

STANDARD OPERATION PROCEDURES FOOD SAFETY & HYGIENE

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INTRODUCTION

Swiss International Hospitality Commons and its brands stand for International Quality – Local Affinity.

At Swiss International Hotels we consistently provide our local and international guests with professional hospitality based on Swiss Quality and on Swiss Values.

Food Safety & Hygiene is very important for the wellbeing & safety of our guests. The guest will not only experience the quality of the hotel through the comfort of his room, but also through the quality of Food provided in the entire hotel. It is therefore very important that the concerned Kitchen employees know how to handle and process Food in a professional and consistent manner by respecting the standards of Swiss International Hotels & Resorts.

POLICY

Swiss International Hospitality shall develop and maintain a clear, uniformly enforceable set of guidelines for consistent Front Office Procedures that reflects the standards of Swiss International Hotels, based on the values of the company:



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APPLYING SWISS INTERNATIONAL VALUES

VALUES	HOW TO WALK THE TALK
1. Efficiency	<ul style="list-style-type: none"> Each task within the service process needs to be completed in an economic way, without wasting any resources (time, effort, money, supplies etc.) whilst reaching the intended results (effectiveness) to ensure customer satisfaction
2. Accuracy	<ul style="list-style-type: none"> Each task within the service process needs to be completed in a precise and exact way, without making any mistakes, and by paying attention to even the smallest details
3. Innovation	<ul style="list-style-type: none"> The creativity of finding new ways and methods to complete each task and / or of introducing new ideas that add value and variation to each task
4. Courtesy	<ul style="list-style-type: none"> Being polite and showing respect & genuine consideration and care for others is the core of hospitality
5. Anticipation	<ul style="list-style-type: none"> The fact of being always one step ahead of things that may happen and/or of requests that may be made by guests while completing each task within the service process
6. Ethics	<ul style="list-style-type: none"> The fact of being conscience of right or wrong (moral) behaviour towards others and oneself e.g. lying, cheating, stealing etc.
7. Commitment	<ul style="list-style-type: none"> Each task within the service process needs to be completed by taking full ownership of it, which implies responsibility, and by respecting the standards of Swiss International at any time, which implies loyalty to the company
8. Sustainability	<ul style="list-style-type: none"> The contribution of each and every one to preserve the natural resource of our planet is crucial for the generations to come. In every task to be completed one needs to consider the possibilities to avoid pollution, waste and spillage as well as the opportunities for recycling.

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The **Standard Operation Procedures** provided by Swiss International Hospitality identify the various steps that are involved in the fulfillment of a precise task within the Food handling & processing, explain how to act & to proceed during each of these steps and give examples of how to put into action the eight Values that are defined by Swiss International.

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1.EMPLOYEES GUIDELINES

1.1 EMPLOYEE PERSONAL HYGIENE

Policy: All restaurant employees will maintain good personal hygiene practices to ensure food safety.

Procedure: All restaurant employees must:

➤ **Grooming:**

- Arrive at work clean – clean hair, teeth brushed, and bathed with deodorant used daily.
- Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
- Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds:
 - When entering the facility before work begins.
 - Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation when contamination occurs.
 - In the restroom after toilet use, and when you return to your work station.
 - When switching between working with raw foods and working with ready-to-eat or cooked foods.
 - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
 - After cleaning tables.
 - After cleaning duties.
 - Between each task performed and before wearing disposable gloves.
 - After smoking, eating, or drinking.
 - Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.
- Wash hands only in hand sinks designated for that purpose.
- Dry hands with single use towels. Turn off faucets using a paper towel in order to prevent recontamination of clean hands.
- Change disposable gloves as often as hand washing is required. Wash hands before donning and after discarding gloves

➤ **Proper Attire:**

- Wear appropriate clothing – clean uniform with sleeves and clean non-skid, close-toed work shoes (or leather tennis shoes) that are comfortable for standing and working on floors that can be slippery.
- Wear apron on site, as appropriate.
- Do not wear apron to and from work.
- Take off apron before using the restroom.
- Change apron if it becomes soiled or stained.

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➤ **Hair Restraints and Jewelry:**

- Wear a hair net or cap in any food production area that completely covers all hair.
- Keep beards and mustaches neat and trimmed. Beard restraints are required in any food production area.
- Refrain from wearing jewelry in the food production area.
- Only a plain wedding band is permitted.
- No necklaces, bracelets, or dangling jewelry are permitted.
- No earrings or piercing that can be removed are permitted.

➤ **Cuts, Abrasions, and Burns:**

- Bandage any cut, abrasion, or burn that has broken the skin.
- Cover bandages on hands with gloves and finger cots as appropriate.
- Inform floor manager of all wounds.

➤ **Smoking, eating, and gum chewing:**

- Smoke only in designated areas. No smoking or chewing tobacco shall occur inside production facilities.
- Eat and drink in designated areas only. A glass of water or a closed beverage container may be used in the production area, when put out of sight.
- Refrain from chewing gum or eating candy during work in a food production area.

1.2 HAND WASHING

Policy: All food production and service personnel will follow proper hand washing practices to ensure the safety of food served to customers.

Procedure: All employees involved in handling food must wash hands using the following steps:

- Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (water temperature should be at least 100°F) for a period of 20 seconds.
- Wash hands using soap from a soap dispenser. Lather at least 10 seconds.
- Use a sanitary nail brush to remove dirt from under fingernails.
- Wash between fingers thoroughly.
- Use only hand sinks designated for that purpose. Do not wash hands in sinks in the production area.
- Dry hands with single use towels or a mechanical hot dryer. (Retractable cloth towel dispenser systems are not recommended.) Turn off faucets using a paper towel in order to prevent recontamination of clean hands if foot pedals are not available.

