

Chapter 3 – Frontline Food Safety

Our customers and guests deserve safe food, clean surroundings and well-groomed Sandwich Artists™. We are fully committed to food safety so we minimize any potential dangers of unsafe food handling. Here are several of its key elements. Keeping yourself and the premises clean is a legal requirement.

Handwashing



Employees **must** wash their hands when completing the following activities (this list includes but is not limited to):

1. Before returning from the restroom.
2. Before putting on gloves.
3. After cleaning assignments such as sweeping and mopping.
4. After coming in contact with any cleaning product and/or chemical.
5. After handling money or any other non-food item.
6. After touching hair, face, skin or clothes.
7. After coughing, sneezing, using a handkerchief or disposable tissue.
8. After using tobacco, eating or drinking.
9. Before and after treating a cut or wound.
10. After handling garbage.
11. If requested by customers.
12. After any non-food related tasks.



Always wash your hands in front of a customer, even if it means washing your hands twice. **Never** turn your back on the customer without explaining that you are washing your hands. You do not want to make the customer feel they are being ignored.



Never touch food with bare hands. Always use gloves or utensils (tongs).

Glove Usage

First grade plastic gloves should always be worn during all food handling activities. Please remember the following:

- Do **not** blow into gloves
- **Never** reuse or wash the gloves, please discard once used
- Change gloves if ripped or soiled
- Change gloves if you touch non-food items, e.g. clothes, money, hair, face, the floor, the walls etc
- Change gloves if requested by customers (e.g. vegetarian)
- Please discard gloves into the bin and not on the counter or floor
- Gloves should **not** be worn when carrying out **any non-food related tasks** such as Till system or when using the coffee machine.
- **Never** remove one glove to operate the till and then replace the glove. **Both** gloves must be removed and the hands washed before placing on a new set of gloves.

Why should you change your gloves?

Gloves help reduce cross contamination from one food item/surface to another. Cross Contamination is the transfer of harmful microorganisms or substances to food and covers a multitude of potential food handling errors in all stages of food flow.

If employees do not change their gloves regularly the food particles/dirt from toaster oven, dirt from the POS system will remain on the gloves and then get passed into customer's food. This is not acceptable! Employees **must** wash their hands and change their gloves regularly!



Frontline Food Safety – Question Time

1. What are the 5 steps of washing your hands?

1.
2.
3.
4.
5.

2. Describe six occasions when you would wash your hands?

1.
2.
3.
4.
5.
6.

3. What would you do with your gloves if you have a vegetarian guest?

4. I am allowed to blow into my gloves.

True

False

5. If it is busy, I can make a coffee and use the Till system with my gloves on.

True

False

6. Why should you change your gloves?

7. What is cross contamination?

8. Why should you ALWAYS wash your hands in front the customer?

Trainer

Sign & date:

Trainee

Sign & date:

