Hazard Analysis and Critical Control Point (HACCP)
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**Note**

The "Standard Operating Procedures" and "Guidelines" listed in this document can be found in the Risk Management Information Site on Merlin.
Introduction to HACCP

The HACCP food protection system applies a logical approach to food risk management by focusing on:

- Identifying and assessing hazards associated with all stages of food operation
- Identifying means to control the hazards
- Identifying ‘critical control points’ (CCPs) along a ‘critical path’ to food safety

The critical path identifies points along the ‘food path’ that may contribute to the adulteration or contamination of food, unless those points are adequately controlled and monitored. The path follows the progress of foods from purchase, receipt, preparation, serving, and so on, through cleaning, the final step on the path. In all, 12 CCPs have been identified on the critical path to food safety; these are defined in the HACCP food protection system, with the requisite controls in place for each one.

The HACCP system also addresses associated concerns, not directly on the food safety critical path, such as pest control, personal hygiene, and food allergies, but in all cases the focus is the same: identifying potential hazards, and controlling them.

Brand standard for HACCP

All hotels must ensure that an IHG approved competent person identifies and records the controls and procedures required ensuring the safety of the food served in and/or distributed from the hotel. An example is a hazard analysis and critical control point document (HACCP). The controls and procedures must be reviewed and updated on a regular basis.

Standard operating procedure

- The General Manager and the Head Chef at the hotel are responsible together for identifying the Critical Control Points (CCPs) for each menu item or recipe
- CCPs should be monitored to ensure the safety of all foods produced by the hotel. It is the responsibility of the General Manager and Head Chef to ensure that the monitoring is carried out and that the monitoring forms are completed
- The General Manager should ensure that copies of all completed monitoring forms are retained by the hotel for at least three years after the date of completion
What is HACCP?

Traditional inspections by regulatory agencies have focused on pointing out deficiencies in food safety, construction, and appearance. While they can lead to improved cleaning and equipment sanitizing and better maintenance, they do not always:

- Focus on specific food-handling steps
- Engage in ongoing problem solving and prevention
- Prevent microbiological contamination – the number one problem in the food service industry

With traditional inspections, a hotel can get a clean bill of health or high scores, but still have dangerous risks of contamination in food handling. As a result, public health and protection agencies consistently find the same major causes of bacterial contamination:

- Time and temperature abuse
- Contamination of foods by infected workers, equipment, hazardous foods, supplies, chemicals, and food contact surfaces
- Excess quantities of harmful but preventable micro-organisms, which are the real cause of most food-borne illness

The food protection system HACCP takes a different approach by identifying critical points in food handling, identifying the hazards that are associated with them, and defining control measures to address the hazards.

The HACCP way is better than traditional inspections because it is an effective and efficient system of preventive controls that ensures the food we serve is safe.

The benefits of HACCP

Implementing HACCP within your hotel can have several benefits:

- A reduced risk of food poisoning amongst customers
- Any potential food safety problems become easier to identify, letting you introduce preventative measures. This may save time and money as well as providing greater peace of mind
- Furthermore, the implementation of HACCP will help your hotel to comply with food safety legal requirements
- Customer confidence may also be heightened
What is a food safety hazard?

A hazard is anything that can cause harm to our customers. There are three types of hazard associated with food production:

- Microbiological hazards
- Chemical hazards
- Physical hazards

The most important hazard is bacteria or other microorganisms that may contaminate and grow on or in food. Hazards can arise at any stage in food production:

- Purchasing
- Delivery
- Storage
- Preparation
- Cooking
- Holding
- Cooling
- Reheating
- Service

Microbiological hazards

Microbiological hazards are perhaps the most well known type of hazard. They include food poisoning bacteria such as salmonella, E. coli and bacillus cereus. These types of bacteria may already be present in food when it arrives at your premises and, given the right conditions, may multiply to harmful levels. Bacteria often contaminate raw foods such as meat, poultry, and unwashed vegetables and care should be taken to prevent contamination of other foods. Similarly, bacteria may be introduced to food by contamination during the catering process. This may happen as a result of contact with equipment, utensils, and food handlers. Other microbiological hazards such as certain bacteria, yeasts, and molds may lead to food spoilage.

Chemical hazards

Chemical hazards in the form of pesticides or insecticides may already be present on certain foods. Alternatively, chemical hazards may arise as a result of incorrect storage and the misuse of the variety of chemicals used in food premises such as cleaning chemicals and rodent baits.
Physical hazards

Physical hazards include contamination by materials such as glass, plastic, wood, metal, and hair, and contamination caused by pests.

Most frequent food safety hazards

Investigations into food-borne illness have concluded that the most frequent hazards are:

- Improper cooling procedures
- Inadequate refrigerated storing procedures
- Holding prepared foods for too long
- Poor personal hygiene
- Failure to reheat food to the correct temperature before serving it
- Not hot holding food correctly
- Purchasing food from non-approved sources
- Cross-contamination from raw to cooked foods
- Not cleaning and sanitizing equipment properly
- Inadequate cooking

Improper cooling procedures

This is the most common cause of all reported food-borne illness. Improper cooling procedures allow food to remain in the ‘temperature danger zone’ (TDZ) where rapid bacterial growth can occur, which in turn can cause food-borne illness. Examples include:

- Food stored in containers that are too large, such as 5-gallon buckets, stockpots, or pans deeper than 100mm. The food in the centre does not cool fast enough to prevent bacterial growth
- Cooked foods put in containers with tight lids. This slows cooling, even when the product is refrigerated
- Stacking containers of cooked food one on top of the other. This increases the amount of cooling time required

Inadequate refrigerated storing procedures

Not allowing cold air circulation all around the surface of storage containers can mean that food remains too long in the temperature danger zone.

Holding prepared foods for too long

Preparing food too far in advance or holding it displayed for too long can mean food remains in the danger zone for too long.

