



FOOD SAFETY TRAINING

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What's inside this module?

- **What is HACCP?**
- **HACCP Principles:**
 - 1. Inventory of all potential dangers**
 - 2. Set the critical control points - CCPs**
 - 3. Give each critical control point the critical limits**
 - 4. Determine how the critical control points are monitored**
 - 5. Determine the corrective actions for each critical control point**
 - 6. Verification and validation**
 - 7. Keep documentation and registrations**
- **Food safety challenges**



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What is HACCP?

Inventory of Potential Dangers

Critical Control Points - CCPs

Critical Limits for CCPs

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Food Safety Challenges

How high are the food safety standards in your kitchen?

Food safety goes way beyond making sure chicken is properly cooked, or washing your hands after visiting the toilet¹



¹ www.healthypeople.gov

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Why are
hazard analysis
and critical control
points (HACCP)
so important?

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The risk of food poisoning:

- Hundreds of thousands of people are infected annually with food poisoning.
- Can be avoided by working in accordance with HACCP
- In many countries it is the law
- Working with HACCP means you comply with rules and can prove it!

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An Operator's Nightmare

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Hazard Analysis Critical Control Point

- 'Hazard Analysis' (HA) means 'risk analysis'
- 'Critical Control Points' (CCPs) are points that must be monitored closely in order to work safely

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The difference between food infection and food intoxication

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Food infection

- A food infection occurs when someone eats food contaminated with bacteria
- Symptoms – abdominal pain, diarrhoea and fever

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Food intoxication

- Food poisoning is when someone eats food which contains a toxic substance, often produced by bacteria
- Symptoms - nausea, vomiting and sometimes diarrhoea

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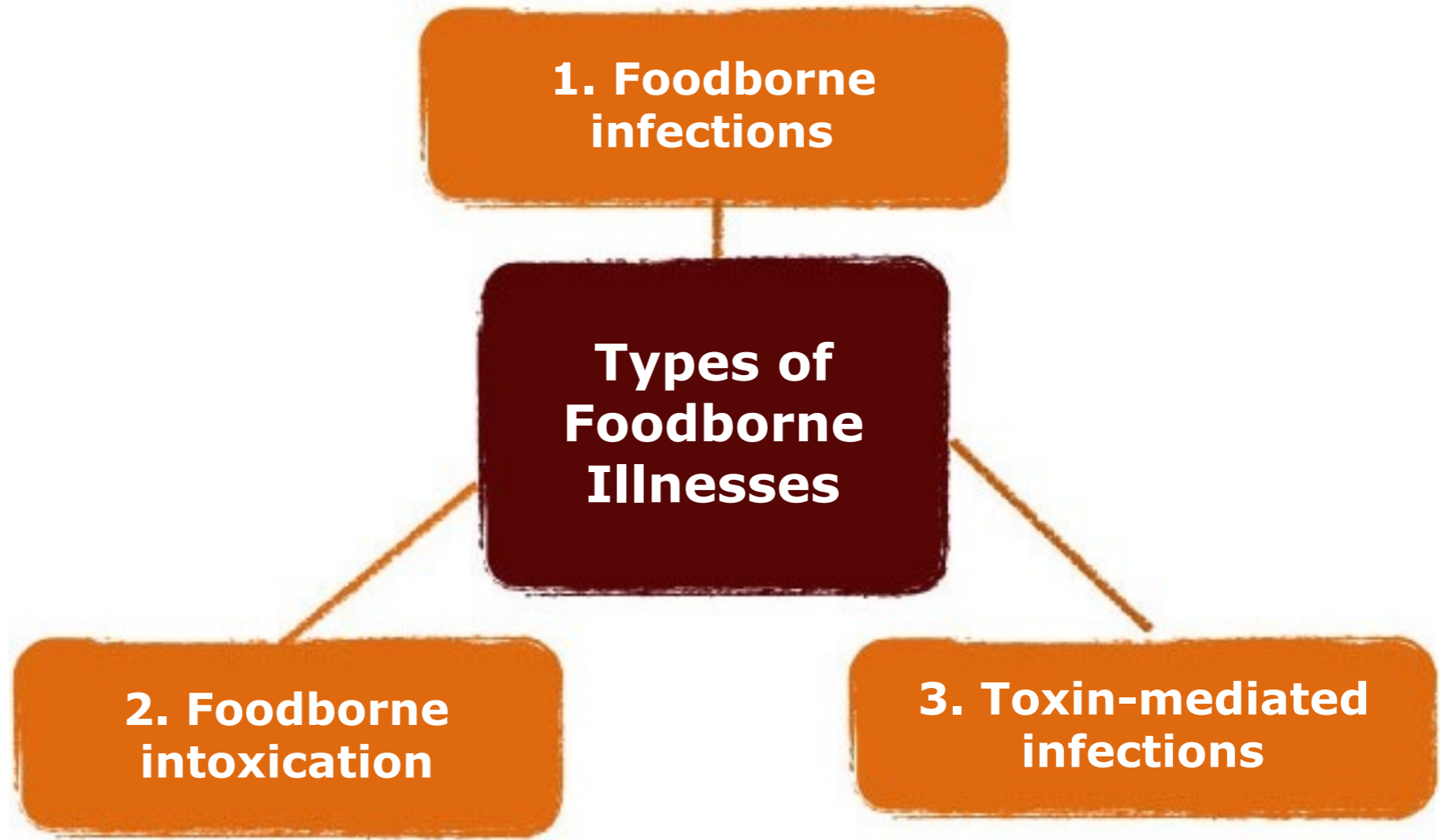
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Foodborne infections

- Occurs from food that is contaminated with pathogens, or disease-causing microorganisms.

