

The hospitality and catering industry includes hotels, guest houses, bed and breakfasts (B&Bs), inns and pubs, restaurants, cafes and takeaways, contract catering (such as weddings), catering in leisure attractions (such as museums) and motorway service areas. It includes aeroplane meals and snacks on trains. It also includes food served in hospitals, prisons, schools and the armed services.

Commercial – make profit e.g. hotel

Non commercial – don't make profit e.g. prisons

Residential- can book in to stay over night

Non residential – cannot stay overnight

commercial	Non commercial
hotels	hospitals
B&B's	schools
pubs	army
Guest houses	Care homes
Holiday parks	prisons

Hospitals

Prisons

Armed Services

Fast-food & Take-away Outlets

Air-line Meals

Residential Homes

- Main sectors of the Hospitality Industry are:**
- Accommodation e.g. Hotels & guest houses
 - Food and drink e.g. Pubs & restaurants
 - Meetings and events e.g. hotels and conference centres
 - Entertainment and leisure e.g. spas , leisure centres , golf clubs, bowling alleys
 - Travel and tourism e.g. Aeroplanes , cruise ships and hotels

- ▶ 1.7 million people employed
- ▶ £85 billion brought into the UK economy
- ▶ £7.5 billion on accommodation

LO1 Understand the environment in which hospitality and catering providers operate

Marriott Niagara

- 4 star Hotel
- 3 different themed restaurants
- Breakfast restaurant
- Room service
- Starbucks attached to ground floor!



Bristol hotel Gibraltar

- No food or restaurant on site
- Shared breakfast room across street with another hotel




Meals on wheels

Social meal service provided by volunteers, to people unable to prepare their own food.



Care home meals

food served may depend on the needs of the clients, some may have conditions which need special meals. Some residents may need help eating and drinking



Armed services meals

Mass catering, Camps on active service, Canteens at bases. High energy, balanced nutritionally



Prisons

Food is prepared in by prison inmates to ensure that tight budgets for food are met




Bed & breakfasts, Guesthouses, Farmhouses

Often showcase local themes or produce. May be breakfast, Half board or full board, family run



Motels & Holiday parks

Lower standard than hotels, food is usually buffet style breakfast. Corporate or independent



Restaurants

Variety of styles and food types, may be specialist eg italian, or gourmet or fine dining
Styles of service vary with types of food and cost
See styles of service section for more...



Cafes

Can vary from independent "greasy" spoon, Tea rooms or coffee shops. Serve snacks and full meals.




Fast food

Chains eg KFC, Dominos or independent businesses
Limited menu, low cost, eat in or take away
Disposable packaging



Take aways

Dedicated take away or restaurant attached or may be just take away, most food is cooked to order.



Public houses

Can serve "basket" meals sandwiches or full table service. Some chain pubs have a fixed menu eg Wetherspoons.



Bars

more cosmopolitan menu than pubs , often themed to the type of establishment. Table service or eat at the bar



CONTRACT CATERERS

These provide food and drink for a function where catering facilities are not already provided
They prepare the food for functions such as, weddings, banquets, garden parties, and parties in private houses. They may prepare and cook food in advance, and deliver it the venue, or they may cook it on site. They may also provide staff to serve the food if required.
Great for - parties
Weddings
Proms
Establishments that do not have facilities to provide food and drink

Type of Service	Description
Plate	Meals are pre plated in the kitchen. Good portion control methods. All plates are consistent in the food presentation. The method relies more on skilled kitchen staff than serving staff. Time consuming for the kitchen staff.
Family	The food is placed on the table, spoons are provided and customers serve themselves. It is a sociable method and it is easy and quick to serve. It requires larger tables. There is less portion control. It suits families.
Silver	Food is served by the staff using a spoon and folk. Full silver service is when all the food is served in this way. It provides a more personal customer experience, service can be slow. It is expensive and staff costs are high as more serving staff are required.
Gueridon	A person serves food from a side table of trolley. Sometime dishes are cooked or assembled in front of the customer. This requires skilled service and is very specialist. It is time consuming with high staff and menu costs.

Type of Service	Description
Cafeteria	Counters displaying food. Customers queue up. Simple basic experience for customers. High turnover and fast method. Low skill of serving staff. Customers may impulse buy from the displays.
Buffet	Food set up along a table, can be self service or served by staff. Less formal than plated or silver service. Fast and simple method, can be low cost depending of the food served. Poor portion control.
Fast food	Take-away service with the option to eat in. Customers collect food from a counter. Quick and simple method. Can have a high customer turnover. Often limited menu choice. Food served in disposable packaging.
Tray or trolley	A meal provided in a tray or a choice of food from a trolley. Food is served like this on air-lines and in hospitals.
Vending	Food service from a machine. Food can be served 24 hours. Usually snacks are served in this way but it can also be hot meals.
Home delivery	Delivered to a house. Can be a take-away such as a Chinese or Indian meal. Care services such as meals on wheels also use this type of food service.

What are the benefits of ratings?



- ▶ Reviews can make or break a business! A good review can increase business for establishments, as people will often try an establishment based on a recommendation.
- ▶ Reviews and ratings generate publicity, awards get you in the press!
- ▶ Customers might come from further away to dine or stay or both based on reviews.
- ▶ Customers can identify less favourable establishments that they will then avoid.

Michelin and rosette inspections are anonymous and are just 1 persons opinion. Trip Advisor and The Good Food Guide are lots of peoples opinions, so likely to be accurate.

PERSONAL ATTRIBUTES TO WORK IN THE HOSPITALITY AND CATERING INDUSTRY ARE VERY IMPORTANT BECAUSE IT IS CUSTOMER DRIVEN

- Friendly personality
- Pleasant and polite manner
- Clean and proper clothing, possibly a set uniform
- Spotlessly clean hands and nails
- A pleasant smell, i.e. no overpowering after-shave or perfume and no body odour
- Fresh breath, discreet make-up, long hair tied back, well-groomed appearance
- Steady hands to be able to carry and serve food
- Knowledge of the menu in order to answer any customer queries and advise on allergies, etc
- Enthusiasm for the job and a willingness to serve others
- Good health because of long hours on feet
- Polite, calm and tactful even when dealing with awkward customers
- Loyalty to place of work and the ability to 'sell' and 'promote' facilities to customers
- Ability to handle compliments and complaints
- **Personal Qualities:** Reliable, punctual, team worker etc.
- Can operate machinery e.g. coffee machines.

The organisation depends on the type and size of the establishment; a large restaurant may include all these roles:

- ▶ **Head Chef** or **Executive Chef**
- ▶ One or two **sous chefs**
- ▶ **Chefs de parties** or **sectional chefs** looking after each section (e.g. pastry)
- ▶ A **demi chef de partie**, reporting to and working the opposite shift to the chef de partie
- ▶ One or two **commis chefs** per section per shift
- ▶ An **apprentice** per section per shift.

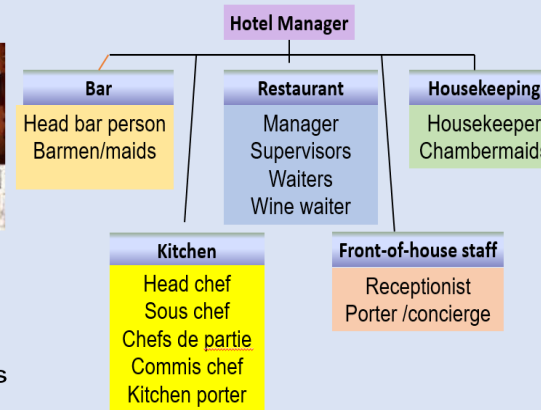
Restaurant manager

- The restaurant manager is in overall charge of the restaurant,
- Takes bookings, relays information to the head chef, completes staff rotas, ensures the smooth running of the restaurant

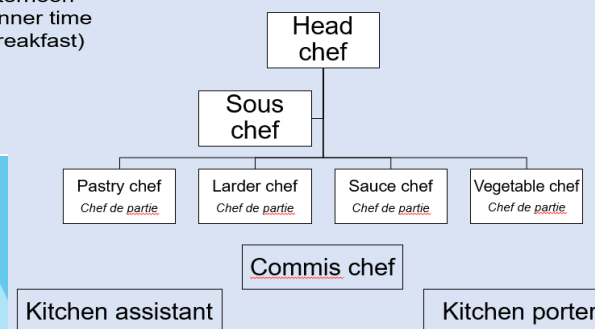
Maître d'Hôte



Staff structure in a hotel



The kitchen brigade



PLONGEUR or ESCUELERIE



Kitchen Porter/Dishwasher.

ENTREMÉTIER/VEGETABLE CHEF



Entrée preparer/manager. Note that an entrée, under Escoffier, is a starter and not a main dish. Thus, the entremétier traditionally handles vegetable, egg, or soup dishes—generally things that do not involve meat. He or she may supervise the potager and legumier or take on these roles.

Full time

No specific number of hours that makes someone either full or part time, but a full time worker usually works more than 35 hours. The law says that workers don't usually have to work more than 48 hours a week on average, unless they choose to. This law is sometimes called the 'working time directive' or 'working time regulations'.

Part time

Part-time work is when a worker is contracted for anything less than the basic full-time hours. There are no set number of hours that makes someone full or part-time, however average part-time contracts are often 16-20 hours.

