

# **HACCP Food Safety Procedures Manual**

**Safety Risk Management**

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## **Introduction**

All food businesses should operate a HACCP system. HACCP is a structured and preventative system that achieves food safety through hazard identification and control. The contents of this manual is based around the process steps in a Hotel kitchen and identifies the controls that need to be put in place.

## **The Manual**

The manual is divided into 5 main sections.

- Section 1 introduces HACCP and how it is carried out.
- The Critical Controls are identified in Section 2. Confirms the controls that are critical in each process.
- The Food Safety Policies in Section 3 cover the prerequisites of the HACCP system, the measures that need to be in place in order for controls to be effective.
- 'Hotel Standards' in Section 4 are management tools to assist in implementation, monitoring and verification of the system.
- Record keeping is an essential part of the HACCP system. Record forms, together with guidance and checklists for their use can be found as Appendices in Section 6.

## **Training**

Kitchen staff must be trained on Sections 1 – 3 of the manual, together with associated guidance, checklists and records in Section 5 every six months. Records should be kept in the back of the manual.

Head Chefs, F&B Managers, Director of Operations and Duty Managers must be aware of the 'Hotel Standards' within Section 4 of this manual.

# Safety Risk Management

## Our Commitment to Food Safety

**As a Food Business Operator, I will ensure that all stages of food processing satisfy legal requirements in relation to food safety.**

**I will put in place, implement and maintain procedures based on HACCP principles, as specified in this Food Safety Hazard Analysis manual.**

**If any modifications are made to our process or product, I will review our HACCP procedures.**

**Signed: \_\_\_\_\_ (Executive/Head Chef)**

**Date: \_\_\_\_\_ Hotel: \_\_\_\_\_**

# **Hazard Analysis And Critical Control Points (HACCP)**

## **Hotel HACCP 1**

### **A) What is HACCP?**

HACCP is a structured and preventative system that achieves safety through hazard identification and control. It requires that we take the following actions -

- Identify hazards
- Identify Critical Control Points (CCPs).
- Establish critical limits
- Establish monitoring at CCPs
- Establish corrective actions with CCPs
- Establish verification and review
- Establish documents and records

### **B) How do I implement a HACCP system?**

#### **1. Identify the steps in the process.**

The flow chart (HACCP 2) represents all the steps in a Hotel kitchen operation. Identify which steps each food goes through by following this flow.

#### **2. Identify the Critical Control Points**

HACCP requires identification of Critical Control Points (**CCP**). A CCP is a step or process, which must be controlled to ensure food safety.

To identify a **CCP**, consider each step that a food or group of foods goes through and ask yourself the following questions

- ⇒ If I lose control at this step is it likely that food poisoning / injury / harm will result?
- ⇒ Will a subsequent step eliminate or reduce the hazard to an acceptable level?

If the answer to the first question is **YES**  
**AND** the answer to the second **NO**, this is a **CCP**.

Use the CCP Identification Table (HACCP 3) to record which steps the food passes through (**X**) and which of these are CCPs ( ✓ ).

### 3. Complete a HACCP chart.

For each step through which your food passes, complete a HACCP chart (HACCP 4). To do this, start by **identifying the relevant hazards** and enter in column 1.

Remember a hazard is anything that has the potential to cause harm. These can be:

#### a) **Microbiological**

- Survival – is not killed by cooking process
- Contamination – already present on food or introduced into food
- Multiplication – growing in food

#### b) **Chemical Contamination** eg cleaning chemicals or pesticides

#### c) **Physical Contamination** eg hair, glass, insects



#### **4. Identify Controls at each step.**

Identify the control for each hazard in question (e.g. if you need to control bacterial growth), controls would be time and/or temperature; if controlling bacterial contamination, personal hygiene or cleaning would be relevant. Enter these in column 2 of the HACCP chart (HACCP 4).

The contents of this manual are based around the process steps in a Hotel kitchen and identify the specific controls that need to be put in place at each (Sections 2). These will assist you in identifying the controls in HACCP 4. Ensure the critical limits are identified for the controls, where applicable (eg 75° c for cooking temperature)

To simplify this process, menu items can be grouped together if they follow the same process steps (eg delivery of high risk foods, reheating cooked foods, cooking of meats).

#### **5. Identify Monitoring**

Identify how you will check that controls are in place. For example, probing the food to check cooking temperature is adequate or carrying out visual checks to check deliveries. Enter these in column 3 of the HACCP chart (HACCP 4).

#### **6. Identify where these checks are recorded**

Identify where you will record the checks undertaken eg cooking temperature would be recorded on the temperature control sheet or by a recording thermometer. Enter these in column 4 of the HACCP chart (HACCP 4).

#### **7. Identify Corrective action**

Identify what needs to be done if critical limits are not met eg cook longer if a cooking temperature of 75 ° c has not been achieved. Enter these in column 5 of the HACCP chart (HACCP 4).

## **8. Confirm that controls and monitoring in place**

On a routine basis confirm that controls, monitoring and recording are taking place and adequate. This will usually be undertaken by a senior chef. This involves spending time in the kitchen observing and checking records etc. If they are in place, the word 'Satisfactory' should be placed in the final column of the HACCP chart along with a short commentary saying why e.g. 'Satisfactory, cooking temp 78° c achieved, records kept.'

If monitoring or controls are found not to be in place, the word 'Unsatisfactory' should be placed on the chart, again with a commentary eg Cooking to 68 ° c, food returned to the oven and staff retrained. It is not considered illegal to identify weaknesses as this allows errors to be corrected.

Enter these in column 6 of the HACCP chart (HACCP 4).

## **9. Record verification**

Complete the section at bottom of the HACCP 3 chart to show that 'verification' has been undertaken. Enter the date the observations took place and the name of the person carrying out these checks.

If, when 'verification' was carried out, actions were required, the 'Actions Required' and 'Date Actions Completed' sections should be filled in. Some can be actioned immediately. For longer term actions, an 'action plan' can be used to log required actions. This can be found in HACCP 4A.

The frequency 'verification' is undertaken will be dependent on risk. This can be identified on each chart as monthly / 6 monthly / annually.

**C) Have any HACCP charts been completed for Hotel processes?**

Generic HACCP charts have been produced for Critical Control Points for the following process steps and food items. You need to ensure that the controls, monitoring and recording identified are in place in your relevant Hotel kitchen. On a regular basis, 'verification must be carried out as described previously.

**Delivery**

- Delivery of Ready to eat / High Risk foods

**Storage**

- Refrigerated storage of high risk foods (desserts, cooked foods etc)
- Frozen food storage.

**Defrosting**

- Defrosting of high risk foods.

**Preparation**

- Slicing high risk foods using meat slicer
- Washing Salad
- Cold Preparation including salads, starters, sandwiches and desserts with high risk ingredients.
- Preparing Sandwiches

**Cooking**

- Cooking Sauces, Stews and Soups
- Cooking Rice
- Cooking of bulk Egg Products (including quiches, crème brulle)
- Cooking Meat (including Joints) and poultry
- Cooking of Shell Eggs

**Blast Chilling**

- Blast Chill of meats / joints
- Blast Chill of liquids / semi solids
- Cooling rice

## **Reheating**

- Reheating Cooked products
- Reheating Egg products

## **C&B Operations**

- Buffets – Ambient Display
- Buffets – Refrigerated Display
- Plating up (service High Risk foods)
- Carvery (Hot Holding joints)
- Carvery (Hot Holding) - other High Risk foods

## **General**

- BBQ (cooking Burgers)
- Warming Baby Food
- Packed Lunches

## **Menu specific HACCP charts**

Some generic charts have been provided. You must still consider your own foods and menus and ensure you have considered the process steps each food goes through. This will require drawing up charts for each critical control point, as described in Section B. The controls must be based on those advised in this manual.

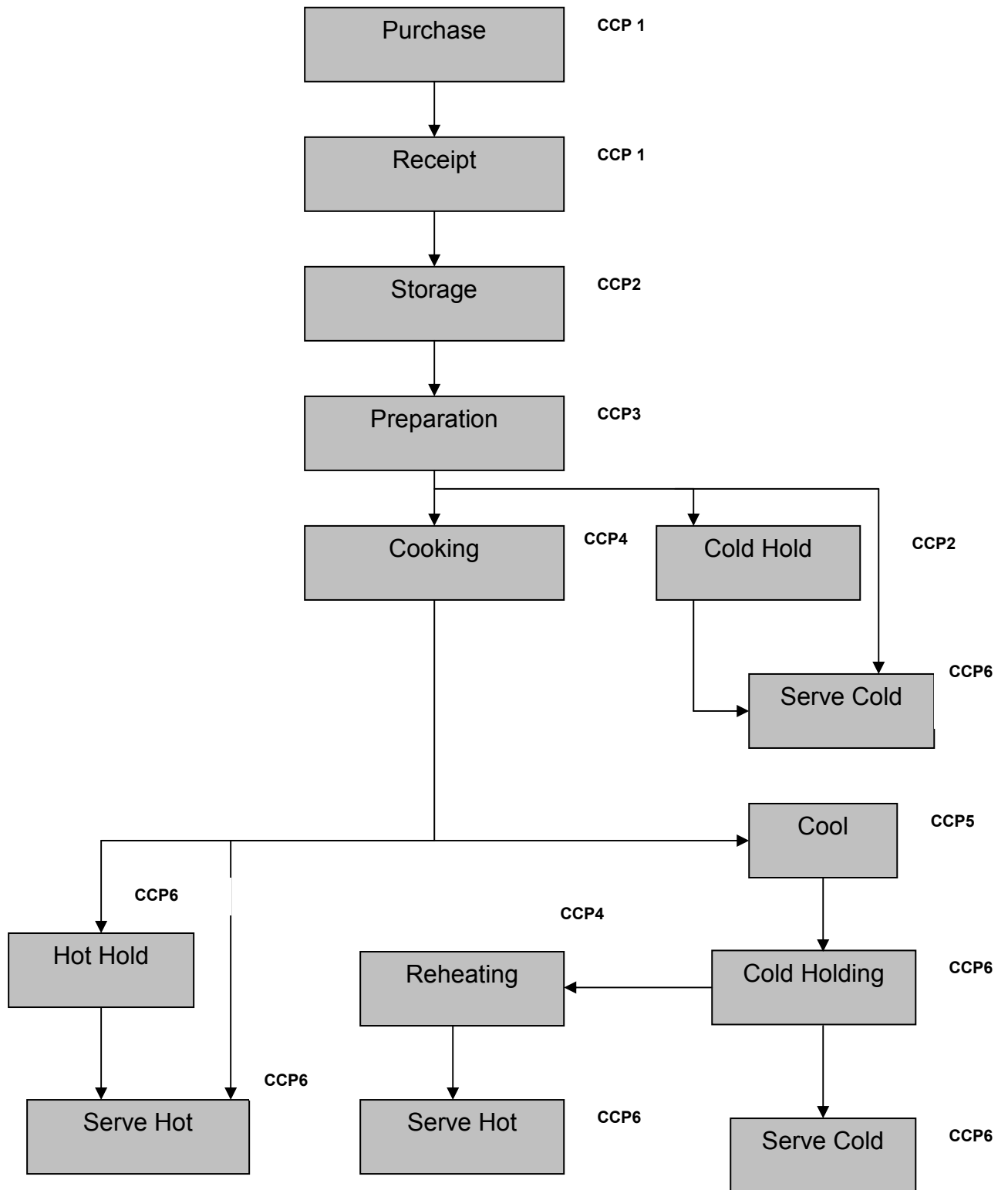
## **Review**

Apart from regular observations, the HACCP must be reviewed if anything changes. This must take place at menu changes, (to ensure all menu items have been considered), if processes change, (for example a vacuum packing machine is purchased) or if there has been an allegation of food poisoning.

Check if the HACCP Chart needs to be altered, whether controls have been identified correctly and if they are in fact in place and procedures are being followed. Sending food samples to the laboratory should also be used to help verify that controls are successful.

# Hotel HACCP 2

## Flow Diagram to Confirm CCP's



## Hotel HACCP 3

### Critical Control Point Identification Table (Several Examples of Completed HACCP)

Product (as served)	Receipt	Storage	Prep	Cooking	Cool	Storage	Cold hold	Hot hold	Reheat	Serve	Comments
Salads	✓	✓	✓			✓				✓	Salads containing high risk ingredients Prep includes washing, mixing etc
Sandwiches	✓	✓	✓			✓				✓	Containing ready made ingredients
Meat received raw and cooked on site	X	X	X	✓						✓	
Carvery / joints	X	X	X	✓				✓		✓	
Cooked meats served cold	X	X	X	✓	✓	✓	✓			✓	Service includes slicing

Product	Receipt	Storage	Prep	Cooking	Cool	Storage	Cold hold	Hot hold	Reheat	Serve	Comments
Stews, casseroles etc	X	X	X	✓						✓	Cooked and served
BBQs	X	X	X	✓				✓		✓	
Cold Desserts (from frozen)	X	X	✓			✓				✓	Received frozen. Prep includes defrosting.
Cold Desserts (delivered chilled)	✓	✓	✓			✓				✓	
Cold Desserts (prep on site)	✓	✓	✓			✓				✓	Prepared from high risk ingredients eg mousse
Cooked egg products	X	X	X	✓	✓	✓				✓	Includes quiches and crème brullee served chilled
Baby food	X	X							✓	✓	Heinz jars reheated only.
Sauces, stews and soups	X	X	X	✓	✓	✓			✓	✓	Cooked, chilled and served

Product	Receipt	Storage	Prep	Cooking	Cool	Storage	Cold hold	Hot hold	Reheat	Serve	Comments
Sous vide foods	X	X	✓			✓			✓	✓	Received frozen. Prep includes defrosting.
Salmon Gravavlax and Beef Carpaccio	✓	✓	✓			✓				✓	Preparation includes curing under refrigeration Service includes slicing
Lightly cooked fish and shellfish	✓	✓	✓	✓		✓				✓	Eg scallops
Rare Game	✓	✓	✓	✓						✓	
Rare meat	✓	✓	✓	✓				✓		✓	
Ice Cream	X	X	X	✓	✓	✓				✓	Cooking involves heating egg, cream etc to 75oc Cooling denotes freezing
Steak (rare)	✓	✓	X	✓						✓	



Product	Receipt	Storage	Prep	Cooking	Cool	Storage	Cold hold	Hot hold	Reheat	Serve	Comments
Stock	X	X	X	✓	✓	✓			✓	✓	

✓ = Critical Control Point  
X = Control Point

Hotel HACCP 4

**HACCP TEMPLATE**

**WORKTASK / STEP:** \_\_\_\_\_

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments

Date Confirmed: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory: \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

## HACCP VERIFICATION

HACCP Chart	Date 'Confirmed'	Action needed	Corrected date	Completed by (sign)	Frequency
e.g. Delivery of ready to eat food	24/4/06	No	X	X	Monthly
e.g. Storage chilled high risk	3/5/06	Yes	10/5/06	Head Chef	Monthly

**CCP 1**

**FOOD DELIVERY**

## Food Suppliers

National and local food suppliers are required to produce written details of their policy, systems and procedures.

This maybe vetted by an external consultancy on behalf of Hotel.

Responses will be discussed with Safety Risk Management and Procurement/Food and Beverage and approval to supply will be granted on satisfactory information submitted.

**ONLY NOMINATED SUPPIERS TO BE USED. LOCAL SUPPLIERS MUST BE APPROVED BY THE HOTEL BEFORE THEY ARE USED.**



## Food Delivery Procedures

Appendix 1 “Delivery Vehicle Checklist” must be completed daily, for at least one food delivery and documentation held (for 3 months).

