓		✓
Satay Sauce		✓				✓	✓			✓	✓	✓	✓		✓
Oyster Sauce		✓										✓	✓		✓
Hoi Sin Sauce		✓				✓						✓	✓		
Sweet & Sour Sauce															
Black Bean Sauce		✓										✓	✓		
Soy Sauce		✓										✓	✓		
BBQ Sauce		✓										✓	✓		✓




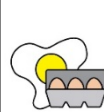
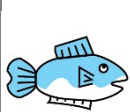










Review Date:22/02/2015

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals containing gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Mongolian Sauce		✓										✓	✓		✓
Cantonese Sauce	✓	✓										✓	✓		
Szechuan Sauce		✓								✓	✓	✓	✓		✓
Singapore Vermicelli	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		✓
Singapore Udon	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓		✓
Sushi	✓	✓	✓	✓	✓	✓		✓					✓		
Fried Rice		✓		✓								✓	✓		
Crispy Chicken		✓				✓						✓	✓		✓
Crispy Duck		✓				✓						✓	✓		✓
Ribs		✓		✓		✓						✓	✓		✓

Review
date:22/02/2015

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals Containing Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Chicken Wings		✓								✓	✓	✓	✓		✓
BBQ Chicken Wings		✓										✓	✓		✓
Salt & Pepper		✓										✓	✓		✓
Sweet Corn Soup		✓		✓		✓						✓			
Hot & Sour Soup		✓				✓						✓	✓		
Pancakes		✓		✓		✓	✓								
Tuna Salad	✓			✓	✓	✓	✓								
Sui Mai		✓	✓	✓	✓	✓						✓	✓		
Char Siu Bao		✓				✓						✓	✓		✓

DISHES AND THEIR ALLERGEN CONTENT The Chinese Buffet

DISHES															
	Celery	Cereals Containing Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide	Cumin
Prawn toast		✓		✓		✓				✓		✓			
Crab claws		✓	✓	✓	✓	✓		✓				✓	✓		
Meat spring rolls		✓		✓		✓						✓	✓		
Vegetable spring rolls	✓	✓		✓		✓						✓	✓		
Cocktail sausages		✓		✓		✓			✓				✓	✓	
Chicken nuggets		✓		✓		✓			✓			✓			
Skewered chicken		✓		✓								✓	✓		✓
Phoenix prawns		✓		✓		✓						✓	✓		
Onion Rings	✓	✓		✓		✓			✓			✓			✓
Fruit fritars		✓		✓											

Allergy information for the menu

This sheet should be used to point out the dishes for the mildly intolerant customers if completely intolerant there will be much less choice and the main set of allergy sheets should be consulted

Suitable for Vegetarians: *trace of meat products ie. Same wok used to cook products
Vegetarian Hot & Sour Soup, Sweet Corn Soup, Stir Fried Broccoli, Mixed Vegetables in Oyster Sauce (or any various changing sauce), Stir Fried Mushroom with Ginger & Spring Onion, Mushroom Fu Yong (Omelette), Chips, Fried Soft Noodles, Pancake Pastry, Vegetarian Aromatic Crispy Duck, hoi-sin sauce, Curry Sauce, Satay Sauce, Mini Crispy Vegetable Spring Rolls, Vegetable Samosa, Salad Bar (most items), Vegetarian Chicken (Gluten) Satay Sauce (or any varying sauce), Egg Fried Rice, Mixed Vegetable Fried Rice, Boiled Rice, Prawn Crackers, Crispy Seaweed, Nan Bread, Pizza, Sweet & Sour Sauce, Garlic Bread, Onion rings, Any tofu / beancurd dishes, Aubergine in any of the various sauces, Also any of our fish or seafood dishes will be suitable if Fish and Seafood is ok!

Contains Gluten/ wheat:

Banana / Apple Fritters, Pancake Pastry, Nan Bread, Pizza, Crab Claws, Onion rings, Garlic Bread, Vegetarian Aromatic Crispy Duck/Chicken, Deep Fried Meat Spring Rolls, Skewered Chicken, Curry Sauce, Mini Crispy Vegetable Spring Rolls, Samosa, Prawns on Toast, Shanghai Chicken Wing, Chicken Nugget, Salt & Pepper Ribs / Wings, Fried Soft vegetarian Noodles, Any Black Pepper sauce dishes, Any Curry sauce dishes, Any Vegetarian Chicken / Duck (Gluten) dishes, sui mei, char sui bao, Crispy won ton, won tons (for the soup), Pancakes, Pork chops,