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Foodborne Infections

Foodborne Infections	Source
Salmonellosis	Poultry and eggs, beef, pork.
Shigellosis	Salads, raw vegetables, raw poultry, cooked hams, milk and dairy products.
Listeriosis	Raw milk, vegetables, seafood and meats, chilled or processed ready-to-eat food/meats.

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Foodborne Infections

Foodborne Infections	Source
Campylobacteriosis	Raw chicken, raw milk, and raw meat.
Vibrio gastroenteritis	Found in raw or undercooked fish and shellfish sourced from contaminated waters.

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Foodborne Intoxication

- Caused by toxins that pathogens produced on the food

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Foodborne Intoxication

Foodborne Intoxication	Source
Staphylococcal intoxication	Transferred to food by hands that touches the nose, ears, mouth and infected pimples; also transferred through saliva.
Bacillus cereus gastroenteritis	Meats, milk, and vegetables (diarrhea type) and rice, starchy food, grains and cereals (vomiting type).
Botulism	Uncooked or home-cooked food, vacuum-packed refrigerated food, and cooked food in anaerobic mass.

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Toxin-mediated Infections

- Caused by toxins that pathogens produced on the food inside the intestines

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Toxin-mediated Infections

Toxin-mediated Infections	Source
Clostridium perfringens gastroenteritis	Spices, and improperly-cooked meats and gravy.
Hemorrhagic colitis (both a food borne infection and toxin-mediated infection)	Improperly-cooked hamburgers, raw milk and lettuce.

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"Training teams how to clean kitchens correctly is crucial. First wash down with soap and hot water before disinfecting by using sanitizer and paper towel."

Chef David El-Bitar

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KEY TAKEOUT

Understanding the different types of foodborne illnesses will help you identify risks and minimize them





Basic Conditions HACCP

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7 HACCP Principles

1. Inventory of all potential dangers

2. Set the critical control points - CCPs

3. Give each CCP the critical limits

4. Determine how the CCPs are monitored

5. Determine the corrective actions for each CCP

6. Verification and validation

7. Keep documentation and registrations

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Inventory of all
potential dangers

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Inventory of all potential dangers

Common risks include

- Bacteria
- Viruses
- Harmful pesticides
- Materials such as glass
- Plus many more