Between pack temperatures to be carried out on all chilled/frozen foods.

Frozen Foods must be below **-12°C**

Chilled Foods must be below 8°C

This must be recorded in the ‘delivery’ section of the Temperature Control Sheet.

A designated area must be available in which to receive deliveries. A temperature probe (calibrated within previous 6 months) must be used. It should be wall mounted at delivery area with sanitising probe wipes for cleaning before and after use.

- Deliveries must only be accepted if trained staff are available to receive them.

CCP1 “Food Delivery Procedures” must be trained to all goods receiving staff every six months and training records held, (this may not always be a member of kitchen staff).



Thermometer, Medi Wipes,  
Sanitiser, Disposable Gloves

## Delivery Checks

- Check quantity, description and weight corresponds to delivery advice
- Check for damage to food packaging (eg dented cans)
- Check the temperature as described above.
- Check 'use by' and 'best before' dates
- Check for signs of food rot, mould or bruising
- Check vacuum packed foods to ensure no air pockets and pack tight around product. Take care not to pierce or damage packaging.
- Check for pest infestation
- Live shellfish should be clean, sand free, tightly closed and have a fresh sea smell.
- Reject any products not meeting the required standards or place in segregated area labelled as not for use, awaiting return or disposal.
- The supplier and Safety Risk Management should be notified of persistent delivery problems.



Thermometer probing of food between packs

## Hotel – FOOD SAFETY HACCP

### WORKTASK / STEP: Delivery of High Risk, Ready to Eat Foods

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	CONFIRMED Sat / Unsat + Comments
<b>Bacterial growth or contamination due to</b>  Poor temperature control  Out of date/short shelf life  Damaged packaging  Pests  Poor personal hygiene	1. Nominated/approved supplier Delivery vehicle checks once per day 2. Temperature 5oC or less  3. Visual inspection 4. At least 2 days shelf life remaining  5. Good personal hygiene  6 Decant out of outer packaging into clean containers (to remain in internal packaging eg air tight vacuum pack) and date	1. Visual checks of condition of vehicle and delivery staff  2. Between pack temperature checks of product on arrival 3. Date code checks  4. Visual checks of quality and condition of product, packaging etc  5. Visual checks of personal hygiene of staff and practices.  6. Visual checks	1. Delivery vehicle checklist  2. Temperature control sheet  3. Delivery vehicle checklist  4. Delivery vehicle checklist  5. Monthly kitchen audit  6. Monthly kitchen audit	1. Refuse/return delivery  2. Refuse/return delivery  3. Refuse/return delivery  4. Refuse/return delivery  5. Retrain staff  6. Decant/date	

Date confirmed: \_\_\_\_\_

Confirmed by: \_\_\_\_\_

Actions Required if Unsatisfactory: \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_

Next Date to be Confirmed: Monthly  6 Monthly  Annually



**CCP 2**

**FOOD STORAGE**

## Food Storage Procedures

### Fresh foods

Once food has been accepted, it should be placed in suitable storage without delay.

Outer packaging, for example cardboard boxes or crates should be removed before storage to reduce the risk of pest infestation and physical contamination, as damage to food will occur. Decant chilled raw foods, root vegetables and fruit and salad vegetables into clean plastic containers (colour coded where possible), date code (Use By), cover and store separately off floor level (colour code shelves to match). Remember to transfer date coding from outer packaging if individual items are not separately labelled.

Place chilled ready to eat foods/dairy produce and raw produce in separate designated storage areas. If stored within the same chiller, raw products must be stored below cooked foods (appropriately colour coded / labelled shelves). Uncooked shell eggs should be stored refrigerated as a raw product i.e. at low level or in raw area of fridge but away from raw meats to prevent tainting.



Fish/shellfish storage should be separate to avoid the risk of food tainting. Shellfish should be stored in its original netting for maximum 2 days then discarded.

Food must not be stored in open cans. Remaining food should be transferred into plastic / stainless steel containers and covered.

Food storage containers must be clean and sanitised prior to use. Storage areas and shelving must be sanitised weekly.

### **Dry Foods**

Dry goods store not to contain any non – food items such as chemicals. Dry goods should be suitably labelled including “Best Before” date and stored on clean shelving, off the floor. Once opened, packaged food should be decanted into lidded containers and ‘Best Before’ date transferred from original packaging.

### **Frozen Foods**

All frozen foods should be stored on designated shelving in walk-in freezer, off the floor. If decanted from external packaging, remember to transfer Best Before date to decanted product. Separate raw and high risk products during frozen storage. Ensure all frozen foods kept well wrapped.



Remember, a freezer can only be safely used to store foods which are purchased frozen from the supplier. It cannot be used to freeze fresh or cooked foods. Foods can only be frozen if a blast freezer is available on site.

The 'Food Storage Daily Checklist' (Appendix 2) should be used to monitor storage controls are adequate. Alternatively records of these checks can be kept in the 'shelf life' section of the temperature control log sheet.

The 'Food Storage Daily Checklist' should be signed and dated and kept as a record for 3 months.

"CCP2 Food Storage procedures" should be trained to food handling staff every 6 months with training records completed.



## Food Storage Fridge / Freezer Guidelines

- Temperatures of chilled and frozen storage units must be recorded at least twice a day.

Temperatures should be maintained at:

Fish	+1°C to +5°C
Meat	+1°C to +5°C
Walk-in Chill	+1°C to +5°C
General	+1°C to +5°C
Freezer	-18°C to -25°C

- Ideally all refrigeration temperatures should be recorded automatically e.g. using the Sensitech Quickcheck or Ice Spy systems and records held on a computer database. Critical limits should be preset so that a 'fail' is indicated when outside specifications (see Appendix 3). The temperatures recorded by the monitoring unit must be checked daily and urgent response to alarms or out of specification temperatures actioned to prevent re-occurrence.
- Kitchens with manual records should record display dial temperatures at least twice daily. Where dial monitoring is undertaken, fridges should be probe checked internally weekly. Probe should be placed between packs of food and left for 30 seconds. This will more accurately reflect food temperature than relying on the display dials.

- Weekly freezer checks should be carried out by placing temperature probe between frozen food packs.
- All refrigeration must be under service and maintenance contract, with service visits, and to include calibration of the dial every 6 months.

## Hotel – FOOD SAFETY HACCP

### WORKTASK / STEP: Storage Chilled Foods

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial growth or contamination due to <ul style="list-style-type: none"> <li>• Poor temperature control</li> <li>• Out of date/short shelf life</li> </ul> Bacterial contamination Physical contamination	<ol style="list-style-type: none"> <li>1. Outer packaging removed</li> <li>2. Place in plastic containers (cleaned and sanitised)</li> <li>3. Suitably covered</li> <li>4. Date code with Hotel use by</li> <li>5. Placed in designated storage area on correct (labelled) shelving (off the floor)</li> <li>6. Store at 1-4oc</li> </ol>	<ol style="list-style-type: none"> <li>1. Visual checks</li> <li>2. Visual checks</li> <li>3. Visual checks</li> <li>4. Date code checks</li> <li>5. Visual checks of quality and condition of product, packaging etc</li> <li>6. Temperature monitoring of storage</li> </ol>	<ol style="list-style-type: none"> <li>1. Daily storage checklist/monthly kitchen audit</li> <li>2. Check via daily storage checklist</li> <li>3. Daily storage checklist Monthly Kitchen Audit</li> <li>4. Food storage daily checklist</li> <li>5. Daily storage checklist /Monthly Kitchen Audit</li> <li>6. Temperature control sheet / Sensitech records</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove outer packaging</li> <li>2. Decant</li> <li>3. Cover</li> <li>4. Dispose of</li> <li>5. Relocate/dispose of</li> <li>6. Dispose of if above 4 °C</li> </ol>	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Date of Proposed Review: Monthly  6 Monthly  Annually

## Hotel – FOOD SAFETY HACCP

### WORKTASK / STEP: Storage Frozen Foods

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	CONFIRMED Satis / Unsat + Comments
Bacterial growth or contamination due to <ul style="list-style-type: none"> <li>• Poor temperature control</li> <li>• Out of date/short shelf life</li> </ul> Bacterial contamination  Physical contamination	<ol style="list-style-type: none"> <li>1. Outer packaging removed</li> <li>2. Place in plastic containers (cleaned, sanitised and dated)</li> <li>3. Suitably covered / wrapped</li> <li>4. Placed in designated storage area on correct (labelled) shelving (off the floor)</li> <li>5. Store at <b>-18 °C</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Visual checks</li> <li>2. Visual / date code checks</li> <li>3. Visual checks</li> <li>4. Visual checks of quality and condition of product, packaging etc</li> <li>5. Temperature monitoring of storage</li> </ol>	<ol style="list-style-type: none"> <li>1. Daily storage checklist /Monthly Kitchen Audit</li> <li>2. Temperature control sheet / Sensitech records</li> <li>3. Daily storage checklist /Monthly Kitchen Audit</li> <li>4. Daily storage checklist /Monthly Kitchen Audit</li> <li>5. Temperature control sheet / Sensitech records</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove outer packaging</li> <li>2. Decant and label</li> <li>3. Cover, discard if contaminated or freezer burn.</li> <li>4. Relocate/dispose of</li> <li>5. Dispose of if above <b>-12 °C</b></li> </ol>	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually



**CCP 3**

**FOOD PREPARATION**

## Food Preparation Procedures

Food preparation is a critical stage in the safe production of food, There is a risk that contamination may occur from contact with raw foods, dirty equipment, utensils, work surfaces or food handlers. Food left lying in preparation areas at ambient temperatures is also susceptible to bacterial growth, multiplication and in some cases toxin production.

The preparation step can involve a number of tasks, depending on the food being considered. These include slicing, mincing, assembling a sandwich, marinating, vacuum packing and defrosting. When undertaking a hazard analysis, it is essential to consider what preparation entails and therefore which hazards are relevant.

Thoroughly wash hands and ensure good personal hygiene practices. Check area for physical contaminants (glass, broken tiles). Prepare food in designated colour coded signed areas, and use correct colour coded chopping boards and colour coded utensils.

Labelled spray bottles containing the correct dilution of sanitiser should be available at all workstations and should be colour coded to reduce the risk of cross contamination.

Ensure knives, colour coded chopping boards, work surfaces and equipment are sanitised before and after use.



Colour coded food preparation area

A clear laminated sign should be displayed indicating the correct use of coloured coded chopping boards.

Check date codes of all food items prior to preparation.

Sanitise salad items including herbs using food safe chlorine tablets following the supplier's instructions. Use designated sink, which has been measured and marked with a line to ensure correct concentration.

Wash raw fish, meat and poultry and animal offal in raw food sink before actual preparation, sanitising sink afterwards, and thoroughly washing hands. If using live shellfish, discard gaping or damaged shellfish. Scrub each mussel and pull the beard off, scrape away barnacles and wash under cold running water.

Use pasteurised egg mix for lightly cooked or raw egg dishes e.g. crème brullee, béarnaise or bring it in pre-prepared.

The preparation of offal based pate or terrines should be avoided due to the high risks involved.

Do not leave food at room temperature for excessive periods of time. A limit of thirty minutes should be applied. Prepare smaller batches at a time and refrigerate or cook as you go so that there is little rise in the temperature of chilled foods.



Wash hands thoroughly after job task is complete.

Defrost frozen foods in the refrigerator and do not thaw raw and cooked foods together. Do not thaw foods in the sink or under running water.

Non latex gloves can be used in high risk preparation areas and disposed off frequently and always before moving on to the next task. This must not be a substitute for regular hand washing.

To prevent cross contamination, separate boxes of cling film should be wall mounted in raw and cooked preparation areas. If used, cling film dispensers to be kept clean.

When preparation is complete, food must be cooked or served, blast chilled and / or wrapped, “use by” dated and refrigerated immediately.

Separate, ideally colour coded refuse bins should be used for different preparation areas.

CCP 3 “Preparation Procedures” should be trained to all relevant food handling staff every six months with appropriate training records kept.



## Hotel - FOOD SAFETY HACCP

### WORKTASK / STEP: Preparing Sandwiches

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial contamination from staff  Cross contamination during storage or prep  Bacterial growth due to time at ambient  Physical contamination from environment , equipment or staff	1) Blue disposable gloves worn 2) Area checked for physical contaminants 3) Utensils / surfaces sanitised before /after use 4) Colour coded, designated area 5) Ingredients in date. 6) Prepared in smaller batches and not at ambient temperature for more than 30 minutes 7) Covered, dated with 1 day refrigerated at 5 °C until required. 8) Sanitised preparation area afterwards, dilute sanitiser spray, colour coded	1) Visual checks 2) Visual checks 3) Visual checks / random swabs 4) Visual checks 5) Visual checks of date codes 6) Visual check of time at ambient 7) Visual checks 8) Visual check / random checks	1) Monthly Audit 2) Monthly Audit 3) Monthly Kitchen Audit 4) Monthly Kitchen Audit 5) Monthly Kitchen Audit 6) Monthly Kitchen Audit 7) Visual checks 8) Cleaning schedule / random swabs	1) Provide gloves, retrain staff 2) Clean area thoroughly before use 3) Reclean surfaces 4) Move to designated area / retrain staff 5) Dispose of food 6) Dispose of food if at ambient temperature more than 30 mins. 7) Cover food or discard if potentially contaminated 8) Resanitise area	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

## Hotel - FOOD SAFETY HACCP

### WORKTASK / STEP: Preparing Ready to Eat / Cooked Foods

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial contamination from staff Cross contamination Bacterial growth Physical contamination	1) Blue disposable gloves worn  2) Area checked for physical contaminants  3) Utensils / surfaces sanitised before /after use  4) Colour coded, designated area  5) Foods in date  6) Prepared in smaller batches and not at ambient temperature for more than 30 minutes  7) Covered, dated, refrigerated/ served immediately prepared  8) Store cooked food in high risk food area of chiller  9) Sanitised preparation area afterwards, dilute sanitiser spray, colour coded	1) Visual checks 2) Visual checks 3) Visual checks / random swabs 4) Visual checks 5) Visual checks of date codes 6) Visual check of time at ambient 7) Visual checks 8) Visual checks 9) Visual check / random checks	1) Monthly Audit 2) Monthly Audit 3) Monthly Kitchen Audit 4) Monthly Kitchen Audit 5) Monthly Kitchen Audit 6) Monthly Kitchen Audit  7) Monthly kitchen audit checks  8) Monthly kitchen audit checks  9) Cleaning schedule / random swabs	1) Provide gloves 2) Clean area thoroughly before use 3) Reclean surfaces 4) Move to designated area / retrain staff 5) Dispose of food 6) Dispose of food if left at ambient temperature 7) Cover food or discard if potentially contaminated 8) Dispose of food that could be contaminated 9) Resanitise area	

Next Date to be Verified: \_\_\_\_\_

Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_

Next Date to be Verified:

Monthly

6 Monthly

Annually

**CCP 4**

**COOKING & REHEATING**

## Cooking & Reheating Procedures

Monitor temperatures of random cooked foods (should be probed) and record on the temperature control sheet daily. Core temperature of 75°C is considered adequate.

Monitor temperatures of random re-heated foods and record on the temperature log sheet daily. Core temperatures above 82°C is considered adequate. Do not re-heat foods more than once.

Never cook whole chickens / turkeys with the cavity filled with stuffing.