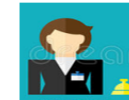
Hospitality Brigade

GENERAL MANAGER



The manager is in charge of the whole company and is responsible for whether it makes a profit. The manager needs to make sure each part of the company is working properly so that it is successful.

CONCIERGE



Make dining and other reservations for patrons, and obtain tickets for events. Provide information about local features such as shopping, dining, nightlife, and recreational destinations.

FLOOR MANAGER



Supervise the porter staff and deal with any guest request/issues related to luggage/access.

SECURITY



Monitor CCTV and maintain security of staff and patrons.

PORTER



Hotel porters welcome guests, carry their luggage and answer their queries.

MAID



Cleans and prepares bedrooms, tidiness of general areas around hotel. Laundry services.

WAITER



Serves meals prepared in the hotel restaurant. May deliver room service.

BARTENDER



Prepares and serves beverages.

EXECUTIVE/HEAD CHEF



An experienced chef who plays a largely supervisory role: managing the business aspects of the kitchen (money, food orders), creating the menu, and directing the staff. In larger restaurants or hotels—especially ones with multiple locations—the executive chef is more of a figurehead whose day-to-day work likely involves little active cooking.

SOUS CHEF



The Sous chef (sous=under in french) is directly in charge of food production, the minute by minute supervision of the kitchen staff, and food

PÂTISSIER



Makes desserts, sweets, and can prepare pasta. If a restaurant has no boulangier, the pâtissier will oversee breads and baked goods. This position usually has one or several cooks underneath it. Glacier - Ice-cream cook. Boulanger - Baker. Makes breads and certain pastries.

GARDE MANGER OR LARDER CHEF



Responsible for most cold preparations: salads, charcuterie plates, and other cold hors d'oeuvres. They are also in charge of the pantry. If a restaurant has their own boucher or charcutier, the garde manger will oversee these roles. Boucher - Butcher. Oversees butchering of meat and poultry. Charcutier - Person in charge of charcuterie.

CHEF DE PARTIE

Senior cooks, line cooks.

Each is the head of a particular station, which prepares specific dishes or types of cuisine. This includes:

SAUCIER



Considered the most respected of the chefs de partie, the saucier often reports directly to one of the sous chefs. Their central role is preparation of sauces and possibly sautéed dishes.

RÔTISEUR



Responsible for the roasting and braising of meats. In the traditional Escoffier brigade, the rôtisseur would also be in charge of the grillardin and friturier. Today, he or she may simply take on these roles. Grillardin - Grill cook. In charge of the grill, specifically grilled meats. Friturier - Fry cook. Takes care of all frying, specifically deep-frying.

POISSONNIER



Prepares and oversees all fish and seafood dishes. This position usually involves butchering the fish as well. Restaurants with an emphasis on shellfish may also employ an écailler. An écailler prepares fruits de mer or shellfish (i.e., shucking oysters).

COMMIS



Work at specific stations under one of the chefs de partie. They are responsible for the tools at their station. Also described as a kind of apprentice who is usually a recent graduate of culinary school.

Agency Staff:

As an employer, you can hire temporary staff through agencies. This means:

- you pay the agency, including the employee's National Insurance contributions (NICs) and Statutory Sick Pay (SSP)
- it's the agency's responsibility to make sure workers get their rights under working time regulations
- after 12 weeks' continuous employment in the same role, agency workers get the same terms and conditions as permanent employees, including pay, working time, rest periods, night work, breaks and annual leave
- you must provide the agency with information about the relevant terms and conditions in your business so that they can ensure the worker gets equal treatment after 12 weeks in the same job
- you must allow agency workers to use any shared facilities (e.g. a staff canteen or childcare) and give them information about job vacancies from the first day they work there
- you are still responsible for their health and safety

Casual/Seasonal

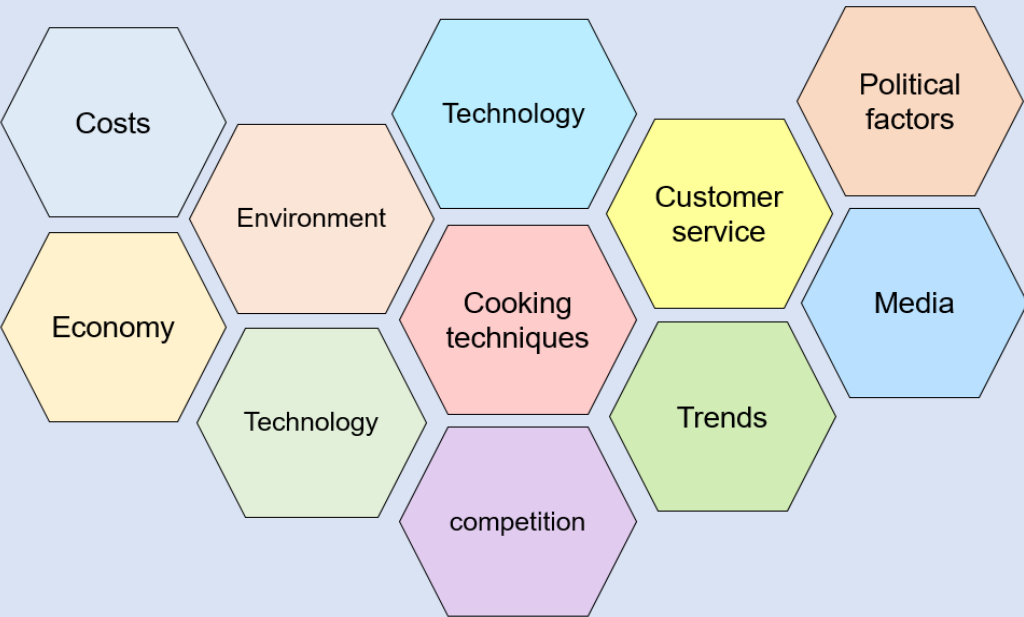
Casual workers are hired on an irregular basis for a short period of time (no more than 12 weeks). There is no continuing commitment from the employer to offer work, and no obligation on the part of the casual worker to do the work offered.

Full-time and part-time employees must have



Staff can earn extra money if they are given tips because the service and food they have delivered has been good. It is sometimes considered rude not to tip. More expensive restaurants automatically add 10-12.5% extra to a bill to cover tips

Factors affecting success



Food costs are large **percentage** of costs for most **hospitality businesses**. When planning menus chefs must **calculate** how much dishes will **cost per portion** to be able to **justify** keeping it on the menu. **Expensive** dishes that are not ordered often may lead to **wasted ingredients** that are unused, which result in **less profit**. Chef's must design dishes that generate a profit to stay operational.



$$\frac{\text{Cost per portion} \times 100}{40}$$

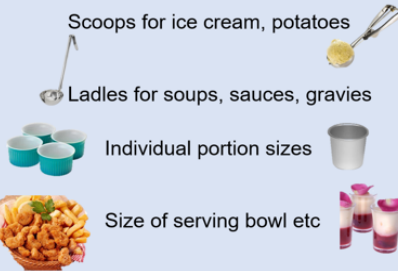


Advantages	Disadvantages
<ul style="list-style-type: none">Very large range of commodities and sundriesCan have in house butchery departmentPre made and pre portioned foodLarge bulk packaging of ingredients	<ul style="list-style-type: none">May be expensive for pre made foodsHave to order well in advanceSet delivery daysHave to order large quantities to get a discount

Benefits of portion control

- Keeps the food costs down
- Keep losses in food preparation and serving to a minimum
- Offer a consistent portion to customers
- Minimise waste eg leftovers
- To make a profit which is constant

Controlling portion size



Controlling portion size

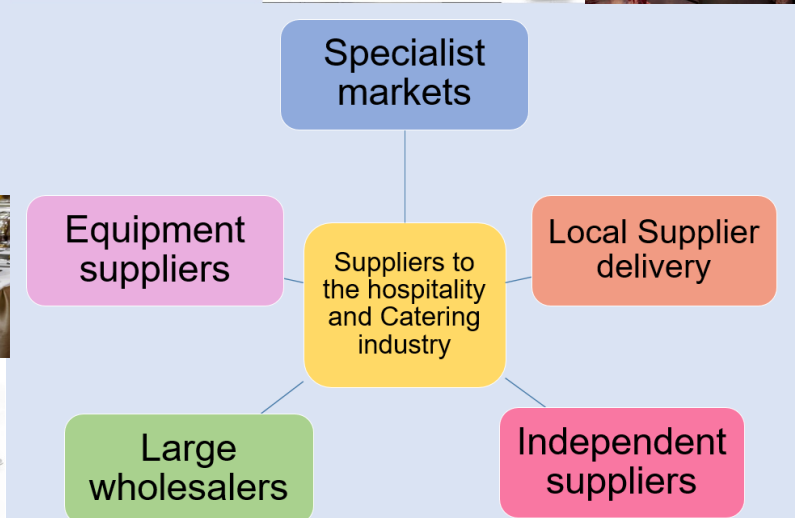


Specialist markets

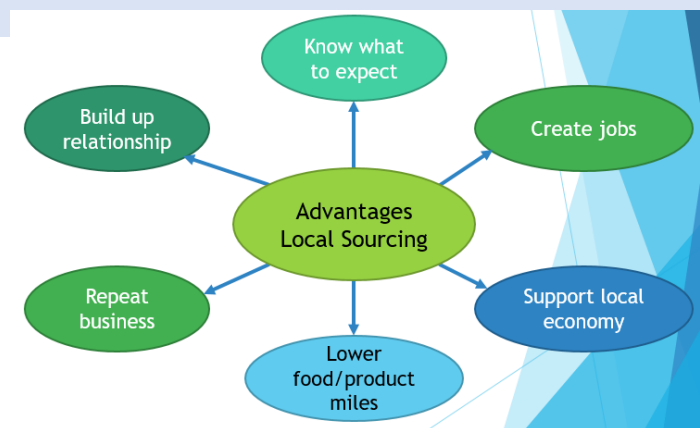
Advantages	Disadvantages
<ul style="list-style-type: none">Large choice of commoditiesSeveral suppliers at the market means costs are kept down by competitionSupplies are always at their freshestNew supplies in every day	<ul style="list-style-type: none">May not be easy to get to eg LondonWork through the night and close early in the morningCosts of transport back may be expensivePurchaser has to judge quality for themselves before they buy