***Note soy sauce contains trace of gluten so if completely intolerant all dishes except open kitchen and salad bar unacceptable**

Contains nuts:

Satay Sauce, Mongolian Sauce, Chicken skewers, cashew nut dishes

Contains shellfish:

Mussels with any of the various sauces, king prawns with any of the various sauces, prawn & chicken toast, Salt & pepper king prawns, king prawn nigiri sushi, Deep Fried Crab Claws, Crab meat & Sweet Corn Soup

Contains Eggs:

Mushroom Fu Yong (Omelette), Chicken / Crab or plain Sweet Corn Soup, Singapore Vermicelli, Skewered Chicken, Salt & Pepper Ribs, Any Fried Rice, Sweet & Sour Chicken, Japanese Curry Udon noodles, Ribs in OK Sauce, Shanghai Chicken Wing, Salt & Pepper Ribs / Wings, Some of the sushi, Pork chops.

Daily Monitoring Log 日常監測記錄

Delivery Control Sheet 交付控制表

Delivery Temperatures Note: Chilled food must be delivered at 8C or less, frozen should preferably be at -18oC or less.

[illegible]

Target Temperatures; Salad Fridge +1C / +5C, Walk-in Chiller +2C / +8C, Bench Chiller -2C / +2C and Freezer's -10C / -21C

目標溫度：冰箱 = +1C / +5C，走在冰箱 +2C / +8C，板凳冰箱 - 2C / +2C，冰箱 - 10C / -21C

[illegible]

Daily Monitoring Log 日常監測記錄

月 Month: _____

Defrost Control Sheet 解凍手續

		Defrost Cycle 除霜週期					Cooking			
Product Name 食物種類	Use By Date 按日期使用	Date Defrosted 解凍日期	Pre defrost Temp 冷凍溫度	Time 時間	Place of defrost 除霜地點	Signature 簽名	Date 日期	Time 時間	Temp before cooking 烹調前溫度	Signed 簽名

Core temperatures of greater than or equal to 2° C. must be achieved in order to ensure adequate thawing has taken place.
大於或等於2°C。芯的溫度必須以確保有足夠的解凍已經發生來實現。

Daily Monitoring Log 日常監測記錄 月 Month: _____**Batch Cooking Control Sheet** 烹飪控制表

E.g. Sliced Beef, sliced chicken, chicken skewers, Shanghai chicken wings

例. 牛肉片, 雞片, 串雞(已串), 金沙雞翼(生)

DATE 日期	FOOD TYPE 食物種類	START TIME 開始時間	FINISH TIME 完成時間	CORE TEMPERATURE 核心溫度	SIGNATURE 簽名

COOKING Core temperature - High-risk products must achieve +75° C.

核心溫度 - 高風險的產品必須達到+75°C。

Daily Monitoring Log 日常監測記錄 月 Month: _____

COOLING TEMPERATURE CHART 冷却温度记录

E.g. Sliced Beef, sliced chicken, chicken skewers, Shanghai chicken wings, Rice, Noodles

例. 牛肉片, 雞片, 串雞(已串), 金沙雞翼(生), 白飯, 麵條

DATE 日期	FOOD TYPE 食物種類	TIME FINISHED COOKING 按時完成烹飪	TEMP. AFTER 90 MINUTES 90分鐘後溫度	CORRECTIVE ACTION 糾正措施	Time 時間	Temp 溫度	SIGNATURE 簽名

Food must reach 21C within 90mins to 2 hrs max it is then safe to put into the fridge to reach the safe temperature of 5C within 4 hrs maximum.

食品必須90分鐘內到達21C至2小時最大它是那麼安全投入冰箱達到5°C以內最大4小時的安全溫度

THE CHINESE BUFFET

日常監測記錄 **Daily Monitoring Log** 月 Month: _____

Buffet Area Cold Holding Temperature Sheet 自助餐區冷食品溫度記錄儀

	Lunch 午餐				Evening 黃昏				Thermometer
Date 日期	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Calibration 溫度計校準
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Test Thermometer Calibration in either boiling water (100°C) or ice (0°C) and record temperature