Prime cuts of beef and lamb and steaks – the majority of bacteria will be present on the outer surface, so ensure meat is first seared to ensure the surface temperature achieves 75 °C and then cook as requested.

Rolled joints of beef and lamb should be restricted in weight to 2.5kg maximum, and cooked to a core temperature of 75°C.

Burgers must be cooked to a core temperature of 75°C to kill bacteria such as E-coli. Slice through the middle to ensure no pink meat remaining and check juices run clear.





Cooking makes food safe to eat by destroying pathogenic bacteria.

Uneven heat distribution, however, can create “cold” spots which allow bacteria or spores to survive, so it is important to stir frequently. This is particularly important when cooking foods such as soups and gravies in bulk

Microwave Ovens do not generate a uniform temperature throughout food but penetrate around 50mm with the remainder cooked by convection/conduction through standing time. Only small items should be heated from frozen and larger items thawed first.

Monitor temperatures of random cooked foods (should be probed) and record on the temperature control sheet daily. Core temperature of 75°C are considered adequate. Food only has to be at 75 °C for 30 seconds and this makes monitoring easy. If lower cooking temperatures were to be used, these would have to be maintained for a longer time -

- 70°C for a minimum of 2 minutes
- 65°C for a minimum of 10 minutes
- 60°C for a minimum of 45 minutes



Specialist type foods such as game or duck may lose quality or taste if cooked to a core temperature of 75°C for 2 minutes. For these foods, a core temperature above 63°C is required for 2 minutes. A separate hazard analysis should be completed. Laboratory analysis of a sample of the food cooked in the same way should be submitted to confirm adequacy.

Laboratory analysis of raw foods which are marinated or cold smoked e.g gravadlax, must be carried out with relevant hazard analysis completed.

Shellfish - shells of live shellfish should open during boiling. If not, discard.

Stir liquid foods during cooking to ensure even heat distribution. Longer temperature probes or stirring paddles may be required.

Remember it is safer to cook high - risk foods in small portions to ensure adequate heat transfer.

Appendix 21 shows a Food Temperature / Germometer Chart.

CCP 4 “Cooking and Re-heating Procedures” should be trained to all relevant food handling staff every six months with appropriate records kept.



## Hotel – FOOD SAFETY HACCP

### WORKTASK / STEP: Cooking of Shell Egg

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial Contamination  Bacterial survival	1) Raw shell egg product to be free from feathers 2) Eggs within use by date 3) Washed hands prior to beginning task 4) Cooked 'Easy Over' as a minimum so yolk begins to harden 5) Washed hands after each time of handling eggs 6) Raw shell eggs stored as raw product 7) Raw shelled eggs stored under refrigeration (1-4oc) 8) Washed hands after handling raw eggs	1. Visual checks 2. Visual checks 3. Visual checks 4. Visual checks 5. Visual checks 6. Visual checks 7. Temperature monitoring 8. Visual checks	1. Monthly kitchen audit 2. Monthly Kitchen Audit 3. Monthly Kitchen Audit 4. Monthly Kitchen Audit 5. Monthly Kitchen Audit 6. Monthly Kitchen Audit 7. Automatic system / temp control sheet 8. Monthly Kitchen Audit	1. Retrain staff 2. Dispose of out of date product 3. Rewash hands / retrain staff 4. Do not serve - cook for extra time 5. Rewash hands / retrain staff 6. Retrain staff 7. Retrain staff 8. Rewash hands / retrain staff	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory: \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Cooking Rice

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacteria survive due to inadequate cooking  Cross contamination	1. Wash raw rice before cooking under running water 2. Ensure water boiling. Core temperature of 75°C Good personal hygiene by staff 3. Sanitise probe before and after use 4. Cooking equipment clean	1. Visual checks 2. Core temperature checks of product at end of cooking 3. Visual checks of personal hygiene and practices of staff. 4. Visual checks 5. Visual checking of cleaning of equipment	1. Monthly kitchen audit 2. Temperature control sheet / Sensitech records 3. Monthly Kitchen Audit 4. Monthly audit 5. Cleaning schedule	1. Rewash rice 2. If 75°C not achieved, continue to boil until achieved 3. Retrain staff 4. Resanitise probe. 5. Reclean equipment before use	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory: \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified : Monthly  6 Monthly  Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Cooking Egg Products

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
<p>Bacterial Contamination from raw egg or staff</p> <p>Bacterial survival due to inadequate temperature during cooking</p>	<ol style="list-style-type: none"> <li>1. Use pasteurised egg for products where possible.</li> <li>2. Shell or pasteurised egg within use by date</li> <li>3. Good personal Hygiene</li> <li>4. Cook to core temperature of 75 °C</li> <li>5. Sanitise probe before and after use</li> <li>6. Cooking equipment and utensils clean</li> </ol>	<ol style="list-style-type: none"> <li>1. Visual checks</li> <li>2. Visual checks</li> <li>3. Visual checks</li> <li>4. Temperature monitoring</li> <li>5. Visual checks</li> <li>6. Visual checks</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly kitchen audit</li> <li>2. Daily storage checklist/ Monthly Kitchen Audit</li> <li>3. Monthly Kitchen Audit</li> <li>4. Automatic temperature system/ temp control sheet</li> <li>5. Monthly Kitchen Audit</li> <li>6. Cleaning schedule</li> </ol>	<ol style="list-style-type: none"> <li>1. Retrain staff</li> <li>2. Dispose of out of date product</li> <li>3. Retrain staff</li> <li>4. Do not serve - cook for extra time</li> <li>5. Reclean probe</li> <li>6. Reclean utensils</li> </ol>	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified : Monthly  6 Monthly  Annually

**HOTEL – FOOD SAFETY HACCP**

**WORKTASK / STEP: Cooking Burgers**

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacteria survive due to inadequate cooking  Cross contamination	1. Core temperature of 75°C Good personal hygiene by staff  2. Sanitise probe before and after use  3. Cooking equipment clean  4. Use sanitised tongs	1. Core temperature checks of product at end of cooking  2. Visual checks of personal hygiene and practices of staff.  3. Visual checking of cleaning of equipment  4. Visual	1. Temperature control sheet / Sensitech records  2. Monthly Kitchen Audit  3. Cleaning schedule	1. If 75°C not achieved, return to oven until achieved  2. Retrain staff  3. Reclean equipment before use  4. Retrain staff	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Cooking meat and poultry

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
<p>Bacteria survive due to inadequate cooking</p> <p>Cross contamination</p>	<p>1. Core temperature of 75°</p> <p>2. Good personal hygiene by staff</p> <p>3. Maximum size joint 2.5kg</p> <p>4. Sanitise probe before and after use</p> <p>5. Cooking equipment clean</p>	<p>1. Core temperature checks of product at end of cooking</p> <p>2. Visual checks of personal hygiene and practices of staff.</p> <p>3. Visual checks.</p> <p>4. Visual checks.</p> <p>5. Visual checking of cleaning of equipment</p>	<p>1. Temperature control sheet / Sensitech records</p> <p>2. Monthly Kitchen Audit</p> <p>3. Monthly kitchen audit</p> <p>4. Monthly kit audit</p> <p>5. Cleaning schedule</p>	<p>1. If 75°C not achieved, return to oven until achieved</p> <p>2. Retrain staff</p> <p>3. Reduce size of joint</p> <p>4. Clean probe</p> <p>5. Reclean equipment before use</p>	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

**CCP 5**

**BLAST CHILLING**



## Blast Chilling Procedures

Cooked foods, if not required immediately should be cooled quickly and returned to refrigerated storage.

The following procedures should be followed at all times:

Always follow manufacturer's guidelines for blast chiller equipment, volumes of food and suitable containers. All cooked foods should be first cooled to 70°C in a cool area of the kitchen. Only leave for maximum of 20 minutes at room temperature.

Once initial cooking heat has dissipated, decant food into 2.5" (6cm) gastronorm containers to a depth of not more than 2" (4cm) and place in the blast chiller. Ensure internal surfaces of blast chiller are sanitised and no physical contaminants present.

Ensure adequate shelves at 3" intervals (5cm). Food should be cooked in batches to avoid opening the door or reloading the chiller during operation. Do not cover food during blast chilling. Ensure pre sanitised temperature probe is placed in food tray.

Record the time and temperature of the food entering the chiller. Food should be blast chilled to maximum 8°C within 90 minutes. If blast freezing foods should be frozen from 8 °C to -15 °C within 4 hours.



Remove from blast chiller, monitor the time and temperature, and record.  
Cover, date code with “use by” date and place in designated refrigerator.

Appendix 5 “Blast Chilling Monitoring Log” should be used to record temperatures and times of all batches of high risk foods placed in and removed from the blast chiller.

CCP 5 ‘Blast Chilling Procedures’ must be trained to all staff every 6 months and training records kept.



**HOTEL – FOOD SAFETY HACCP**

**WORKTASK / STEP: Blast Chilling of High Risk Liquid / Semi Solids**

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial growth due to inadequate chilling temperature or time  Bacterial contamination from staff or equipment  Physical contamination	<ol style="list-style-type: none"> <li>1. Adequate shelving at 3 inch intervals</li> <li>2. Decanted into gastronorm container 2 inches deep</li> <li>3. Food not covered</li> <li>4. Cool food for no more than 20 minutes to reduce to 70°C before placing in chiller, out at 8°C or less in 90 mins</li> <li>5. Use probe in food, sanitise probe and handle</li> <li>6. No overstocking or reloading until batch chilled</li> <li>7. Good personal hygiene</li> <li>8. Clean equipment</li> </ol>	<ol style="list-style-type: none"> <li>1. Visual checks</li> <li>2. Visual checks</li> <li>3. Visual checks</li> <li>4. Core temperature checks at start and end of chilling AND time at start and time at end of chilling.</li> <li>5. Visual checks</li> <li>6. Visual checks</li> <li>7. Visual checks</li> <li>8. Visual checking of cleaning of equipment</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly kitchen audit</li> <li>2. Monthly Kitchen Audit</li> <li>3. Monthly Kitchen Audit</li> <li>4. Blast chiller record sheet</li> <li>5. Monthly Kitchen Audit</li> <li>6. Monthly Kitchen Audit</li> <li>7. Monthly Kitchen Audit</li> <li>8. Cleaning schedule</li> </ol>	<ol style="list-style-type: none"> <li>1. Retrain staff</li> <li>2. Retrain staff</li> <li>3. Retrain staff</li> <li>4. If 8°C or 90 mins not achieved, or food temp falls below 63°C discard.</li> <li>5. Retrain staff</li> <li>6. Retrain staff</li> <li>7. Retrain staff</li> <li>8. Reclean equipment before use</li> </ol>	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_

Next Date to be Verified: Monthly  6 Monthly  Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Blast Chilling of Joints

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial growth due to inadequate chilling temperature or time  Bacterial contamination from staff or equipment  Physical contamination	1. Reduce size of joints to no more than 2.5kg. 2. Food not covered 3. Cool food for no more than 20 minutes to reduce to 70 <sup>0</sup> c before placing in chiller, out at 8 <sup>0</sup> c or less in 90 mins 4. Use probe in food, sanitise probe and handle 5. No overstocking or reloading until batch chilled 6. Good personal hygiene 7. Clean equipment	1. Visual checks 2. Visual checks 3. Core temperature checks at start and end of chilling AND time at start and time at end of chilling. 4. Visual checks 5. Visual checks 6. Visual checks 7. Visual checking of cleaning of equipment	1. Monthly Kitchen Audit 2. Monthly Kitchen Audit 3. Blast chiller record sheet 4. Monthly Kitchen Audit 5. Monthly Kitchen Audit 6. Monthly Kitchen Audit 7. Cleaning schedule	1. Retrain staff 2. Retrain staff 3. If 8 <sup>0</sup> c or 90 mins not achieved, or food temp falls below 63 <sup>0</sup> C discard. 4. Retrain staff 5. Retrain staff 6. Retrain staff 7. Reclean equipment before use	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

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Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

**CCP 6**

**SERVICE AND DISPLAY**

## Service and Display Procedures

Once cooked or reheated, food should be plated and served as quickly as possible. If food is not to be served immediately, it must be maintained above 70 °C. Bain maries, hot cupboards, hot lamps and altoshaams should be used for this purpose. Food should be stored for a minimum time prior to display.

Hot food display units must maintain food above 70°C. Foods held hot for service then cooled should not be re-heated. Hot holding temperatures should be monitored at the start and end of service and once mid way through the display period.

Refrigerated display units must maintain foods below 5°C. Ensure good contact is maintained between the food container and the cold surface of the display unit and that cold air is allowed to circulate.



Display temperatures of hot and refrigerated foods must be monitored at the start and middle of service (at least every two hours). Random temperatures of high risk foods should be checked and recorded using “Appendix 4 – Temperature Log Sheet”. If temperatures are found to be outside the above critical limits, a 2 hour time limit must be applied, after which time the food is discarded.

Buffet style foods must not be displayed until half an hour before service. Food should not be displayed for more than 2 hours at ambient temperatures. After 2 hours these foods should be discarded. Only display small portions of food at a time and regularly replenish. The time and temperature at the start and end of display and the time at the end of display must be recorded using Appendix 6 “Banqueting / Buffet Event Log.”

Display units should be clean and sanitised before use. Use tongs whenever possible during service to minimise risk of contamination. Ensure adequate number of tongs are available for guest use. Do not display glass items with food.





If soft / mould ripened cheeses are brought to room temperature prior to service, the total time above 8 °C must not exceed 2 hours. Small portions of cheese should therefore be kept at ambient and disposed of after display.

CCP 6 “Service and Display Procedures” should be trained to all relevant food handling staff every six months with appropriate training records kept.





## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Refrigerated Food Service - Display

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial Growth Bacterial Contamination Physical Contamination	1) Display units maintaining food below 5oC 2) Adequate number of tongs available for use/used 3) Small amounts of foods displayed and regular replenishment occurring 4) No glass items displayed within food holding area	1) Probed periodically during service (probe cleaned prior to use with sanitising wipe). 2) Visual check 3) Monthly audit 4) Monthly audit	1) Automatic records or temperature control record sheets 2) Monthly audit 3) Monthly audit 4) Monthly audit	1) Discarded any food above 5 °C 2) Provide tongs 3) Discard food displayed over two hours 4) Remove glass / dispose of any potentially contaminated	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified: Monthly  6 Monthly  Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Hot Display High Risk Foods

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial Growth due to low temperature  Bacterial contamination from staff or guests.  Physical contamination	1) Display units maintaining food above 70 °C Small amounts of foods displayed and regular replenishment occurring  2) Adequate number of tongs available  3) No glass items displayed with food	1) Probe food temperature at least at two hour intervals.  2) Visual checks  3) Visual checks	1) Automatic computer temperature control sheet.  2) Monthly audit  3) Monthly audit	1) If below 70 °C, turn up temperature unit. If falls below 63 °C, <b>hold for two hours then</b> discard.  2) Provide tongs. Discard food that could have been contaminated.  3) Remove glass / dispose of any potentially contaminated	

Next Date to be Verified: \_\_\_\_\_

Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_

Next Date to be Verified: Monthly

6 Monthly

Annually

## HOTEL – FOOD SAFETY HACCP

### WORKTASK / STEP: Hot Display Joints and Poultry

HAZARDS	CONTROL MEASURES	MONITORING CHECKS	WHERE RECORDED	CORRECTIVE ACTION	VERIFIED Satis / Unsat + Comments
Bacterial Growth due to low temperature  Bacterial contamination from staff or guests.  Physical contamination	1) Rolled joints to be kept to 2.5 kg. 2) Display units to maintain food above 70 °C Small amounts of foods displayed and regular replenishment occurring. 3) Clean utensils and equipment.	1) Visual checks 2) Probe food temperature at start, during and end of service. 3) Visual checks	1) Monthly audit 2) Automatic readings/ temperature control sheet. 3) Monthly audit	1) Reduce size of joints. 2) If below 70 °C, turn up unit. If falls below 63 °C, <b>hold for two hours then</b> discard. 3) Provide clean utensils. Discard food that could have been contaminated.	