Local suppliers

Advantages	Disadvantages
<ul style="list-style-type: none">Local deliveries, less environmental impactMay use local farms and companies for commoditiesSmaller firms, personal business relationshipMay be able to change order at short notice	<ul style="list-style-type: none">May not have a wide selectionSmaller companies buy in smaller quantities so costs moreMay not be able to supply large orders



It's important to remember that local sourcing can encompass much more than just using locally supplied and seasonal food. **Local sourcing can also include toiletries for guest rooms and flowers for reception**



Legislation that protects workers

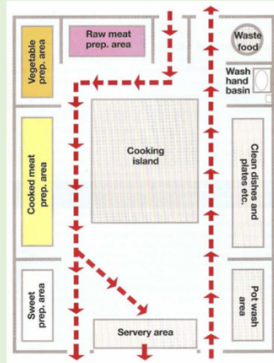
- Disabled Discrimination Act 1995
- Equal Pay Regulations 1970
- Health and Safety At Work 1974
- National minimum wage
- Working Times Regulations 1998
- Part-time workers Regulations 2000

Type of staff	Benefits for employer	Benefits for employees	Disadvantages for employer	Disadvantages for the employees
Full-time 36 hours plus 28 days holiday	Reliable Permanent staff Staff have a good knowledge of services provided	Regular income Job security Permanent contract with holiday benefits. Regular hours of work Will receive sick pay	Bound by contract terms Has to pay sick pay, maternity leave and holidays. Expensive to employ Require lunch breaks unlike part time staff	Usually have to work shifts Less flexibility
Part-time 4-16 hours 28 days holiday	Can be employed at busier times of the day such as lunch or dinner service	Can be more cost effective with less wages needed	Will need to pay for training of more staff rather than small amount of full time staff	Need to work basic requirement of hours before they are entitled to holidays and sick pay
Casual	Can be employed for functions or busy times of the year	Can choose when they want to work	Can be unreliable Have to pay agency fees Don't know the routines Casual staff haven't been trained Unfamiliar with services provided	Called at short notice to work Not a regular income No sick pay Often don't know where they will be working until the week before

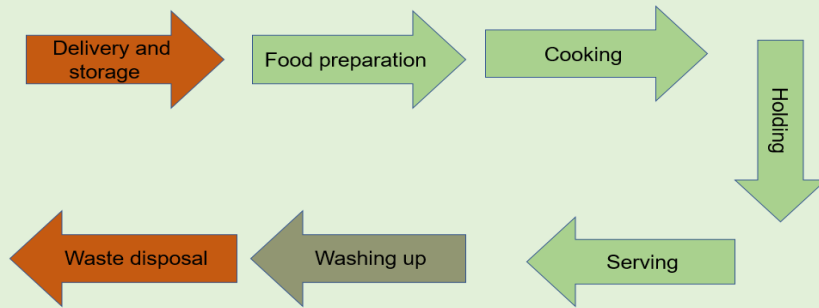
Kitchen workflow

Workflow in the kitchen should follow a logical process by using different areas so that the clean stages in food production never come into contact with the “dirty” stages

1. Delivery
2. Storage
3. Food preparation
4. Cooking
5. Holding
6. Food service area
7. Wash up
8. Waste disposal

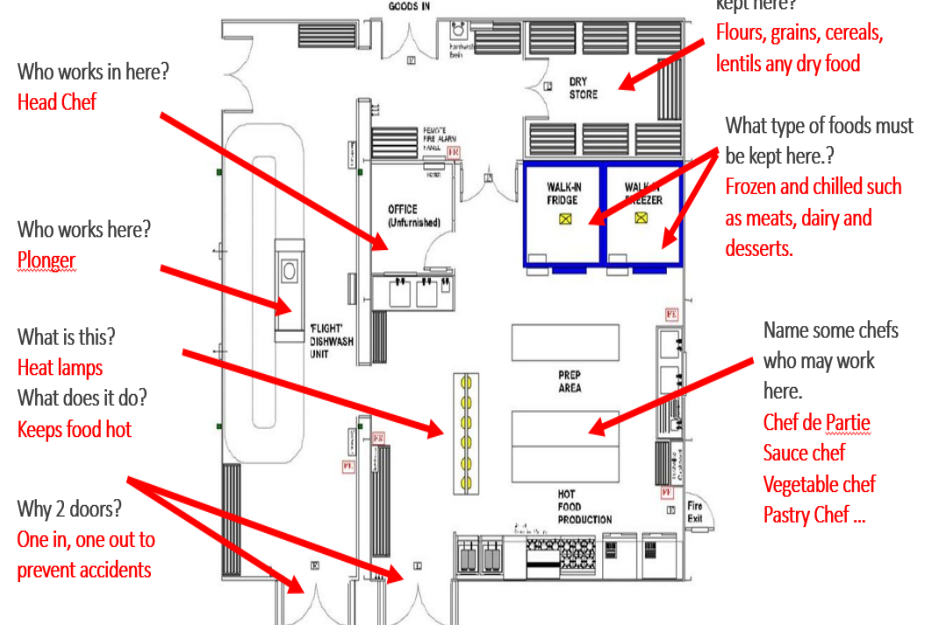


Workflow



Organising the kitchen into separate areas for separate jobs is the heart of hygienic kitchen design. The e layout will depend upon the size of the kitchen as well as on the type of meals it prepares.

Kitchen Layout



Some establishments have staff wear the same uniform; this makes them easily identifiable for staff and customers. The uniform may change depending on which area of the establishment they work in.

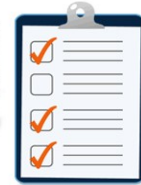
Protective clothing as part of a uniform must be paid for by the employer.



LO2 Understand how hospitality and catering provisions operate

Delivery

Goods vehicles should have adequate access to premises, providing direct deliveries to catering areas. This limits the length of time chilled foods may be in the danger zone. Have adequate space to check orders before they enter the catering area. Check temperature of van and visually examine goods.



Food Prep

Separate hand wash, pot wash and food wash areas/sinks need to be provided as well as separate areas for potential allergen containing food prep. Where premises are small, systems should be in place to ensure utensils are kept separate.



Cooking

Cooking equipment should be selected based on the menu being produced and the ability of the staff using it. State-of-the-art equipment such as water baths, programmable Rational ovens and computerised deep-fat fryers would be desirable, however, if they are not necessary they are a waste of money. Most importantly, the equipment layout should be safe and manageable to work around to prevent accidents.



First In, First Out (FIFO) is a system for storing and rotating food. In FIFO, the food that has been in storage longest (“first in”) should be the next food used (“first out”). This method helps [restaurants and homes](#) keep their food storage organized and use food before it goes bad. First In, First Out is an effective system that should be [standard operating procedure](#) for every food service establishment.

Cooking

A 900mm corridor should be allowed for around the front of cooking equipment, ideally 1200mm. You may be limited by the energy supply available, gas may not be permissible in the building or the incoming electrical supply may be limited. Large scale equipment, whilst can be energy efficient and have energy saving features such as thermostats and auto switch-off, often requires a large electrical supply to run in the first place.



Holding

The food holding area should be near the food service area in order to keep the food at the right temperature (above 63°C). Some kitchens may require separate refrigerator areas to keep desserts chilled and away from raw foods.



Food Service Area

In an à la carte restaurant adequate space needs to be considered to allow plating up.



Food Service Area

In a buffet of canteen system, multiple food collection points can limit queuing. Large service areas may need stock replenished frequently, such as all you can eat buffets, therefore the food service area should be located near the kitchen area.



Wash Up Area

An integral part of the kitchen. If the dish washing area does not function, neither does the kitchen. Ample space should be given to both the size of dish washing area needed for the number of dishes, pots, pans etc. are used in one night as well as adequate space to store and sort washing up. As hot water produces steam, adequate ventilation is required.



Waste Disposal

Dirty plates and waste food needs to be kept separate from food prep and storage areas to prevent cross contamination. Ideally a separate refuse bay should be made available well away from the kitchen entrance (so customers do not see this side of the business)! Adequate changing rooms/facilities should also be provided for staff to change at the start and end of shifts and also easily accessible staff toilets nearby.