Poor personal hygiene

Contamination occurs when food is handled by employees who are infected and/or have used poor personal hygiene, thereby transmitting food-borne illness through food.
Failure to reheat food to the correct temperature before serving it
This can be caused by:

- Not checking temperatures
- Using the wrong equipment
- Using an incorrect heating or measuring device
- Not hot holding food correctly

The most common violations are:

- Using hot-holding equipment for purposes they were not designed for
- Displaying food on decorative platters, bowls, or utensils not intended for hot food in hot-holding equipment such as steam tables or electrically-heated buffet tops
- Displaying hot food in containers too large to maintain proper temperatures
- Not operating hot-holding equipment as was intended
- Thermostats or equipment malfunctioning
- Replenishing hot-holding food by mixing new and old food products

Purchasing food from non-approved sources
Purchasing food from unapproved sources is not only an unsafe practice, it is not allowed in our hotels, and can have serious consequences. For example, this unsafe practice may result in:

- Shellfish harvested from contaminated waters
- Home-canned food that can be a prime source of botulism (one of the deadliest food-borne diseases)
- Contaminated raw foods or ingredients

Cross-contamination from raw to cooked food
This can occur at every control point including receiving, storing, issuing, preparing, cooking, holding, and serving food, if proper procedures are not in place. Examples include:

- Touching raw hazardous food such as meat, poultry, or fish, then handling cooked foods before washing your hands
- Not sanitizing work surfaces, cutting boards, equipment, or utensils that have been used to prepare hazardous food, before using them for preparing cooked foods
- Not cleaning raw food separately, including fresh vegetables and fruits, which carry soil-borne bacteria, and not washing your hands before touching cooked food
Hazard Analysis and Critical Point Control

Not cleaning and sanitizing equipment properly
Violations include:

- Not cleaning and sanitizing cutting boards, sinks, work surfaces, and equipment after each use
- Water temperatures below safe levels
- Weak sanitizing solutions or using too much
- Using side towels, aprons, wiping cloths, or sponges not rinsed in sanitizing solution after each use

Inadequate cooking
This may be caused by:

- Undercooking hazardous foods such as poultry, meats, and seafood
- Not monitoring time and temperature controls
- Not checking internal temperatures when cooking stuffed meats, poultry, and fish

Introducing HACCP into your hotel

The application of HACCP in hotels is not a complicated task. HACCP is a pro-active management tool that enables your business to predict and control hazards. Indeed, thousands of businesses worldwide now operate their own HACCP system. This guideline advises you on implementing HACCP into your hotel, and gives examples of documents that will help.

The advice and information contained is based on the best information available at the time. Revisions will take place, as necessary.. The HACCP system you design will be specific to the processes carried out by you and to the size and the complexity of your hotel. HACCP is the most effective tool to:

- Teach food safety and produce safe food of a consistent quality
- Meet guest expectations
- Protect guest and staff health, thereby reducing staff absences
- Reduce your operation's liability for accidents or injuries
- Eliminate product waste
- Simplify supervision and work methods
- Achieve management objectives
- Reduce risks

Introducing HACCP into your hotel's food operation requires training, education, motivation and complete understanding and commitment by everyone. It should be a strategic partnership among departments, all staff members, suppliers and hotel management.
Essential prerequisites for implementing HACCP successfully

Food handlers should have a basic understanding of how food becomes contaminated and how to prevent food-borne illness. This understanding should include:

- Benefits of practicing good hygiene methods
- Consequences of ignorance or neglect or inadequate hygiene practices
- Foods that are potentially hazardous
- Sources of hazards
- How biological, chemical, and physical contamination, and cross-contamination can occur in the flow of food production
- Time and temperature control – the temperature danger zone
- Links between good health, hygiene, personal habits, and food safety
- Motivation

Making HACCP successful

To be successful, HACCP should:

- Be a top priority in the food operation
- Be addressed in your hotel’s mission statement, staff members’ orientation, operating training policies, and operating philosophies
- Have a training program to ensure every member of staff is made aware of their role and responsibilities
- Be reinforced through food-safety training programs
- Build a staff member commitment to the program
- Set up a program that improves the quality and safety of the product
- Set up problem-solving groups, ask for individual suggestions and reward input
- Give each employee ‘feedback’ and a reason to continue in the effort to provide safe food

If your hotel can accomplish this, the HACCP system will be a success and will foster a sense of pride and personal responsibility in all program users.

Implementing HACCP and controls

To implement HACCP successfully, you should consider your catering operation as a sequence of process steps. All catering operations can be broken down into a series of steps. The first step is usually the point where food and raw materials are purchased. The final step is the point of service to the customer, and subsequent cleaning.

A typical catering business will involve the following process steps:
You should assess your catering operation and devise a flow diagram that covers each dish or food type that is made in your hotel. It is not necessary to draw a flow diagram for every item on the menu. Many dishes can be grouped together according to their similarities. Many of the dishes prepared may simply involve the reheating and serving of foods bought in chilled. These foods could be covered by a single flow diagram as shown below:
Defining the control measures

Having identified the process steps and the hazards likely to occur at each step in the business, the General Manager together with the Head Chef as the operator should devise measures to prevent or control these hazards. The measures, which will eliminate or reduce hazards at each step, are known as controls or control measures.

Control measures take many forms, for example:

- When attempting to control microbiological hazards, the use of a time and temperature controls is vital
- To prevent cross-contamination from raw food to ready-to-eat food, such foods should be kept apart at all times, and you should have measures for careful handling
- Proper cleaning and sanitizing will be used as a control measure for hazards such as physical and bacterial contamination

When planning a menu, a new product, or a dish, or preparing procedures for a new recipe, each step should be carefully analyzed at every control point. Standard recipes should be broken into a list of sequential ingredients, use of equipment, temperature controls, presentation and sequence of service, and so on. Depending on the food being prepared and on the stage in production, some control measures are more important to food safety than others. It is important to decide which control measures are ‘critical control points’ (CCPs).

Critical control points (CCPs)

A CCP is a point in the catering operation where loss of control of a hazard would result in an unacceptable food safety risk. CCPs are simply procedures at certain steps in food production that the hotel carries out to eliminate or reduce a hazard to a safe level. CCPs may include specific procedures in purchasing, storage, refrigeration, transporting, preparation, cooking, chilling, holding, hygiene, cross-contamination, and employee hygiene to keep food safe. All hazards at CCPs should be reduced or eliminated by a suitable control measure, and each control measure has a defined ‘critical limit’.