Next Date to be Verified: \_\_\_\_\_ Confirmed by: \_\_\_\_\_

Actions Required If Unsatisfactory \_\_\_\_\_

Date Actions Completed: \_\_\_\_\_ Next Date to be Verified : Monthly  6 Monthly  Annually

# POLICY 1

## STOCK ROTATION AND FOOD SAMPLING



## **POLICY 1 STOCK ROTATION AND FOOD SAMPLING**

Ensure all containers in which food is stored are suitably covered, and all foods are date coded following the Shelf Life Poster (see Appendix 7). This poster should be printed from the intranet or copied, laminated and displayed in the kitchen.

Date labels must be applied to food containers or packaging using Hotel Standard Date Guns (supplied by Paxar Tel no +44 (0)1279 786 000). These labels must state BOTH the 'Produced', 'Frozen', 'Defrosted', or 'Opened' on Date and the 'Use By' or 'Best Before' Date. Yellow labels should be used on chilled and blue on frozen or dry products.

Foods can only be frozen if a blast freezer is available on site (CCP 5). Foods blast frozen on site should be given a maximum of 1 months shelf life. If any frozen product is defrosted, ensure that the defrost date is clearly identified and allow a maximum of 24 hours to defrost and 24 hours life for use after defrost (unless otherwise specified by the food manufacturer).

If frozen or dry product is decanted out of its original external packaging, ensure that the 'Best Before' Date is on the internal pack or transfer the manufacturers 'Best Before' Date. Dry goods should be transferred to a clean lidded container once the inner packaging is opened and again the 'Best Before' Date transferred.

Remember that once packs are opened, the original 'Best Before' or 'Use By' date may no longer apply. In most cases, the manufacturer will have stated the life to give the product after opening on the label. The product must therefore be relabelled in accordance with these instructions or following the guidance on the Shelf Life Poster (Appendix 7).

## Food Sampling Procedure

The retention of food samples can provide invaluable information for food safety performance and should an allegation of food poisoning be received and to monitor our general food quality standards. Food samples should include high risk products such as meats, fish, shellfish, chicken, rice, eggs, salads, soups, stocks and gravies.

Samples must be taken of all high risk products prepared on site for all menus served to more than 20 persons. On average, 20 / 30 samples per week should be retained. It is advisable as a quality exercise to forward 3 food samples and up to 6 swabs per month for laboratory analysis even without customer complaint. Samples of ice should also be sent to the lab quarterly.

Bacterial swabs can be obtained to assist with checks on personal hygiene and cleaning of surfaces and machinery. Swabs should be taken from cleaned food contact and hand contact surfaces (e.g. chopping boards, meat slicing machines, taps, fridge handles).

Hand swabs should be taken randomly from different food handling staff. If results indicate a person with poor personal hygiene disciplinary action should be considered.

Samples to be taken as per procedures contained in the Hotel Food Sampling Video (copies available from Safety Risk Management), prepare and sent as described in Appendix 9.

200g of food per sample should be taken in order for the laboratory to have sufficient to test. Care must be taken to avoid further contaminating the sample during sampling. Use only clean utensils to place food in bags and do not allow your fingers to touch the inner surfaces of the bag. Blast chill / freeze samples immediately and store frozen. Record the samples that have been taken on Food Sampling and Storage Daily Checklist (Appendix 2). When sending sample to a laboratory, use chill boxes and carefully wrap ice packs around the food sample.

In the event of a Enforcement Authorities visiting and taking samples, management should ensure samples of the same products are taken for independent analysis.

Keep samples for 14 days in frozen storage, then discard if not sent to the laboratory

•<sup>▽</sup> Policy 1 'Stock Rotation and Sampling' must be trained to all staff every 6 months and training records kept.

# POLICY 2

## CLEANING / MAINTENANCE





## **POLICY 2 CLEANING AND MAINTENANCE**

### **Cleaning Procedures**

Adequate cleaning of structure and equipment is essential to prevent microbiological and physical contamination.

- Only approved chemicals from nominated suppliers to be used for cleaning. Use the dilution and contact time specified by the supplier.
- Sanitise food contact and hand contact surfaces during and after preparation. Correctly diluted sanitiser or bactericidal detergent to be sprayed onto the surface, left for the appropriate contact time then wiped off. Surfaces should be rinsed after sanitising.
- Paper towels to be used for wiping surfaces rather than cloths.
- Non – food contact surfaces must still be subject to periodic cleaning.

A cleaning schedule should be devised for every item of equipment and every food area. This should include

- Task to be done
- Frequency (dependent on level and type of soil).
- Cleaning materials and chemicals to be used.
- Method of cleaning (e.g. stripping down of equipment).
- Safety precautions
- Who does the job

A template for producing a cleaning schedule and a completed example can be found in Appendix 11A and 11B. Schedules must be made hotel / kitchen specific, to reflect different levels of usage, cooking, equipment. Separate schedules can also be produced for different areas of the kitchen (e.g. pot wash, larder etc or for cleaning at different frequencies, e.g. daily, weekly, monthly).

Records of cleaning should be kept. Appendix 11 contains template forms for recording cleaning of premises and equipment. Cleaning records should be kept with the Head Chef or Stewarding Manager.

Cleaning Procedures and records for wooden butchery block and ice machines can be found in Appendix 12 and 13.

A nominated contractor should be used for ventilation extract canopy and duct cleaning. This should be done as a minimum of 6 monthly from canopy to extract exit to fresh air. Canopy surfaces and grease filters should be cleaned by in house stewarding department every four weeks.

## **HEALTH AND SAFETY**

- Only use Hotel approved chemicals from the nominated supplier.
- Only use chemicals that you have been trained to use.
- Correct PPE to be worn.

## **Cleaning Equipment**

All mops, buckets, dust pan and brushes must be kept clean. Once clean, store them in an area designated for this purpose. Let the cleaning materials dry thoroughly away from sources of contamination, for example by hanging mops up. Do not store mops in buckets of water. Do not store cleaning equipment in food preparation areas.

## **Hygienic Ice Production**

Most food poisoning organisms do not readily multiply in foods below 8°C. However certain bacteria and viruses can survive freezing for many hours.

It is therefore important that ice does not become contaminated by airborne particles, food handlers or from dirty utensils. The most likely source of contamination of ice is inadequate cleaning of the ice making machine or equipment, and poor hygiene practices when handling the ice. Scoops must be kept outside the machine and the inside of the machine sanitised or cleaned and disinfected regularly.

No other items (bottles) should be stored inside the ice storage bins.

## **Water Supply**

The ice machine should be connected to a “direct” wholesome mains water supply and water filter.

## **Location**

The machine should be sited in an area that is free from dirt and dust, preferably off the ground and away from any sources of heat.

There should be sufficient space and ventilation around the machine to allow for efficient air movement. Ensure filters and vents kept clean.

## **Cleaning**

The inside of the ice machine must be regularly sanitised following the procedure in Appendix 10. This should be printed and displayed next to or on the ice machine.

## **Servicing**

Most manufacturers give servicing instructions in their information manuals. Most machines require servicing at least twice a year.

## **Maintenance of Premises and Equipment**

The maintenance of premises and equipment is essential for safe production of food. Lack of routine maintenance can result in the build up of dirt resulting in cross contamination and increased risk of physical contaminants.

Premises and equipment must be maintained in good condition and in a good state of repair. Any defects or repairs required should therefore be reported to the Maintenance Department for remedial actions to be taken.

Examine carefully the repair and cleanliness of floor, walls, ceiling lighting, ventilation grills , door frames, windows/sills etc.

Appendix 11D 'Food Premises / Equipment Maintenance Record' should be used to record maintenance work required and carried out in food production / preparation areas or equipment. Records of work must be kept with the Head Chef.

Policy 2 'Cleaning and Maintenance' must be trained to all staff every 6 months and training records kept.

# **POLICY 3**

## **PEST CONTROL**



## **POLICY 3 PEST CONTROL**

A pest control contract must exist for each hotel. The contract should include precautionary visits and pest control treatment for both insects and rodents.

### **The following procedures are required by Hotel Management :**

A member of Hotel Management should act as the point of liaison with the Pest Control Contractor. The 'Report of Visit' in the Contractors Log Book is completed following each visit.

Opening doors / windows to food areas must be fly screened. Fly kill units must be operational and located away from food preparation areas (i.e. not directly above worktops where food or utensils could become contaminated), and serviced annually. Servicing should include replacement of UV bulbs.

Rodenticide applications laid must be in closed bait boxes and should not be touched or tampered with. Where treatment has been carried out with residual insecticide, this must be communicated to cleaning staff and the contractors advice re cleaning in the treated area followed.

Contractor audit checklist and findings should be actioned immediately. Any recommendations for proofing must be brought to the attention of the Facilities Department.

Food delivery procedures should be strictly followed, with careful checks for any signs of pests as pests can enter the premises in foods and packaging. Staff should report any signs of pest infestation to Management for action immediately.

External refuse storage area should be well maintained and hosed down daily.

Pest control must be on the agenda of each monthly Health and Safety meeting and actions required discussed.

Policy 3 'Pest Control' must be trained to all food preparation staff every 6 months and training records kept.

# **POLICY 4**

## **BARBEQUES**



## **POLICY 4 BARBEQUES**

Due to the immediate 'blackening' of food, it can often appear that food is cooked when it is in fact not. Many food poisonings occur each year after eating beef burgers improperly cooked on Barbeques.

A trial should be taken by the Head Chef to 'time and turn' foods to obtain proper cooked products (using temperature probe and clock). This information should be passed to other chefs and recorded. Use a clock to time foods being cooked.

Hot water, soap and paper towels must be available at the barbeque and used frequently throughout preparation and service.

To reduce the risk of undercooking, it is recommended that foods are pre-cooked in the kitchen, then held at above 70 °C for a minimum time before being 'finished' on the barbeque to add flavour and colour.

Salads must be washed using chlorine tablets from approved chemical supplier and thoroughly rinsed. Display salads in impervious bowls with plastic spoons/tongs. Displayed foods should be covered whenever possible.

Two cooked food samples of all foods must be retained. One at the start and one towards the end of food service.

### **EQUIPMENT REQUIRED**

- An upright fridge at site service location.
- Hot water urn, soap and paper towels for periodic handwashing.
- Table top bain - marie for holding sauces and previously cooked foods.
- Fire blanket and a powder fire extinguisher.
- Hand tongs and a portable clock.
- Adequate refuse disposal facilities (i.e. large bins with swing top lids)

Policy 4 'barbeques' must be trained to food preparation staff every 6 months and training records kept.



## **POLICY 5**

# **GLASS CONTROL POLICY**



## **POLICY 5 GLASS CONTROL**

All practicable steps must be taken to prevent contamination of food by glass.

Glass bottles, containers, thermos flasks, mirrors and all glass materials are banned from areas where food is stored, prepared or cooked.

Fluorescent tubes should be protected by plastic diffusers in areas where food is handled and raw materials or crockery are stored. Plastic diffusers which protect fluorescent light tubes must only be cleaned during non-production hours.

Windows in preparation, cooking, storage and display areas should be checked regularly to ensure that the glazing is not cracked or broken.

Any windows found to be cracked or broken must be made safe immediately by maintenance until the necessary repairs can be carried out.

Glass thermometers must not be used in any food areas.

Glass food ingredient, sauce or wine bottles must be replaced with plastic versions and clearly labelled.

Contractors must be made aware of the ban on glass materials/equipment on site.

If there is a glass or crockery breakage incident, the Glass Breakage Procedures in Appendix 10 must be followed in every detail and records of action taken kept.

Policy 5 'Glass Control' must be trained to all relevant food preparation and serving staff every 6 months and records of training kept.

# POLICY 6

## THERMOMETERS



## **POLICY 6 THERMOMETERS**

An adequate number of thermometers must be available in the kitchen and preferably should be colour coded or labelled to prevent cross contamination.

Thermometers should be checked by placing the probe in with water and checking the temperature after 1 minute. Ice on the point of melting must be 0 °C +/- 0.5 °C. This should be carried out monthly and recorded on the Monthly Departmental Audit (Hotel Standard 4).

Probes must be thoroughly sanitised before and after use. Lids must be kept closed on alcohol wipes so they don't dry up. Dry probe wipes will not sanitise.

Long probes should be used, if available, for checking core temperatures of bulk liquids and larger meat joints.

Policy 6 'Thermometers' must be trained to all food preparation staff every 6 months and training records kept.

# **POLICY 7**

## **PERSONAL HYGIENE**



## **POLICY 7 PERSONAL HYGIENE**

It is the responsibility of everyone working in all food areas to maintain high standards of personal hygiene.

Food handlers working in food preparation areas must wear clean protective overclothing and hats which cover hair. Food handlers with long hair must wear hair nets. Protective clothing for chefs should include jacket and trousers with apron. A neckerchief is also good practice.

Jewellery must be limited to 1 plain band ring and 1 pair of sleeper type earrings only. No watches should be worn.

Eating and drinking is prohibited in the kitchen except for tasting food. Food must be tasted with a clean spoon each time.

Anyone entering food preparation areas including maintenance staff and Duty Managers must also wear a white coat and hat and practice good personal hygiene when entering food preparation areas and ensure they wash their hands thoroughly.

Illness such as vomiting and diarrhoea, must be reported to Head Chef. 48 hours symptom free time period must occur before being allowed to handle food / equipment. On return to work a return to work interview will be carried out by the Head Chef, to ensure employee is symptom free and understands the importance of adhering to personal hygiene rules.

### **Ensure good hygiene practice by:**

- Neat fingernails, no nail varnish
- Cover open cuts/ sores/ scratches with blue plaster
- No perfumes or aftershaves
- Neat trimmed beard / moustaches
- Shower at least daily

## Hand Washing

Hands must be washed following the proper technique (see APPENDIX 20) on entering the kitchen and regularly throughout the day, especially after –

- sneezing or coughing
- going to the toilet
- handling raw foods
- touching body parts
- handling waste
- smoking, eating
- each job task
- after cleaning task

Non latex vinyl disposable gloves should be used in high risk preparation areas, disposed of frequently and always before moving on to the next task. Gloves must not be used as a substitute for hand washing.

Gloves may be worn when:

- preparing salads;
- preparing sandwiches
- garnishing dishes
- cutting cheese and meat products.

Wash your hands before putting on and changing the gloves.

Policy 7 'Personal Hygiene' must be trained to all food preparation and food service staff every 6 months and training records kept.

# **POLICY 8**

## **USE OF EGGS**





## **POLICY 8 USE OF EGGS**

Eggs and egg products have been associated with the food poisoning bacteria Salmonella enteritidis.

There are now safer alternatives to raw shell eggs on the market which can be utilised to enhance our own due diligence requirements and to ensure both our customers and our own peace of mind.

For lightly cooked egg dishes e.g. scrambled eggs, meringues, pasteurised egg products should be used. Pasteurised egg takes the form of either pasteurised egg whites, egg yolk or whole egg, and can therefore be utilised in a wide variety of dishes.