Hygienic kitchen design

Work surfaces

Must be strong, hard wearing and easily cleaned. Stainless steel with wheels that can be moved out of the way while cleaning

Floor

Hard wearing, easy to clean, non absorbent and non slip

Coving with the walls prevents dirt and food particles from accumulating

Walls

Smooth, can be tiled or lined with stainless steel as splashback light colour to show dirt easily

Hygienic kitchen design

Ventilation

Effective ventilation system to remove the heat, steam and condensation from the kitchen. Bacterial growth in moist conditions

Sinks

For washing food and utensils. Hot and cold water, stainless sinks are the best

Waste disposal

Waste disposal unit or separate waste bin with a lid that can be foot opened



Importance of documentation

Why must they be completed?

1. Maintaining organisational procedures
2. Safety of staff and customers
3. Legal requirements
4. Complying with food safety legislation
5. Complying with accounting and taxation practices
6. Ensuring accurate payment of bills
7. Ensuring profitability of kitchen

Chef's uniform

- Chef's jacket
- Chef's pants
- Hat
- Neckerchief
- Apron
- Hand towel
- Slip-resistant shoes



Documentation and Administration

Types of Kitchen Documents

- Temperature charts – fridge, freezer, display, point of sale. Taken at least twice per day.
- Time sheets – logging staff working hours
- Accident report forms – used to report any accidents and near misses
- Food safety information – blast chill records, food related incidents and cleaning rotas
- Equipment fault reports – What was the issue and how was it dealt with.
- Stock usage reports– order books, stock control sheets, requisition books, invoice, delivery notes

Documentation and Administration

Complete kitchen documents:

- They must be legible (readable)
- At correct interval (daily, hourly)
- Completed accurately
- They must be signed and date.



Where do you get kitchen documentation from?:

- Purchased from stationers
- Designed in-house
- Central purchasing



Advantages

Effective work flow systems, both in the kitchen and front of house staffing, will lead to:

- Good communication between sections/ departments
- More efficient working (time/labour saving)
- Improved quality of the finished product
- Reduce the risk of accidents
- Maintain high standards of hygiene and food safety

All of the above will lead to [better customer service](#) and therefore [satisfied customers](#).

In Summary:

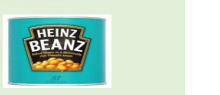
When planning a kitchen you must consider:

- The type of customers you wish to attract
- The type of menu (à la carte, table d'hôte, seasonal, ethnic, children's, rotating ...)
- The type of service (self service, plated, buffet, fast food, canteen ...)
- The kitchen brigade structure and number of staff required to make your menu
- Compliance with legislation

Stock control

Staple foods and supplies that are canned, bottled, dried or frozen. These have a longer shelf life and so do not need to be purchased as frequently. Larger amounts can be bought to get cheaper prices and can be stored.

- Condiments,
- Canned vegetables
- Frozen foods including meat, fish and deserts
- Sauces
- Flour, sugar, fat, oil
- FIRST IN FIRST OUT stock rotation



Perishable food and products that do not stay fresh for very long

- Fresh fruit, vegetables
- Dairy products
- Meat and fish
- Only buy enough to last a few days because they will not last
- FIRST IN FIRST OUT- stock rotation



Food Service Equipment

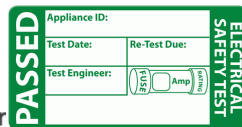
Food service equipment is equipment used to **serve food** in the catering industry.



Service equipment can be anything which is **used by customers** or to **serve food to the customers**.

Hand Held Equipment

Hand equipment is **non-powered equipment** which is used to **serve or consume food and drink**.



Tableware:

Equipment usually used to 'set' a table. Includes crockery, glasses, cutlery etc.



Serving equipment:

Equipment for serving food. This includes utensils for placing food onto tableware such as tongs and ladles. It also includes items such as wine coolers, champagne buckets and bottle openers.

Care, Use and Maintenance of Hand Equipment

1. Equipment used by customers must be **cleaned at least once a day**.
2. Equipment must be cleaned according to the manufacturer's instructions.
3. Powered equipment **must be serviced** regularly.
4. Powered equipment should be switched off when not in use.
5. Equipment which requires training to use must not be available to customers.
- 6.

Powered Equipment



Kettle

A jug for boiling water



Mincing machine

For mincing meat



Microwave

For defrosting, reheating and cooking



Food processor

For chopping, mixing and blending food

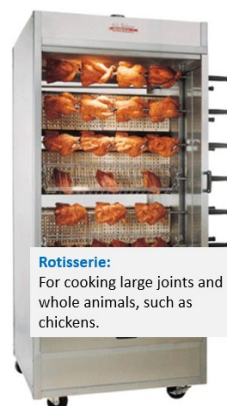


Blender

A jug with a rotating blade for blending foods to smooth texture

Large Powered Equipment

Identify the name and use of each item.



Rotisserie:

For cooking large joints and whole animals, such as chickens.



Deep-fat fryers
For deep-fat frying food in very hot oil.



Floor-standing mixers
For kneading, mixing or whisking large quantities of dough, cake or cream.

Other examples:
Grills
Hotplates
Ovens
Potato chippers

Customer rights.

- The right to be protected (against hazardous goods)
- The right to be informed (about quality, quantity, allergies etc)
- The right to have their complaints be heard
- The right to seek redressal (compensation.)
- the right to receive satisfactory goods that match their product description

How can you reduce the risks?

- **Reduce cash handling** by staff, have specific staff take responsibility for money.
- Train staff to **identify suspicious packages and individuals**.
- Use **security passes**; ask visitors to sign in.
- **Restrict** workmen or outside agencies to certain areas.
- **Security mark** all equipment.
- Use strict **stock control** procedures, have a **checking system** in place.
- Keep all areas **well-lit**.
- Use **CCTV** cameras.
- Check **guest identification** on check-in with photo I.D.

Hand Equipment: Knives

Care, Safe Use and Cleaning

- If equipment has a blade always take care when using and cleaning: **keep fingers away from sharp edges**.
- **Clean items as soon after use as possible**. If food dries on they will be harder to clean effectively.
- **Choose correct cleaning utensils** which can reach all parts of the equipment – such as a brush for between the wires in a whisk.
- Store small utensils in a drawer or on hooks so they are not lost easily.
- **All equipment should be cleaned in hot water using detergent**.



Powered Equipment: Care, Safe Use and Cleaning

Should be **serviced regularly** by an electrician. Usually at least once a year.

Should be cleaned according to a regular routine and a record kept of maintenance.

Staff must be trained in safe operation of larger equipment.

Manufacturers instructions for cleaning and use must be read, followed, and kept safely.

Equipment should be **switched off at the wall while not in use**.

Equipment must not be situated where it could create a **fire hazard**.

Safety notices should be placed on all large pieces of equipment.

Staff allocation

The restaurant manager coordinates all activities at the restaurant.

The restaurant manager must define the tasks that staff must perform Consider

- The size of the restaurant,
- Flow of customers, type of clientele and
- Menu offerings
- Different skills and personnel requirements related to changes of volume and customer preferences.

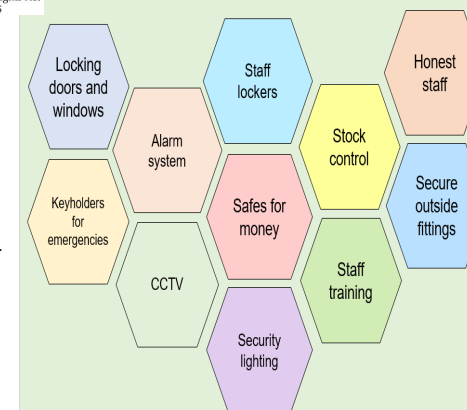
Customer trends

Customers are influenced by

- TV
- Magazines
- Health
- Travel abroad
- Technology
- Ratings and reviews



Safety and security



Health and safety, hygiene

- Fire certificate
- Staff training records
- Accident book
- Food hygiene checks
- Cleaning checks
- First aid records

Monitor stock levels for re ordering
Decide frequency of stock check
First in First out for items with a shelf life

Stock level checks could be for

- Wines
- Spirits
- Coffee
- Order pads
- Garnishes
- Cutlery
- Crockery
- Drinks in bar area
- Nuts, breadsticks
- Other consumables

Food service

Food can be served in many ways. The type of service depends on the following factors:

- The type of establishment or where it is
- The type of food or menu being served
- The cost of the meal or food
- The time available for the meal
- The type of customer
- The number of customers expected
- The availability of skilled serving staff



Documentation

A senior staff member such as the head chef or kitchen manager is responsible for carrying out administrative tasks that ensure the efficient working of all equipment and machinery.

Other documentation such as HACCP checks and accident records are kept up to date to comply with legislation.

Temperature control charts

Reading temperature of refrigerators, freezers and store cupboards

Hygiene information

Hazard Analysis Critical Control Points (HACCP)

Time sheets

Staff shifts, rotas

Accident forms

It is the law to report all accidents that occur on the premises

Equipment faults

Any equipment not working properly must be recorded and reported to the appropriate person. Where equipment is under warranty it must be reported to the manufacturer for repair.