無論是沸水（100°C）或冰（0°C）和記錄溫度的測試溫度計校準

Food must be held below 5°C 食物必須保持在低於5°C

THE CHINESE BUFFET

日常監測記錄 **Daily Monitoring Log** 月 Month: _____

Buffet Area Hot Holding Temperature Sheet 自助餐區熱食的溫度記錄

	Lunch 午餐				Evening 黃昏				Thermometer
Date 日期	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Calibration 溫度計校準
1									
2									
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Test Thermometer Calibration in either boiling water (100°C) or ice (0°C) and record temperature

無論是沸水（100°C）或冰（0°C）和記錄溫度的測試溫度計校準

Food must be held Above 63°C 食品必須保持高於63° C

THE CHINESE BUFFET

日常監測記錄 **Daily Monitoring Log** 月 Month: _____

Kitchen Hot Food Temperature Sheet 熱溫度記錄表

	Lunch 午餐				Evening 黃昏				Thermometer
Date 日期	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Dish 菜名	Temp 溫度	Calibration 溫度計校準
1									
2									
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Test Thermometer Calibration in either boiling water (100°C) or ice (0°C) and record temperature

無論是沸水（100°C）或冰（0°C）和記錄溫度的測試溫度計校準

Food must be Above 75°C 食品必須保持高於75° C

Buffet Area Cleaning Log

Month: _____

End of day clean 在晚上結束的清洗完成

Dates on products to display the use by date of the item

[illegible]

Kitchen Porter Cleaning Log

Month: _____

End of day clean 在晚上結束的清洗完成

Dates on products to display the use by date of the item

[illegible]

Dessert Kitchen Cleaning Log

Month: _____

End of day clean 在晚上結束的清洗完成

Dates on products to display the use by date of the item

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Floor brushed an mopped																															
All surfaces and shelves cleaned and sanatised																															
Empty bin and sanatised																															
No food to be left out anywhere																															
Cooking stove cleaned and sanatised																															
Kettle cleaned and sanatised																															
Microwave cleaned and sanatised																															
mixing machine thoroughly cleaned and sanatised																															
All items covered, dated and stacked correctly in fridge																															
Fridge cleaned inside and out and sanatised																															
All utensils kept in boxes with lids																															
All chopping boards cleaned, sanatised and put away																															
Sink's cleaned and sanatised (bleach down and plug in)																															
All serving dishes to be clean and put away correctly																															
All products covered and labelled correctly																															
All cleaning clothes boil washed and cleaned																															
Pipe work under sink and all table legs to be wiped down and sanatised																															
All door fridge handles to be cleaned and sanatised																															
No food of any sort to be left out anywhere																															
Staff Initals																															
Supervisor initials																															

Notes: (any signs of pests or rodents to be logged as well as any items needed or faulty equipment logged) (use back of page to show a dated daily log)

Outside Kitchen Cleaning Log

Month: _____

End of day clean 在晚上結束的清洗完成

Dates on products to display the use by date of the item

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Floor (brushed an mopped including behinde fridges)																															
All surfaces cleaned and sanatised																															
Empty bin and sanatised																															
Sink cleaned, sanatised																															
Canopy & filters cleaned																															
Teppanyaki table cleaned (including all grease draw and surrounding areas)																															
Fridge's cleaned inside and out and sanatised																															
All items covered, dated and stacked correctly in fridges																															
Area to bee tidy and clutter free																															
Soup noodle bain marie emptied and cleaned																															
Prep Tables and all shelves cleaned and sanatised																															
All cleaning clothes boil washed and cleaned																															
Microwave cleaned and sanatised																															
No food of any sort to be left out anywhere																															
Staff Initals																															
Supervisor initials																															

Notes: (any signs of pests or rodents to be logged as well as any items needed or faulty equipment logged)

(use back of page to continue a dated daily log)

[illegible]

有害生物記錄表 Pest Control Form 月 **Month:**

Record any traces of pest droppings, smear marks, egg cases,
dead insects & pest bites, etc
記錄任何痕跡，嚙齒動物或昆蟲

Date 日期	Evidence 證據	Action taken 所採取的行動
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THE CHINESE BUFFET™

STAFF SICKNESS RECORD

Staff will report to the manager as soon as possible:-

1. If they are suffering from:-
 - Vomiting
 - Diarrhoea
 - Septic skin lesions (boils, infected cuts etc. however small)
 - Discharge from the ear, nose or any other site
2. If any member of their household is suffering from diarrhoea and / or vomiting.
3. After returning from a holiday during which they suffered an attack of diarrhoea and / or vomiting.

[illegible]