By using this product, we permit making mayonnaise and béarnaise / hollandaise sauces. Ensure that once prepared, these sauces are held for a maximum time of only two hours at ambient temperatures awaiting service.

Raw shell eggs will be required for preparing fried eggs etc. (NB fried eggs must be properly cooked i.e. “easy over”).

Raw shell eggs should be stored as a raw product, under refrigeration.

Remember to wash your hands after handling raw eggs, before moving on to handle high risk foods.

Policy 8 ‘Use of Eggs’ must be trained to all food preparation staff every 6 months and training records kept.

# POLICY 9

## VACUUM PACKING



## **VACUUM PACKING**

Only raw foods which are to be further prepared and cooked, including steaks, poultry and vegetables should be vacuum packed. Cooked foods should not be vacuum packed as the hygiene standards of preparation and cooking cannot normally be guaranteed and bacterial poisoning can occur.

Refer to the manufacturer's guidelines when using vacuum packing equipment. Periodic training by the equipment supplier must be given.

The following Procedures must be followed –

- Place the chilled product in the vacuum bag. Ensure that the bag is not overfilled so a good seal can be achieved.
- Place the bag in the vacuum machine. Select vacuum.
- Check the sealed seam.

Once packed the raw food item must be date labelled with a use by date of 5 days (maximum) and refrigerated below 4 °C. If decanted from a larger vacuum pack, the original date must not be exceeded.

Vacuum packs of small individual portions (single steaks or fish fillets) can be frozen. To prevent the increase in freezer temperature the number of packs frozen should be limited, unless a blast freezer is available. A 'one month' shelf life should be given in this instance.

A punctured or badly sealed pack with air pockets is no longer a vacuum and should be rejected or used within 2 days. This applies to internal vacuum packing and delivered vacuum packed foods.

Once the pack is open, date code and use within 2 days – but remember not to exceed the original manufacturer's shelf life.

When opening vacuum packed food, allow the food to breathe for 20 minutes (under refrigeration). This prevents off colours / odours being trapped in the food when cooked.

Policy 9 'Vacuum Packing' must be trained to food preparation staff every 6 months and training records kept.

# **POLICY 10**

## **SOUS – VIDE**



## **POLICY 10 SOUS VIDE**

Sous vide is a type of cooking which is designed to maintain the quality of the food. They are packed in a sealed pouch, designed to be reheated either in a microwave, steam oven or in a waterbath / saucepan.

Many of the sous vide products used in our hotels are delivered frozen. They must therefore be delivered and stored at  $-18^{\circ}\text{C}$  or below. These should be fully defrosted before reheating. This must take place in a fridge at  $3^{\circ}\text{C}$  or below and used within 2 days of defrost or as recommended by manufacturer. The product to be reheated must be within its 'use-by' or 'Best Before' date as indicated on the pack. If microwaving, the pouch should be pierced before reheating.

The manufacturers recommend that foods are reheated to a core temperature of  $75^{\circ}\text{C}$ . A probe thermometer should be used to probe the temperature of the food at the end of reheating to check it has achieved  $82^{\circ}\text{C}$ , which gives the same time/temperature effect. Shake the pouch gently before serving.

Microwave performance criteria differ from machine to machine, but as a guideline a 1450 watt machine should reheat a single 350gm portion in approximately 1 to 2 minutes. If dropping into simmering water, this will take 15 – 20 minutes from chilled or 20 – 30 minutes from frozen. A probe thermometer should be used to determine a more precise temperature/time relationship for the particular microwave being used and trained to all users.

Reheated foods should be served within 15 minutes of reheating and the centre temperature of the food should not fall below  $70^{\circ}\text{C}$  before serving. Reheated food which is not consumed should be discarded.

Policy 10 'Sous Vide' must be trained to all food preparation staff and night staff (if contained on 24 hour menu) staff every 6 months and training records kept.

# **POLICY 11**

## **BABY FOOD**



## **POLICY 11 BABY FOOD**

### **Preparing Baby Food (Under 2 Years Of Age)**

Hotel food or food brought in by guests must not be cooked or reheated and served to babies. You can either, not offer the service at all, or, alternatively, have sealed jars of baby food available.

Use of hot water to heat bottles should be avoided as the water could be spilt or not achieve the correct temperature. Do not use a microwave to heat up baby food as it could make the food too hot. Bottle warmers are recommended. (Baby milk or formula made up by the parent and provided in a bottle can be warmed in this way).

The customer should bring suitable utensils i.e. bottles, plates, plastic cutlery etc.

Strict personal hygiene standards must be observed during reheating process.

Policy 11 'Baby Food' must be trained to all food preparation staff every 6 months and training records kept.

# POLICY 12

## FOOD ALLERGIES





## **POLICY 12 FOOD ALLERGIES**

Food suppliers are required to declare whether their foods contain any of 12 allergenic foods. It is Hilton's Policy to ensure that food items containing these ingredients are identified so that this information can be provided to guests on request.

### **Symptoms**

Any of the following symptoms may be present:

- Swelling of throat and mouth
- Difficulty in swallowing or speaking
- Difficulty in breathing – due to severe asthma or throat swelling
- “Hives” anywhere on the body
- Flushing of the skin
- Abdominal cramps, nausea and vomiting
- Sudden feeling of weakness (drop in blood pressure)
- Collapse and unconsciousness

### **Allergens**

The following ingredients must be identified in all foods

- Cereals containing Gluten (wheat, rye, barley, oats etc)
- Crustaceans (lobster, crab, prawns and langustine)
- Fish (all species of fish and fish products)
- Eggs (hens as well as other birds)
- Peanuts
- Soybean (soya or soy)
- Milk (cows, goats, buffalo etc)
- Nuts (hazelnuts, walnuts, brasil nuts, almond, cashew, pecan, pistachio, macademia, Queensland nut, chestnuts and pine nuts)
- Celery (stick celery and celeriac)
- Mustard (seeds, flour and oils)
- Sesame seed (including oils, tahini).
- Sulphur dioxide and sulphites above 10mg/ kg or 10 mg/ litre expressed as SO<sub>2</sub>

## What We Must Do

- Ask suppliers to provide written details about ingredients (example letter APPENDIX 14)
- Consider if we use known allergens in our menus or not
- Prepare an “allergy” file with details of all dishes containing allergens (template for matrix APPENDIX 15)
- Ensure there is always a nominated person on duty who knows, or can find out, the ingredients of all dishes
- Make sure all staff (including part time and casual staff) are aware of serious allergies.
- Advise serving staff to make all enquiries to that nominated person.
- Avoid use of nuts, e.g. powdered nuts as garnish
- If a dish is meant to contain nuts, make sure this is reflected in the name: e.g. nut and carrot salad
- If possible keep certain preparation areas designated as nut free

## Remember

- Cooking in unrefined groundnut oil (peanut oil) may leave traces of nut protein.
- Oil that has previously been used to cook products containing nuts may contain minute traces of nut proteins.
- If you are preparing food for someone with a severe allergy, beware of transferring food from one dish to another.
- Salad oil may be derived from nut oil
- Hands, utensils, cutlery and work surfaces should be washed scrupulously after handling foods containing potent allergens.
- Where foods containing allergens are de-bagged or de-boxed, they should, if possible, be placed in dedicated lidded and labelled containers and made easily identifiable. Such containers should not be used for storage of any other raw materials.

## Menu Declaration

All menus must contain the following wording, in a conspicuous position and easily legible. (Print size must be at least the same as for other menu wording).

**“For those with special dietary requirements or allergies who may wish to know about the food ingredients used, please ask for the manager”**

## Guidance For Serving Staff

- If a customer claims to have a life-threatening food allergy (anaphylaxis), take the customer seriously.
- Seek advice from the “nominated person” about ingredients.
- If there is any doubt about whether a food is free of a certain ingredient, such as nuts, admit to the customer that you are unsure.
- If, on examining his or her meal, a customer realises it contains nuts and asks you to replace it, remember it is **not** enough simply to pick the nuts from the plate and return it to the customer. Tiny traces that remain may be enough to cause a severe allergic reaction.
- Ensure that nuts could not be transferred to adjacent foods during service/display.

## What To Do In An Emergency

If an allergic customer becomes ill, it is likely that the person – or someone with them – will state that he/she is suffering an allergic reaction. They may also use the word anaphylaxis. This is the action plan to follow:

Immediately send someone to dial for emergency paramedics and give the following information:

**This is an emergency. A customer has collapsed and we believe they are suffering from anaphylaxis (pronounced ana-fill-axis).**

Give the address and postcode of your hotel – clear enough so that the ambulance crew will know exactly where to come.

Someone at the Hotel entrance should direct the ambulance crew to the patient.

Ask customers if there is a doctor in the restaurant.

Any staff trained in first aid should make a point of learning what to do if someone suffers anaphylaxis.

Policy 12 ‘Allergies’ must be trained to all staff every 6 months with training records kept.

## **POLICY 13**

# **PHYSICAL CONTAMINATION**



## **POLICY 13 PHYSICAL CONTAMINATION**

Physical contamination can come from various sources. These include personnel, building structure, packaging and equipment. Control of these sources will therefore be essential to reduce the risk of foreign body contamination and potential injury or discomfort of the guests who find them. The following are examples of items that can lead to contamination of foods;

- Chipped / flaking paint on ceilings
- Chipped wall tiles
- Glass
- Loose parts (screws, bolts) on equipment / machinery
- Wire scrubbing pads
- Drawing pins and staples on noticeboards
- Folders and paperwork
- Pests
- Nails and hair from personnel

### **Personal Items**

Non-food items, and non-food staff must be kept out of food areas. Lockers must be used to store personal items outside the kitchen to prevent contamination from these items.

Items that have to be used in the kitchen such as pens must also be controlled. Ideally lids should be removed from pens. Compliance with the jewellery policy will also prevent jewellery parts finding their way into food.

Pin boards are not permitted in food preparation areas.

### **Packaging**

Packaging of foods and ingredients entering the kitchen may include glass, wood, polystyrene trays, and may be held together with staples or elastic bands. Hotels should liaise with suppliers to work towards the elimination of packaging such as glass.

Kitchen personnel must be aware of the need to handle and dispose of packaging carefully.

## **Structure and Equipment**

Maintaining structure and equipment in good condition will help to prevent foreign body contamination from these sources. Regular checks on the condition of these items must therefore be carried and defects reported to the manager. Checks should be undertaken as part of the monthly audit.

Light bulbs in food preparation areas must be covered with diffusers.

Maintenance work in food preparation areas should take place outside hours when it is in operation. If repairs must be undertaken when the kitchen is in use, the area should be segregated or equipment removed. If this is not possible, care must be taken with any parts removed or tools. Contractors and maintenance personnel must be made aware of the need to wear protective clothing and control potential sources of physical contamination.

Policy 13 'Physical Contamination' must be trained to all staff entering food areas every 6 months and training records kept.

# **POLICY 14**

## **PACKED LUNCHES**



## **POLICY 14 PACKED LUNCHES**

- If required to prepare packed lunches for groups (>10 persons), the following procedure must be adopted.
- Follow food preparation procedures hazard analysis.
- Consider the use of lower risk products eg hard cheese for sandwich fillings and fruit.
- Keep food samples of all high risk sandwich fillings
- Keep food refrigerated until required.
- Affix a “use by” date to pack for consumption on same day.

Policy 14 ‘Packed Lunches’ must be trained to all staff every 6 months and training records kept.



# **POLICY 15**

## **HIRING OUT KITCHEN AND USING EXTERNAL CATERERS**



## **POLICY 15 HIRING OUT KITCHEN AND USING EXTERNAL CATERERS**

A number of hotels currently hire out their kitchen (or part) to clients. Guests may also wish external caterers supply foods for functions.

The letter in Appendix 16 must be sent out and receipt of satisfactory information is required before approval for use of kitchen can be given.

Appendix 17 should be used as a checklist when the external caterers are used by guests.

Safety Risk Management can be contacted in interpretation of information or to discuss specific situations in relation to client use of kitchens. Appendix 18 contains guidance on use of external caterers. The letter in appendix 19 must be next to the guest prior to the function and satisfactory information is required before approval for use of external caterers can be given.

Policy 15 'Hiring Out of Kitchens' must be trained to all Conference & Banqueting staff every 6 months and training records kept.

# **POLICY 16**

## **GUEST FOOD STORAGE**

## **POLICY 16 GUEST FOOD STORAGE**

As a general rule, guests should not be permitted to bring in any foods for functions, and should be discouraged from doing so.

However, in situations where it is necessary for this to occur, due to business demands, the letter in Appendix 19 should be issued for any high risk foods eg meats, dairy produce, salads, sandwiches etc.

Policy 16 'Guest Food Storage' must be trained to all Conference and Banqueting staff every 6 months and training records kept.

# **POLICY 17**

## **REMOVAL OF WASTE**



## **POLICY 17 REMOVAL OF WASTE**

Waste must be suitably stored in food rooms and regularly removed throughout the day. Bins should ideally be colour coded to correspond to the different areas of the kitchen.

Refuse containers must be lined with plastic liners which can easily be removed and secured. Staff emptying bins should take care to ensure they do not tear the liners.

Lids of bins in kitchen areas should be openable with a foot pedal or lids removed to prevent touching the lid which could pose a risk of contamination. It is becoming common for lids not to be provided if the bins are cleaned regularly and waste regularly removed.

Bins should not be emptied by staff who are in the process of preparing food, but this job restricted to non food handling staff (kitchen porters/stewards).

Waste disposal units, where provided (recommended), should be kept clean and in good working area. Both internal and external bins and bin areas should be included on the cleaning schedule and frequently cleaned to control smells, insects and pest infestation.

Policy 17 'Waste Control' must be trained to all kitchen staff every 6 months and training records kept.

# **STANDARD DOCUMENT 1**

## **STAFF TRAINING**

# STANDARD DOCUMENT 1 STAFF TRAINING

It is company policy that all food preparation and food service staff will be trained and certificated in the 'Hotel Introduction to Food Safety'. This course is of six hours duration, and is the equivalent of a nationally recognised qualification. This is undertaken during the first 3 months of employment. The course covers the following subjects –

- Food Poisoning Micro –organisms, types and sources
- Simple microbiology
- Toxins and spores growth and death
- Premises and equipment
- Common food hazards
- Personal hygiene
- Preventing food contamination.
- Food poisoning, symptoms and causes
- Cleaning and disinfectants
- Legal obligations
- Pest control
- Effective temperature control

The coordination of training requirements is the responsibility of Hotel HR Managers. Records of completion should be held in Personnel Files.

At least four members of the hotel management team will be trained in "Management of Food Safety" (Intermediate Food Hygiene). This is a 3 day management course with examination. A person completing this course is considered qualified to teach 'Hilton's induction to food safety'.

Food preparation staff must be trained on the following sections of the HACCP procedures manual every six months. Training records should be kept. Record sheet available in Appendix 20.

Hazard Analysis  
Critical Control Points  
Food Safety Policies

Executive/Head Chefs, Director of Operations and Duty Managers will be familiar with the 'Hotel Standards' in Section 5 of the HACCP manual.



# **STANDARD DOCUMENT 2**

## **EMPLOYEE MEDICAL QUESTIONNAIRE**

Use for Pre-Employment by HR Department for all staff  
and  
by Head Chef for food preparation staff returning to work after  
illness or holiday abroad



## Employee Medical Questionnaire

NAME:..... DEPT:.....