1.3 EATING AND DRINKING AT WORK

Policy: Restaurant employees will eat and drink in designated areas outside of the kitchen.

Procedure: All restaurant employees must:

- Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas. Drinking from a closed beverage container or glass of water is permitted in production area, when placed out of sight.

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- Chew gum or eat candy only in the area designated for employees to eat.

1.4 GLOVE AND UTENSILS USE

Policy: Gloves or utensils will be used for handling all ready-to-eat foods and when there are cuts, sores, burns, or lesions on the hands of food handlers.

Procedure: All employees handling food or utensils must:

- Wash hands thoroughly prior to putting on gloves and when gloves are changed.
- Change gloves when:
 - Beginning each new task.
 - They become soiled or torn.
 - They are in continual use for four hours.
 - Finished handling raw meat and before handling cooked or ready-to-eat foods.
- Use utensils, such as deli-tissue, spatulas, or tongs, as an alternative to gloves.
- Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) should be worn at all times to protect the bandage and to prevent it from falling into food.

1.5 SERVICE HYGIENE STANDARDS

Policy: All food will be served in a manner to ensure food safety.

Procedure: Employees involved in the service of food must observe the following procedures:

- **Cleaning and sanitation:**
 - Before food is placed in service area clean on around the service area, using warm soapy water and designated clean cloths. Thoroughly rinse after washing.
 - Sanitize on and around the service area, using an approved chemical sanitizer at proper concentration.
 - Wipe down area as needed throughout service with cloth stored in sanitizing solution away from food.
 - Cloths used for cleaning food spills should not be used for anything else
- **Service utensils/service ware:**
 - Store utensils properly, with the handle extended above the container, or on a clean, sanitized food-contact surface.
 - Use serving utensils with long handles to keep hands away from the food item.
 - Clean and sanitize utensils before using.
 - Use separate utensils for each food item.
 - Handle glassware and dishes properly; so hands are not in contact with surfaces that will be touched by food or patron's mouth.
 - Hold flatware and utensils by the handles.
- **Practice good personal hygiene:**
 - Wash hands before handling place settings or food.
 - Never touch cooked or ready-to-eat foods with bare hands. Always use gloves or utensils.
 - Never touch food with bare hands. Serve with tongs or gloves.

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- Wash hands between each different task. For example, if the same employee is loading dirty dishes and taking out clean dishes, a thorough hand washing must be done between the two tasks. Hand dips are not acceptable.
- **Service:**
 - Take temperatures of foods at the beginning of each service period.
 - Record temperatures on Service Temperature Record and initial.
 - Take temperatures of foods when changing pans of food to assure proper serving temperatures are achieved.

1.6 LAUNDRY & LINEN USE

Policy: All employees will ensure that clean and sanitized cloths, towels, aprons, table linens, and mop heads are used at appropriate intervals during the work period.

Procedure: Linens used in the restaurant for purposes of cleaning and sanitizing are not used in other areas of the establishment. Linens should be kept separate by functional use to minimize risk of cross contamination. All restaurant employees must:

- Use wiping cloths and other cleaning cloths for purposes of cleaning and sanitizing, as needed.
- Wiping cloths used for food spills from tableware and carry-out containers shall be maintained dry and used for no other purpose.
- Wiping cloths used for food contact surfaces shall be held between uses in an appropriate sanitizing solution.
- We recommend that wiping cloths and aprons are changed as needed but at least every day to minimize the risk of cross contamination. Soiled cleaning linens and aprons should be placed in a designated container by use and taken to the laundry area at the end of each shift.
- Place soiled table linens in a designated container for transportation to the laundry at the end of each meal period.
- Transfer wet mop heads to a separate designated container to be taken to the laundry at the end of each shift. This will minimize mold growth and infestation by pests.

1.7 VISITORS IN THE KITCHEN

Policy: Visitors in the kitchen are kept to a minimum, and when visitors are present, they must adhere to the food safety practices followed in the kitchen.

Procedure: Employees and Managers must:

- Limit the access of visitors in the food production areas.
- Provide hair restraints for all visitors to the food production areas.
- Ask all visitors to wash their hands following the foodservice operation's procedures.

The restaurant employees will:

- Post signs to inform all visitors of the following procedures:
 - Limited access to restaurant production areas
 - Location of and proper use of hair restraints
 - Location of and proper use of hand washing sinks.
- Observe to ensure that procedures for visitors are followed.
- Monitor visitors in kitchen.

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2. ILLNESS, HAZARDS AND PEST CONTROL

2.1 RESPONDING TO A FOOD BORNE ILLNESS COMPLAINT

Policy: All restaurant employees will respond to a complaint of a food borne illness promptly and will show concern for the individual making the complaint.

Procedure: When a complaint is received related to a food borne illness, employees will:

- Indicate concern for the individual and let that person know that the complaint will be referred to the restaurant manager.
- Contact the restaurant manager if she/he is onsite.
- If the restaurant manager is not on site write down the information about the complaint using the **Food borne Illness Incident Report**.

The Manager will:

- Talk with the individual making the complaint. Get basic information required to complete the **Food borne Illness Incident Report**.
- Try to resolve the complaint in house.
- Remove all food from service. Store suspected food item in refrigerator in separated, dated container labeled "DO NOT EAT".
- If a food borne illness outbreak is suspected call the local Health Department to report the possibility of an outbreak and obtain assistance with the food borne illness investigation.
 - Document:
 - Symptoms
 - Names and phone numbers and address of customers and employees affected
 - Physician's names and phone number
- Work with the media should they become involved.