Bookings and reservations

- Electronic booking system
- Electronic reservations system
- Diary with bookings and reservations
- Feedback forms

The **EPOS system** is a computerised piece of technology that **records data**. In the hospitality industry it is used when customers **purchase** services or food. It can be set up to **record bookings**, therefore preventing double bookings as well as updating **food stock levels** as menu items are purchased.

It can be used for –

- Recording sales
- Updating stock levels
- Providing accurate pricing information
- Enable fast and efficient customer service
- Keeping track of sales and taxes



Types of customer

Leisure	Local residents	Business / corporate
Customers who visit the establishments in their leisure time e.g. a meal with friends, a family day out, tourists,	Customers who live in the local area who visit the establishment often eg regular Sunday lunch, or get together	e.g. business lunches. Use business facilities in establishment for meetings or presentations . Courses and conferences

Leisure customers requirements

- Value for money
- Good facilities
- Families want child menus, play area, child friendly
- Tourists want local food, easy to communicate
- Older people may want more formal service
- Good customer service
- Varied choice of menu
- Dietary needs eg allergies, intolerances, vegetarian catered for without having to ask for special foods
- Facilities for physically impaired customers

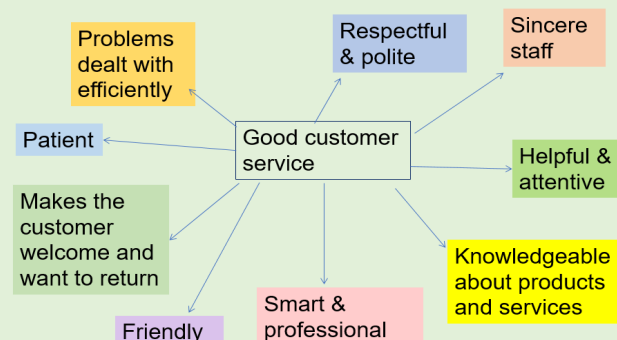
Local customers requirements

- Value for money
- good standard of customer service so they return
- Catering for local needs (culture, religion)
- Consistent dishes served
- Loyalty schemes
- Recognised by staff- feel welcome
- Menu specials
- Theme nights
- OAP discount day
- Child friendly
- Entertainment
- Mailing list or email for special offers

Business customers requirements

- Dedicated corporate (business) contact at establishment
- Discounted rates
- Meeting rooms
- Water, juice on tables
- Presentation equipment, projector, tv,
- Office facilities- printer, phone, fax, internet, stationery
- Tea and coffee for breaks
- Lunch or other meals- buffet or restaurant
- Accommodation if attendees are from a long distance
- Quick service for lunch meetings

What is good customer service?



Types of Bedroom Accommodation

Youth hostel (YHA)

Accommodation is usually in comfortable bunk bedded rooms, sharing with people of the same sex.

Showers and toilets are shared. Bed linen, pillows, duvet and blankets are provided free of charge for you to make up your bed.

A full meal service is usually provided. Some locations also have self-catering kitchens. Most locations will have a sitting area, drying room and cycle store.

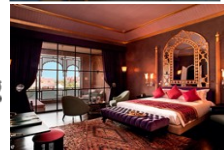
Hotel deluxe suite (Hilton)

Stylish suite with separate living room and large bathroom with free soap, shampoos and creams. A toweling bath robe and slippers are also provided.

Desk with high-speed Internet connection. Also provided: Safe, iron, ironing board, clock, radio and radio alarm, hair-dryer, sofa bed, trouser press, TV with teletext, satellite channels and on-demand films, tea- and coffee-making facilities, bottled water and biscuits.

Cabin room at airports (Yotel)

Book from just a few hours, day or night, to 24 hours or more. Large single bed 2m x 1m (large enough for one or two people at a push) with full sitting height. Bathroom with shower, revitalising all-in-one body wash, heated mirror and soft towels. Fold-out work desk and stool (doubles for unpacking), overhead hand-luggage stowage, suit-bag hanging and storage areas for small pieces. Complete range of power and connectivity including free Internet access and local lighting. 20-inch flat-screen TV with choice of films, radio, games and Internet. 'Cabin'-service menu on screen, and 24-hour 'galley' café service.



Boutique hotel

Designed with a sophisticated and modern slant on the Moroccan theme. Funky leather bed and 'bellydancing' ornate bottles. Luxury room featuring a chameleon-floor seating area in the bay window.

New luxury Italian tiled en-suite shower and toilet, CD player (with shower-room speakers), flat screen TV with Free view, fridge, hair-dryer and hot beverage facility.

Motel (Premier/Travel Inn)

Comfortable king-sized beds. Good quality duvets and pillows. En-suite bathrooms with shower gel.

Remote control TVs. Tea- and coffee-making facilities. Hairdryers. Heater control. Spacious desk area with Internet access.

Family rooms, with cots on request. 24-hour reception. Restaurant and licensed bar nearby. Hot breakfast available.

Equality Act
2010



If you provide any sort of accommodation, serviced or self-catering, the Equality Act 2010 applies to you.

- The Act protects anyone who is disabled, is thought to be disabled or is associated with someone who is disabled.
- The Act gives these people rights of access to goods, facilities and services (including tourist accommodation) and ensures that they are treated no less favourably than other customers.
- You are also required to make reasonable adjustments to the way you deliver your services and to the physical features of your premises to make it easier for disabled guests to use them.

Why is customer service so important in the hospitality industry?

Customer service is what an establishment does in order to meet the **expectations** of their customers and generate customer satisfaction.

- **So customers return.**- People will not return to a place where they were not satisfied with the service. Repeat business means a successful business.
- **Exceeding expectations**-This makes repeat business more likely
- **Growth of the business**- If customers receive a high standard of service and return, they will spend more money and also tell other people about the business

Risk and Security

Workers can be at risk from security hazards in the same way they are from safety hazards. Security risks include



- Disagreements between customers
- Customers being intoxicated (alcohol)
- Customers who have used drugs
- Verbal abuse
- Physical assaults

Risk factors



- Handling large amounts of money in open areas
- Face to face contact with customers
- Opening late in the evening or early in the morning
- Dealing with customer complaints or disputes
- Selling high value items such as alcohol
- Establishment in an isolated area eg country pub
- Poor lighting
- Establishment in a high crime area

Staff (and customers) may feel threatened by physical assaults, threats and intimidation and verbal abuse
People at risk includes

- Young workers who have less experience
- Night shift workers where there are less people
- Lone workers e.g. people working early or late
- Customers in the establishment

Prevention

- Brightly lit areas
- CCTV
- Easy escape routes
- Area for handling larger sums of money
- Appoint more senior staff to deal with problems and complaints
- Train staff to diffuse angry customers
- Contact local police if necessary
- Make sure lone workers are aware of risks
- Keeping doors and windows secure and locked



Instruction	Guidelines	Sign	Obey	Mandatory Sign	
Stop	Prohibition Sign <ul style="list-style-type: none">• Round shape.• Black pictogram.• White background.• Red edging.			<ul style="list-style-type: none">• Round shape.• White pictogram.• Blue background.	
Danger	Warning Sign <ul style="list-style-type: none">• Triangular shape.• Black pictogram.• Yellow background.• Black edging.			Emergency Escape or First Aid Sign	
			Fire	Fire Fighting Sign. <ul style="list-style-type: none">• Rectangular or square.• White picture.• Red background.	

The Health and Safety at Work Act (HASAWA) 1974, regulates health and safety issues.

The act aims to:

- ▶ secure the health, safety and welfare of persons at work
- ▶ protect other people from health and safety risks caused by work activities
- ▶ control the use and storage of explosive and dangerous substances.

Under the Health and Safety at Work Act, **employers** have responsibilities to:

1. ensure the health, safety and welfare of employees
2. provide and maintain safe equipment and systems of work
3. make arrangements for safe use, handling, storage and transport of articles and substances
4. provide information, instruction, training and supervision
5. provide a safe place of work, safe entrance, exit, and work environment
6. provide adequate toilet, washing and changing facilities.

Under the Health and Safety at Work Act, **employees** have responsibilities to:

1. follow safety instructions and training received
2. co-operate with their employer
3. not to misuse or tamper with anything provided in the interests of health and safety
4. take reasonable care of their own and other people's health and safety
5. tell someone if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

PPER - Personal Protective Equipment

Employers have duties concerning the provision and use of personal protective equipment (PPE) at work.

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

These prevent injuries to:

- the lungs, eg from breathing in contaminated air
- the head and feet, eg from falling materials
- the eyes, eg from flying particles or splashes of corrosive liquids
- the skin, eg from contact with corrosive materials
- the body, eg from extremes of heat or cold
- PPE is needed in these cases to reduce the risk.



LO3 Understand how hospitality and catering provision meets health and safety requirements

RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

What to report?

- ▶ Deaths and injuries
- ▶ Occupational Diseases
- ▶ Carcinogens, mutagens and biological agents
- ▶ Specified Injuries to Workers
- ▶ Dangerous Occurrences
- ▶ Gas Incidents



Who should report it?
If you are an employer

If you are an employer, you must report any work-related deaths, and certain work-related injuries, cases of disease, and near misses involving your employees wherever they are working.

If you are in control of premises

If you are in control of premises, you must report any work-related deaths, certain injuries to members of the public and self-employed people on your premises, and dangerous occurrences (some near miss incidents) that occur on your premises.