	YES / NO	DATE	IF YES Doctor/ Hospital Visited
<b>1) Have you ever suffered from?</b>			
a) confirmed food poisoning			
b) typhoid / paratyphoid / enteric fever			
c) dysentery			
d) tuberculosis			
e) parasitic infections			
f) e-coli			
Have any close family contact suffered from any of the above?			Name: Relation:
<b>2) Have you suffered from any of the following within the last month?</b>			
a) diarrhoea or vomiting			
b) recurring boils / septic fingers			
c) skin rash			
d) infection of or discharge from ear, eye, nose, gums / mouth.			

**3) Please give details of any other medical problem, which may affect your employment as a Food Handler:**

\_\_\_\_\_

**4) Do you agree to provide any specimen that may be required by the Company Doctor to ensure you do not carry any organism that may infect food. YES / NO**

**5) How many days lost during last year due to illness \_\_\_\_\_**

**Reason for Absence \_\_\_\_\_**

I declare that all the foregoing statements are true and complete to the best of my knowledge.

Signed (Employee) \_\_\_\_\_ Date \_\_\_\_\_

Signed (Management) \_\_\_\_\_ Position \_\_\_\_\_

NB: This form must be completed with application form pre-employment and on return from holiday abroad.

If the answer to any of the questions in part 1 is yes, it must be confirmed that the team member is not currently a carrier of a food borne infection by faecal specimen testing through Doctor and Laboratory.

If the answer to any of the questions in section 2 is yes, a decision must be made as to whether the team member could pass infection on to food. If they have experienced diarrhoea or vomiting in the last two days, they must be excluded from work until 48 hours symptom free.

If the symptoms are confirmed as typhoid, dysentery or E. coli, the employee must be asked to visit their doctor and provide faecal specimens until they are shown clear of infection before starting / returning to work.

# **STANDARD DOCUMENT 3**

## **DUTY MANAGERS DAILY FOOD HYGIENE KITCHEN CHECKLIST**

In order to monitor that the kitchen has been left in a satisfactory standard at the end of the day, the Duty Manager should undertake basic checks of kitchen and storage areas. Temperature, sampling and cleaning records should also be checked to ensure adequate completion.



**Duty Manager's Daily Food Hygiene Kitchen Close  
Down Checklist**

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_  
(print)

		TICK
1	Floor surface clean (especially under equipment)	
2	Work tables clean	
3	Sinks clean, wash hand basins have soap and paper towels	
4	Refuse bins empty and cleaned	
5	Food stored correctly, covered and separated in fridges and freezers	
6	All foods date stamped – 'use by/ best before' dates, and in date	
7	Temperature control records completed – all sections	
8	Internal surfaces of ovens, microwaves, dishwasher, meat slicers and other equipment clean	
9	All equipment switched off	
10	Knives, cloths, chopping boards sanitised and stored correctly	
11	Food samples obtained – all service periods	
12	Cleaning schedules signed off	
13	Store cupboards locked	

- Damage / Defect Report (walls, floor, ceilings, equipment etc)

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- Immediate Cleaning Required for Next Shift

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**STANDARD DOCUMENT 4**

**MONTHLY FOOD HYGIENE  
KITCHEN CHECKLIST**

Monitoring of controls identified by the HACCP system must be recorded. Visual monitoring will be carried out by Executive / Head / Sous Chef throughout the day of controls including cleaning, personnel hygiene and food storage.

It is not appropriate to record all visual checks daily. However, on a monthly basis these checks will be formalised and completed as part of an audit undertaken by the Executive / Head / Sous Chef. This will be recorded using the checklist below (Hotel Food and Health and Safety Audit). Where any checks identify that controls are not satisfactory, remedial actions identified, implemented and recorded.

The audit checklist is used to record that both Workplace and Food Safety Standards are in place in the kitchen and associated delivery, preparation and storage areas.

**HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

**KITCHEN**

	<b>KITCHEN</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Cleanliness / Repair: 1. Ceiling 2. Light Fittings 3. Air Vents				
2	All lights functioning (inc lights in ventilation canopy) and diffusers in place.				
3	Cleanliness / Repair: 1. Walls (accessible areas) 2. Walls (behind equipment) 3. Walls (high level) 4. Light Fittings / Sockets				
4	Cleanliness / Repair: 1. Floor (general) 2. Floor (below equipment) 3. Floor / Wall junctions				
5	Cleanliness / Repair: 1. Windows 2. Window Ledges 3. Doors				
6	Fly screening of doors & windows used for ventilation purposes.				
7	Cleanliness / Repair: 1. Ventilation canopy (Internally and externally) and filters. Date of last deep clean:				
8	Cleanliness / Repair: 1. Kitchen Equipment (Inc grills, combis, steamers, hobs, etc)				
9	Cleanliness / Repair: 1. Microwave Ovens (Including provision & cleanliness of filter: microwave properly assembled with trays, covers etc)				
10	Cleanliness / Condition: 1. Milk Dispensers (External & internal surfaces, including door seal & dispense nozzle)				



**HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

**KITCHEN**

	<b>KITCHEN</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
11	Cleanliness / Condition: 1. Meat slicer (Including provision of carriage guard and blade carrier. Safety notice in place)				
12	Cleanliness / Condition: 1. Ice cream conservator (Tidy & clean storage of ice cream containers, sanitise scoop)				
13	Cleanliness / Condition: 1. Pots, pans & trays. (Badly pitted / dented / rough surfaces)				
14	Cleanliness / Repair 1. Work tables (including condition of legs, struts & shelves) 2. Inner drawer surfaces. 3. Hot cupboards / Door slides				
15	Cleanliness / Repair: 1. Wash basins 2. Hot water available 3. Soap available 4. Hand towels 5. Now Wash Your Hands notice in place.				
16	Waste bins clean and lids in place.				
17	Correct use, cleaning, disinfection & storage of chopping boards (not touching each other) of colour coded (with identi board chart)				
18	Separate preparation areas clearly identified. (Contact Seton for signage if required)				
19	Cleanliness / Repair: 1. Deep fat fryers (Internal and external surfaces and temperature dials easy to read. Monthly check of thermostat auto cut off)				
20	Safe storage of knives with plastic toolboxes.				

**HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

**KITCHEN**

	<b>KITCHEN</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
21	Fire extinguishers fitted in correct position: fire blanket conveniently accessible to deep fat fryer.				
22	Access to fire escapes not obstructed. Emergency exit signage clearly visible.				
23	All break glass call points unobstructed and signage available at each.				
24	Fire suppression system in place in ventilation canopy and staff trained.				
25	In house monthly calibration of thermometers				

**HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

**KITCHEN**

	<b>WALK IN CHILL</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Cleanliness / Repair: 1. Walls 2. Floor 3. Ceiling				
2	Cleanliness / Repair: 1. Lighting 2. Shelving 3. Door handles 4. Fan grilles 5. Door seals 6. Door curtains				
3	Food not stored directly on the floor. Shelves of sufficient height to enable cleaning underneath.				
4	No build up of ice				
5	Opened containers of sauces stored in refrigerator and correctly labelled.				
6	Ensure that panic bolt is in position & effectively opens the door from inside. Clearly labelled.				
7	All food is covered & dated coded. (use by date, correct shelf life, yellow labels)				
8	Ensure that raw food is kept quite separate and never above cooked food. (colour coding in place)				
9	Storage areas clearly defined. (Raw, ready to eat foods etc)				
10	All foods 'in date'.				
11	Correct operating temperatures (temperature not to exceed: +2 <sup>oc</sup> for meat fridges & +4 <sup>oc</sup> for other fridges)				

**HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

**KITCHEN**

	<b>OTHER FRIDGES</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Cleanliness / Repair: 1. Door (inc handles) 2. Inner surfaces 3. Outer surfaces 4. Shelving 5. Door Seals				
2	All food is covered & date coded. (use by date, correct shelf life, yellow labels)				
3	Ensure that raw food is kept separate and never above cooked food.				
4	Opened containers of sauces stored in refrigerator and correctly labelled.				
5	Units clean, no build up of ice				
6	Correct operating temperatures. (temperature not to exceed: +2 <sup>0C</sup> for meat fridges & +4 <sup>0C</sup> for other fridges)				

# HOTEL – HEALTH AND SAFETY AUDIT

DATE: \_\_\_\_\_

## KITCHEN

	<b>WALK IN FREEZER</b>	Sat/ Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Cleanliness / Repair: 1. Walls 2. Floor 3. Ceiling				
2	Cleanliness / Repair: 1. Lighting 2. Shelving 3. Door handles 4. Fan grilles 5. Door seals 6. Door curtains				
3	Food not stored directly on the floor. Shelves of sufficient height to enable cleaning underneath.				
4	Ensure that panic bolt is in position & effectively opens the door from inside. Clearly labelled.				
5	No build up of ice				
6	Food decanted out of cardboard, covered and date coded.				
7	All foods "in date" (best before).				
8	Raw and ready to eat food stored separately.				
9	Storage areas clearly defined. (Raw, ready to eat foods etc)				
10	Correct operating temperatures (temperature not to exceed: -18 <sup>o</sup> c for freezers)				
11	Thermal clothing provided for prolonged work in freezer				

## HOTEL – HEALTH AND SAFETY AUDIT

DATE: \_\_\_\_\_

### KITCHEN

	<b>CHEMICALS</b>	Sat/ Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Wet floor signs available.				
2	Mops, brushes, buckets of filthy water, not being kept in the kitchen area.				
3	Sanitisers / detergents available for various cleaning processes & properly used at correct dilutions – all labelled.				
4	Chemical cleaning agents stored in lockable cupboard.				
5	COSHH training sheets displayed				
6	Chemicals and food items not stored in the area.				
7	PPE available (full face visor, apron, gauntlets)				
8	Eye wash station in place if there is no running water.				

## **HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

### **KITCHEN**

	<b>DRY GOODS STORE / OTHER AREAS</b>	Sat/ Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Cleanliness / Repair: 1. Walls 2. Floor 3. Ceiling 4. Light Fittings / Diffusers 5. Air Vents 6. Shelving				
2	No food stored directly on the floor.				
3	Check flour bins, etc. for cleanliness & insect infestation.				
4	Safe access provided to high shelves. (Ladders, kick stools checked monthly)				
5	No out of date food.				
6	Open packs decanted to suitable lidded containers and labelled.				
7	Check adequacy of lighting & ventilation.				
8	No evidence of vermin?				
9	Passages: floors, walls & ceiling clean & in good condition.				
10	Glass containers stored at low level in high-sided containers.				

# **HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

## **KITCHEN**

	<b>PEOPLE &amp; PRACTICES</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
1	Staff wear safe & suitable shoes?				
2	Do staff wear jewellery?				
3	All staff wearing suitable clean protective clothing, including head covering?				
4	Are notices on display? (e.g. smoking, fire, use of machinery, wash your hands)				
5	Are correct chopping boards used?				
6	Is any food exposed or left at room temperature?				
7	Do staff remove safety guards from moving machinery?				
8	Are cables trailing across walkways!				
9	Do staff leave objects where they may cause a tripping hazard?				
10	Do staff mop up or ignore spills?				
11	Has food safety training been carried out/ (Hazard Analysis)				
12	Has health & safety departmental training been carried out?				



## **HOTEL – HEALTH AND SAFETY AUDIT**

DATE: \_\_\_\_\_

### **KITCHEN**

	<b>PEOPLE &amp; PRACTICES</b>	Sat / Unsat	Item Requiring Attention	Person to Action	Date Comp
13	Staff fire training. (within last 6 months)				
14	Number of hazard analysis completed this month.				
15	Number of safety risk assessments completed this month.				
16	No open cuts / wounds evident.				
17	Staff following good hygiene practices detailed in the HACCP Manual.				

### **MONTHLY DOCUMENTATION**

Temp Records Fully Completed  Yes  No

DM Closedown Checklist  Yes  No

Cleaning Schedules Completed  Yes  No

Samples Submitted  Yes  No

Have There Been Any Accidents  Yes  No

Accident Book & Accident Database  Yes  No

# **APPENDICES**

# Appendix 1

## DELIVERY VEHICLE CHECKLIST

(complete for 1 vehicle per day)

Date ..... Supplier .....

Time ..... Person checking name.....

### Vehicle Check

	YES	NO
a. Is there a plastic door curtain?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is there a dial/digital thermometer?	<input type="checkbox"/>	<input type="checkbox"/>
If yes, temperature from dial	<input type="text"/>	
c. Are all products stored on suitable racking off the floor or double wrapped and boxed?	<input type="checkbox"/>	<input type="checkbox"/>
d. Does vehicle contain only foodstuffs? e.g. no cleaning chemicals	<input type="checkbox"/>	<input type="checkbox"/>
e. Is the vehicle inner structural condition sound?	<input type="checkbox"/>	<input type="checkbox"/>
f. Is the vehicle clean and tidy?	<input type="checkbox"/>	<input type="checkbox"/>
g. Is the vehicle driver clean and wearing suitable protective clothing?	<input type="checkbox"/>	<input type="checkbox"/>

## **FOOD CHECK**

Chilled foods should not be above 8°C or frozen above –10°C.

a. Food item \_\_\_\_\_

b. Temperature of food recorded by probe  
(placed in between packs)

c. Is food within “use by” or “best  
before” date?

YES	NO
<input type="text"/>	<input type="text"/>

d. Are vacuum packs tightly sealed against  
food?

<input type="text"/>	<input type="text"/>
----------------------	----------------------

e. Are other food packaging items  
in sound condition?

<input type="text"/>	<input type="text"/>
----------------------	----------------------

f. Are goods free of visible evidence  
of pest infestation?

<input type="text"/>	<input type="text"/>
----------------------	----------------------

**Tick / Record Date**

1. **No action**
2. **Reject delivery**
3. **Contact Supplier Detailing Faults**
4. **Contact Area Purchasing Department**

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Any items rejected

\_\_\_\_\_

Signature of Receiver

\_\_\_\_\_

Signature of Head Chef

\_\_\_\_\_

## APPENDIX 2

### Food Storage Daily Checklist (refrigerators, freezers and dry stores)

	YES	NO
• Are all products stored in suitable coloured plastic containers off floor level?	<input type="checkbox"/>	<input type="checkbox"/>
• Are all raw/cooked products separated?	<input type="checkbox"/>	<input type="checkbox"/>
• Are fish/shellfish stored separately and labelled with 2 day 'use-by' date?	<input type="checkbox"/>	<input type="checkbox"/>
• Are all prepared foods labelled with correct 'use-by' date?	<input type="checkbox"/>	<input type="checkbox"/>
• All foods covered?	<input type="checkbox"/>	<input type="checkbox"/>
• Has storage area been sanitised this week including shelving?	<input type="checkbox"/>	<input type="checkbox"/>
• Are dry goods covered and labelled with best before date?	<input type="checkbox"/>	<input type="checkbox"/>
• Have dry goods been inspected for signs of pest infestation?	<input type="checkbox"/>	<input type="checkbox"/>
• Are all storage areas in a clean condition?	<input type="checkbox"/>	<input type="checkbox"/>

Name \_\_\_\_\_

Date \_\_\_\_\_

## APPENDIX 3

### Automatic Temperature Monitoring Parameters (eg Sensitech, Ice Spy)

The monitoring units should be preset with the following parameters, outside which they will show a 'fail'.