2.2 RESPONDING TO A PHYSICAL HAZARD FOUND IN FOOD

Policy: All restaurant personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

Procedure: Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.

- Apologize for the inconvenience of finding a foreign object in the food.
- Determine if the foreign object did any harm to the individual, such as broke a tooth, cut, etc.
- Take the customer to the manager if there was physical harm to the customer.
- Save the object and the box/bag from which it came, if known.
- Record the manufacturer, codes, and dates listed on the box.
- Report the incident to the restaurant manager, so appropriate follow-up can be done.

The Manager will:

- Gather information about the foreign object in food from person affected, staff member preparing or serving food, and anyone else who was affected.
- Complete the **Physical Hazard Incident Report**.

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- Follow up as necessary.
- File corrective action in HACCP file.

2.3 PEST CONTROL

Policy: Efforts will be made to ensure that pests are controlled in the restaurant, including use of a licensed pest control operator (PCO).

Procedure: Employees will use the services of an integrated pest management program (IPM) using the following steps:

- **Deny access to pests**
 - Use reputable suppliers for all deliveries.
 - Check all deliveries before they enter the restaurant.
 - Refuse shipments that have signs of pest infestation, such as gnaw marks on cardboard containers.
 - Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.
 - Report any signs of pests to the Spirit Café & The BOX Manager.
 - Report any openings, cracks, broken seals, or other opportunities for pest infestation to the floor manager
- **Deny pests food, water, and a hiding or nesting place**
 - Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly.
 - Store recyclables in clean, pest-proof containers away from the building.
 - Place food and supplies after delivery as quickly as possible into storage.
 - Keep all food and supplies at least 100 cm. off the floor and 50 cm. away from walls.
 - Refrigerate foods such as powdered milk, cocoa, and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 5° Celsius.
 - Place other opened packages of cereals and grains in storage containers with tight fitting lids
 - Use FIFO (First In First Out) inventory rotation, so pests do not have time to settle into these products and breed.
 - Clean the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces the number of places pests can safely take shelter.
- **Use and Storage of Pesticides**

The PCO should decide if and when pesticides should be used in your establishment. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it. The PCO should store and dispose of all pesticides used in your establishment. If any over the counter pesticides are stored on-site, follow these guidelines:

 - Keep pesticides in their original containers.
 - Store pesticides in locked cabinets away from food-storage and food-preparation areas.

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- Store aerosol or pressurized spray cans in a cool place. Exposure to temperatures higher than 45° Celsius could cause them to explode.
- Check local regulations before disposing of pesticides. Many are considered hazardous waste.
- Dispose of empty containers according to manufacturers' directions and local regulations.
- Keep a copy of the corresponding Material Safety Data Sheets (MSDS) on the premises.

The Manager will:

- Supervise daily cleaning routines.
- Monitor completion of all cleaning tasks daily against the master cleaning schedule.
- Review and change the master schedule every time there is a change in menu, procedures, or equipment.
- Request employee input in the cleaning program during staff meetings.
- Conduct routine inspections.
- Review infestation and control issues with PCO, take necessary steps to controlling and/or eliminating pests.
- Follow-up staff's reporting with PCO as necessary.
- File PCO reports and staff observations logs with HACCP records.

3. EMERGENCIES

3.1 CONTACT WITH BLOOD AND OTHER BODILY FLUIDS

Policy: Blood and other bodily fluids will be handled to minimize the possibility of cross contamination.

Procedure: All restaurant employees must:

- Contain the source of the blood.
- Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
- Dispose of contaminated gloves so that they do not come in contact with other people, food, or equipment. Dispose of any contaminated foods.
- Clean and sanitize any affected food contact surfaces. Cleaning supplies should be washed after use.
- Follow procedures outlined by the restaurant manager.
- Seek assistance from someone trained to handle blood or bodily fluids as needed.

NOTE: A Blood-Borne Pathogens Kit should be located in the restaurant, to be used when handling blood is necessary.

3.2 FOOD SAFETY IN EMERGENCY SITUATIONS

Policy: Facility emergency plans contain specific procedures to ensure the safety of customers and staff in emergency situations. In case of facility emergencies, foodservice personnel will be knowledgeable about handling procedures affecting food safety.

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Procedure: All employees in the restaurant must:

- Follow established procedures related to handling food safely during emergencies.
- Maintain confidentiality when security is an issue.
- Be aware of implications when the following issues arise:
 - Menu changes
 - Staff notification systems – phone trees, etc.
 - Food disposal procedure
 1. When food is wholesome but service not occurring in a timely manner
 2. When food is no longer wholesome because of improper holding temperatures or potential contamination, fire, smoke, chemicals, fumes
- **General Guidelines:**
 - If in doubt throw it out.
 - Original package of food must be intact.
 - Clean containers prior to use.

The Manager will:

- Develop procedures that address food safety concerns during emergencies.
- Instruct staff and review those procedures on regular basis, at least once a year.
- Provide specific directions regarding safe food handling for all emergency situations.
- Observe all employees to ensure procedures are being followed.
- Inform the local health department (or equivalent) if an emergency affecting food safety occurs.
- Follow up, as necessary, with employees and food safety professionals.
- Evaluate and update procedures as appropriate.

3.3 FOOD SAFETY PROGRAM VERIFICATION

Policy: The restaurant will have an on-going process in place for verification that the food safety program is functioning as planned.