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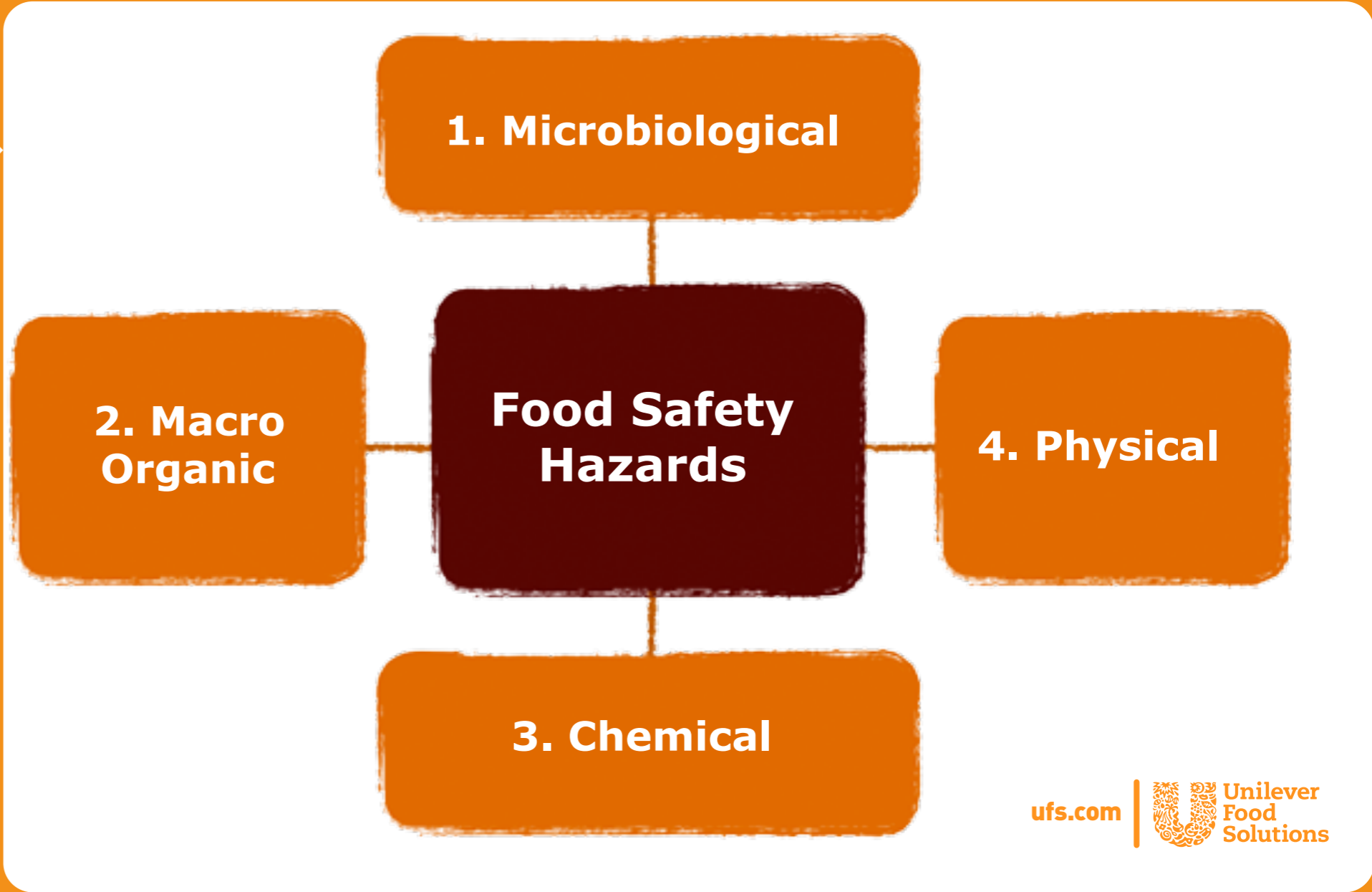
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Microbiological Hazards

Bacteria



Parasite



Fungi



Viruses



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Seafood Toxins



Microbiological Hazards

- **Ciguatera Toxin** - From fish that have eaten algae that contain the toxin
- **Shellfish Poisoning**- From shellfish that have eaten algae that contain the toxin
- **Scombroid Poisoning** - When bacteria produce histamine in time temperature abused scombroid fish

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Parasites



Microbiological Hazards



Trichinella spiralis –
from pork

Amoeba - from
contaminated waters



Anisakis spp – from
infected fishes



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Fungi



Microbiological Hazards

- From **mushroom, yeasts and molds**. Mushroom toxins are poisonous and not destroyed by cooking or freezing
- Yeasts produce **slime and bubbles** and spoil food
- Molds spoil **sweet and acidic** food with low water activity





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Viruses



Microbiological Hazards

- Do not reproduce in food
- Need host's living cell to reproduce
- Can withstand freezing and cooking
- Examples are, hepatitis, mad cow disease, SARS and bird/avian flu





TIP



At very high temperatures (660° F and above), nonstick pans may significantly decompose, emitting fumes strong enough to cause polymer-fume fever, a temporary flu-like condition marked by chills, headache, and fever.

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Macro Organic

Includes animals such as mice, rats, flies and other insects that can transmit diseases

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Chemical Hazards

Includes toxic metals, pesticides, cleaning products, and certain chemical compound in foods

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Chemical Hazards

Generally Recognized as Safe (GRAS) Food Ingredients

- Examples are food/chemical additives, anti-caking agents, emulsifiers, nutrition and dietary supplements, and stabilizers
- **Saltpeter** – side effects are rashes, hives, itching, and swelling
- **Tenderizers** – can cause hives, rashes, and soreness in the throat





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Physical Hazards

Any foreign object in food e.g. glass, hair, nails, metal fragments, stones, dirt, etc