Agency Workers/Casual Staff

Agencies should ensure that responsibility for reporting under RIDDOR is clearly assigned to the appropriate person based on the particular facts of the employment relationship. Agencies should ensure that reporting responsibilities are clearly understood by host businesses and the workers.



Accidents are reported to the **HSE** Health and Safety Executive

Record other accidents resulting in injuries where a worker is absent from work or is incapacitated for more than 3 days.

H.S.E Health and Safety Executive.

- H.S.E stands for the **Health and Safety Executive**.
- The H.S.E will investigate any complaints and safety incidents.
- The H.S.E employ Health and Safety Enforcement Officers who will inspect safety procedures being used.
- They have the power to serve notice and/or issue legal proceedings over safety incidents.
- It is compulsory to contact the H.S.E if an operative has an absence of more than three days following an accident at work.

First Aid

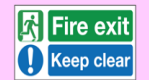


- Employers have to provide first aid facilities at work
- As a minimum, there should be a fully stocked **green first aid box** and a person appointed to take charge in an emergency
- Some workplaces have qualified first aiders and first aid rooms
- **Green and white notices** should inform you where the first aid box is kept and who the first aider(s) or appointed person(s) is/are



Fire safety

- Employers must have arrangements in place
 - to prevent fires
 - To raise the alarm
 - To fight fires (fire extinguishers)
 - Emergency evacuation (including a pre-arranged meeting place for staff to assemble following evacuation)
- Notices showing the safe evacuation routes from buildings should be **green** and white



Employees responsibilities under COSHH

1. Use control measures and facilities provided by the employer
2. Ensure equipment is returned and stored properly
3. Report defects in control measures
4. Wear and store personal protective equipment (PPE)
5. Removing PPE that could cause contamination before eating or drinking
6. Proper use of washing, showering facilities when required
7. Maintaining a high level of personal hygiene
8. Complying with any information, instruction or training that is provided

What Is Manual Handling?



Employers must display health and safety posters in work areas where necessary, especially related to COSHH.

Every substance that is a hazard has a COSHH safety sheet

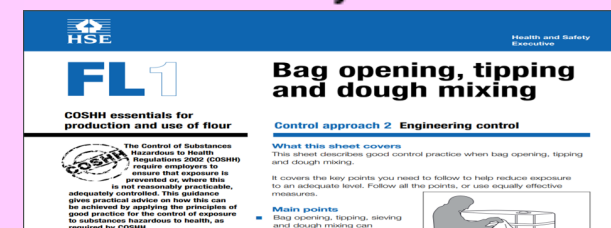
COSHH - Control of Substances Hazardous to Health Regulations 2002

COSHH covers substances that are hazardous to health.

Substances can take many forms and include:

- chemicals
 - products containing chemicals
 - fumes
 - dusts
 - vapours
 - mists
 - nanotechnology
 - gases and asphyxiating gases and biological agents (germs).
- If the packaging has any of the hazard symbols then it is classed as a hazardous substance.
- germs that cause diseases such as leptospirosis or legionnaires disease and germs used in laboratories.

PPE in catering situations



- You **must** wear the p.p.e. if it has been provided for you. You could be held personally liable if you had an accident which could have been prevented by you wearing your p.p.e.
- You must care for it, store it and clean it as necessary;
- You must report any defects.

- Any transporting or supporting of a load by hand or bodily force
- Lifting, putting down, pushing, pulling, carrying or moving



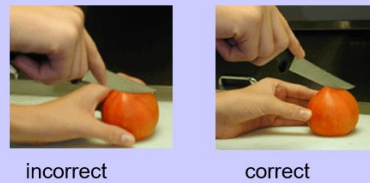
The top 4 injury types in Hospitality and catering

- Cuts
- Burns
- Sprains & strains
- Slips, trips and falls

How Can Cuts Be Prevented?

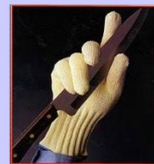
- To prevent knife cuts:

Cut properly, using the bridge and claw grips



- Carry knives with point down and backwards

- Wear gloves that protect your hands from cuts.



- To prevent machine cuts:

- Be sure moving parts are covered by guards.
- Turn off power and unplug to clean.
- Keep your hands, face and hair away from moving parts.



Meat Slicer

Teens under the age of 16 are prohibited from operating food slicers.

- Not wearing clothing or jewelry that could get caught in machines.



- Not using equipment that you have not been trained to use.



How Can Strains Be Prevented?

- Ask for help with heavy loads.
- Ask for training in safe lifting methods.
- Push loads rather than pull them.
- Don't lift and then twist.
- Don't lean out drive-through windows.



Customer safety

- Warning signs when cleaning is taking place
- Do not allow customers in areas where maintenance work is happening
- Signs "mind your head" "watch the step" "hot water"



- Use ladders correctly

- Don't lean out
- Move it closer
- Have a helper

Causes of fires

- **Equipment** that is not serviced regularly can cause over heating and cause fires.
- **Human Error** many fires that happen in catering. Such as fat fryers.
- **Electrical** smouldering wires can develop unseen overnight and be the cause of major incidents,
- **Arson** rare occurrence. grudge between employee and employer, or insurance fraud.
- **Chemical** not very common now due to the COSHH regulations.



Action on Discovering a Fire.

- Raise the alarm. *Break the glass of the nearest alarm point.*
- Call the fire services.



How Can Slips, Trips & Falls be Prevented?

- To prevent trips, slips and falls:

- Make sure your path is clear, clean and dry before carrying a load.
- Move boxes and carts out of the way.
- Watch for mop and broom handles
- Use non-slip floor pads.



Slip-resistant shoes

How Can Burns Be Prevented?

- To prevent other oil and grease burns:

- Watch out for splatters and spills.
- Use protective apron and mitt.
- Clean up spills as soon as they happen.



Protective Mitt

- To prevent burns from open flames:

- Keep hair and clothes away from flames.
- Keep flammable materials away from flames.

- To prevent steam burns:

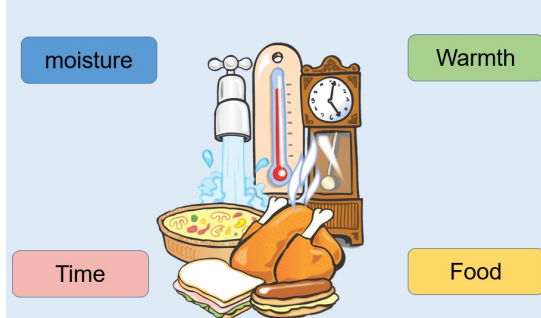
- Watch out for steam cloud when you open dishwasher, steam table or other places where steam occurs.
- Wear protective gloves whenever you open something filled with steam.

- If safe to do so tackle the fire, if in doubt get out.
- Leave the building via the nearest exit calmly. DO NOT run or use lifts.
- Evacuate the premises and report to your designated assembly point.

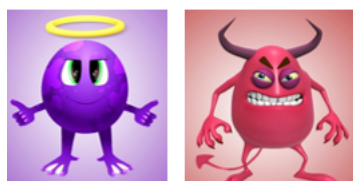
BACTERIA

Bacteria are microscopic organisms which are commonly referred to as '**GERMS**'. They found everywhere Including on and in people, on food, in water, soil and air. Some are **good** for us, and some are **bad!**

What do bacteria need to multiply?



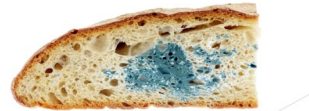
AT RISK GROUPS



COMMON CAUSES OF FOOD SPOilage

- Inadequate temperature storage
- Prolonged storage times
- Inadequate ventilation
- Cross contamination
- Delays between delivery and storage
- Delays between preparation and cooking

WHAT FOOD SPOilage LOOKS LIKE



MOULDS

- ▶ Tiny fungi which grow from spores found in the air
- ▶ Settle on food products and multiply
- ▶ When visible, food is described as 'mouldy'
- ▶ Causes food spoilage



CHEMICALS

- Remnants of cleaning chemicals
- Pesticides
- Insecticides
- Paint (wall surfaces)



PHYSICAL

Physical Contaminants Include:

- Hair
- Finger nails
- Broken utensils
- Pests



POISONOUS PLANTS



Some plants naturally produce poisonous chemicals. If these are eaten they may cause death. Other foods may contain chemicals that give rise to allergies in some people.

Other poisonous plants: some fungi, rhubarb leaves, parts of potatoes which are exposed to the sun while growing.

LO4 Know how food can cause ill health

MICROBES (or BACTERIA) are found in:

- Soil and Water
- Plant and Plant Products
- Air and Dust
- Animal Fur
- Gut of animals and humans
- Food handlers
- Food prep and serving utensils



Metals like lead and mercury stay in our body for a long time and make us ill. Foods may taste or smell funny.

Mercury is a naturally occurring element found in air, water and soil. A highly toxic form (methylmercury) builds up in fish, shellfish and animals that eat fish. Fish and shellfish are the main sources of methylmercury exposure to humans. Fish that typically have higher levels of mercury include king mackerel, marlin, shark, swordfish, tilefish, and tuna.

Many of these types of fish are used in sushi.