Procedure: A member or members of the food safety team will:

- Observe employees performing tasks, especially at critical control points (CCPs) (receiving, storing, preparing, cooking, transporting, and serving).
- Establish appropriate verification inspection schedules.
- Check CCP records.
- Review critical limits to verify that they are adequate to control hazards.
- Check monitoring records.
- Check corrective action records to review deviations and their resolution.
- Check process or finished product.
- Check equipment calibration records.
- Verify accuracy of equipment that continuously monitors temperatures, such as freezers and refrigerators.
- Review the entire food safety program periodically.
- Review hazard analysis and related CCPs.
- Review written record of verification inspections.
- Validate food safety program through on-site review and verification of the flow diagrams and CCPs.
- Review modifications of the food safety program.

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4. EQUIPMENT HANDLING

4.1 FACILITY AND EQUIPMENT MAINTENANCE

Policy: The facility and equipment will be maintained to ensure the safety of the food served to customers.

Procedure: The Swiss Café, Restaurant & Lounge Manager and the F&B Manager must:

- Ensure that all hand washing sink areas are supplied with soap dispensers and disposable towels or functioning air dryers at all times.
- Maintain toilet facilities so that they function properly and are clean.
- Take temperatures routinely of water to ensure that hot (minimum 45° Celsius) and cold (20° Celsius) running water is available at all sinks.
- Check to make sure that there is no possibility of back siphon age.
- Check to make sure that all food waste and rubbish are stored in rodent and insect-proof containers with tight fitting lids.
- Be sure temperatures of all cooling equipment are taken and recorded routinely to ensure proper calibration of thermometers and proper equipment operation. See Temperature Record for Freezer, Temperature Record for Freezer/Refrigerators, and Temperature Record for Refrigerator.
- Be sure temperatures of all heating equipment are taken and recorded routinely to ensure proper functioning and thermometer calibration.
- Record temperatures of holding equipment at least daily to ensure proper functioning and calibration.
- Monitor the maintenance of ventilation systems, ensuring that systems are adequate and regularly cleaned according to the recommended schedule.

The Manager will:

- Assure all equipment in the restaurant is well maintained.
- Contract with an equipment repair company to have preventive maintenance done for all equipment, including calibration of cooking equipment.
- Log all preventative and repair work maintenance.
- Review temperature logs to ensure that they are being done and to determine problem areas.
- Follow up on any equipment issues or needs.
- Maintain all facility and equipment documentation with HACCP records.

4.2 EQUIPMENT CLEANING AND SANITIZING

Policy: Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to customers.

Procedure: Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Equipment that handles potentially hazardous foods is cleaned at least every eight hours.

Steps include:

- Disassemble removable parts from equipment.

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- Use the three-sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration for each meal period and as necessary per policy.
- Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
- Allow all parts of the equipment to air dry.
- Re-assemble the equipment.

4.3 CLEANLINESS AND SANITAZION OF THE SWISS CAFÉ

Policy: The cleanliness and sanitation of the Swiss Café, Restaurant & Lounge is to be maintained.

Procedure: Employees involved in the service of food to customers in the Swiss Café, Restaurant & Lounge must observe the following procedures to ensure its safety:

- **Before service:**
 - Clean and sanitize tables.
 - Wash hands before handling place settings, food, or beverages.
 - If tableware is preset, it should be protected from contamination by being wrapped, covered, or inverted.
- **During service:**
 - Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
 - Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution.
- **After service:**
 - Remove unused flatware after Service, clean and sanitize.
 - If tables are covered with linen, remove after Service and replace with clean tablecloths. Soiled cloth linen, tablecloths, and napkins should be taken to the laundry and kept separate from other linen used in the establishment, such as custodial towels. Treat stains promptly.
 - If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) clean and sanitize tables. Replace materials and reset tables.
 - Wipe table seats if necessary after table tops have been cleaned and sanitized.
 - Sweep and mop floors or vacuum carpet after meals.

4.4 MACHINE WARE WASHING – HIGH TEMPERATURE

Policy: All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for ware washing will be checked prior to each meal period to ensure that it is functioning properly.

Procedure: Employees who use the ware washing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use.

Steps include:

- Fill dish machine tanks using the automatic filler prior to use.
- Run dish after being filled, but prior to being, until it reaches 45° Celsius.
- Verify that soap and rinse additive dispensers have enough products for the day's use.

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- Scrape and rinse all items before placing them in the machine.
- Load the dishwasher racks. Avoid overloading or improper loading.
- Place rack in machine and close door.
- Temperatures should be at least:
 - Wash - 65° Celsius with a cycle of at least 2 minutes
 - Rinse - 75° Celsius
 - Final rinse - 85° Celsius.
- Note that for stationary-rack single tank or 1 compartment, single-temperature machines, water temperature must be of 70° Celsius when contact with dishware. Final temperature should not exceed 90° Celsius. A temperature sensor should turn black.
- Minimum water pressure for final rinse should be 15-25 psi
- Run racks of dishes and flatware through the dish machine. Sort and transfer flatware to service canister with handles up; run through machine again.
- Using clean hands, remove dishes from machine, and allow to air dry.

5. HANDLING OF FOOD PROCEDURES

5.1 PURCHASING OF FOOD

Policy: Food is purchased only from approved vendors to assure the safety of food served to customers.