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How Bacteria Grow

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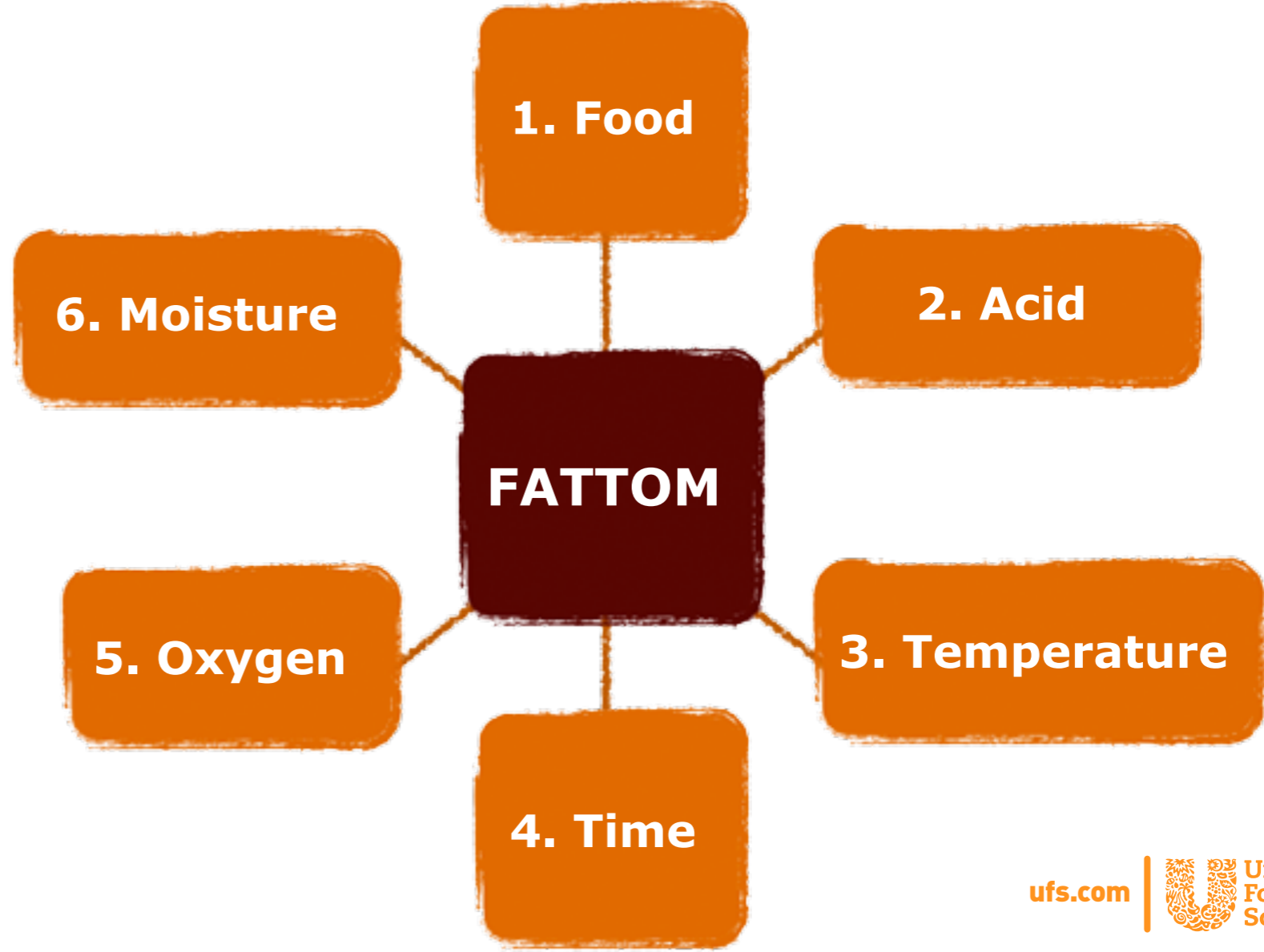
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**Watch your FATTOM!
Microorganisms rely
on 'FATTOM' to live.**



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Food

Food rich in **protein** and **carbohydrates** are potentially hazardous

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Acid

Low-acid food or those slightly acidic to neutral are considered potentially hazardous

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Temperature

Microorganisms grow and multiply at the temperature danger zone (TDZ) of **5°C to 60°C**

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Temperature Controlled for Safety (TCS) Food



Temperature

- Raw or cooked meat, such as poultry or game
- Food containing raw or cooked meat. These are curries, stews, casseroles, pasta, etc
- Small goods, such as ham or chicken loaf are milk, dairy desserts, custards, etc
- Seafood (excluding live seafood), including seafood in salads, soups, stocks, or stews
- Processed fruits and vegetables
- Foods containing eggs, beans, nuts, or other protein-rich foods like fresh pasta





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Time

Hot food should not be kept at the TDZ for more than **2 hours**

Cold food should not be kept at the TDZ for more than **4 hours**





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Oxygen

Microorganisms need
oxygen to grow

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Moisture

Microorganisms love to grow in food with high moisture content or water activity

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**KEY
TAKEOUT**

The different hazards can come from the presence of biological hazards in and around food, hazards that come from chemicals, and lastly hazards that come from non food items.





2

Set the Critical Control Points

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Set the Critical Control Points - CPPs

- The key to safe food is to identify the points in the process where there is a risk that macro or micro-biological, chemical or physical hazards may occur.





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Checkpoints determine safe food



SUPPLIERS: do your suppliers work according to HACCP?



STORAGE: how long and under what conditions are products stored?



SERVING: from preparation to consumption, which critical points are in between?



DELIVERY: from truck to storage what should you be on the look out for?



Preparation: in what environment, what kind of materials and which method is being worked? stored?

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3

Give Each Critical
Control Points
the Critical Limit

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Give each critical Control Point the critical limits

- Each Critical Control Point has a risk range from acceptable to dangerous
- Critical limits to each control point should be established for all to understand

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From acceptable to critical limits



Is the Packaging method acceptable?