Critical limits

A critical limit is the standard which a control measure, applied at a CCP, should achieve. For example if the minimum cooking temperature for food is set at 75°C, then 75°C is the ‘critical Limit’ for that control measure.

Monitoring Control Points and Corrective Action

HACCP requires that you monitor all control measures at CCPs. The Head Chef should ensure that someone in the business observes each control measure to ensure that its critical limit is being met. An obvious example of this is checking the temperature of a refrigerator. In this case, the control measure for preventing the
bacterial growth hazard is temperature control. For instance, you may have set the critical limit at 5°C. The object of monitoring here would be to check that the critical limit, that is 5°C, has been met

Other types of hazard require different sorts of control measures, and the nature of critical limits may also be very different from one another. This, in turn, means that monitoring methods may vary. Some control measures may have critical limits which cannot be easily measured in the way that temperatures can. For example, personal hygiene rules may provide the control measure for hazards such as cross-contamination, but in this case, the most effective monitoring would be supervising staff to ensure that they adhere to the rules, there being no other clear method of measurement.

Another requirement of HACCP is that monitoring procedures be recorded. This may be done by completing the relevant parts of the monitoring record forms. Monitoring forms are available for monitoring and recording food delivery and storage temperatures, cooking temperatures, and temperatures of food on display. All temperature checks should be carried out with a disinfected, calibrated probe – ideally, use separate ones for raw and cooked foods.

**Corrective action**

Where a monitoring procedure identifies that a control measure has failed to meet its critical limit, you should take some form of action either to make the food safe or to prevent it from being used. Such an action would be known as a ‘corrective action’. Corrective actions should normally follow on from the monitoring process and a record of such action should be kept.

Corrective actions have two basic functions:

- To deal with the food in question - either by making it safe or by stopping its use
- To prevent a recurrence of the problem - by considering the cause of the failure of the control measure and acting accordingly

Suggestions for the types of corrective actions that may be appropriate in your business can be found in the HACCP Charts.

**System Review and Verification**

HACCP systems should be kept up-to-date and should be reviewed from time to time and updated:

- Regularly – at least annually
- If controls or current checking methods are found to be ineffective or insufficient in any way
Hazard Analysis and Critical Point Control

- If the menu changes - new dishes may fit existing food flows or require changes
- If new methods of preparation or new equipment are introduced
- Following any complaints or allegations of food poisoning
- When changing suppliers, product, or purchasing specifications
- When high staff turnover requires training and more frequent monitoring

HACCP also requires that a verification process be carried out. Verification involves taking an overview of the HACCP system and assessing whether it is operating effectively. This may include a number of actions:

- Checks made by the Manager. These checks are in addition to the monitoring procedures carried out and are intended as a method of ensuring that the HACCP system is applied correctly and is effective. You should keep verification records
- Reviewing the HACCP system. This procedure may be undertaken on a regular basis, for example, every six months, or if any of the following circumstances arise:
  - Introduction of a new type of dish (that is, one which involves a process which is substantially different from existing dishes)
  - Major changes in product recipe, for example introduction of new equipment, changes to delivery, storage, preparation, cooking, cooling, hot-holding, reheating and service methods
  - Changes to cleaning methods (including changes in chemicals used)
  - Changes to premises/premises layout
  - Changes to suppliers
  - A Local Authority inspection where deficiencies were noted
  - A food complaint or a food poisoning incident
- Checking the monitoring records and the accuracy of monitoring
- Observing staff as they implement control measures at CCPs
- Observing staff as they conduct monitoring
CCP1 Purchasing food control point

This is the first of the 12 critical control points defined for the critical path to food safety. It is the first activity on the path and is immediately followed by receiving the food purchased.

Introduction to purchasing food

Well-defined and appropriate purchasing is vital to the safety, quality and cost of food. Making purchasing the first control point on the critical path to food safety helps us ensure that we get the best quality, consistency, continuity, quantities, and price for the food we buy, and that we get it from reliable sources that meet all the requisite regulatory and company standards.

Audit criteria

- Suppliers are HACCP accredited or inspected periodically
- Eggs are pasteurized or refrigerated
- Supplier complaints are catalogued and any suppliers who repeatedly fail to meet IHG standards are removed from the preferred listing
- Product recalls are reviewed and retained with appropriate action taken
- Milk and dairy products are pasteurized
- There is a preferred supplier list, with reserve suppliers for each product
- Poultry must not be purchased frozen

Standard operating procedure

Public health and protection agencies in most countries provide guidelines for obtaining food supplies, and focus on potentially hazardous foods. These guidelines prevent food spoilage, contamination and hazardous foods:

- Food should be in a sound condition, free from spoilage, filth, or other contamination, and should be safe for human consumption
- Food should be obtained from sources that comply with all laws relating to safety of food, food labeling and packaging
- Hotels will not use or offer for consumption food prepared in a private home
- Because of the serious illnesses they can cause, fish and shellfish should be purchased only from sources approved by a regulatory authority
- Shellfish (oysters, clams or mussels) should be packed in non-returnable packages identified with the name and address of the original supplier or repacker and the health certification. Shellfish should be kept in the container in which they were received until they are used
Hazard Analysis and Critical Point Control

The premises of food suppliers should be periodically inspected to evaluate:

- Quality assurance and control point programs
- Quality control testing
- Reputation for selling clean, fresh, uncontaminated food products
- Food safety policies
- Maintenance and cleanliness
- Delivery equipment and refrigeration
- Products and prices
- Value
- Staff and labour relations
- Purchasing power and financial position

Product Recall

On occasions a situation may arise resulting in the need to suspend the use of, or recall a food product. When a supplier or a manufacturer issues such a notice then the hotel will immediately withdraw the food product from use, storing it apart from other foods in a secure area, clearly labelled and await instructions on its disposal.

Supplier Feedback

Where an occasion arises for the hotel to complain of poor service, product out of stock etc. the Supplier Compliant Form (see "Master Copies of Forms") should be forwarded to the Purchasing Department/Specialist, with a copy to the Brand Catering Department and to the Safety Department.

