

FOOD HYGIENE TRAINING



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Introduction to Food Hygiene

A- Definition of Food Hygiene:

Food Hygiene is the Prevention, reduction or elimination of food safety hazards caused by the growth of bacteria.

B- Importance of Food Hygiene:

According to public health and food safety experts, each year millions of illnesses in the world can be traced to food borne bacteria. While the likelihood of serious complications is unknown, the Food and Drug Administration estimates that two to three percent of all food borne illnesses lead to secondary long-term illnesses.

Food Safety is a key to good business. The sale of unsafe foods can cause waste, illness, lost sales and lost customers. Keeping food safe means jobs, good business, happy customers and greater profitability.

C- Benefits of Food Hygiene:

Benefits of the Guest:

- Good quality of Food
- Safe & Secure feeling when in hotel
- Value for Money
- Satisfaction from their stay

Benefits of the employees:

- Job Satisfaction
- High Morale
- Feeling of responsibility
- Involved in hotel safety

Benefits of the Hotel / Company:

- Repetitive Guests
- Good Reputation
- Less Complaints
- Good results on GSTS
- Increase in profit and decrease of cost

D- Who is Responsible for Food Hygiene?

It is the personal responsibility of every member of staff to maintain vigilance, exercise hygienic disciplines and report any irregularity. Only by this whole team effort we can maintain Food Safety.

a. General Manager

- Develop and implement the correct management framework to ensure standards of food safety and hygiene are maintained.

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- Ensure that professional advice is available to the business of food quality, safety and hygiene, fire and other legislation.

b. Director of operations

- Ensure that the available resources are allocated in such a way as to allow the successful implementation of the Food Safety Guidelines specifications.
- Monitor the performance of Heads of Departments with reference to their responsibilities and duties.
- Ensure that a satisfactory level of training has been provided to managers and staff.

c. F&B Director and Heads of Departments

- Ensure that the standards and practices maintained in food premises and departments are in accordance with the Food Safety Guidelines specifications.
- Provide necessary assistance and advice when needed
- Ensure any alleged customer complaints are followed up immediately.

d. Executive Chef

- Ensure that food hygiene and safety standards are maintained.
- Report any structural or equipment defects.
- Ensure inspection of all food delivered.
- Control food stocks.

e. Chief Engineer

- Inspect all food zones on a regular basis.
- Carry any necessary repairs.

f. Employees

- Follow Food Hygiene standards
- Report any malfunction or incident
- Personal Hygiene

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The five most common bacteria

A- Definition of Bacteria:

A Bacterium is living single-celled organisms. They can be carried by water, wind, insects, plants, animals and people. Bacteria survive well on skin and clothes and in human hair. They also thrive in scabs, scars, the mouth, nose, throat, intestines, and room-temperature foods.

In a perfect world, food borne illness would not exist. But according to public health officials, the likelihood of this happening is remote. In 1994, the non-profit Council for Agricultural Science and Technology (CAST) published a report titled, "Food borne Pathogens: Risks & Consequences," that said that zero risk of microbiological hazards is not possible and no one method will eliminate all pathogens or toxins from the food chain.

Why? Despite progress improving the quality and safety of foods, the CAST report explained that any raw agricultural product can be contaminated.

Bacteria may survive despite aggressive controls at the processing level, or the food may become contaminated during preparation, cooking, serving and storage.

