

Chapter 4 – General Food Safety

All employees should strive to ensure the food we prepare and serve to our customers is safe to eat. This will prevent foodborne illness and prevent our customers getting ill from poor food hygiene practices.

Hazards affecting food

Hazards that you need to be aware of can be categorised as follows:

Chemical Hazard	Chemical harmful substances such as pesticides, machine oils, cleaning chemicals, sanitisers and excessive amount of food additive
Physical Hazard	Foreign objects not part of food but have got into the food such as metal shavings, hair, jewellery
Biological Hazard	Harmful microorganisms such as bacteria and viruses.

Cross contamination occurs when harmful bacteria cross from one product to another. The following factors are ways in which prevent cross contamination and must be followed:

- Prepare one food product at a time and place them in the fridge immediately (Temperature control is important when preventing harmful bacteria from growing)
- Wash hands/change gloves frequently.
- Prepare sandwiches on deli paper.
- Don't mix utensils when serving food.
- Never reuse packaging materials.
- Sanitize all food-contact surfaces
- Complete the 2-hour sanitation sheet
- Wash, rinse and sanitize equipment after use
- Do not sneeze or cough over food

Chemical Cautions

When working with any type of chemical, use the product correctly and follow safety procedures. Your trainer will train you on the proper use of the chemicals. Remember:

- Always read the Instructions of how to use the chemical before use
- **Never** mix chemicals
- Use separate cleaning tools for different tasks
- Store cleaning chemicals in a central location, away from food items
- Always follow the manufacturer's instructions

This should be followed in order to prevent chemical burns!



Time & Temperature Principles

Food borne illness can be prevented by controlling the temperature of food and limiting the time food is exposed to dangerous temperatures.

Foods must be kept at the proper temperatures during transport, storage, handling, preparation, display, and service.



Food kept in the temperature danger zone for four hours or more causes bacteria to grow and expand. It can cause bacterial growth and toxin production on food products which will place risk of a Foodborne illness for people who eat the food items. The improper temperature of food is the most common factor associated with foodborne illness.

You should ensure food items stay in the optimal temperature ranges below:

Situation	Optimal Temperature Range
Receiving a frozen product	-15°C or below
Holding frozen product	-18°C or below
Thawing a product	In refrigerator
Receiving a refrigerated product	0.6-5.0°C
Holding a refrigerated product	0.6-5.0°C
Rapid re-heating pre-cooked hot product	Above 75°C
Holding product in the Hot well	65-74°C

You should pass food through the temperature danger zone as quickly as possible. Exposure time adds up with each stage of handling and serving. The total accumulated time potentially hazardous foods are exposed to the temperature danger zone **must not exceed 4 hours**.



DANGER ZONE:

Between 5° and 65°C the temperature causes harmful bacteria to grow and **this temperature must be avoided**. Reheating or cooling foods must be done quickly to reduce the time the food spends in the danger zone.



Taking Product Temperatures

Product temperatures must be checked and recorded for food safety. Your trainer will demonstrate and explain how to take product temperatures. They should be done at least twice a day and logged onto the Food Safety Temperature Recording Log. Always wear gloves when using the thermometer.

Probe each product in multiple places and do not touch the sides or bottom of pan when taking temperatures. The probe needs to be in the centre of the food so that a core temperature is recorded.

Make sure the probe is cleaned after and before each food item.

Ready to Serve Items

Bulk

- Chicken Strips
- Rotisserie Chicken
- Meatballs
- Steak



Meat Stacks

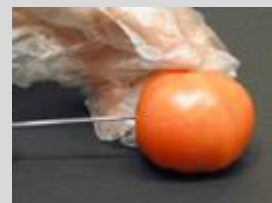
- Turkey
- Ham
- Salami
- Pepperoni



Vegetables

(Prepped and Whole)

- Lettuce
- Cucumber
- Tomatoes
- Peppers
- Pickles
- Black Olives
- Onions
- Jalapenos



Cleaning the Probe

Sanitise probe with an alcohol wipe or wipe with a clean cloth dipped in sanitiser. Sanitise probe after every product.



Sealed Packages

- Meatballs
- Steak
- Ham
- Turkey
- Rotisserie Chicken



- Salami
- Pepperoni
- Lettuce
- Roast Chicken



Your trainer will explain you what to do when a food item is in the Danger Zone. You must complete the **Food Safety Action Log**.

Sanitisation Standards

Sanitisation of all food contact surfaces should be completed throughout the day and you should ensure all employees complete the sanitisation sheet once every two hours.

Why?

By sanitising food contact surfaces and equipment, you will adequately reduce the numbers of other undesirable microorganisms, but without adversely affecting the product or its safety for the consumer.

- The sanitation sheet must be completed once every two hours
- Sanitiser test strips (chlorine) available and used
- Sanitise bottles must be checked every morning with the test strips and refilled when needed or end of 7day shelf life (date label must be added to every bottle prepared)
- **All food contact surfaces** are sanitised **once every 2 hours**

When preparing products

- **Only thaw products under refrigeration** – Never allow products to thaw at room temperature. Allow enough time for product to thaw before food preparation begins.
- **Prepare products within the required time frame** – Refer to the shelf life charts on display in your stores.
- **Use only clean, sanitized equipment and utensils** – All equipment must be cleaned and sanitized between each use. This includes when changing from one food item to another.
- **Wash your hands and put on a new pair of gloves before starting any food preparation task and between preparing different food products**
- **Prepare products daily** – Establish the amounts needed to minimise overage and try not to prepare more food than you need for a single day
- **Always wash fresh produce thoroughly before slicing**
- **As soon as the product is prepared, immediately place it in the cooler** – Do not leave prepped items on the counter when moving onto the next product
- **Never reuse plastic wrap, paper portion trays, sub wrap or similar products** – Dispose of these items after one use even if they are not visibly soiled



Shelf Life Chart

This is an example of a Shelf Life chart. The Defrost Time is the time the food product is allowed to be thawed for when it is moved from the freezer to fridge. The open/prepped section is the number of days the food time is allowed to be open/prepped and kept in the fridge. This food should never sit out in room temperature as the temperature will rise into the danger zone and could lead to contaminated food. The only exception to this rule is wraps and flatbreads which are thawed at room temperature and stored in the bread cabinet.