Guidelines

- Objective of food purchasing
- Standard purchasing specifications
- Inventories
- Transferring food off-site
- Meetings and events
CCP2 Receiving Food Control Point

This is the second of the 12 critical control points defined for the critical path to food safety. It is the second activity after purchasing food, and immediately precedes storing the received food.

Introduction to Food Receipt

To assure the safety, quality, and quantity of purchased food entering the hotel, all purchased food must be inspected on receipt, irrespective of risk. Specific foods pose different risks, and the procedures for receiving different types of food vary, but inspection is still vital. This is the critical point at which poor quality food, bad packaging, food delivered at the wrong temperature, contaminated food, underweight deliveries, or any food that looks unsafe for any reason can be rejected before it enters the hotel’s storage and use.

Audit criteria

- Goods received must carry a label showing the contents, weight, product name, manufacturer/distributor company name, and batch code
- For high risk foods, weight and temperature validation records must be maintained
- Goods that are damaged or mishandled must be rejected. Storage areas must not contain any damaged or potentially rejected goods

Standard operating procedures

- Receiving food deliveries
- Temperature of food deliveries
- Inspecting food deliveries
- Cleaning the receiving area
- Receiving meat
- Receiving chilled foods
- Receiving frozen foods
- Receiving eggs
- Receiving fruit and vegetables
- Receiving dry goods
- Receiving canned goods
- Receiving milk and dairy foods

Guidelines

- Validating the weight of foods
CCP3 Storing food control point
This is the third of the 12 critical control points defined for the critical path to food safety. It immediately follows receiving food deliveries, and precedes the activities defrosting, preparing, and serving food.

Introduction to storing food
The storing control point is essential to maintaining optimum stock levels and in preserving the quality and safety of food.

A large stock makes it more difficult to achieve control and safety in the storing of food and too small a stock can give rise to out-of-stock product. Both these can mean loss of revenue and an increased cost of goods and can lead to food spoilage and contamination.

Achieving optimum stock levels requires full cooperation between management, production, purchasing, and suppliers. You must also plan menus properly, forecast sales accurately, classify stock appropriately and monitor the rate at which you use the food. Key to these activities is the first-in, first-out (FIFO) principle, which underpins most of the storage practices. Practicing the FIFO principle (using foods in the order in which you received and stored them) assures stock preservation and the quality of foods.

Audit criteria
- Chilled foods are stored at between 0°C and 5°C and their temperatures are recorded twice daily
- Frozen foods are stored below -18°C and their temperatures are recorded twice daily
- No in-house freezing of food
- Foods that have exceed their best-before date are discarded
- High risk foods are stored beneath other foods to avoid the risk of cross-contamination
- Only food grade containers are used to store foods
- Dry store temperatures do not exceed 15°C
- Chemicals are not stored near food preparation areas

Standard operating procedures
- Storing chilled and frozen food
- Potentially hazardous foods
- Storing ‘sous vide’ food
- Cross-contamination
Hazard Analysis and Critical Point Control

Guidelines

- Storing food
- Supervising food storage
- Protecting stored food
- Preventing cross-contamination
- Storing chilled foods
- Storing frozen foods
- Storing dry goods
- Monitoring the temperature of stored food
- Labelling
- Shelving
- Refrigerator and freezer breakdown
CCP4 Defrosting food control point
This is the fourth of the 12 critical control points defined for the critical path to food safety. Defrosting food occurs after storing food and before preparation.

Introduction to defrosting (thawing) food
The risks inherent in defrosting food are the proliferation of bacteria, contamination of food and loss of quality. Any methods chosen to defrost frozen foods must eliminate these risks. Defrosting foods thoroughly to no more than 5°C under carefully controlled conditions in less than 24 hours and consuming them within 48 hours of defrosting are critical to preserving the safety and quality of foods.

Audit criteria
- Defrosting takes place under refrigeration at 5°C for less than 24 hours
- Drip trays are placed beneath defrosting foods
- Defrosted raw foods are stored apart from ready-to-eat foods

Standard operating procedures
- Defrosting frozen foods
- Monitoring the defrosting of food

Guidelines
- Defrosting frozen food
- Contamination of food
- Quality of food
CCP5 Preparing food control point

This is the fifth of the 12 critical control points defined for the critical path to food safety. Preparing food takes place after storing or defrosting food, and before cooking or serving it.

Introduction to preparing food

Careful preparation is the key to serving safe food. The care exercised must include not just the food itself, but also the utensils, equipment, and surfaces used in food preparation, and the environment in which food is prepared.

Everyone involved in preparing food must comply with all the relevant food safety procedures, and be familiar with the relevant time and temperature controls relating to food preparation. They must also be aware of which types of food, in which circumstances, pose the greatest risks, and know how to eliminate those risks, because mistakes made in preparing food can be dangerous, irreversible, and expensive.

Audit criteria

- A colour-coded cutting board system is in place (for example red boards may be used for raw foods and white boards for foods prepared to be eaten without undergoing further cooking)
- Cutting boards are made from non-porous material
- All fresh fruit and vegetables are washed with potable water
- Food surfaces are cleaned and sanitized before use, between the preparation of successive ingredients and after use
- Refuse is stowed in impermeable receptacles
- Staff must not eat in a food preparation area
- Food safety meetings are conducted at an agreed frequency and actions recorded in writing

Standard operating procedures

- Precautions when preparing food
- Using eggs
- Bringing food into the hotel
- Protective clothing
- Stock control labels
- Date control machines

Guidelines

- Preparing food
- Temperature during food preparation
- Preventing cross-contamination between foods
- Preventing contamination by foreign material
- Food Hygiene essentials
Hazard Analysis and Critical Point Control

- Dealing with glass and crockery breakages
- Equipment used for preparing food
- Optimising workflow patterns
- Allergy control
- Food safety meetings
- Recipes
- Fixtures and Fittings
CCP6 Cooking food control point

This is the sixth of the 12 critical control points defined for the critical path to food safety. Cooking food immediately follows preparing it, and can be followed by cooling the food, hot holding it, or serving it.