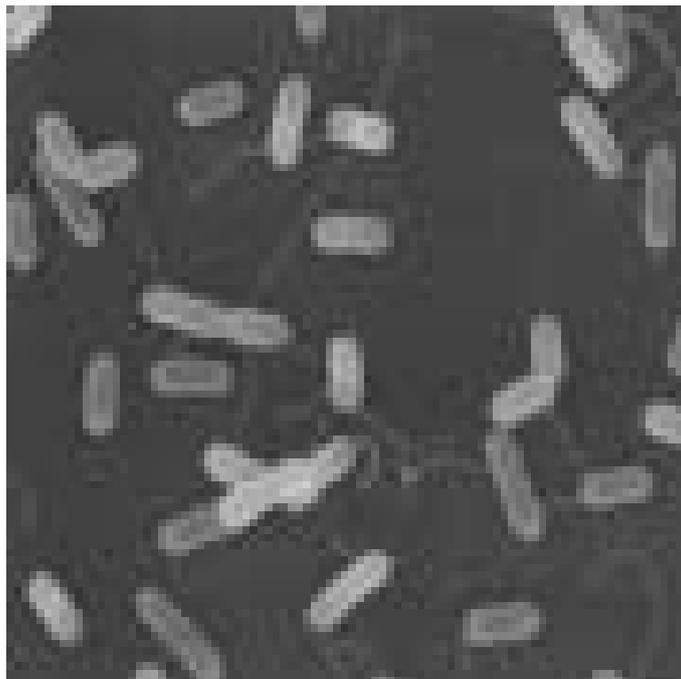
There are two kinds of Bacteria:

- Good Bacteria: has a good effect such as the yeast in cheese and yogurt
- Bad Bacteria: harmful, to avoid as much as possible

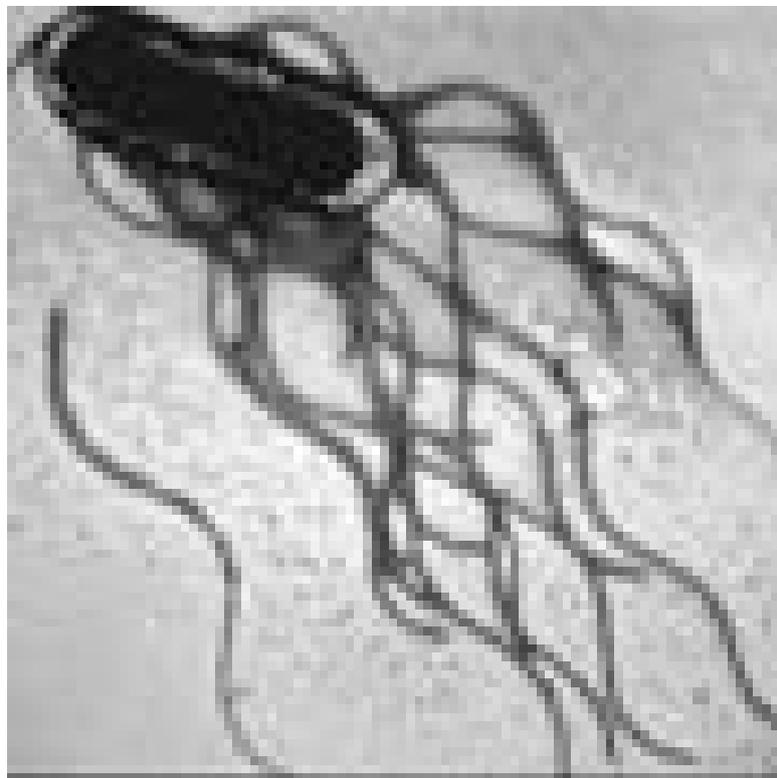
B- 5 most common Bacteria:

There are several names of Bacteria; however we will focus on the 5 most common ones:

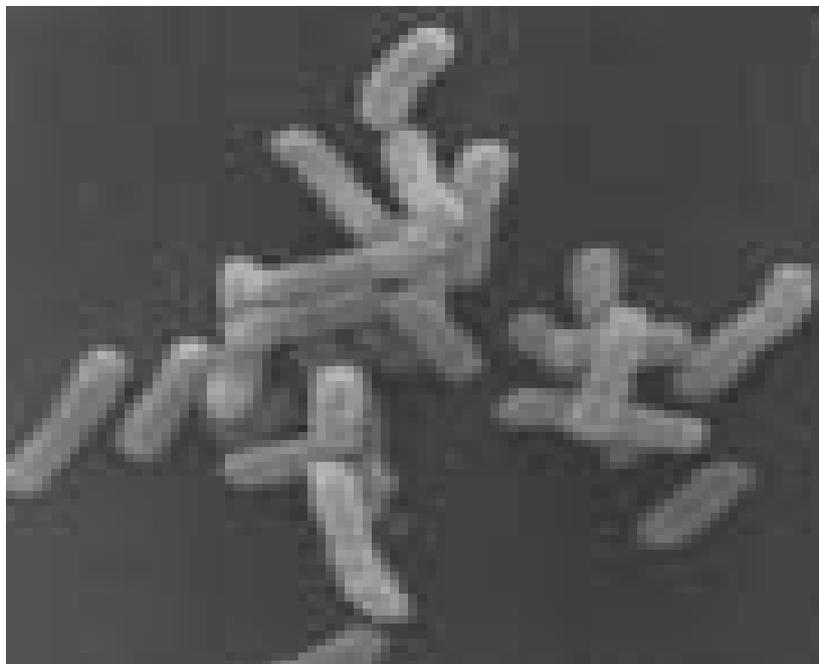
Disease and Organism that causes it	Source of Illness	Symptoms
<i>Listeria monocytogenes</i>	Found in soft cheese, unpasteurized milk, imported seafood products, frozen cooked crabmeat, cooked shrimp, and cooked surimi. The Listeria bacteria resist heat, salt, nitrite, and acidity better than many other microorganisms. They survive and grow at low temperatures	Onset: From 7-30 days after eating, but most symptoms have been reported 48-72 hours after consumption of contaminated food. Symptoms: Fever, Headache, nausea, and vomiting. Primarily affects pregnant women and their fetuses, newborns, the elderly, people with cancer, and those with impaired immune systems. Can cause fetal and infant death.



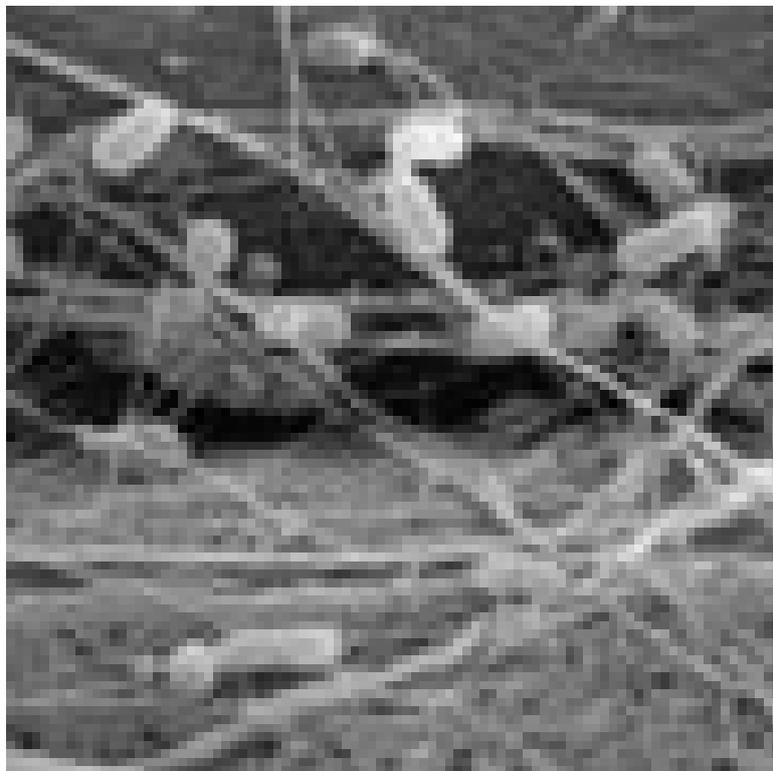
Disease and Organism that causes it	Source of Illness	Symptoms
Salmonella	Raw meats, poultry, milk and other dairy products, shrimp, frog legs, yeast, coconut pasta and chocolate are most frequently involved	<p>Onset: Generally 8-12 hours after eating.</p> <p>Symptoms: Abdominal pain and diarrhea, and sometimes nausea and vomiting. Symptoms last a day or less and are usually mild. Can be more serious in older or debilitated people.</p>