Procedure: Employees purchasing food must:

- Understand regulations for specific foods:
- Purchase packaged or processed food only from suppliers who receive their products from licensed reputable purveyors and manufacturers, who adhere to good manufacturing practices and who are HACCP certified
- Fresh produce may be purchased directly from local growers as there is no inspection process for these non-potentially hazardous foods (with exception of melons and fresh alfalfa sprouts). When making direct purchases, buyers should ensure packages are clean and will maintain the integrity of the food item, as communicated through product specifications.
- Meat and fresh shell eggs may be purchased from local licensed producers, but because these foods are considered potentially hazardous, the products must be inspected for safety. An inspected shield should be on the package. Meat and fish may be purchased by the restaurant at a specialized and reliable local trader after approval from the Swiss Café, restaurant & Lounge Manager
- Purchase pasteurized dairy products.
- Visit approved vendors to ensure that they maintain clean warehouses adhere to safe storage and handling practices and have a secure facility to minimize intentional contamination.
- Observe the delivery vehicles to ensure that they are clean and temperatures are controlled.
- Request photo ID badge of delivery person, when you don't trust is or have complaints
- Use written product specifications to ensure that the vendor knows what is to be delivered.

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The kitchen manager will:

- Develop and implement written product specifications to ensure products purchased consistently meet restaurant expectations.
- Coordinate delivery times with vendors/suppliers to ensure that deliveries are made when they can be stored immediately. Schedule receiving times when product quantity and quality can be checked, including product temperatures.
- Review orders and delivery information to ensure orders and product specifications are being met.

5.2 RECEIVING OF FOOD

Policy: All food should be checked for proper conditions as it is received in the facility.

Procedure: Employees receiving food should:

➤ **General Principles:**

- Receive only one delivery at a time from approved suppliers. Verify credentials of delivery person.
- Check to make sure frozen food is solid, and does not show evidence of thawing and re-freezing.
- Check to ensure that refrigerated foods are received at or below 5° Celsius.
- Record the date received on the outside of each package, and a use-by date if applicable.
- Remove potentially hazardous foods from the temperature danger zone (> 5° Celsius) and place in storage as quickly as possible.
- Accept only pasteurized dairy products.
- Reject potentially hazardous foods that are not at acceptable temperature and cans with swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust, or dents.
- Evaluate quality of products by odor, sight, and touch. Reject unacceptable products. Products must meet order specifications and quality requirements. If any foods are deemed unacceptable, they should be rejected and put in a designated area for credit.

➤ **Receiving Frozen and Refrigerated Foods:**

- Check temperature with a calibrated thermometer to assure that cold foods (especially potentially hazardous foods – foods in which microorganisms are able to grow rapidly – often moist, high in protein, and have a neutral or slightly acidic pH) are below 5° Celsius.
- Reject, with the exception of fresh shell eggs (7° Celsius), all foods that should be stored below 5° Celsius that are delivered above 5° Celsius.
- Check at random the temperature of three different refrigerated food items for each delivery. Record date, employee initials, vendor, product name, and temperature of these products in the Receiving Temperature Log.
- Place foods in the proper storage area (cooler or freezer) quickly to avoid potential bacterial growth. Proper cooler temperatures are 5° Celsius or lower. Proper deep chill storage temperatures are from 0° Celsius to -3,5° Celsius or below. Proper freezer temperatures are -18° Celsius.
- Use First In First Out (FIFO) inventory rotation of products in all storage areas to assure that the oldest products are used first. Products with the earliest

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- use-by or expiration dates are stored in front of products with later dates. Mixing old food with new food is not acceptable.
- Keep products in original package until used.
- **Receiving Dry Goods:**
 - Check dry goods for leaks, flaws, or broken packages. Dry goods should be dry, free of mold, and free of insects. If the packages are flawed, they should be rejected and put in a designated area for credit.
 - Inspect cans for leaks, dents, bulges, or other visible signs of damage. Notify a manager if a damaged can is found.
 - Date boxes and cans with receiving date.
 - Separate chemicals from foods.
 - Check delivery invoice against the items delivered, and the purchase order.
 - When damaged items are found, the manager or designee should call the distributor so the product can be picked up and returned and a credit issued.
 - Note on the invoice any items rejected.
 - Proper dry storage temperatures are between 10° Celsius and 21° Celsius at 50 to 60 percent humidity.

The kitchen manager will:

- Assure that all foods come from approved vendors and sources.
- Schedule deliveries for off-peak hours and make sure trained staff is available to receive, inspect, and store food promptly.
- Assure that no home-prepared foods are accepted or used from third parties.
- Check Receiving Temperature Log to ensure proper procedures are being followed.
- Follow-up with staff as necessary.
- File with HACCP records.

5.3 HOLDING OF FOOD

Policy: All hot food will be held hot (above 57° Celsius) and cold food will be held cold (below 5° Celsius). Temperatures of food will be taken routinely to ensure that proper temperatures are maintained through holding to ensure the safety of the food served to customers. Any conflict between food quality and food safety must always be decided in favor of food safety. When in doubt about the safety of food, throw it out.

Procedure: Employees involved in the production or service of food must:

- **Holding Hot Food:**
 - Prepare and cook only as much food as is needed. Batch cooking is ideal for maintaining food temperature and quality.
 - Use hot-holding equipment that can keep hot food at 57° Celsius or higher.
 - Follow manufacturer's instructions in using hot-holding equipment. [NOTE: Customize your SOP by including instructions. For example, you may need to indicate that the steam table wells need to be filled with hot water and at what level.]
 - Keep foods covered to retain heat and to keep contaminants from falling into food.

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- We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are below 57° Celsius, then reheat to 74° Celsius.
- Discard hot potentially hazardous food after four hours if they have not been properly held at or above 57° Celsius.
- Do not mix freshly prepared food with food being held for service.
- **Holding Cold Food:**
 - Use cold-holding equipment that can keep cold foods below 5° Celsius.
 - We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are above 5° Celsius, then refrigerate.
 - Protect cold food from contaminants with covers or food shields.
 - Discard cold potentially hazardous foods after four hours if they have not been properly held below 5° Celsius.
 - If there are no temperature controls, cold food held for longer than six hours must be discarded.
 - Place cold food in pans or on plates first, never directly on ice. The only exceptions are whole fruits and vegetables that will be washed after holding.
 - Ice used on a display should be self-draining. Wash and sanitize drip pans after each use.