Introduction to cooking food

The main reasons for cooking food are to make it safe by destroying any potentially harmful organisms that it might contain, to make it digestible by altering the chemical structure of the food, and to make it attractive by altering its physical appearance. At the same time, you want to preserve its nutritional content as much as possible, and avoid any cross-contamination during the cooking process.

Time and temperature control, and proper cooking techniques appropriate for the type of food being cooked, are essential to achieving all these objectives.

Audit criteria

- Food is cooked to a minimum core temperature above 75ºC for at least 2 minutes
- At least once a each week the cooking temperature of each high risk dish is tested and recorded

Standard operating procedures

- Cooking food

Guidelines

- Objectives of cooking food
- Critical food cooking temperatures
Hazard Analysis and Critical Point Control

CCP7 Serving Food Control Point
This is the seventh of the 12 critical control points defined for the critical path to food safety. Serving food can take place after preparing, cooking, holding, or reheating it, and is followed by cleaning.

Introduction to serving food
Safe and high quality food service is essential to the success of your hotel and its restaurant operation and depends on the success of all the interrelated activities and control points concerned with food safety.

Limiting the interaction between people and food, serving food quickly after preparation, maintaining its temperature before it is served, and protecting it from contamination all help to eliminate risk. Implementing standardized and monitored food service procedures, food safety practices and control measures will help you achieve these objectives and ensure that you serve the best food in the best way.

Audit criteria
- Self-service buffets are shielded with sneeze guarding
- Chilled food must be brought to the display area in a chilled state (at or below 5°C)
- Hot food must be brought to the display area in a hot state at or above 63°C
- Foods which are displayed at ambient temperature are only displayed immediately prior to service and are discarded after 2 hours on display.
- All left over food that has been displayed at ambient temperature is discarded
- Signage is displayed on self-service buffets instructing guests to use the utensils provided
- The food contact surfaces of tableware and food serving equipment are not be handled
- Unused glasses and cups are handled using only the stem or handle
- Bar and F&B staff must undergo the Essentials of Food Hygiene briefing
- During each service period the operating temperature of food display cabinets is monitored and recorded to ensure cold display units are below 5°C and hot display units above 63°C
- Where food is on display, the volume of the display is controlled ensuring that the quantity of displayed food is not excessive turns over within 30 minutes

Food Samples
For any menu, function or buffet, with a common menu for 20 or more customers, a 100g sample of all the high-risk foods e.g. meat, egg, dairy, and gravy must be taken from the food to be served immediately prior to service.

Use sanitised utensils to take the sample and place it in a sterile bag. Date and label the sample and hold it in a freezer for 7 days. The sample should be discarded if no
complaint is received. If a complaint is received, the advice of Risk Management must be sought. The samples are for Company use only.

**Standard operating procedures**

- Serving food
- Self-service counters
- Sampling food

**Guidelines**

- Principles of food service
- Self-service counters and buffets
- Temperatures of food display units
- Protecting foods on display
- Handling tableware and utensils
- Handling ice used by guests
- Taking food samples
CCP8 Cooling Food Control Point

This is the eighth of the 12 critical control points defined for the critical path to food safety. Cooling food must take place immediately after cooking it, and before storing it.

Introduction to cooling food

If you are not serving food hot, then cooling it as rapidly as possible after cooking is as important to food safety as storing, handling, and cooking it correctly in the first place. Controlling and monitoring time and temperature are essential to the cooling process, and offer the best defence against contamination by any bacteria that were not killed by the cooking process, or which may be present after cooking.

Audit criteria

- Food is cooled to 5°C within four hours (unless otherwise specified by local laws)
- Cooling is accomplished using one or more of the following methods based on the type of food being cooled:
  - Separating the food into smaller or thinner portions
  - Using rapid cooling equipment (a blast chiller)
  - Stirring the food in a container placed in an ice water bath
  - Using containers that facilitate heat transfer adding ice as an ingredient
- Where a blast chiller is used food is portioned and transferred to the blast chiller within 30 minutes of cooking
- Ice machines are not used for cooling food, bottles etc

Standard operating procedures

- Cooling cooked food

Guidelines

- Cooling food
- Cooling food with a blast chiller
- Cooling food without a blast chiller
CCP9 Reheating Food Control Point

This is the ninth of the 12 critical control points defined for the critical path to food safety. Reheating food takes place after storing food, and the reheated food must be served immediately after it is reheated.

Introduction to reheating food

Just as with cooking food, your aim when you reheat food is to eliminate potentially harmful bacteria, and to prevent the food’s becoming contaminated after it has been reheated. Reheating food as quickly as possible and achieving the correct temperature for the correct time are essential to reheating food safely. Taking extra care when reheating meat, serving food as quickly as possible after reheating it and never reheating food for a second time also help eliminate risk.

Audit criteria

- Food is reheated quickly to a minimum temperature of 75°C (82°C in Scotland)
- The temperature of each reheated dish is tested and recorded
- Food is only reheated once

Standard operating procedures

- Reheating food

Guidelines

- Reheating food correctly
CCP10 Hot and cold holding control point

This is the tenth of the 12 critical control points defined for the critical path to food safety. Hot holding takes place after cooking food, and holding food takes place before serving it or room service.

Introduction to hot and cold holding

Holding food products for too long or holding them at the wrong temperatures can lower food quality and allow food-borne bacteria to grow rapidly to dangerous levels. But some food items in our menu repertoire have to be prepared in advance and held for later service. Holding both hot and cold food correctly will prolong the life of cooked foods without compromising quality.

Hot and cold holding includes buffet and bain-marie display.

Audit criteria

- Hot foods can only be held for a maximum of two hours at temperatures between 5°C and 63°C, after two hours they must be discarded
- Soups and thin sauces must be held above 82°C. Alternatively, they may be held for a maximum of two hours at temperatures between 5°C and 63°C, after two hours they must be discarded
- Temperatures must be validated every two hours for held foods

Standard operating procedures

- Holding hot prepared food

Guidelines

- Holding prepared food
- Holding hot foods safely
- Holding cold foods safely
**CCP11 Cleaning control point**

This is the eleventh of the 12 critical control points defined for the critical path to food safety. Cleaning is the last activity to take place on the path, after service and room service.