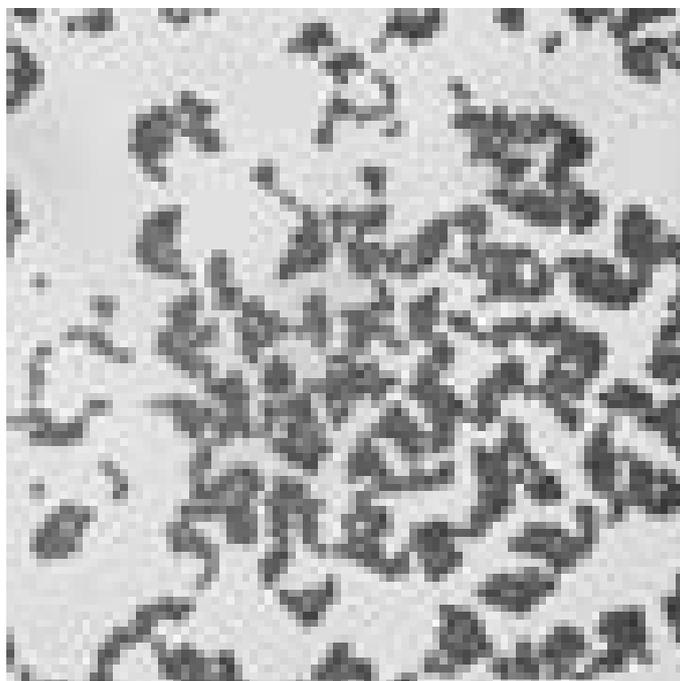
Disease and Organism that causes it	Source of Illness	Symptoms
<i>Shigella</i>	Found in milk and dairy products, and potato salad. Food becomes contaminated when a human carrier does not wash hands and then handles liquid or food that is not thoroughly cooked afterwards. Organisms multiply in food left at room temperature.	Onset: 1-7 days after eating Symptoms: Abdominal cramps, diarrhea, fever, sometimes vomiting and blood, pus, or mucus in stool



Disease and Organism that causes it	Source of Illness	Symptoms
<i>E. Coli 0157:H7</i>	Most implicated cases involve raw or undercooked hamburger. The bacteria are in the stools of people who are sick with E. coli infection.	<p>Onset: 12-72 hours after eating</p> <p>Symptoms: Severe abdominal pain and diarrhea. Occasionally vomiting occurs.</p> <p>Can lead to hospitalization, kidney failure and anemia. High fatality rate with the very young and elderly.</p>