	Minimum	Maximum
Chilled Deliveries	-1°C	8°C
Fridges	-1°C	5 °C
Freezers	-30 °C	-12 °C
Hot Display	70 °C	110 °C
Cooked food	75 °C	110 °C
Cold display	-1°C	5 °C
Hot Display	70 °C	110 °C
Reheat	82°C	110 °C
Blast Chill in	63°C	70 °C
Blast Chill out	-1°C	8 °C
Supplier fresh	-1 °C	5 °C
Supplier frozen	-30 °C	-10 °C

# APPENDIX 4



## Food Safety Temperature Log Sheet

Date	Duty Chef (Print Name)
------	---------------------------

Acceptable Temperatures			
<b>Meat Fridge</b>	0°C	to	+2°C
<b>Fish Fridge</b>	-1°C	to	+1°C
<b>General Fridge</b>	+1°C	to	+4°C
<b>Walk in Chill</b>	0°C	to	+2°C
<b>Freezers</b>	-18°C	to	-25°C
<b>Cooked Food</b>	75°C		
<b>Reheated Food</b>	82°C		
<b>Hot Display</b>	Greater than 70°C		
<b>Chill Display</b>	1°C to 5°C		
<b>Blast Chiller</b>	Cool from 70°C to 8°C in 90 minutes (depth of food 2 inches or 2.5kg max in weight).		
<b>Food Displayed Room Temperature</b>	Max 2 hours		

Temperature Reading (minimum of 2 readings per day)				
Refrigerator/Freezer	Time:	Time:	Time:	Comments
	Temp	Temp	Temp	
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
Completed by (print name)				

Todays Deliveries	Time	Temp

## APPENDIX 4

REJECT – Chilled foods greater than 5°C  
Frozen foods greater than -10°C

Displayed Food	Time	Temp
1		
2		
3		
4		
5		
6		

Staff Food	Time	Temp
1		
2		
3		
4		
5		
6		

Cooked food	Time	Temp
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Reheated Food	Time	Temp
1		
2		
3		

Shelf life of products checked  
'use by' and 'best before' dates

Sat   
Unsat

Print Name  
Time

### Temperature Reading (minimum of 2 readings per day)

Refrigerator/Freezer	Time:	Time:	Time:	Comments
	Temp	Temp	Temp	
1				
2				
3				
4				
5				
6				

Completed by (print name)

Today's Samples	Time	Meal





## APPENDIX 6

### Banqueting / Buffet Monitoring Log Sheet (Food Displayed in Ambient Temperatures).

<b>NAME OF COMPANY / GUEST / BOOKING</b>			
<b>DATE OF EVENT</b>			
<b>BANQUETING ROOM</b>			
<b>EVENT MANAGER</b>			
<b>TOTAL AMOUNT OF PLATED MAIN COURSE</b>			
<b>TOTAL AMOUNT OF PLATED VEGETARIANS</b>			
Hot Food Buffet <b>TIME SERVED</b>		Hot Food Start of Service <b>TEMPERATURE</b>	
Cold Food buffet <b>TIME SERVED</b>		Cold Food Buffet Start Of Service <b>TEMPERATURE</b>	
End Of Service / Replenishment <b>TIME FINISHED</b>			
<b>SOUS CHEF SIGNATURE</b>	<b>REPORT ON THE EVENT</b>		
<b>HEAD / EXECUTIVE CHEFS SIGNATURE</b>			



# FOOD SHELF LIFE

TYPE OF FOOD		SHELF LIFE	NOTES
	<b>Fresh raw meat</b>	<b>3 days</b>	Remove wrapping unless vacuum packed
	<b>Vacuum packed raw meat</b>	<b>5 days</b>	Ensure packaging intact reject blown packs
	<b>Cooked poultry/meat/fish products</b>	<b>2 days</b>	Store away from raw foods
	<b>Fresh poultry</b>	<b>2 days</b>	Remove giblets, wash then drain
	<b>Fresh sea food</b>	<b>2 days</b>	Store away from other foods
	<b>Cooked rice/vegetables</b>	<b>3 days</b>	Rapidly cool and refrigerate
	<b>Opened canned foods</b>	<b>2 days</b>	Decant and refrigerate
	<b>Opened vacuum packed vegetables/salad</b>	<b>2 days</b>	
	<b>Cold starters prepared on site (sandwiches)</b>	<b>1 day</b>	
	<b>Bought-in prepared food</b>	<b>2 days</b>	Quiche, coleslaw, etc.
	<b>Hard Cheese</b>	<b>5 days</b>	From date of opening packet
	<b>Soft Cheese</b>	<b>2 days</b>	From date of opening packet
	<b>Thawed</b>	<b>1 day</b>	Keep refrigerated
	<b>Food</b>		
	<b>Cream Cakes (gateaux with cream)</b>	<b>1 day</b>	Keep refrigerated



## APPENDIX 8

### Microbiological Guidelines for Food Samples Ready - to - eat Foods

Analysis	Results cfu/g			
	Satisfactory/ Target	Refer to Safety Risk Management	Unsatisfactory	Unacceptable/ Potentially hazardous
<b>Enumeration</b>				
<b>Aerobic Plate Count (Meat)</b>	<10 <sup>4</sup>	10 <sup>4</sup> – 10 <sup>5</sup>	≥10 <sup>5</sup>	N/A
<b>Aerobic Plate Count (Fish)</b>	<10 <sup>5</sup>	10 <sup>5</sup> – 10 <sup>6</sup>	≥ 10 <sup>6</sup>	N/A
<b>Enterobacteriaceae</b>	<100	100 – 10 <sup>4</sup>	≥10 <sup>4</sup>	N/A
<b>E.coli</b>	<20	20 – 100	≥100	N/A
<b>Staph.aureus</b>	<20	20 – 100	≥100	N/A
<b>B.cereus</b>	<10 <sup>3</sup>	10 <sup>3</sup> – 10 <sup>4</sup>	10 <sup>4</sup> – 10 <sup>5</sup>	≥10 <sup>5</sup>
<b>Clostridium perfringens</b>	<20	20 – 100	100 – 10 <sup>4</sup>	≥10 <sup>4</sup>
<b>Detection</b>				
<b>Salmonella spp</b>	Not detected in 25g			Detected in 25g
<b>* Listeria spp</b>	Not detected in 25g	20 – 100	≥100	L.monocytogenes ≥ 100 (Other Listeria spp. N/A)
<b>Campylobacter</b>	Not detected in 25g			Detected in 25g
<b>E.coli 0157</b>	Not detected in 25g			Detected in 25g
<b>Vibrio spp</b>	Not detected in 25g			Detected in 25g
<b>** Vibrio parahaemolyticus (Seafood only)</b>	Not detected 25g	20 – 100	100 – 10 <sup>3</sup>	≥10 <sup>3</sup>

## APPENDIX 8

### Microbiological Guidelines for Bacterial Swabs

#### 1. General Hygiene Swabs – Surfaces And Equipment After Cleaning

	Results cfu / g		
Analysis	Satisfactory/Target	Acceptable	Unsatisfactory
Aerobic Plate Count	$<10^3$	$10^3 - 10^4$	$\geq 10^4$
<u>Coliforms</u>	$<10$	10 - 100	$\geq 100$

#### 2. Hand Swabs – After Washing

	Results cfu / g		
Analysis	Satisfactory/Target	Acceptable	Unsatisfactory
Staph. aureus	$<20$		$\geq 20$
<u>Coliforms</u>	$<10$	10 - 50	$\geq 50$

## APPENDIX 9

### Preparation of Retained Food Samples

1. Samples to be taken as Policy 1 and stored frozen for up to 14 days.
2. If these are to be sent by post to the laboratory, an ice pack and sturdy sample transport box should be available.
3. Pre freeze the ice pack and place in cool box when required.
4. Food samples should be a minimum weight of 200g. If using bags, it is best to 'Double bag' samples before freezing. Solid sample 'pots' can be obtained from the laboratory in order to transport liquid / semi solid food more easily.
5. Swabs should not be frozen, but taken as near as possible to the day they are to be sent and kept chilled.
6. Seal the box securely and post, using a method to guarantee next day delivery, sending samples to arrive on a weekday.
7. The laboratory is to provide certificates interpreting results to determine whether they have 'Passed' or 'Failed' the Hotel microbiological criteria specified in Appendix 8. They should also state whether something is of borderline quality, by giving it a 'Warning'.

## APPENDIX 10

### Glass Breakage Procedure

In the event of any glass breakage in food storage / preparation areas, the following procedure MUST be followed:-

- Stop production in the area immediately.
- Inform the senior chef on duty who will inform the duty manager.
- Segregate the area until all broken glass has been removed.
- One person should sweep up or vacuum all glass fragments. Protective gloves must be worn and on no account should they use their hands.
- Broken glass should be placed in a clearly labelled, lidded, designated metal container.
- Use damp cloths to wipe down all food contact surfaces. Mop floor areas and wash all crockery, plates, utensils, storage containers.
- Carefully clean brushes and shovels and dispose of cloths used to collect the broken glass.
- Remove cones after the senior chef and duty manager agree that all broken glass has been removed from the affected area.
- Special care must be taken to inspect and check that all food contact surfaces are free of glass, including crockery.
- Any raw materials, packaging, part processed or finished product which is judged to have been at risk (remember glass can fly up to 3 meters in any direction) should be rejected.
- On leaving the area, inspect staff shoes to ensure they are not contaminated with glass.

## APPENDIX 11

### Cleaning Schedule Example

#### Pot Wash And Dish Wash Areas

AREA / EQUIPMENT	FREQUENCY	MATERIALS AND CHEMICALS	METHOD	SAFETY PRECAUTIONS	RESPONSIBLE
<b>Floor</b>	As required and at the end of each shift	Mop and bucket, 2 'pumps' D2 to 10 litre of hand hot water	Sweep all loose debris, soil and waste food, and dispose of before mopping. Ensure floor under equipment cleaned daily.	Gloves Wet floor signs	Kitchen Porter
<b>Sinks</b>	As required and at the end of each shift	D10, 1 'pump' from dispenser in 750 ml spray bottle	Rinse sink thoroughly with hot water, spray with D10, leave 30 seconds, dry with paper towel.	Gloves	Kitchen Porter
<b>Wash Hand Basins</b>	As required and at the end of each shift	D10, 1 'pump' from dispenser in 750 ml spray bottle	Spray D10, leave 30 seconds, leave to air dry or wipe off with paper towel.	Gloves	Kitchen Porter
<b>Drainers</b>	As required and at the end of each shift	D10, 1 'pump' from dispenser in 750 ml spray bottle	Rinse down drainer, remove waste food, spray with D10, leave 30 secs, dry with paper towel.	Gloves	Kitchen Porter
<b>Walls</b>	Wipe down daily, clean thoroughly weekly	D10, 1 'pump' from dispenser in 750 ml spray bottle D2, 1 'pump' from dispenser in 750 ml spray bottle	Spray D10, leave 30 seconds, leave to air dry or wipe off with paper towel. For heavy soil use D2 as above. Ensure walls beneath dishwasher and drainer cleaned daily.	Gloves	Kitchen Porter
Dish wash machine	Daily	D10, 1 'pump' from dispenser in 750 ml spray bottle	Spray D10, leave 30 seconds, leave to air dry or wipe off with paper towel.	Gloves	Kitchen Porter
Dish wash / pot wash machines	Weekly	D10, 1 'pump' from dispenser in 750 ml spray bottle	Isolate equipment from electrics. Clean inside of machine following manufacturers instructions.	Gloves	Kitchen Porter







**APPENDIX 11D**

**Cleaning Record Weekly**      **Date: Month Commencing .....**

Area / Equipment	Week 1		Week 2		Week 3		Week 4	
	Name	Sign	Name	Sign	Name	Sign	Name	Sign
<b>Comments/Action</b>								
	SIGNED HEAD CHIEF							



## APPENDIX 12

### Ice Machine Cleaning Procedure

- The ice storage compartment should be cleaned regularly, (at least fortnightly), to prevent build up of bacteria. Remove any ice and clean the ice storage compartment using a taint - free sanitiser or bactericidal detergent (for example Diversey D10). This should be followed by a thorough rinse.
- Removed ice should be disposed of, and it **should not** be returned to the ice machine.
- The exterior surfaces of the machine particularly the door hatch must be kept clean.
- The person dispensing ice should wash and dry their hands thoroughly before starting this task. Use a clean utensil such as a scoop to remove ice. (Hands should never be used). A glass tumbler is not suitable because of the risk of glass fragments being lost inside the machine.
- The ice scoop should be stored in sanitising solution of sanitiser, at the correct dilution, when not in use and must never be stored in the machine. The sanitiser solution should be regularly changed, at least once per day.
- The door / hatch of the ice machine should be kept closed unless ice is being dispensed from the machine.
- The ice machine should not be used for the storage of bottles of beer, cans or soft drinks, cartons of milk or any other items.
- If ice is stored in ice buckets, lids should always be used.
- Ice buckets and serving utensils must be regularly cleaned and sanitised.
- You may wish to swab the internal surfaces of the machine after cleaning to prove proper sanitisation.
- Samples of ice should be sent to the lab quarterly.

### HEALTH AND SAFETY

**Before proceeding with any cleaning operation, ensure that the electrical power supply to the machine is switched off and that the water supply is closed off.**



## APPENDIX 13

### Butchery Wood Block Cleaning Procedure

The following procedure must be carried out after use.

- Remove any excess food
- Clean down with hot water
- Apply crude salt on block and leave for approximately 5 minutes
- Scrub down with a wire brush
- Remove any excess debris and sanitise
- Wipe clean and spread some salt over the area
- Deep clean and sanitise all equipment used i.e. knives, scrubbing utensils







## APPENDIX 14

### Letter to Food Suppliers for Food Allergy Information

Supplier Name  
Supplier Address

Date

Dear Sir / Madam

#### **Food allergies and food ingredients**

In order for us to respond to our customer needs regarding food allergies, could you please confirm whether any of the food products you supply to our hotel contain any of the following items, even in trace amounts.

- A) Peanuts
- B) Tree nuts (e.g. walnuts, brazils, almonds, chestnuts, cashew, pecan, pistachio, macademia and Queensland nut)
- C) Seeds (sesame and poppy)
- D) Cow's milk
- E) Fish, molluscs/shellfish
- F) Eggs
- G) Soya
- H) Cereals containing gluten: wheat, barley, rye or oats
- I) Celery (stick celery and celeriac)
- J) Mustard (seeds, flour and oils)
- K) Sesame seed (including oils, tahini)
- L) Sulphur dioxide and sulphites above 10mg/ kg or 10 mg/ litre expressed as SO<sub>2</sub>

In each instance, can you please specify which food product and its potential allergenic ingredient(s).

I require to receive this information by \_\_\_\_\_

Yours faithfully

General Manager

**APPENDIX 15**

**FOOD ALLERGY MATRIX**

**MENU:**

Menu Item	Nuts (including Pistachios Macadamia)	Peanuts	Eggs	Milk and Dairy	Shellfish	Fish	Sesame	Cereals (including wheat)	Soya	Celery	Mustard	SO <sub>2</sub>

**✓ Contains x Does Not Contain**

Date \_\_\_\_\_

## APPENDIX 16

### Letter for Outside Caterer Hiring out Kitchen

Ref:

Date:

Dear Sir/Madam

Further to your request to use the kitchen at Hotel \_\_\_\_\_ on \_\_\_\_\_, I would request the following information, before approval can be granted.