**Introduction to cleaning**

A clean and hygienic environment in which to store, process, and serve foods is essential to safe food service. Keeping equipment, utensils, and the work area cleaned and sanitized is the cornerstone of food safety management and food safety.

Key factors in maintaining a clean and safe food environment are proper housekeeping practices to reduce the risks of both chemical and physical contamination; correct cleaning and sanitizing procedures to reduce the risks of biological contamination; a well-designed cleaning schedule; high levels of personal hygiene and staff grooming; training staff adequately in all the tasks within a kitchen; and thorough cleaning of kitchen extract ventilation systems to eliminate any risk of fire.

On-going maintenance in food areas and managing refuse safely also contribute to establishing and keeping a clean and safe environment.

**Audit criteria**

- A cleaning schedule is in place that:
  - Identifies the cleaning frequency for areas, machinery, and equipment
  - Identifies cleaning methods and chemicals
  - Specifies the person responsible
  - Includes a signature panel
- There is an accessible wash hand basin with hot and cold water or hot water at a controlled temperature (41°C within 20 seconds)
- Each wash hand basin has bactericidal soap and a single-use towel
- Dishwashers must achieve a rinse cycle temperature of greater than 82°C for longer than 1 minute
- Ice scoops are stored in a sanitizing solution, made from stainless steel and free from pitting
- Submersion sink water must be above 77°C and items must be submerged for longer than 30 seconds
- Wash sink water must be above 43°C
- All staff must be trained in cleaning techniques and use of cleaning equipment
- Material Safety Data Sheets are available for all chemicals
- Staff must comply with the grooming standards of the hotel
## Cleaning Standard's

<table>
<thead>
<tr>
<th>Item</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Painted ceiling</td>
<td>No dirt, no grease, no staining or discolouration.</td>
</tr>
<tr>
<td>2. Tiled ceiling</td>
<td>No dirt, no grease, no staining or discolouration.</td>
</tr>
<tr>
<td>3. Painted walls</td>
<td>No dirt, no grease, no staining or discolouration.</td>
</tr>
<tr>
<td>4. Ceramic wall tiles</td>
<td>No dirt, no grease, no staining or discolouration. Grouting free of debris and/or stains.</td>
</tr>
<tr>
<td>5. Panelled walls</td>
<td>No dirt, no grease, no staining or discolouration.</td>
</tr>
<tr>
<td>6. Floors</td>
<td>No loose debris, no dirt, no grease or staining. Joints free of debris and/or stains. Floor-wall junction free of dirt/staining.</td>
</tr>
<tr>
<td>7. Windows</td>
<td>Frames and glass free of dirt, smears and mould.</td>
</tr>
<tr>
<td>8. Doors, door frames and door furniture</td>
<td>No dirt, no grease or smears.</td>
</tr>
<tr>
<td>9. Ventilation canopies</td>
<td>No dirt, no grease, no staining or discolouration. Channels clean and free of debris/grease.</td>
</tr>
<tr>
<td>10. Filter trays</td>
<td>No dirt, no grease or odours.</td>
</tr>
<tr>
<td>11. Stairs</td>
<td>No debris, no dirt, no grease or staining.</td>
</tr>
<tr>
<td>12. Gullies/drains</td>
<td>No dirt, no grease, no debris or odour. Channels and covers free of dirt, debris and stains.</td>
</tr>
<tr>
<td>14. Food hoist/lift shaft</td>
<td>Walls and pit free of debris, dirt and grease.</td>
</tr>
<tr>
<td>15. Shelving</td>
<td>No dirt, no debris, no grease, no stains. Corners, joints, edges and undersides clean.</td>
</tr>
<tr>
<td>16. Cookers/stove tops</td>
<td>No dirt, no grease or carbonised debris. Handles, controls, joints, connections and crevices clean.</td>
</tr>
<tr>
<td>17. Ovens (convection, combi and microwave)</td>
<td>No dirt, no grease or carbonised debris. Handles, controls, joints, connections and crevices clean.</td>
</tr>
<tr>
<td>18. Salamanders</td>
<td>No dirt, no grease or carbonised debris. Handles, controls, joints, connections and crevices clean.</td>
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<tr>
<td>No.</td>
<td>Equipment</td>
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<tr>
<td>19.</td>
<td>Steamers</td>
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<tr>
<td>20.</td>
<td>Hot cupboard</td>
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<td>21.</td>
<td>Bain marie</td>
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<td>22.</td>
<td>Brat pan</td>
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<td>23.</td>
<td>Soup kettle</td>
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<td>24.</td>
<td>Food mixer</td>
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<tr>
<td>25.</td>
<td>Waste disposal unit</td>
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<tr>
<td>27.</td>
<td>Hand wash basin and taps</td>
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<td>28.</td>
<td>Soap dispensers and towel holders</td>
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<tr>
<td>29.</td>
<td>Sinks</td>
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<tr>
<td>30.</td>
<td>Work surfaces</td>
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<tr>
<td>31.</td>
<td>Coffee stills</td>
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<tr>
<td>32.</td>
<td>Cold milk unit</td>
</tr>
<tr>
<td>33.</td>
<td>Cold room</td>
</tr>
<tr>
<td>34.</td>
<td>Freezer</td>
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</tbody>
</table>
35. Refrigerator/freezer cabinets/blast chiller/ice cream conservator

No loose debris or dirt. Surfaces free of grease and smears. No odours. Motors, fan guards, floor-wall junctions free of dirt and debris. No ice build up

**Standard operating procedures**

- Cleaning
- Cleaning in catering areas
- Cleaning schedules
- Cleaning dishwashing machines
- Purchasing cleaning materials
- Handling cleaning materials correctly
- Sanitizing equipment
- Staff training

**Guidelines**

- Cleaning kitchen extract ventilation filters
- Cleaning practices
- Creating cleaning schedules
- Compiling a cleaning schedule
- Understanding how a dishwashing machine works
- Elements that affect dishwashing machine results
- Using a dishwashing machine
- Cleaning a dishwashing machine
- Manual cleaning using two sinks
- Purchasing cleaning agents
- Types of cleaning agent
- Using cleaning agents
- Handling chemicals correctly
- General cleaning and sanitizing procedures
- Cleaning and sanitizing surfaces
- Cleaning and sanitizing equipment and the environment
- Types of sanitizer
- Chlorine-based sanitizers
- Iodine-based sanitizers
- Quaternary ammonium compounds (quats)
- Handling soiled tableware
- Storing equipment and tableware after cleaning
- Maintenance in catering areas
- Managing refuse in catering areas
**CCP12 Room service control point**

This is the last of the 12 critical control points defined for the critical path to food safety. Room service follows preparing or holding food, and is followed by cleaning.