Is the duration of the transport acceptable?



Is the temperature acceptable?

Is the production date and shelf life acceptable?



Is the method of transportation acceptable?

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4

Determine how
the critical control
points are
monitored

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Determine how the critical control points are monitored

There are a number of methods:

- Temperature measuring and recording, for example, whilst cooling or frying
- Control the processing or expiry dates of products, and write them down
- Hygiene test and tracking, such as working environment, equipment and employees
- Observing and testing the working methods of you staff

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5

Determine the
corrective actions
for each Critical
Control Point

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Determine the corrective actions for each Critical Control Point

Possible corrective actions

- Correcting the work environment, such as improving cooling efficiency
- Don't do business with suppliers that fail compliance, for example, when expiration dates are exceeded
- Improve your cleaning methods if you find they're not providing a high enough level of hygiene
- ... continue





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Determine the corrective actions for each Critical Control Point, ...cont'd

Possible corrective actions

- Change your working methods if for example you find dirty dishes are not being properly separated from clean ones
- Provide additional schooling or training for employees, if you find them lacking in 'work safe' knowledge and practices

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Verification and validation

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Verification and validation

- Check the HACCP approach is effective and make on-going improvements to your system
- Evaluate results, take samples and carry out internal audits
- Remember, validation is the evidence that the control actions actually manage risk.





7

Keep
documentation
and
registrations

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Delivery Intake

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Delivery Intake

Food safety starts with the vendor or manufacturer

- Products can potentially be unsafe for your guests before they get to you
- When you work with unsafe suppliers you are taking unnecessary risks
- Work with reliable suppliers and agree terms to which you expect to receive goods
- Determine delivery conditions
- Check conditions are met
- A certificate that guarantees quality
- Are their product always in good condition

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Delivery Intake

How do you start?

1. Determine possible risks

2. Determine what you can do to manage risks

3. Agree specifics with supplier

4. Ensure agreements are fulfilled

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Delivery Intake

Ensure your supplier complies

- Determine delivery conditions
- Check conditions are met
- A certificate that guarantees quality
- Are their product always in good condition

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Delivery Intake

Test if products are supplied to your agreement

- The supplier provides a specific analysis result for every order
- The supplier delivers a certificate which shows that the specific hazards are under control
- You can perform random checks on the delivered products
- An audit be carried out to assess the management of the specific hazard

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TIP



Visit the place where your products come from. Go to the farm, nursery garden and grower. By taking the time to visit, you show you care about his produce and his or her business, encouraging them to deliver their very best produce to your restaurant. It might even give you inspiration or ideas for new dishes.

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Delivery Intake

Inspect your deliveries thoroughly



Move the delivery as soon as possible to repository



Always check the packaging for damage and read the temperature



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"Many restaurants are not storing open mayonnaise at a chilled temperature of 4°C, this increases the risk of bacteria growth like Salmonella. Mayonnaise will stay fresher for longer chilled"

Chef Mark Hayes

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Delivery Intake

Basic condition temperature when receiving goods (unless the package indicates a different temperature)

- Red meat, chilled ingredients, products and beverages 7°C or Colder
- Poultry (chicken, turkey), fish, seafood 4°C or Colder
- Frozen ingredients, products and ice cream -15°C or Colder

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Storage

It is your responsibility to store products safely

- All products should be kept clean and safe
- Either in a refrigerator, freezer, or in a low moisture dark room

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Storage

Keep toxic chemicals or poisonous products away from food storage area.



Always place boxes on raised platform and not on the floor.



Ensure storage areas are clean, dry and can be closed.



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Storage

It is your responsibility to store products safely

- Observe the **first in, first out (FIFO)** method of stock rotation
- Expiry dates still apply once dried and frozen products are opened
- Chilled products start to deteriorate - **wrap and label items** (date received, production and expiry date, quantity, opening date, freezing and thawing date) for easy reference or using a coding system

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Storage

Perishable products are sensitive to temperature, moisture and oxygen

Storage temperatures

- Perishable food in the freezer such as meat -18°C (0°F)
- Perishable food in refrigeration, such as fish and meat Less than 5°C
- Dry foods, such as rice or pasta 10° to 21°C (50 to 70°F)

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Storage

Contact infection

Contamination – three different types of infection

Unhygienic material / hand infection

Recontamination

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Storage

Chilled and Frozen products

- Place chilled and frozen products directly in the refrigerator or freezer to prevent bacteria multiplying
- Keep products sealed





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Storage

Guidelines to store

- Never keep prepared food in an open tin
- Place cooked food in the refrigerator above uncooked food
- Place meat and fish at the bottom of refrigerator
- Keep vegetables in the vegetable drawer. It has a slightly higher temperature

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Storage

Store food in ways that prevent cross contamination

- A: Ready to eat food
- B: Seafood
- C: Whole cuts of beef and pork
- D: Ground meat and Ground Fish
- E: Whole and ground poultry