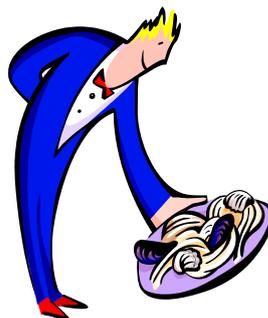
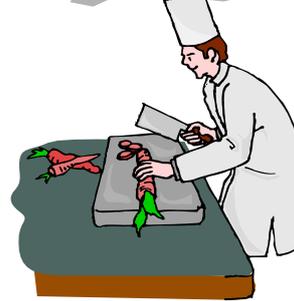
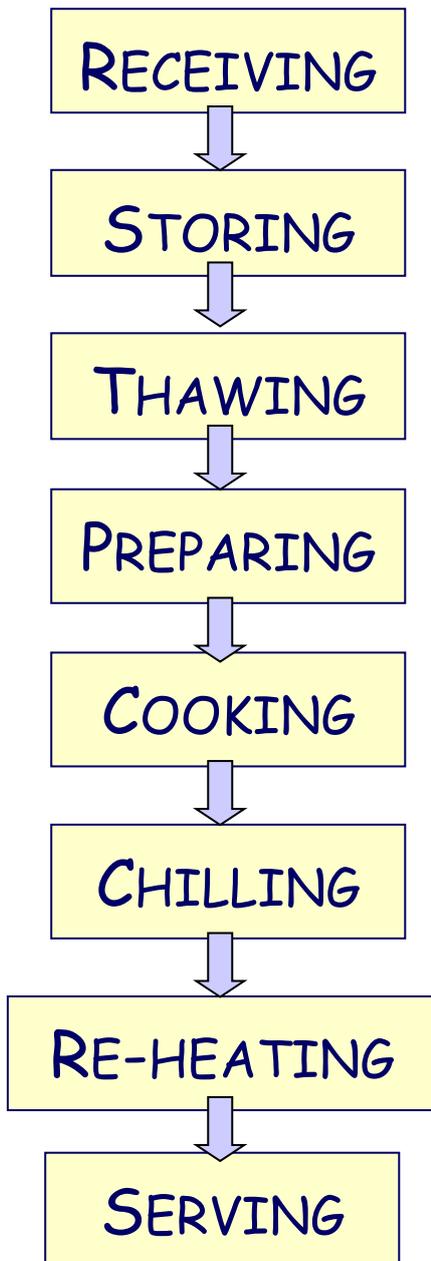
Disease and Organism that causes it	Source of Illness	Symptoms
<i>Staphylococcus aureus</i>	Toxin produced when food contaminated with the bacteria is left too long at room temperature. Meats, poultry, egg products, tuna, potato and macaroni salads, and cream-filled pastries are good environments for these bacteria to produce toxin.	Onset: Generally 30 minutes-8 hours after eating. Symptoms: Diarrhea, vomiting, nausea, abdominal pain, cramps, and prostration. Lasts 24-48 hours. Rarely fatal



C- Factors Needed for Bacterial Growth:

- Food (high protein)
- Temperature (5°C to 55°C)
- Time (reproduce every 20 min)
- Moisture
- Acidity (pH of 4.6 to 7.0)
- Oxygen (presence or absence)

Food Chain



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This is the complete food chain, however not all items must pass by all the stages.

- * Salads pass by the Receiving, Storing, Preparing, and Serving.
- * Some foods are served directly after cooking
- * Some items are prepared directly after receiving

A- Receiving:

When receiving items, the following steps should be taken care of:

- All delivery personnel must wear hygienic protective clothing
- Vehicles must be in good working order
- All products must be supplied in hygienic containers and be suitable packaged
- Receiving personnel should check all products according to the Policies and Procedures of Food Hygiene.

B- Storage:

When storing items, the following steps should be taken care of:

- Time & Temperature of storage
- Follow the FIFO procedure (First In First Out)
- Prevent Cross Contamination

C- Thawing:

When thawing items, the following steps should be taken care of:

- Never defrost food at room temperature. Thaw food in the refrigerator, cold water, or in the microwave if you'll be cooking it immediately.
- Never put thawed food in freezer again.

D- Preparing:

When preparing items, the following steps should be taken care of:

- A high standard of personal hygiene must be observed.
- Avoid unnecessary human contact with the food.
- Clean & sanitize as you finish one work to avoid cross contamination.
- Do not use the same utensils and surfaces for raw and cooked food.
- Special attention must be given to high-risk groups: Poultry, Meat, Seafood and Fish.
- Always work quickly and transfer all items back to refrigeration as soon as possible.
- Do not work too far in advance this will allow bacteria to grow.

E- Cooking:

When cooking it is crucial to attain a temperature above 65°C in order to kill the bacteria. No food should be cooked less than this temperature.