The kitchen manager will:

- Review logs daily to ensure the temperatures and corrective actions are being met.
- Follow up as necessary.
- File temperature logs with HACCP records.

5.4 TASTING OF FOOD

Policy: All restaurant employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.

Procedure: All restaurant employees must Use a Two Spoon Tasting Method:

- Remove a sample of a product from the container with one spoon.
- Transfer the product sample onto a second spoon, away from the original food container or preparation area.
- Sample the product by tasting.
- Never re-use used spoons. Use clean and sanitary spoons each tasting. Always use two spoons to ensure sanitary practices are being followed and the product is not contaminated.

5.5 PREPARING OF COLD FOOD

Policy: Temperatures of all potentially hazardous cold food will be taken during preparation to ensure safety of all food served to customers. All food will be prepared using appropriate practices and procedures to ensure safety and sanitation.

Procedure: Employees preparing cold food should:

- **Take temperatures:**
 - Wash hands.

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- Use a clean and sanitize calibrated thermometer to take the temperatures of potentially hazardous food products.
- Wipe the clean and sanitize thermometer stem with alcohol wipes prior to taking the temperatures of each food. Open the sanitizer package with clean hands.
- Record temperatures in the **Service Temperature Record**.
- **Prepare cold foods:**
 - Pre-chill ingredients for food served cold (sandwiches and salads) to below 5°C before combining.
 - Discard thawed potentially hazardous foods that have been above 5°C for more than four hours.
 - Discard cold potentially hazardous food after four hours if they have not been properly held below 5° Celsius.
- **Maintain food contact surfaces:**
 - When possible use color-coded cutting boards for all products. Red for raw meat, green for vegetables or fruits, and yellow for raw poultry.
 - Food contact surfaces should be smooth, easily cleaned and sanitized, with appropriate material.
 - Clean and sanitize all food contact surfaces prior to and after use. Cleaning and sanitizing steps need to be done separately in order to be effective.

5.6 REHEATING FOOD

Policy: All food will be reheated to an internal temperature of 74° Celsius and held at least 15 seconds to assure the safety of food.

Procedure: Employees reheating food should:

- Remove leftover food from the freezer/refrigerator.
- Check the temperature of the food to make sure it is lower than 5° Celsius using a calibrated thermometer. Record on the Reheating Log.
- Reheat the food product to 74° Celsius for 15 seconds using an oven, stove, or steamer. The goal is to take the food through the temperature danger zone (5° Celsius - 57° Celsius) as quickly as possible. Discard food that has not reach this temperature within two hours.
- Serve the food immediately, or place the food in a steam table or a pre-heated hot cart and recheck temperature to make sure temperature is held at or above 57° Celsius.
- Check the temperature of the food before serving if the food has been held.
- Discard any potentially hazardous foods held in the temperature danger zone (5° Celsius to 57° Celsius) for more than four hours. This should be noted on the **Reheating Log**.

5.7 COOKING FOOD

Policy: All foods will be cooked using appropriate practices and procedures to ensure safety. This includes cooking foods to required internal temperatures and taking and recording temperatures.

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Procedure: Employees involved in the production of food must complete the following steps:

➤ **Prepare hot foods**

- Cook hot foods to these minimum end-point temperatures or recipe directions. Avoid over-cooking. Use a calibrated thermometer to check product temperature in thickest part of the item or two places.

• Poultry	74° Celsius for 15 seconds
• Stuffing, stuffed meats, casseroles, and other dishes combining raw and cooked foods	74° Celsius for 15 seconds
• Potentially Hazardous Foods cooked in microwave	74° Celsius; let food stand for 2 minutes after cooking, stir during cook process
• Ground or flaked meats	68° Celsius for 15 seconds
• Beef and pork roasts	63° Celsius for 4 minutes
• Beef steaks, pork, veal, lamb	63° Celsius for 15 seconds
• Commercially raised game animals	63° Celsius for 15 seconds
• Fish and foods containing fish	63° Celsius for 15 seconds
• Shell eggs (for immediate service) • (If it is not fully cooked use pasteurized eggs)	63° Celsius for 15 seconds
• Vegetables (canned, frozen, fresh)	57° Celsius for 15 seconds, held above 57° Celsius
• Ready-to-eat commercially processed and packaged foods	57° Celsius for 15 seconds, held above 57° Celsius

- Take end-point cooking temperatures.
 - Reduce holding time of foods before serving by using batch cooking.
 - Allow temperature of cooking equipment to return to required temperatures between batches.
 - Do not use hot holding equipment to cook or reheat foods.
 - Expose food ingredients to room temperature for two hours or less, or food item should be returned to the refrigerator. TOTAL time of food at room temperature shall not exceed four hours.
 - Prepare products that will not be cooked or heated away from other products.
- **Take temperatures:**
- Wash hands.
 - Use a clean and sanitize calibrated thermometer to take the temperatures of all potentially hazardous food products, each batch.

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- Wipe the clean and sanitize thermometer stem with alcohol wipes prior to taking the temperatures of each food. Open the sanitizer package with clean hands.
- Take temperatures in the thickest part of a food item (usually the center). Two readings should also be taken in different locations to assure thorough cooking to the appropriate end-point temperature.
- Record the end-point cooking temperature on the **Cooked Food Temperature Log**.