**Introduction to room service**

The aim of room service is to make good quality food available to the guest safely. Room service delivers just prepared or held food to the guest’s room, at the guest’s request, and in both cases the object must be to present the food to the guest with no loss of quality or appearance, and in a safe condition.

Room service also includes food already present in the guest’s mini bar. The aim is the same: The food must be good quality, safe, current and untouched.

**Standard operating procedures**

- Mini bars
Pest control overview
This introduces pest control as an important factor in maintaining food safety.

Introduction to pest control
Pest control is important in ensuring contamination-free foods. Insects and rodents can contaminate foods chemically, biologically, and physically, making people ill, generating waste, and causing damage. Food areas are particularly susceptible to attack as the pests are attracted by the abundance of food. You must never accept even a small infestation as normal. Checking deliveries, recording suspicions, and encouraging staff to be on the lookout will all help prevent and eliminate infestations.

Audit criteria
- There are no insect electrocution devices positioned in food preparation, storage, or service areas
- Records of regular and frequent visits by a pest control contractor are available (minimum of 8 times per year)
- A log book has been provided by the pest control service provider to record service visits and treatments
- Baits must be tamper proof, numbered and not positioned in food preparation, receipt, or storage areas
- Chemicals must comply with the IHG listing of prescribed chemicals

Standard operating procedures
- Pest control
- Pest control service providers

Guidelines
- Pest control general principles
- Good housekeeping principles
- Common pests
- Signs of pest activity
- Keeping pests out of facilities
- Non-chemical and chemical control devices
- Selecting a pest control company
- Inspecting premises for pests
Hazard Analysis and Critical Point Control

**Personal hygiene overview**
This introduces personal hygiene as an important factor in maintaining food safety.

**Introduction to personal hygiene**
A high level of personal hygiene by all staff engaged in handling food is essential to food safety. Key factors are knowing where the requisite wash hand basins are located, and being aware of when and how to wash and sanitize your hands, when and how to use gloves correctly, maintaining correct standards of behavior and dress within food areas, and covering hair adequately. All these measures help prevent human contamination of food, and contribute significantly to food safety.

**Audit criteria**
- Personal items including property and consumables must not be stored within a food preparation area
- Staff must not eat within a food preparation area, other than to sample foods with a disposable single-use utensil
- There is a accessible wash hand basin with hot and cold water or hot water at a controlled temperature (41°C within 20 seconds)
- Each wash hand basin has bactericidal soap and a single-use towel
- Staff comply with the grooming standards of the hotel, including:
  - Wearing closed, rubber-soled footwear
  - Removing stoned jewelry and multiple-piece earrings

**Standard operating procedures**
- Cleaning and sanitizing your hands
- Wash hand basins
- Grooming and uniforms

**Guidelines**
- General personal hygiene
Employee illness in catering areas
This tells you how to deal with catering employees who show signs of illness.

Introduction to staff illness in catering areas
Food is at a great risk of contamination from the micro-organisms carried by catering employees who have, or who show signs of, certain infections. It is essential to food safety that these staff be prevented from handling and thereby contaminating food.

Standard operating procedures

- Illness in catering staff

Guidelines

- Types of illness in catering staff
- Pre-employment assessment of food handlers
Handling food complaints
This tells you how to deal with food complaints.

Introduction to handling food complaints
Complaints may be received alleging that food tastes, smells, or appears unpalatable, that it contains a foreign body, or that illness resulted after eating it.

When you deal with such complaints, it is very important that you maintain your customer’s confidence by expressing your concern and showing a willingness and determination to resolve the matter to your customer’s satisfaction, but, at the same time, you must deal with the matter in such a way as to safeguard your hotel’s interests as fully as possible, and must not immediately admit liability.

It is also important that you obtain information about the incident so that you can put right whatever went wrong and prevent any recurrence in the future.

Any complaint that may have food safety implications, no matter how trivial it may appear, must be dealt with promptly and recorded.

Standard operating procedures
- Reporting and investigating food complaints

Guidelines
- Food complaints - food poisoning
- Food complaints - foreign materials
Inspections by regulatory authorities
This tells you about dealing with inspections from regulatory agencies.

Introduction to inspections from regulatory agencies
In most countries, officials from regulatory agencies (‘regulators’) can enter hotel premises within their jurisdiction at any ‘reasonable’ time, that is, at any time the hotel is open.

Regulators may visit or inspect a hotel for a variety of reasons, including food safety, health and safety, fire safety, consumer protection, licensing, weights and measures, and so on. It is in the best interests of the hotel to cooperate fully with such inspections, and to make sure that all regulators carrying out an inspection each have at least one manager to accompany them at all times.

Standard operating procedures
- Powers of Regulatory Agencies
- Accompanying Regulators
- Matters Raised by Regulators
- Communicating with Regulators

Guidelines
- What Regulators can Do
- Accompanying the Regulators
- Regulators Taking Samples
Training staff in food hygiene
This tells you about training catering staff in the principles of food hygiene.

Introduction to training staff in food hygiene
It is essential to any food business that employees know how they can contribute to food safety and understand food hazards and their controls. To this end, the supervision, instruction, and training of food handlers must be an integral part of your hotel’s catering activity.

Audit criteria
There are currently no listed audit criteria.