Intolerance	Allergy	Poisoning
Hours to days to see effect	Can occur within minutes of exposure to food	From 30 min for toxins 12-48 hours bacterial
Digestive system cant process the food	Immune response to allergen	Bacteria poison or disrupt digestive system
Possible to eat a small amount without effect	Body reacts to tiny amounts of food	Toxins- few bacteria Large amounts colonise gut
Stop eating the food and it goes away	May need adrenaline or anti histamines	Runs its course of illness then ends
Easier to detect the food	Allergens may be small amount in ingredients	No smell, no taste, no sign
Symptoms if you eat a lot or frequently	Symptoms every time even tiny amounts	Symptoms if the food is contaminated
Moderate to serious illness	Can be fatal	Serious illness to fatal

PESTICIDES AND HERBICIDES

Some of the chemicals used in farming may remain on or in the food we eat. These may cause us harm.

Farmers spray pesticides on crops to kill the insects that may reduce crop yield. They also spray herbicides to kill weeds that may compete with the crops. Some of these chemicals may remain on the surface of, for example, fruit. Others may be absorbed by the plant and therefore be present in the crop.

The European Union has strict laws that determine how much of these chemical residues are permitted in foods.

If you suspect someone of going into anaphylaxis you must:

- Call an ambulance
- Check for the casualty's Epi-Pen and help them use it. **You may have to do this for them, all pens have instructions on the side.**
- Lie the casualty down with their legs elevated to treat for shock
- Stay with the casualty and reassure them while you wait for the ambulance

In more severe cases, a food allergy can cause anaphylaxis. Symptoms, which can come on very quickly, include an itchy rash, swelling of the throat or tongue, shortness of breath and low blood pressure. Some cases can be fatal.



SIGNS AND SYMPTOMS

- Impairment of peripheral vision
- Disturbances in sensations 'pins and needles'
- Lack of coordination
- Impairment of speech, hearing, walking
- Muscle weakness

Food intolerance

Mouth ,may be sore, bad breath

Skin rash, redness, itching swelling eczema

Gut abdominal pain, bloating, heartburn, cramping, vomiting, diarrhoea or constipation

Lungs chronic cough, wheezing

Head headache, brain fogginess, migraines

Perception irritable, moody, panic, depression

ALLERGENS

Some people may develop an allergy to peanuts or to the gluten in wheat. If they eat foods containing these, they may become very ill, and possibly die.

The 8 most common food allergies include:

- Cow's milk
- Eggs
- Tree Nuts
- Peanuts
- Shellfish
- Wheat
- Soy
- Fish

Symptoms can occur anywhere from a few minutes after exposure to a few hours later, and they may include some of the following:

- Swelling of the tongue, mouth or face
- Difficulty breathing
- Low blood pressure
- Vomiting
- Diarrhea
- Hives
- Itchy rash



COW'S MILK

Milk, Milk powder, Cheese, Butter, Margarine, Yogurt, Cream, Ice cream

TREE NUTS



Brazil nuts
Almonds
Cashews
Macadamia nuts
Pistachios
Pine nuts
Walnuts

SHELLFISH

Shrimp, Prawns, Crayfish, Lobster, Squid, Scallops

INTOLERANCES: LACTOSE INTOLERANCE

What is the issue?

Can't digest lactose.



What are the problem ingredients?

Lactose can be found in dairy products.

What food products cannot be eaten by coeliac disease sufferers?

Milk, Milk powder, Cheese, Butter, Margarine, Yogurt, Cream, Ice cream

INTOLERANCES: COELIAC DISEASE/GLUTEN INTOLERANCE

What is the issue?

Can't digest gluten.



What are the problem ingredients?

Gluten can be found in wheat and other grains.

What food products cannot be eaten by coeliac disease sufferers?

Flours, Pasta, Bread, Cereal, Certain alcoholic drinks

The Environmental Health Officer's (EHO) role is to inspect premises in order to ensure the food a establishment produces is safe to eat.



At the end of their visit, in England, Wales, and Northern Ireland, they will present the establishment with a score from the Food Hygiene Rating scheme of 0 - 5. The scheme is standardised across England and Wales to maintain a consistent assessment of safety standards. Any business should be able to achieve a "5 - very good" rating.

What is an Environmental Health Officer?

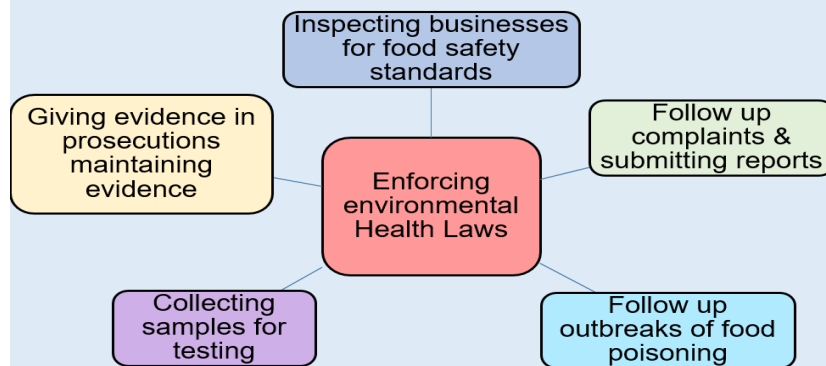
EHOs are personnel qualified in Environmental Health laws, enforcement and inspection methods. They have a 3 year degree in Environmental Health

Many organisations employ EHOs including

- Local councils
- Private companies
- NHS
- Military
- Food Standards agency



EHO roles in the Hospitality and Catering industry



Inspecting businesses for food safety standards

- Powers of entry at any reasonable time
- Inspect food and premises
- Power to seize and detain food
- Serve notices
- Power to close
- Prosecute



Legislation enforced by EHOs

The Food Safety Act.

Food safety from the manufacturer or producer to the point of sale. Might involve different companies or premises e.g. suppliers, manufacturers or kitchens, shops or restaurants.

The Food Safety Act (General Food Hygiene) Regulations.

Ensures food producers **HANDLE** all food hygienically.

Legislation enforced by EHOs

The Food Safety Act (Temperature Control) Regulations.

Temperatures at which to store or hold food.

- Freezers from -18°C
- Chillers from 3°C to 8°C
- Fridges from 0°C to 5°C
- Cooked core temperature at 75°C or above
- Hot holding above 63°C

The Food Composition Regulations.

Specifies what ingredients **CAN** or **CANNOT** be used in the manufacture of foods e.g. bread, breakfast cereals and use of additives



Food premises must:

- ▶ Be well maintained.
- ▶ Be regularly cleaned.
- ▶ Have lockers for employees.
- ▶ Have hand-wash facilities provided.
- ▶ Have clean cloakroom and toilet facilities.
- ▶ Have first aid available.
- ▶ Have clean storage areas.
- ▶ Have temperature-control fridges and freezers.
- ▶ Have equipment that is clean and in good working order.
- ▶ Be free from pets, pests, etc.



Food handlers must:

- ▶ Have a **certificate/regular training in food safety**.
- ▶ Be dressed in **clean** 'whites' or other uniform.
- ▶ Have **hair tied back** (and ideally wear a hat or hair/beard net).
- ▶ Have **short, clean nails** - no nail varnish or jewellery.
- ▶ Be in **good health** (they cannot work with upset stomachs).
- ▶ Have **'good' habits**, e.g. no coughing or sneezing over food.
- ▶ **Wash their hands** after handling raw meat, after blowing nose, after going to the toilet, etc.
- ▶ Cuts should be covered with coloured waterproof plasters.

Examples of good hygiene practices include:

- ▶ Food deliveries should be checked thoroughly.
- ▶ Food should be labelled and stored correctly (in freezers, chillers, fridges and dry stores).
- ▶ Food should be 'rotated' (first in, first out).
- ▶ Care should be taken with temperature control in the kitchen (i.e. food kept out of the danger zone of 5°C - 63°C).
- ▶ Food should be prepared quickly and as close to cooking time as possible.
- ▶ Hot food should be maintained at above 63°C .
- ▶ The core temperature of cooked food needs to be at least 75°C .
- ▶ Chilled food should be stored below 5°C
- ▶ Washing up should be done in hot soapy water if there is no dishwasher available.
- ▶ Waste should be disposed of safely.



Why do we have Food Hygiene Regulations?

- ▶ We have food hygiene regulations to prevent outbreaks of food poisoning.
- ▶ Customers need to know that food is safe to eat.
- ▶ Food safety regulations are constantly changing and establishments should follow the latest guidelines.
- ▶ Food safety and hygiene regulations are enforced by **Environmental Health Officers (EHO)** who regularly check all food premises.

HACCP (2006)
What does it stand for?

Hazard
Analysis
Critical
Control
Points

What does it mean?



- Legal requirement
- Identify the most critical (dangerous in terms of bacteria) areas of their business to make sure they are under control

HACCP System

Food companies need to:

- Analyse the hazards to food safety
- Assess the level of risk from each hazard
- Decide the most critical points that require controls
- Implement appropriate controls
- Establish a monitoring system
- Set up procedures to correct problems (corrective action)
- Review the system when operations change

Hazard Analysis

A hazard is something that has the potential to cause harm.....

Type of hazard	Example
Biological	Salmonella in chicken
Chemical	Contamination from cleaning materials e.g. bleach
Physical	Damaged packaging, glass found in food

Critical Control Points

A critical control point is a step which eliminates or reduces the hazard

Control is essential to reduce the risk of food poisoning.

If a caterer gets it wrong they could be breaking the law all stages from purchasing through to preparation and serving is controlled.

The Consumer Protection Act 1987

This protects the public by:

- prohibiting the manufacture and supply of unsafe goods
- making the manufacturer or seller of a defective product responsible for damage it causes
- allowing local councils to seize unsafe goods and suspend the sale of suspected unsafe goods
- prohibiting misleading price indications

The Trade Descriptions Act 1968

The Trade Descriptions Act makes it an offence for a trader to make false or misleading statements about goods or services.

It carries criminal penalties and is enforced by Trading Standards Officers, making it an offence for a trader to:

- apply a false trade description to any goods
- supply or offer to supply any goods to which a false trade description has been applied
- make certain kinds of false statement about the provision of any services, facilities or accommodation

Food Labelling Regulations (1996)



Examples of CCP's (Critical Control Points) are:

- Inspection of goods on delivery
- Storage & handling of ingredients & finished product
- Temperature of fridges, freezers & ovens
- Cleaning procedures for equipment
- Cross-contamination
- Personal hygiene & health standards
- Proficiency of use and cleaning of equipment

Record Keeping

Legal requirement that certain records are kept as part of the HACCP-based food safety management system, eg:

- Fridge/freezer records
- Cooking/hot-holding temperatures
- Cleaning records
- Training records
- Pest control checks



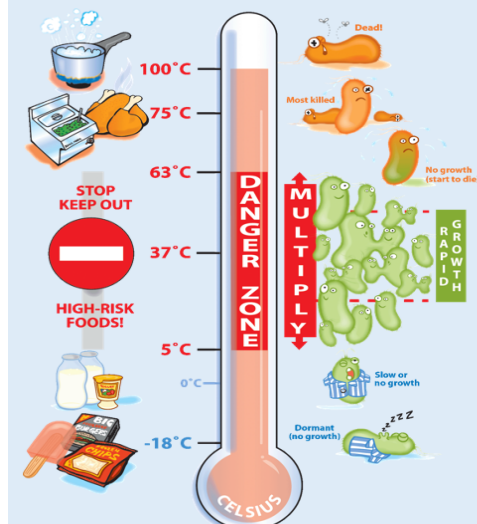
The Food Hygiene regulations 2006

- Applies to high-risk foods
- Cold foods- store below 8°C
- Hot foods – store above 63°C

During service :-

- Cold food max 4hrs at room temperature then discard or refrigerate
- Hot food maximum 2 hrs
- Buffet food 90mins at room temperature

Influence of temperature



Dead!.

Destroys most pathogens

Too hot (start to die 63°C)

Multiply rapidly

Spoilage slow growth, most pathogens no growth (<5°C)

Dormant (no growth – spoilage or pathogens).

Defence of Due Diligence

- The principal of defence under The Food Safety Act 1990
- A business must be able to demonstrate that it has done everything within its power to safeguard consumer health
- Accurate records are useful in proving this defence; these may include:
 - Temperature control records delivery/storage/cooking
 - Microbiological records
 - Hygiene training for staff
 - Use of HACCP system
 - Pest control records
 - Hygiene manuals, cleaning schedules
 - Hygiene policy

Food poisoning

Mouth increase in saliva

Head headache



Skin fever, shivering

Gut abdominal pain, nausea vomiting, diarrhoea

Circulation, low blood pressure, weak pulse, fatigue

The Food Safety Act 1990

Food businesses:

- Must ensure that the food served or sold is of the nature, substance or quality which consumers would expect, e.g. :
 - Nature - pollock rather than cod;
 - Substance - contains foreign material including glass or packaging;
 - Quality – mouldy bread or stale cake.

- Ensure that the food is labelled, advertised and presented in a way that is not false or misleading, e.g. photos on menus that do not look like the dishes served to customers.

Hospitality and Catering Businesses can be fined up to £20,000 or owners can face up to 2 years in prison for failing to comply with food laws.

1. Keep yourself clean.
2. Keep the workplace clean.
3. Wear suitable clothing.
4. Protect food from contamination.
5. Store, prepare & serve food at the correct temperature.
6. Inform a manager if you are ill.
7. Do not work with food if you have symptoms of food poisoning.

PREVENTION: Personal Hygiene

- Tie hair back
- Remove jewellery
- Roll up sleeves
- Wear an apron
- WASH HANDS THOROUGHLY



Campylobacter

Friend suggestions:

Salmonella
E-coli
Clostridium
Perfringens
Listeria
Bacillus Cereus
Staphylococcus
Aureus



Found in: raw meat and poultry

Contract Me!

Symptoms: Can last for 10 days

Fever
Headache
Abdominal pain
Diarrhoea



Illness caused by small numbers.

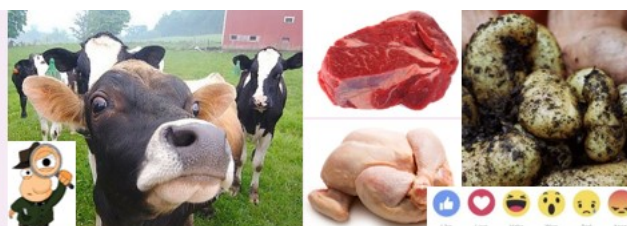
Most common form!



Clostridium Perfringens

Friend suggestions:

Campylobacter
Listeria
Bacillus Cereus
Staphylococcus
Aureus
Salmonella
E-coli



Found in: animal poo, soil, manure, sewage, raw meat, and poultry

Contract Me!

Symptoms: Can last for 3 weeks!

Can take 8-18hrs for symptoms to show:

Nausea
Abdominal pain
Diarrhoea
Can be fatal!



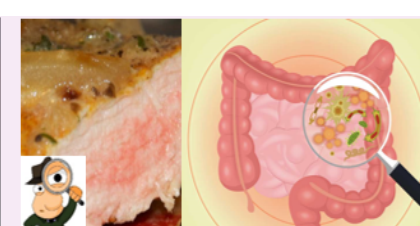
Produces spores which may not be killed by cooking!



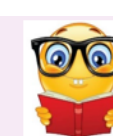
E-coli

Friend suggestions:

Campylobacter
Clostridium
Perfringens
Listeria
Bacillus Cereus
Staphylococcus
Aureus
Salmonella



Found in: the gut of animals and humans



Can survive refrigeration and freezing

E Coli 0157 found in raw and undercooked meats and raw vegetables

Symptoms:

Can take up to 5 days for symptoms to show:

Diarrhoea
Can be fatal!



Salmonella

Friend suggestions:

Campylobacter
E-coli
Clostridium
Perfringens
Listeria
Bacillus Cereus
Staphylococcus
Aureus



Found in: raw meat, poultry and unwashed vegetables

Contract Me!

Symptoms: Can last for 3 weeks!

Can take 48hrs for symptoms to show:

Fever
Vomiting
Abdominal pain
Diarrhoea
Can be fatal!



2nd most common form of food poisoning!



Caused by large numbers

High Risk Foods

- ▶ Foods high in protein
- ▶ Foods high in moisture
- ▶ Stocks, sauces, gravies and soups
- ▶ Eggs
- ▶ Meat, poultry and other meat products
- ▶ Milk and dairy products
- ▶ Fish and Shellfish
- ▶ Cooked rice
- ▶ Foods which are handled and those which are reheated
- ▶ However, **preserved foods**, or those with high concentrations of **vinegar**, **salt** or **sugar**, are **low-risk**.



Listeria

Friend suggestions:

Campylobacter
E-coli
Clostridium
Perfringens
Salmonella
Bacillus Cereus
Staphylococcus
Aureus



Found in: soil, vegetation, meat, poultry, soft cheese and salad vegetables

Contract Me!

Symptoms: Can last for 3 weeks!

Can range from:

Flu like symptoms
Meningitis
• Pregnant women
• Elderly
• Very Young
at greater risk!



Can grow at low temperatures



Staphylococcus Aureus

Friend suggestions:

Campylobacter
E-coli
Clostridium
Perfringens
Salmonella
Listeria
Bacillus Cereus



Found in: on the skin, cuts and boils and up the nose!

Contract Me!

Symptoms: Onset within 6hrs

Two types:

Severe vomiting
Diarrhoea
Abdominal pain
Can last 6 days!



Transferred to food from hands, nose or mouth

Survives refrigeration

Caused by large numbers

Produces a toxin which may survive cooking

INFECTIVE POISONING
Result of eating contaminated food with bacteria itself;
Examples: Salmonella, Listeria

TOXIC POISONING
Some bacteria produce toxins, these toxins cannot be destroyed with cooking. Examples: Staphylococcus Aureus, Clostridium Perfringens



Bacillus Cereus

Friend suggestions:

Campylobacter
E-coli
Clostridium
Perfringens
Salmonella
Listeria
Staphylococcus
Aureus



Found in: soil and dust

Contract Me!

Frequently found in: rice dishes

Symptoms: Usually lasts less than 24hrs

Two types:

After 1-5hrs
Vomiting
After 8-18hrs
Diarrhoea and
Abdominal pain



Forms spores that are resistant to heat

Illness can be caused by a small number of bacteria