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Storage

Ensure

- Every product is labeled so it is clear for all staff
- Prepared food is kept away from raw food

Avoid

- Storing opened products unless in a sealed container
- Keeping food that has been out of the refrigerator for more than 2 hours in high room temperatures

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Personal Hygiene

At every stage the most crucial factor is the person in contact with the products or dishes

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Personal Hygiene

The human being as a source of infection

Wash and
sanitize
hands



Wear
single-use
gloves



Clean and
trim nails



Bathe
daily



Keep hair
combed
and tied



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Personal Hygiene

The environment as a source of infection

- Ensure the workspaces are cleaned and disinfected
- Clean and disinfect all equipment from cutters to cooker hoods
- Ensure all tools are clean and dry before storage

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Preparation

Food is your passion, the moment a guest enters it is your chance to impress. You need to be confident food safety has been addressed as a priority

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Preparation

Cutting

- Use different cutting boards for different products to prevent cross – contamination. Also use separate knives
- Use plastic cutting boards instead of wood as bacteria can nest
- Wash and dry cutting boards immediately to prevent bacteria
- Colour code your equipment to prevent cross-contamination





TIP



Preparation

Wash vegetables thoroughly, because they could contain dirt or residues of pesticides. Never wash ingredients in a sink which is used for washing hands; it can contain bacteria which makes the washing useless.

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Preparation

Heating

- Cook food thoroughly to kill or reduce microorganisms to an acceptable level. Most bacteria can survive up to 75 °C
- Avoid cooking large batches as often food is not sufficiently cooked
- Check the core temperature of the meal before serving





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Preparation

Signs your oil needs replacing

- The fat has a strong odour or flavour
- The colour changes to dark brown or black
- The fries and other fried dishes no longer come out crispy
- The fat changes into a syrupy like substance and it starts to smoke
- It remains foaming after adding snacks
- It is below the minimum level a of the frying equipment

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Reduce complexity

It is easier to keep an eye on food safety in a smooth-running kitchen

- Reduce menu size - The more methods and processes you have to control, the more complicated your HACCP process becomes
- Reduce complexity - The more complex a dish is in terms of preparation steps, the more control points there are in terms of HACCP
- Eliminate some preparation steps. By not making all parts of the dish from scratch yourself

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Regeneration

Cooling down food

Cool down food as soon as possible
within 2 hours to 20°C & from 19 to 4
hours to 5 within 4 hours



Dividing it into several
parts to speed up cooling



Reducing cooked food temperature by
submerging the containers in an ice
bath or use a blast chiller

Cover to avoid
contamination with
bacteria



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Regeneration

Reheating

Number of days a warm dish remains perishable: Homemade products, such as meat, sauces, cooked rice and spaghetti

In the refrigerator: at 7°C 2 days and at 4°C or colder - consume within 3 days

In the freezer: usable for a month

Prepared fish: Remains of cooked fish can not be saved longer than one day in the refrigerator

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Regeneration

You can use untouched foods as an ingredient in other dishes. For example, bread can be recycled in croutons or puddings, vegetables served as decoration for a buffet, if still fresh they can be used in cooking or as a garnish.

TIP



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Regeneration

Food can be reheated in the pan, the oven or the microwave
- core temperature of at least 75°C (165°F), measured in 15 seconds.

Heating in a pan/oven



- Avoid burning the surface and stir to heat evenly
- Avoid large portions
- Cover the dish to keep in moisture
- Use the correct combination of power and time

Heating in a microwave



- Avoid microwaving dishes that should remain crunchy such as quiche, chicken, roasted vegetables and savoury pies

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Serving & Presenting

A clean start

- Tables should be clean
- Check china is clean and undamaged
- Place cutlery on a clean plate even if the used cutlery is collected
- Check debris from table decorations does not contaminate food
- Serving at the right temperature

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Serving & Presenting

General guidelines

- Avoid large amounts of food on the table
- Avoid placing raw food near cooked on the buffet table
- Use lids and nets to prevent insects touching food and check regularly
- Issue lot of serving equipment to prevent guests using their own

Remember - Record the temperature of the buffet every two hours





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Serving & Presenting

Warm dishes

- Keep hot food at 60°C (140°F), not at room temperature
- Provide heated plates to stop dishes cooling quickly
- Set warming equipment to a higher temperature to ensure 60°C is reached

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Serving & Presenting

Chilled dishes

- Keep chilled food at 0 -5°C (32-41°F), not at room temperature
- Serve on crushed if required
- Avoid using warm dishes from the washer to serve





TIP



Serving & Presenting
Fresh vegetables such as salads, cucumbers or gherkins keep longer if you add a little vinegar. High acidity stops bacteria multiplying, and you can always add a little sugar to create a pleasant sweet and sour taste.



