

	RESOURCE LIBRARY - TECHNICAL SERVICES Food Poisoning Allegations	<i>CODE:</i> 07.02.019
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Description描述:

OBJECTIVE目的:

- To minimize the potential for bad publicity and loss of business as a consequence of a food poisoning allegation.
减少因食物中毒的流言造成的潜在负面宣传和客人流失的情况。

APPLICATION适用范围:

This policy applies to all members of management who may, in the course of their duties, receive an allegation that the hotel is responsible for a food poisoning incident.
本政策适用于所有人员在上班期间，接受本酒店负责发生的食物中毒事件的流言。

STATEMENT OF POLICY政策详述:

1. Some symptoms of other infections/diseases may be similar to that of food poisoning so it is important that food poisoning is not the automatic conclusion.
其他感染或疾病症状可能与食物中毒很相似，因此食物中毒不是自动的结论。
2. Under no circumstances should liability be admitted or suggested to a guest who is complaining of food poisoning. At the same time, the hotel management should be perceived by the complainant to be sympathetic and concerned about their state of un-wellness.
决不可向客人承认或建议何人抱怨食物中毒。同时，就当管理方应该对抱怨者给予同情并关心其健康状况。
3. Any manager, such as a Duty Manager or Department Head who receives a complaint of food poisoning must immediately report it to the General Manager.
任何经理，值班经理或各部门经理在接到食物中毒举报时要立即上报给总经理。
4. The General Manager must immediately call a confidential meeting with the Executive Chef and Food & Beverage Manager to discuss and decide upon the steps to be taken.
总经理一定要与行政总厨及餐饮部经理召开秘密会议，讨论并决定下一步的具体措施。
5. As far as possible the claim should be treated as highly confidential to avoid rumors spreading, or a possible leakage to the Press. The General Manager is responsible for the information given.
应尽可能地将索赔事宜作为高级机密以避免传播谣言或泄露给媒体。总经理负责信息的发布。
6. Symptoms of food poisoning usually occur between one and four days after consuming the infected food. Details of the guest's whereabouts in the previous 4 days must be obtained as well as what food was consumed and in what locations. The time of eating the food that the guest suspects caused the symptoms and the time of the first symptom occurring.
食物中毒特征会在食用感染食物一天到四天内显现。需要了解过去四天内客人的行踪，在何地吃了什么。客人怀疑吃错食物时出现的症状及第一次出现症状的时间。
7. A Food Poisoning Allegation Form (Appendix 09) must be completed as soon as possible.
一定要尽快完成填写食物中毒指控表（见附件09）。
8. A review of the preparation process 制备工艺of certain foodstuff must be taken into consideration e.g. onions, spicy food, raw food products and changed accordingly.
一定要考虑特定食物的制备工艺，例如：圆葱，辛辣的食物，生食，并进行相应调换。

9. In the event of two or more guests complaining of food poisoning or in an individual with a severe case, early action must be taken to obtain samples of food under suspicion which are to be analyzed at a private laboratory.
在发生两人或多名客人抱怨其食物中毒或只有一人中毒时，一定要取食物样本并带至实验室进行检验。
10. It is important to follow the food chain back through its preparation process. The particular kitchen suspected must be checked thoroughly including every container, bowl and tray as well as places of central production such as Butchery and Pastry.
通过食物的制备工艺对其进行归类非常重要。对厨房有所怀疑时，对每个角落进行检查以及碗，托盘和其他中心产品如肉板及面点。
11. Available sampling points to be considered are:
可食物检测样本：
- a. Remnants of food left over from the suspected meal including sauces and dressings
疑似食物残留物包括调味汁和辅料剂。
 - b. Food as yet uncooked by was due for presentation at that meal
未进行烹煮的食物应该进行展示。
 - c. Food still in food storage areas from the same batch
批次处理储藏着的食物。
 - d. Discarded food in the waste bin that can be identified as similar in origin.
废弃在垃圾桶内的食物应视作与其他食物是一样的。
12. Food samples should be collected in sterile containers and contain least 250 grams of food. The containers must be labeled with the details of the contents, date and time collected.
食物样品应放入无菌容器中，至少有250毫克。并对容器贴标签标注：包括内容，日期和时间。
13. The kitchen staff should be sent for a health check and temporarily suspended from duty if the results indicate that they may carry an associated infection.
厨房员工应定期进行身体健康检查，如有检查结果显示有可能携带相关感染，应调职一段时间。
14. Following food & poisoning an individual usually suffers symptoms of diarrhea and or vomiting, the hotel Doctor must be called and asked to verify the causative organisms. The Doctor's results may then be compared to the Laboratory results to determine if there is a firm link in the chain of infection.
遵循食物同与病毒检测，个体常出现痢疾或呕吐现象，应立即召唤酒店医生并进行治病微生物的核查。医生的查看结果要与实验室结果进行比对并查看是否有感染。
15. The outcome of the results must be handled by the General Manager, it is vital that the incident does not become general knowledge in the hotel.
总经理对检测的结果进行处理，酒店内部人员应知晓事情的结果，否则是致命的。
16. The results should reveal that the hotel was clearly to blame the General Manager must immediately consult with the Head Office
酒店表示内部的情况应有总经理负责时，一定要尽快与巴伐利亚总部取得联系。
17. An immediate action plan must be drawn up by the Executive Chef and Food & Beverage Manager in consultation with the Corporate Executive Chef to prevent such future incidents occurring again.
行政总厨与餐饮部经理与巴伐利亚行政总厨取得联系，在其协助下实施相应计划，以防此类事件的再次发生。



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