Please provide:

- 1) A copy of your Public Liability Insurance cover, indicating level of cover.
- 2) A copy of your Safety Policy (where 5 or more persons are employed).
- 3) Confirmation of staff training relating to general kitchen hazards, use of chemicals and a copy of the training information used.
- 4) Confirmation that any portable electrical equipment brought into the hotel complies with Electricity at Work Regulations 1989, and gas equipment complies with Gas Safety (Installation and Use) Regulations 1998.
- 5) Copy of staff training in relation to food safety and confirmation of the training body involved.
- 6) Copy of recent audit report by your Local Authority EHO in relation to food and workplace safety.
- 7) Details of transportation of food to the hotel (refrigeration facilities and separation of food items to avoid cross contamination).
- 8) Details of your company's Personal Hygiene Policy.
- 9) Confirmation that you use reputable food suppliers, and the process for approval.
- 10) Food hygiene hazard analysis documentation for the relevant foods.

In addition, please observe the following rules.

- 1) All personnel must receive a fire safety briefing prior to each event, including alarm audibility (by Hotel Management).
- 2) Escape routes must not be obstructed or obscured at any time.
- 3) Maximum occupancy limits specified in the hotels Fire Certificate must not be exceeded.
- 4) All staff preparing food should have Basic Food Hygiene Certificate or equivalent, and at least 1 person supervising the event to have Intermediate Food Hygiene or equivalent (please forward copies).
- 5) Clean protective clothing, headgear and hairnets (for long hair) must be worn in food preparation areas.
- 6) Smoking is prohibited unless in designated areas.
- 7) Flammable substances must not be brought in without prior approval, and suitable flameproof storage facilities must be provided.
- 8) Obey requests received from Hotel management.
- 9) The kitchen should be left in a clean and tidy condition at end of function.
- 10) Children under the age of 16 years are not permitted in the kitchen at any time.
- 11) For security reasons, function room should not be left unlocked and unattended at any time.
- 12) The Hotel does not accept liability for loss or damage of any item of equipment/other property brought into the premises.
- 13) Staging or equipment must not be brought into the hotel before approval from the Conference and Banqueting Department and relevant compliance requirements.

I require this information by \_\_\_\_\_ and will respond to you to confirm your request, or otherwise.

Yours faithfully

General Manager

**Outside Caterer Hiring out Kitchen Checklist**  
(To be completed by Executive / Head Chef / C&B Manager)

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_ Date \_\_\_\_\_

- |  |                          |
|--|--------------------------|
| 1) All Persons   | <input type="checkbox"/> |
| • Sign contractors book  | <input type="checkbox"/> |
| • All persons have contractor badge                            | <input type="checkbox"/> |
| • Read H&S responsibilities                                    | <input type="checkbox"/> |
| 2) Fire Procedures   | <input type="checkbox"/> |
| • Explain fire exits   | <input type="checkbox"/> |
| • Assembly points  | <input type="checkbox"/> |
| • Sound of alarm   | <input type="checkbox"/> |
| • Location of break glass / extinguishers / fire blankets      | <input type="checkbox"/> |
| • How to switch off gas / electricity supply                   | <input type="checkbox"/> |
| 3) Explain how to use cooking appliances                       | <input type="checkbox"/> |
| 4) Explain accident reporting procedures                       | <input type="checkbox"/> |
| 5) Visual check for personal hygiene / cleanliness of clothing | <input type="checkbox"/> |
| 6) Visual check on food deliveries and condition of storage    | <input type="checkbox"/> |
| 7) Kitchen left in clean condition at end of event             | <input type="checkbox"/> |
| 8) Equipment checked for damage                                | <input type="checkbox"/> |

I have been shown all of the above and understand my responsibilities .

Signed (Caterer) \_\_\_\_\_ Print \_\_\_\_\_

Signed (Hotel) \_\_\_\_\_ Print \_\_\_\_\_



APPENDIX 17

OUTSIDE CATERERS CHECKLIST

(To be completed by Senior Chef on Duty)

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Date \_\_\_\_\_

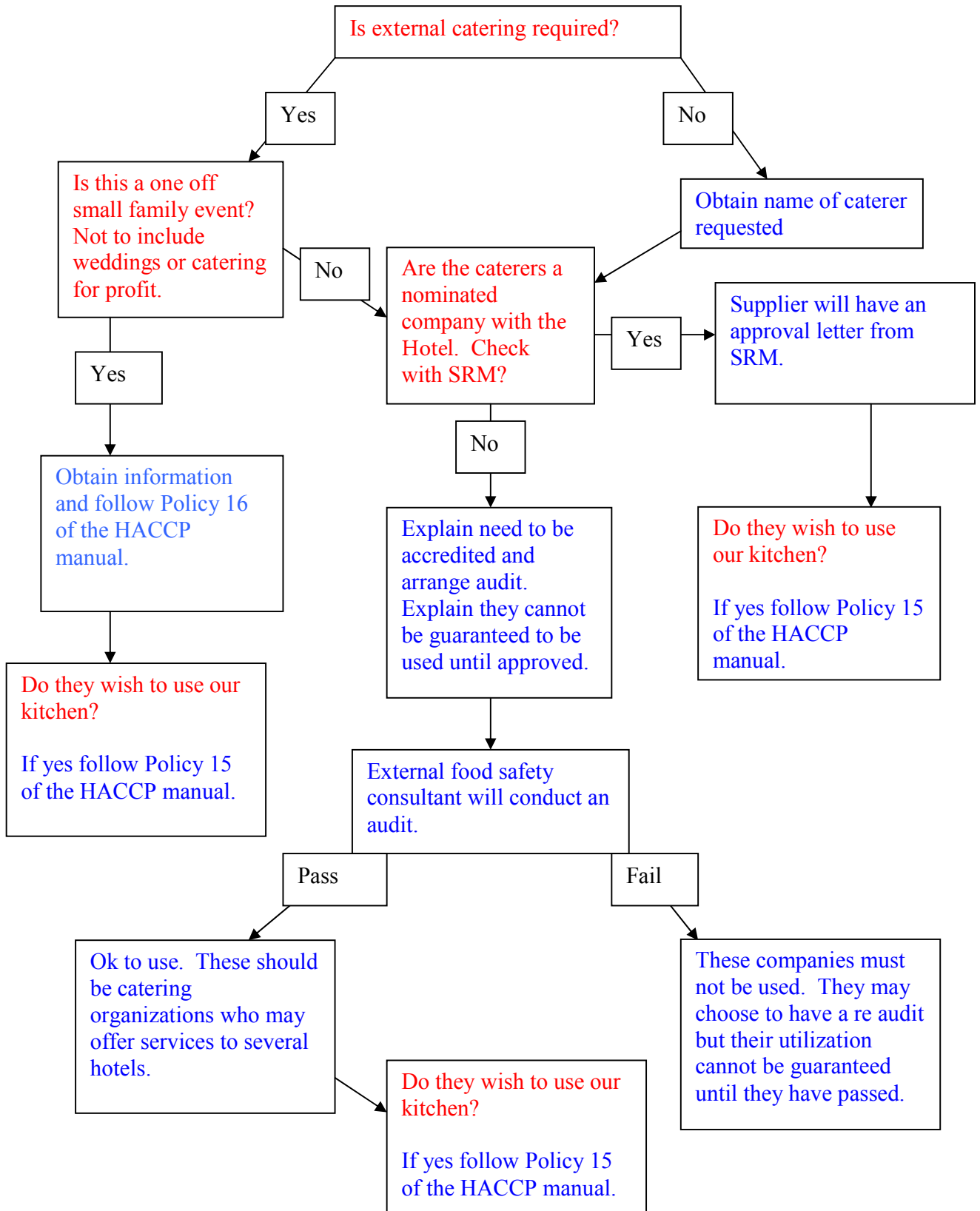
No.	Question	SAT	UNSAT
1	Have all caterers signed in?		
2	All caterers wearing clean chefs whites or equivalent?		
3	All staff wearing hats and hair nets if applicable?		
4	Sanitiser (D10) present and staff aware of what used for?		
5	Detergents available and staff aware of what used for?		
6	Hand wash basin: Soap and Paper towels available?		
7	All food deliveries checked before use to ensure under correct temperature control ( <b>&lt;5oC</b> ) ( <b>&lt; - 18oC</b> ) Packaging intact, food fit for consumption.		
8	Colour coded chopping boards in use and used correctly: <b>RED</b> = Raw meat, <b>BLUE</b> = Raw fish, <b>YELLOW</b> = cooked foods, <b>GREEN</b> = Salad or Veg, <b>WHITE</b> = Dairy.		
9	Separate areas of the kitchen used to keep raw foods away from cooked?		
10	Temperatures of cooked and chilled foods being taken with probe thermometer? Sanitiser used to clean probe?		
11	Hot foods being cooked to <b>75oC</b> ? Or reheated to <b>82oC</b> ?		
12	Kitchen kept clean and in good condition on completion of use?		
13	Kitchen/food area should be kept clear of clothing.		
14	Are rubbish bins provided and is this correctly removed from the kitchen areas?		
15	Are deliveries correctly stored and are the fire exits kept clear?		
16	Is the equipment being used correctly, or has their been any damage?		
17	Catering chefs have provided samples of their high risk foods to be frozen and tested.		
18	No hotel fridges to be used in main kitchen, only Palace, Kings/Monarch fridges to be used.		
13	Any other issues?		

Signed (Chef) \_\_\_\_\_

Signed (Caterer) \_\_\_\_\_

## APPENDIX 18

### A Guide to the use of External Caterers



## APPENDIX 19

### Letter re: Guest Food Brought in for Function

Dear Sir/Madam

Re: Function at Hotel \_\_\_\_\_ on \_\_\_\_\_.

Further to your request to bring \_\_\_\_\_ into our hotel for serving at \_\_\_\_\_ function, before approval, I would request the following information.

- 1) Who is the manufacturer or supplier of the food?
- 2) When will the food be prepared?
- 3) What level of food hygiene training do food handlers hold? (Please send copies of certificates).
- 4) Has manufacturer completed hazard analysis and does he/she carry out internal food hygiene audits? If yes, please send copy.
- 5) Last Local Authority Inspection with copy of Inspection Report.
- 6) How will the food be delivered to the hotel, and when will it arrive?
- 7) Are there means to separate raw and cooked foods (where applicable) during transport, and is the transport refrigerated?

The Hotel reserve the right upon approval of this request to sample foods being delivered to the hotel and refuses to accept any form of liability for any contamination complaints or illness arising from food consumption.

I request this information by \_\_\_\_\_.

Yours faithfully

General Manager



## APPENDIX 20

### Guidance For Effective Handwashing

1. Turn on the tap. The water should not be too hot (around 45 °C).
2. Thoroughly wet the hands and apply soap (anti bacterial liquid soap). One application of soap is sufficient.
3. Rub the soap uniformly over the hands for 20 seconds.
4. Do not forget the areas between the fingers, the wrist, the side of the hands, the thumb and the base of the thumb.
5. Rinse the hands with water so that all soap is removed.
6. Shake off excess water in the washbasin.
7. Carefully dry the hands with a paper towel. Do not forget the areas between the fingers, the wrist, the side of the hands, the thumb and the base of the thumb.
8. Turn off the tap. If an elbow tap is not available, turn off the tap with paper towel.
9. Place the paper towel in the refuse bin.

## APPENDIX 20



1. Rub palm to palm



2. Rub back of hands



3. Rub palm to palm



4. Rub backs of fingers (interlocked)

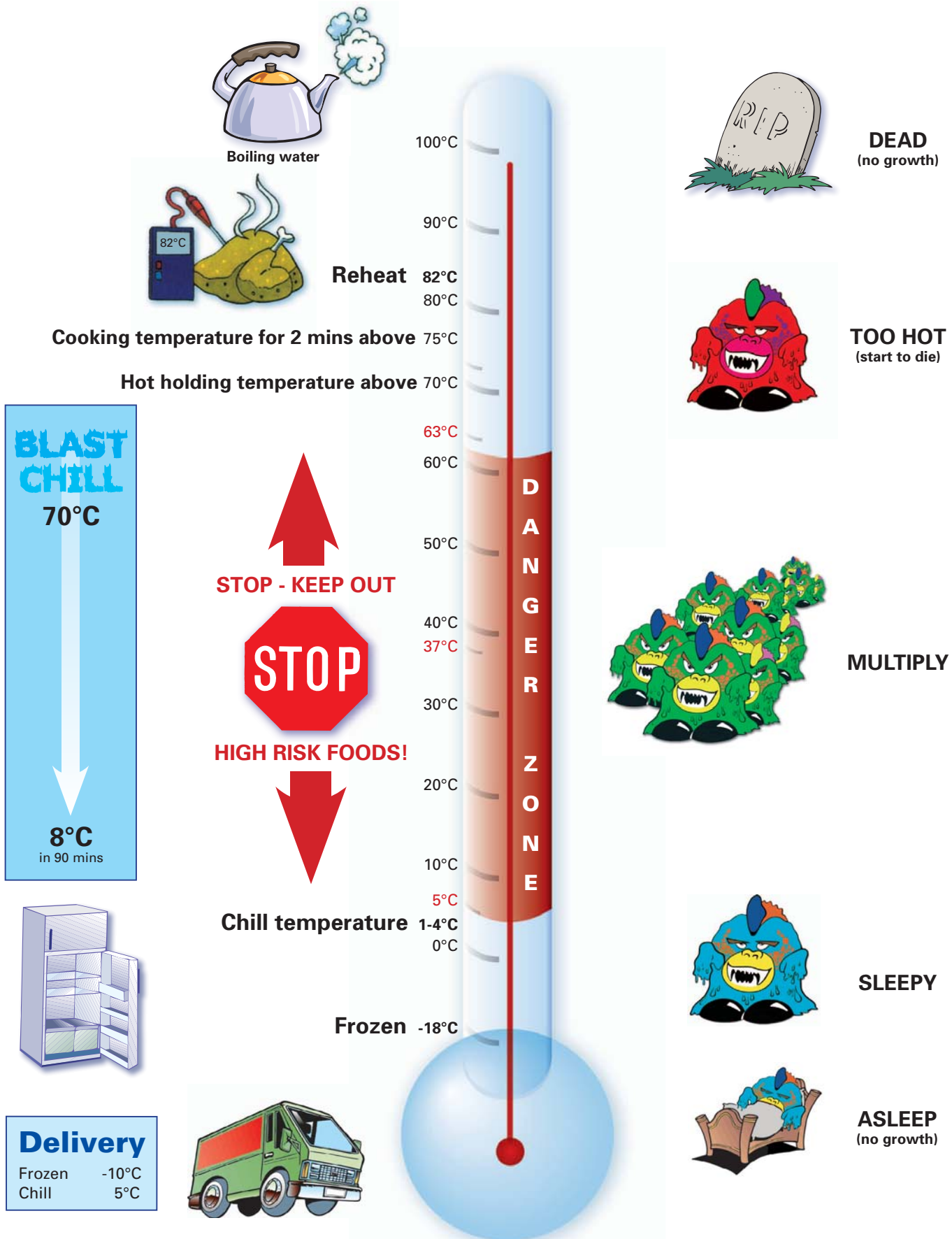


5. Rub all parts of both hands



6. Rub both palms with fingertips

# MANAGE YOUR FOOD TEMPS...



**APPENDIX 22**

**HACCP Training Record Log Sheet**

**Subject:** \_\_\_\_\_

Trainee Print Name	Trainee Signature	Date	Trainer Print Name

**Summary of training topics covered** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## APPENDIX 22

# HACCP Training Record Log Sheet

Subject: \_\_\_\_\_

<b>Trainee Print Name</b>	<b>Trainee Signature</b>	<b>Date</b>	<b>Trainer Print Name</b>

Summary of training topics covered \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_