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Stewarding

Washing methods – dishwasher

- Change the water in the dishwasher regularly (if not automatically)
- Regularly check that the spray arm and sieves or filters are not clogged
- Regularly check that the soap container isn't empty
- A rinsing or drying temperature of 80°C or hotter can make a significant contribution to the removal of pathogenic bacteria
- If layers of water remain on the dishes, the dishes need to be wiped dry with a clean cloth. Micro-organisms (including bacteria and fungi) in wet conditions

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Stewarding

Washing methods – manual

- Use gloves whenever possible
- Pre-rinse very dirty dishes to clean away larger food residues
- Make washing water as hot as possible (fresh water) and use professional detergent
- First wash the least soiled cookware and then the dirtier dishes
- Change the water frequently
- Use clean towels for drying
- Distinguish between towels you need for cooking and dishcloths for drying
- Where possible, use disposable paper (such as from a paper dispenser)

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Garbage Disposal

Untouched leftovers



- Reheat and serve or recycle as an ingredient for another dish. Uncut or whole vegetables may be used for cooking or garnishing.

Touched leftovers



- Leftover foods that have been touched should be thrown away.





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Garbage Disposal

Where to put waste in the kitchen

- Keep bin in a confined area away from food
- Have a secured lid on the bin
- Do not touch the bin with your hands – use a pedal style
- Avoid the bin getting too full and spilling over and empty often
- Clean the bin before adding a new bag
- Use bags with tie handles.





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Garbage Disposal

Where to put waste outside the kitchen

- Keep bin outside the kitchen
- Tie bags tightly and avoid placing on the floor to avoid pest infestation
- Ensure waste is collected regularly and ensure area is clean

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Cleaning & maintenance

What to clean in the kitchen

- Equipment and materials which are in contact with food are cleaned after use
- Surfaces and other kitchen equipment
- Equipment which is not regularly used must be stored in a clean space
- Clean the beverage area including hoses, evaporators and condensers regularly
- Clean places which can't be seen - the ceiling, the air vents, filters, hoods

Outside the kitchen

- Clean toilets and restrooms regularly
- Ensure the entire restaurant is kept clean regularly throughout the day

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Cleaning & maintenance

The cleanliness and fresh atmosphere of a restaurant's toilets are often a guide for guests as to the health and safety standards being applied to the whole establishment. That's why it really does pay to give this area of your business extra attention.

TIP



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Cleaning & maintenance

Effective surface cleaning

- First remove visible dirt
- Clean surfaces with warm water and the proper cleaning detergent, mixed as per the instructions on the label
- Dry the surface
- Disinfect surfaces that come in direct contact with food preparation, using a commercial disinfectant and following carefully the instructions given on the label by the manufacturer of that product
- Rinse with plenty of water
- Dry surface thoroughly
- ...continue

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Cleaning & maintenance, cont'd

Effective surface cleaning

- Cleaning with a disinfectant only works properly when mixed as per instructions on the label
- Cleaning does not always mean disinfection. You will only kill bacteria if you disinfect
- Only use professional detergents for cleaning and disinfection and follow the instructions on the label
- When you thoroughly clean something, you reduce the number of bacteria by up to 95%!

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Cleaning & maintenance

Storage of equipment & Materials

- Store detergents away from food
- Hold a good stock of cleaning products
- Ensure all labels are readable
- Close containers are carefully and seal
- Avoid damaged or dirty
- Store cleaning supplies safely – eg keeping your wooden outdoor broom away from your indoor brooms

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Cleaning & maintenance

Pest Control



Mice: at the first sign of a mouse, immediately put down mousetraps



Flying insects (flies, wasps): place a fly lamp (with or without adhesive plate) to attract occasional or seasonal flying pests



Crawling insects (cockroaches): place a bait box at the first sign of cockroaches (or other crawling insects)

Remember. If you have a serious problem contact a pest control company immediately – it is against the law to use your own pesticides

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Cleaning & maintenance

TIP



Do not place electric fly lamps in the immediate area of processing sites or uncovered food and beverages and use fly lamps with an adhesive plate rather than electrocution lamps





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Weekly registration sheets

Proving you have worked to a HACCP plan is essential

Control of Products

- The storage life of products should not be exceeded
- Procedures for food preparation must show that you have the processes under control
- If your checks show products are regularly exceeding their expiry date, you should undertake corrective actions

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Proving you have worked to a HACCP plan is essential

Control of equipment

- The technical condition of the equipment must be checked
- Perform regular temperature measurements on refrigerators or a fryers
- Reading the temperature indicated on the display of the device and measure the temperature yourself
- Consider renewing the device if a constant discrepancy is found

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Cleaning & maintenance

Equipment may not be in full, and safe, working order. For example, make sure there are no loose parts that could be dangerous –to you, or contaminate food. Also check that all cables are safe and intact, otherwise someone may receive an electrical shock. Replace or repair faulty equipment, and register it with supporting documents (such as a receipt or invoice of repair).