In order to check the temperature it is essential to use the Thermometer.



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F- Chilling:

When chilling food, it is important to follow the following techniques:

- Quick chilling in order to pass by the dangerous zone as quickly as possible.
- Use Blast Chiller or Ice.
- Steer regularly to bring air in.
- Chill small amounts in containers.
- Chill after the food has been in room temperature a maximum of 4 hours.

G- Reheating:

When reheating, consider the following:

- Reheat to 70°C or above in less than 2 hours.
- Prevent Cross Contamination.

H- Serving:

When serving food you should take care of:

- Maintain the temperature from pass to guest.
- Separate cold food from hot food.
- Guest is not allowed to take food out of the hotel.
- Discard foods held above 5°C to 60°C after two hours
- Avoid Cross Contamination

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Personal Hygiene

Good personal hygiene is essential for food safety and to protect against food borne illness. Infected persons and poor personal hygiene account for about 25% of food borne outbreaks.

Contaminated hands transmit bacteria from the body and from feces to food. Employees may also feel fine and still be infective. Such is the case when a worker is infected with Hepatitis A. A person can be shedding the virus for about 20 days before he or she shows symptoms of the illness. If proper hand-washing practices have been established, they may be effective in controlling the spread of illness.

The following are guidelines that must be followed by all foodservice employees:

a. Illness

Anyone who is sick should not work with food. Inform your supervisor if you have a severe cold or diarrhea.

b. Cuts, abrasions and burns

Wounds should be bandaged antiseptically. Cover bandages with waterproof protection such as rubber gloves or finger cots. Inform supervisor of all wounds.

c. Hand washing

- Thoroughly wash hands and exposed portion of your arms with soap and warm water.
 - Before starting work
 - During work as often as needed to keep clean
 - During break time
 - After touching anything that can be a source of contamination (Telephone, money, soiled linens, raw foods, meats, shell eggs, fresh produce, dirty dishes, equipment, utensils, or trash).
 - After using cleaners or chemicals
 - After performing personal needs, such as smoking, eating, drinking, sneezing, coughing or using the toilet.
 - After picking up items off the floor.

- Follow proper steps in hand washing.
 - Use soap and warm running water.
 - Rub your hands vigorously for 20 seconds.
 - Wash all surfaces (Back hands, wrists, between fingers, under fingernails).
 - Use nailbrush around and under fingernails.
 - Rinse well under running water.
 - Dry hands with paper towel.
 - Turn off the water and open door knobs using a paper towel instead of bare hands.



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d. Plastic Gloves

If plastic gloves are utilized, wear them over thoroughly washed hands. Change gloves often and under the same circumstances, as you would wash your hands.

e. Fingernails

Keep fingernails clean and trimmed. False fingernails and polish should not be worn as they can chip or break off into the food.

f. Jewelry

All employees dealing with food shouldn't wear any kind of jewelry e.g: watches, rings... because they are cause of contamination

g. Uniforms

Uniforms are to be clean, changed daily, and worn in designated area. Wear clean clothes to work and change only in locker rooms. Uniforms should not be worn to and from work.

h. Aprons

Wear a clean apron. An apron should not be used as a hand towel. Follow hand-washing procedures after touching or wiping your hands on an apron. Remove your apron when leaving the food preparation area.

i. Hair restraints

Hats and hairnets are considered proper hair restraints. Hair restraints are required to keep hair and its contaminants out of food. After touching hair or face, follow the proper hand-washing procedures.

j. Smoking, eating, gum chewing, chewing tobacco, toothpicks

Smoke only in designated areas, and eat only in the employee cafeteria. Do not chew gum while working. After smoking, eating, drinking or chewing follow the proper hand-washing procedures. This is important in preventing proper mouth to hand contamination.

k. Grooming

Bathe and shave daily, use a deodorant, change into clean clothes daily. Wear proper work shoes and keep them cleaned, wear black or white socks.