Brand standard for training staff in food hygiene
- All food handlers will have the appropriate food hygiene training as dictated by local regulations
- Fire Life Safety training must be delivered by a competent trainer
- All staff will be trained in Fire Life Safety procedures
- Fire Life Safety training records will be kept up-to-date

Standard operating procedures
- Food hygiene training overview
- Four stages of food hygiene training
- Food hygiene training Stage 1
- Food hygiene training Stage 2
- Food hygiene training Stage 3
- Food hygiene training Stage 4

Guidelines
- Food hygiene training


Food allergy and intolerance
This introduces the potential problems arising from food allergies and food intolerance.

Introduction to food allergy and intolerance

Your guests can show reactions to perfectly safe, normal foods in a number of ways, some minor, some very serious. When the reactions involve the immune system, these are food allergies. When the immune system is not involved, these are food intolerances.

Some food allergies are life-threatening (‘anaphylaxis), and these must obviously be of great concern to you in your hotel’s catering activity.

It is essential to the well-being of those guests affected that you are able to identify risk foods, can answer questions about the content and ingredients of the food served, and can recognize the signs of allergy and intolerance.

It is also essential that you know what to do if an emergency arises.

Standard operating procedures

- Managing food allergy
- Food allergy - emergency action
- Food allergy - ordering and storing food
- Food allergy - preparing and cooking food
- Food allergy - serving customers
- Food allergy – training

Guidelines

- What are food allergies and intolerance?
- What foods cause allergic reactions?
- Food allergy menus
### Glossary of Terms

This is the glossary of HACCP terms.

<table>
<thead>
<tr>
<th>Term</th>
<th>Explanation of term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action plan</td>
<td>Actions to be carried out by the person using this guidance manual in order to devise a HACCP system for their business.</td>
</tr>
<tr>
<td>Ambient temperature</td>
<td>The temperature of the surrounding environment. Commonly used to mean room temperature.</td>
</tr>
<tr>
<td>Bacteria</td>
<td>Groups of single cell living organisms. Some types may cause illness if ingested with food. Some types may cause spoilage of food. The majority are harmless to humans.</td>
</tr>
<tr>
<td>Bactericidal detergent</td>
<td>A detergent containing a chemical which is designed to kill bacteria during the cleaning process.</td>
</tr>
<tr>
<td>‘Best before’ date</td>
<td>The date marked on a food label which indicates the time during which the food will remain in optimum condition if properly stored. This type of date mark applies to most foods and provides an indication of minimum durability. Food should, subject to certain exemptions, be date marked to indicate its shelf life. See ‘Use-by’ Dates, below.</td>
</tr>
<tr>
<td>Chemical hazard</td>
<td>Any potentially harmful substance that may contaminate food. Examples include cleaning chemicals, insecticides, and pesticides.</td>
</tr>
<tr>
<td>Core temperature</td>
<td>The temperature at the centre or thickest part of a piece of food.</td>
</tr>
<tr>
<td>Contamination</td>
<td>The introduction to or occurrence in food of any harmful bacteria, chemicals, foreign materials, spoilage agents, taints, or other unwanted matter. Contamination compromises the safety or wholesomeness of food intended for human consumption.</td>
</tr>
<tr>
<td>Control measure</td>
<td>An action or activity that can be used to prevent or eliminate a food safety hazard or reduce it to an acceptable level.</td>
</tr>
<tr>
<td>Corrective action</td>
<td>Remedial action which should be taken when monitoring shows that a critical limit has not been met.</td>
</tr>
<tr>
<td>Critical control point (CCP)</td>
<td>A process or step at which a control measure is essential so that a food safety hazard is prevented, eliminated, or reduced to an acceptable level.</td>
</tr>
</tbody>
</table>
**Critical limit**
A measurable criterion (for example, a cooking temperature or time or a refrigerator temperature) that should be met in order to ensure food safety.

**Cross-contamination**
The transfer of bacteria (or other contaminants) from one food to another, for example the transfer of bacteria from raw meat to ready-to-eat food.
Cross contamination may take place in either of two ways:
- Direct cross-contamination - by direct contact between two foods or by drip or splash from one food onto another
- Indirect cross-contamination - where the bacteria (or another contaminant) is passed from one food to another by a particular agent, for example a food handler, a knife, a work surface, or a container

**Documentation**
The written procedures relating to your HACCP system. In terms of this guidance manual, the contents of the HACCP Charts and the Guidance/House Rules Sections.

**Flow diagram**
A diagram which identifies steps in the catering process.

**HACCP**
Hazard Analysis and Critical Control Point - a system used to identify hazards associated with food production and to ensure that control measures are established at critical points in the process.

**Hazard**
A bacterial, chemical or physical agent with the potential to cause harm if present at an unacceptable level.

**Hazard analysis**
The process of identifying hazards, the steps at which they could occur, and the introduction of measures to control them.

**High risk food**
Usually considered to be food which supports the multiplication of harmful bacteria and is intended for consumption without treatment such as cooking, which would destroy such organisms. High risk food is usually protein and requires refrigerated storage, for example, all cooked meat and poultry, egg products (such as mayonnaise), custards and dairy produce, shellfish and other seafood's, cooked rice, gravy, and stock. High risk food should always be kept apart from raw food.
All food could be considered to be high risk in relation to physical hazards.

**Monitor**
To conduct a planned sequence of observations or measurements to assess whether the critical limits of control measures are being met.
Physical contamination

Objects that get into food, or are already present in food, which may cause illness or distress to the person eating it, for example, glass, metal fragments, hair, plastic, wood, and so on.

Ready-to-eat-food

Food which will receive no further cooking or reheating prior to consumption.

Records

Information such as checklists, forms, log books, and work diaries. The information relates to the findings of your monitoring procedures. Records may be kept on paper or may be electronic. You should be able to scrutinize them. This guidance manual provides examples of recording in the Monitoring/Recording Section.

Review

The procedure whereby the HACCP system is regularly examined in order to assess its effectiveness. A document that can be used for review can be found at the end of this manual.

‘Use-by’ date

Date mark required on perishable prepacked foods after which their consumption would present a risk of food poisoning.

Verification

The use of methods, procedures, or tests to ensure that the HACCP system is being operated correctly and that it is effective. These actions are separate from and additional to monitoring procedures.