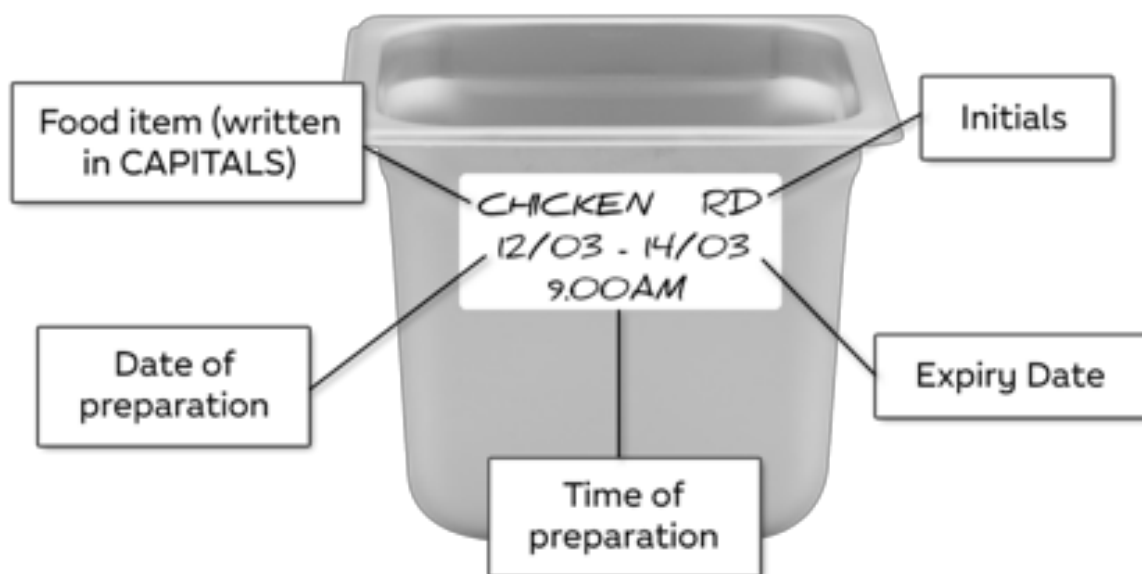
Food Item	Defrost Time	Open/prepped
Bacon (precooked)	1 day	3 days
Bread		8 hours
Cheese		3 days
Chicken (tikka/strips)	2 days	2 days
Egg (poached)		3 days
Ham	2 days	2 days
Meatballs	2 days	2 days *Heated = 4 hours
Sausage	2 days	3 days
Salami/Pepperoni	2 days	3 days
Steak	2 days	2 days
Tuna		3 days
Turkey	2 days	2 days
Veggie Patty	2 days	3 days
Sauce		5 days
Dressing (Caesar & 1000 island)		5 days
Marinara Sauce		5 days
Salsa		5 days
Cucumbers		2 days
Lettuce		1 day
Olives		5 days
Red Onions		2 days
Peppers		2 days
Jalapeno		5 days
Gherkins		5 days
Sweetcorn		3 days
Tomatoes		2 days

Food Safety – Labelling food and sauces

Labelling food is essential to manage food safety in your store. All food will be checked by Field Consultants each month and if any food is not labelled or the label is incorrect your store will be marked down as this is a compliance issue. Product dating helps the team identify that products are safe for serving to customers and therefore safe for consumption. You should use the shelf life chart to help you when you are labelling food/sauces.

When prepping products, all food containers, sauce packets and sauce bottles must be properly labelled since the food will be held for use at a later date.

- Place labelling information on the container itself, rather than the plastic lid
- Labels must be clear and legible
- They must include the following five pieces of information
 - Name of food item in CAPITAL LETTERS
 - Your initials
 - Date of preparation
 - Expiry date of the food item
 - Time of preparation



Labelling Sauces

Sauce packets that have been opened and stored in the fridge **must** be labelled with the following information:

Sauce bottles being used on the frontline to serve to customers must be labelled with the following information:

- Initials of the employee
- Expiry Date of the sauce and when it needs to be used by (in example 10-17/2)
- Time of preparation (in example 10am)



Labelling defrosts

Defrost that sits in the fridge to thaw out must be labelled with the following information:

- Def – makes it clear it is defrost
- Initials of the employee (in example AM)
- Expiry Date of the sauce and when it needs to be used by (in example 09-11/02)
- Time of preparation (in example 14:00 pm)

In this example this chicken pack which is thawing out in the fridge should be prepped no later than the 11th Feb (11/02).



Don't cut corners – follow product dating procedures.

Product dating and labelling is not only a critical compliance issue but it is what keeps our customers safe. It helps the team identify that products are safe for serving to customers and therefore safe for consumption. It is also **against the law** to alter a date mark or label. Doing so could result in high potential fines and even imprisonment for hygiene and food safety offences in the UK.