5.8 COOLING FOOD

Policy: When cooked food will not be served right away (or is left over and can be saved), it must be cooled as quickly as possible to prevent microbial growth. Temperatures will be taken during the cooling process to make sure that time and temperature standards are met to ensure the safety of food served to customers.

Procedure: There are two acceptable methods of cooling food outlined below. Employees involved in the cooling process of food must observe the following procedures:

➤ **One-stage (four hour) method:**

- Cool hot cooked food from 57° Celsius to 5° Celsius within four hours using an appropriate procedure.
- Take temperatures of product after four hours to make sure that food temperature is below 5° Celsius.
- Record temperatures on Cooling Log.
- Reheat food to above 57 °C if food has not cooled to 5° Celsius in four hours.

➤ **Two-stage method**

- Cool hot cooked food from 57° Celsius to 21° Celsius or lower within two hours, and then cool down to 5° Celsius or lower within an additional four hours, for a total cooling time of six hours, using an appropriate procedure.
- Take temperatures at the two and six hour intervals to make sure that the appropriate temperatures were reached.
- Reheat food to above 74° Celsius if food has not cooled to 5° Celsius in four hours.

** NOTE: The reason that the two-stage method allows six hours to cool is that in the first two hours of cooling the food is passed through part of the temperature danger zone where the growth of microorganisms is most likely to occur.*

Factors that affect how quickly foods will cool down:

- Size of the food item being cooled – the thickness of the food or distance to its center plays the biggest part in how fast a food cools.
- Density of the food – the denser the food, the slower it will cool. For example, chili will take longer than chicken noodle soup.
- Container in which a food is stored – stainless steel transfers heat from foods faster than plastic. Initially loosely wrap food items.
- Size of container – Shallow pans with product depth less than two inches allow the heat from food to disperse faster than deep pans.

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Food may not move through the temperature danger zone fast enough if the food is still hot when placed in the cooler or freezer or kept in bulk. The hot food may also raise the temperature of the surrounding food items, placing them in the temperature danger zone (5° Celsius - 57° Celsius).

Listed below are a few methods that can be used to cool foods more quickly. The methods can be used alone or in combination.

➤ **Methods for cooling foods:**

- Reduce the quantity of the food being cooled. Cut large food items into smaller pieces or divide large containers of food into smaller containers.
- Use blast chillers or tumble chillers to cool food before placing it into refrigerated storage.
- Use ice-water baths. Divide cooked food into shallow pans or smaller pots then place them in ice water and stir food items frequently.
- Add ice or water as an ingredient. This works for foods that contain water as an ingredient, such as a soup or stew. The recipe can initially be prepared with less water than is required. Cold water or ice can then be added after cooking to cool the product and to provide the remaining water required in the recipe.
- Stir food to cool faster and more evenly. Ice paddles (plastic paddles that are filled with water and frozen) and chill sticks can be used to stir food through the cooling process. Stirring food with these cold paddles chills food quickly as this acts as internal ice baths.

5.9 THAWING FOOD

Policy: All foods will be thawed using appropriate practices to ensure food safety.

Procedure: Steps for thawing food include:

- Use one of the three acceptable methods for thawing food:
- Thaw food in the refrigerator at 5° Celsius or below. NEVER thaw food at room temperature.
- Thaw food needed for immediate service under potable running water at 21° Celsius or lower. Prepare the product within 4 hours of thawing.
- Thaw the product in the microwave if product will be cooked immediately.
- Use the lowest shelf in the cooler for thawing raw meat to prevent cross-contamination and separate raw products from cooked and ready-to-eat products.
- Do not refreeze thawed food, unless they are first cooked or processed.

5.10 SERVICE TEMPERATURES

Policy: Temperatures of all hot and cold foods are taken during service to assure that foods are maintained at appropriate temperatures, and to ensure the safety of food served to customers.

Procedure: Employees who will be setting up the plates and serving food must follow these procedures:

- Use a calibrated thermometer to take temperatures of food products at the beginning of service.

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- Wipe the thermometer stem with a new alcohol wipe prior to taking the temperature of any food item.
- Take temperatures of all hot potentially hazardous foods as soon as they are ready for service. Take temperature of all cold potentially hazardous foods as soon as they are ready for service.
- Record all temperatures on the Service Temperature Log and initial.
- Make sure that all temperatures are within the critical limits:
- Hot foods are above 57° Celsius
- Cold foods are below 5° Celsius
- Take corrective action, if needed. If hot foods are below 57° Celsius, they must be heated to above 74° Celsius before service.
- Take corrective action, if needed. If cold foods are above 5° Celsius, they must be chilled to below 5° Celsius. If more than four hours have elapsed since last documentation of cold food item temperatures discard the item.

5.11 USE OF THERMOMETERS

Policy: Temperatures will be taken at all steps in the food flow– receiving, storing, preparing, cooking, transporting, and serving – with calibrated thermometers to ensure the safety of food served to customers.

Procedure: Employees involved in the production or service of food must take temperatures at critical steps throughout the flow of food using the following procedures:

How to Measure the Temperature of Food:

- Use a calibrated thermometer. Calibrate thermometers on a monthly basis, or whenever they are dropped or suffer a shock.
- Sanitize stem of clean thermometer with an alcohol wipe or insert stem into sanitizing solution for at least 5 seconds, then air dry.
- Insert the end of the sanitized thermometer into one of the following locations, depending on the type of food:
 - the thickest part of the product for meat, poultry, or fish
 - the center of the item
 - between two packages of refrigerated or frozen packaged foods
 - until at least 2 inches are submerged in milk and other liquids
 - by folding the bag over the stem of the thermometer or probe for bulk milk or liquids
- Make sure the tip of the thermometer does not poke through the food.
- Measure the temperature for at least 15 seconds.
- Read thermometer and record temperature.
- Clean and sanitize stem of thermometer and store it in an accessible location.
- **General thermometer guidelines**
 - Keep thermometers and their storage cases clean, stored safely, and easily accessible.
 - Use bi-metallic stemmed thermometers or digital thermometers. Do not use glass thermometers filled with mercury or spirits.
 - Wait at least 15 seconds for the thermometer reading to steady before recording the temperature (bi-metallic).