TIP



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Weekly registration sheets

Proving you have worked to a HACCP plan is essential

Control of the building

- Unsanitary conditions are not acceptable
- Should meet legal requirements
- Doors and windows undamaged and closable
- Ceilings and walls clear of decay
- Adequate ventilation and moisture free
- Kitchen tiles should not be broken
- Dustbins away from vermin
- For all of this you should keep accurate records, to show that you work in a clean space
- Address any problems immediately

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Weekly registration sheets

Proving you have worked to a HACCP plan is essential

Control of personnel

- Train your staff well
- Check their safety practices regularly well trained staff make a good impression
- Ensure they maintain the highest standards of personal hygiene and appearance
- Check each member of staff follows the safety plan your restaurant

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Weekly registration sheets

Ensure that instructions and forms are easily accessible. If you choose to display forms on paper, keep them close to the area you are monitoring, clearly visible and accessible to your staff. Likewise, if you're monitoring cooling temperatures, hang the registration sheets next to the appliance or equipment.

TIP





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Weekly registration sheets

To register you need a clear registration form, clear instructions and some discipline



Reviser on paper with printed forms, a log or a diary.



Register digitally by storing the measurements on computer or by placing a readable data logger on the refrigerator

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Cleaning Plan

A cleaning plan is the only proper way to track what has been cleaned

- A schedule shows what is to be done, how frequently, and who is responsible
- A great way for you to keep control and be confident no cleaning has been overlooked
- You will be in a much stronger position if you can show an up to date cleaning plan if any complaint is made

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Cleaning Plan

What goes into a good plan?

- What needs to be cleaned or disinfected (which area, equipment, materials etc)
- How it must be cleaned
- How often it must be cleaned

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TIP



Cleaning Plan

Check with your supplier of cleaning materials what resources they can provide. For example; cleaning plans or posters displaying what the proper dosages are per detergent.

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Challenges of practicing food safety in the industry

- Time & Money – investments & training
- Language & Culture – different cooking practices
- Education & Literacy – staff different educational attainment
- Lack of Pathogens Awareness

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Food Safety Challenges



Challenges of practicing food safety in the industry

- Suppliers – are they observing standards?
- High Risk Customers – children, pregnant, elderly
- High Staff Turnover – retraining & retaining

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Food Safety Challenges



How to respond to challenges

- **Time & Money** – Conduct food safety training program. Invest in adequate and stainless steel equipment.
- **Language & Culture** – Formulate and implement universally acceptable food safety standards. Create standard recipes.
- **Education & Literacy** – Explain food safety principles in training in a simple way. Use local language and visual representations. Make use of out-of-store food safety seminars. Hire personnel who at least reached 2nd year of college.

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How to respond to challenges

- **Pathogens Awareness** – Post photos of pathogens and factors that affect their growth. Post do's and don'ts when working with food and tables showing time and temperature.
- **Suppliers** – conduct plant visits, get referrals, purchase from reputable and accredited suppliers. Provide suppliers with product specifications. Implement a receiving program.

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Our Vision: Creating an excellent city that provides the essence of success and comfort of sustainable living.



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What is HACCP?

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Critical Control Points - CCPs

Critical Limits for CCPs

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Food Safety Challenges



How to respond to challenges

- **High Risk Customers** – Assume all customers are at risk. Monitor food safety standards and conduct in-house food safety audit to convey message to staff.
- **High Staff Turnover** – Work on a motivation and reward program. Make staff feel that they have a stake in the company. Be generous with praise and give credit.

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KEY
TAKEOUT

Practicing food safety poses some challenges, especially for operators working on a budget and staff with different cultures, educational attainment, and general knowledge on food safety. Thankfully, there are achievable ways to adhere to food safety practices despite these challenges.



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Who We Are

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Who we are

Our aim is to be the leading global provider of culinary and commercial inspiration to chefs and operators. We provide products, expertise and ideas that help chefs and operators find the inspiration they need to satisfy their guests every day.

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Inspiration everyday

We help chefs all over the world serve tasty, wholesome meals that keep guests coming back for more. We create ingredients that save precious preparation time in the kitchen, without compromising on flavour or flair and constantly provide ideas and inspiration that keep your menu fresh and exciting.

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We know foodservice

We've been in food since the 1880's, and home to some of the world's favourite brands: Knorr, Hellmann's, Lipton and more. We work closely with businesses of all sizes, from independent restaurants through to hotels chains and contract caterers, in 74 countries. So we understand that critical balance between impressing your guests and making a profit.



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For chefs by chefs

As part of Unilever, we understand consumers, your guests. We use this knowledge to help chefs and caterers keep up with peoples changing tastes. With our team of highly skilled chefs and nutritionists, we help our customers to find the right balance of great tasting and nutritious food served up to the same consistently high standards. Through our widespread presence we can make cuisine ideas travel.

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Growing for the future

We always care about putting healthy and nutritious food on the table, but we also care about our impact on the earth. We aim to use ingredients and packaging that are sustainably sourced, generate less waste and consume less energy is all part of our environmentally responsible way of doing business.

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Food matters to us

That's why you can trust us to help you satisfy your most discerning guests.

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Thank you.

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