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- Take two temperatures in different locations, because product temperatures can vary throughout the food item.
- Insert the thermometer into liquids and hold. Do not allow the thermometer's sensing area or probe to touch the sides or bottom of the container.

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5.17 Refrigerator and Freezer temperature Log

LOCATION:			-- Refrigerator -- -- Freezer --				Month, year: _____
Day	Time	Recorded by	Externa 	Interna 	Externa 	Interna 	Corrective Action
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

Optimal Ranges: 0° Celsius to 5° Celsius (Refrigerator)

Optimal Ranges: -23° Celsius to -17° Celsius (Freezer)

Please report readings that do not fall in the optimal ranges to the restaurant manager.
Corrective action must be noted if temperatures fall outside of appropriate range.

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5.18 Receiving Temperature Log

Location: _____

Date _____

Date	Time	Vendor	Product Name	Measured Temp. °C	Comments	Verified Date/Initial

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6.CHECKLISTS

6.1 CHECKLISTS AND DOCUMENTATION

Policy: Records will be kept to document how food is handled during its flow through the restaurant.

Procedure: Employees involved in the production or service of food must record information needed to document food handling using the following procedures:

- Follow all standard operating procedures, which include record keeping and documentation.
- Identify when procedures should be modified due to food safety concerns that have been noted.

The Swiss café, Restaurant & Lounge Manager will:

- Keep a current copy of the food safety program accessible for use in the restaurant.
- Maintain a file of support documentation, such as employee training records.
- Maintain a file of records during the operation of the plan:
 - List of food safety team members and their duties
 - Description of the food, its distribution, intended use, and consumers
 - Standardized recipes
 - Summary of hazard analysis and control measures
 - Food process flow diagrams
 - Steps that are Critical Control Points (CCPs)
 - Hazards of concern
 - Critical limits at CCPs
 - Monitoring procedures
 - Corrective actions
 - Verification procedures and schedule
 - Record keeping procedures
 - Documentation of adequacy of food safety program from HACCP expert
 - Supplier certification records
 - Processor audit records verifying compliance
 - Calibration logs
 - Temperature logs
 - Monitoring logs
- Place records where they are accessible to employees who need to use them.
- Designate employees to complete the records.

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6.2 Daily Menu Production Worksheet and Temperature Log

Outlet: _____

Date: _____

Manager: _____

Menu	Temperature (°F)	Time	Quantity Prepared
Breakfast			
Lunch			
Dinner			

Equipment	Temperature (°F)	Time
Refrigerators		
Freezers		
Dishmachine		

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6.3 Dry Storage Record

Date _____ **Responsible** _____
Location: _____

Day	Time	Temperature	Clean	Locked	Items on Shelves	Corrective Action
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						

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6.4 Food borne Illness Incidence Report

Date Occurred: _____ Restaurant Name: _____

Time Day/Meal: _____

Customer's Name: _____

Address: _____

Telephone number: _____

Physician contact information : _____

Health Dept. contact Name & Date: _____

Suspected Food Item(s) & Manufacturer's Product Information:

Summary of Incident

Symptoms and duration

Bag, label, date, and indicate current storage location of food

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Was medical treatment sought? If so describe

Results of Investigation

Corrective Action

Manager Signature: _____ Date: _____

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6.5 Physical Hazard Incident Report

Date: ____/____/____ Employee: _____

Time/Meal: _____ Manager: _____

Customer's name: _____

Food Item: _____

Object Description:

Manufacturer's Product Information

Summary of Incident, include description of physical harm

Bag, label, and indicate current location of object

Was medical assistance sought? If so describe

Corrective Action

Employee Signature: _____

Manager's Initials: _____ Date: ____/____/____

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6.6 New Restaurant Employee Orientation – Food Safety Checklist

Name: _____

Position: _____

PROCEDURES	✓	COMMENTS
Personal Hygiene		
Designated uniform – clean daily		
Hair restraint – cover all hair		
Jewelry – limited to plain ring, remove watch		
Fingernails – short, unpolished, clean. No artificial fingernails		
Employees with illness and symptoms - review restaurant policy and Food Code		
Open sores, cuts, abrasions, or burns must be completely covered when handling food		
Smoking policy – review restaurant policy and Food Code		
Sneezing/coughing - appropriate action taken		
Eating, drinking, & gum chewing in designated areas only		
Break and Meal – Review Restaurant Policy Where breaks/meals occur When breaks/meals occur		
Locker room – storage of personal items		
Hand washing & Glove Use		
Handwashing procedures: When, Where & How to wash hands		
Use of disposable gloves When to change & How to use		
Cleaning and Sanitizing		
Laundry and linen use – use appropriate cloths/handling and storage		
How to prepare and when to use cleaning solutions		
How to prepare and when to use sanitizing solutions		
Use of test strips to determine product strength		
Material Safety Data Sheet accessibility		
Other Information		
HACCP Presentation		

I understand these policies and procedures and I agree to follow them because of their importance to safety of customers. I understand that following them is a condition of employment in this restaurant.

Employee Name _____ Date _____

Initials Manager _____ Date _____