

HSC HOSPITALITY REVISION WORKBOOK

TOPIC 1:

HYGIENE

Also Available:

Topic 2: Safety

Topic 3: Working in the Hospitality Industry

Topic 4: Food & Beverages

Topic 5: Kitchen Operations & Commercial Cookery



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Contents

- 1** _____ Outcomes
- 2** _____ Hygiene Laws and Regulations
- 3** _____ Cleaning and Sanitation
- 4** _____ Personal and Environmental Hygiene
- 5** _____ Hygiene Practices and Legislation
- 6** _____ Problem Identification and Prevention
- 7** _____ Food Handling and Storage
- 8** _____ Pest Control
- 9** _____ Rubbish Disposal

OUTCOMES

THE STUDENT:

- » considers the importance of hygiene in the hospitality industry
- » demonstrates an understanding of compliance with laws, standards and codes relevant to hygienic work practices and food safety for the hospitality workplace
- » explains how to prevent food contamination that might cause food-borne illnesses
- » proposes hygienic work procedures and practices for food safety in a hospitality work environment.

ASSOCIATED UNIT OF COMPETENCY

The scope of learning for the HSC must be read and delivered in conjunction with the following associated unit of competency:

- » SITXFSA101 Use hygienic practices for food safety

The unit descriptor, elements and critical aspects for assessment for the unit of competency are provided below.

- » SITXFSA101 Use hygienic practices for food safety

DESCRIPTOR

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

ELEMENTS

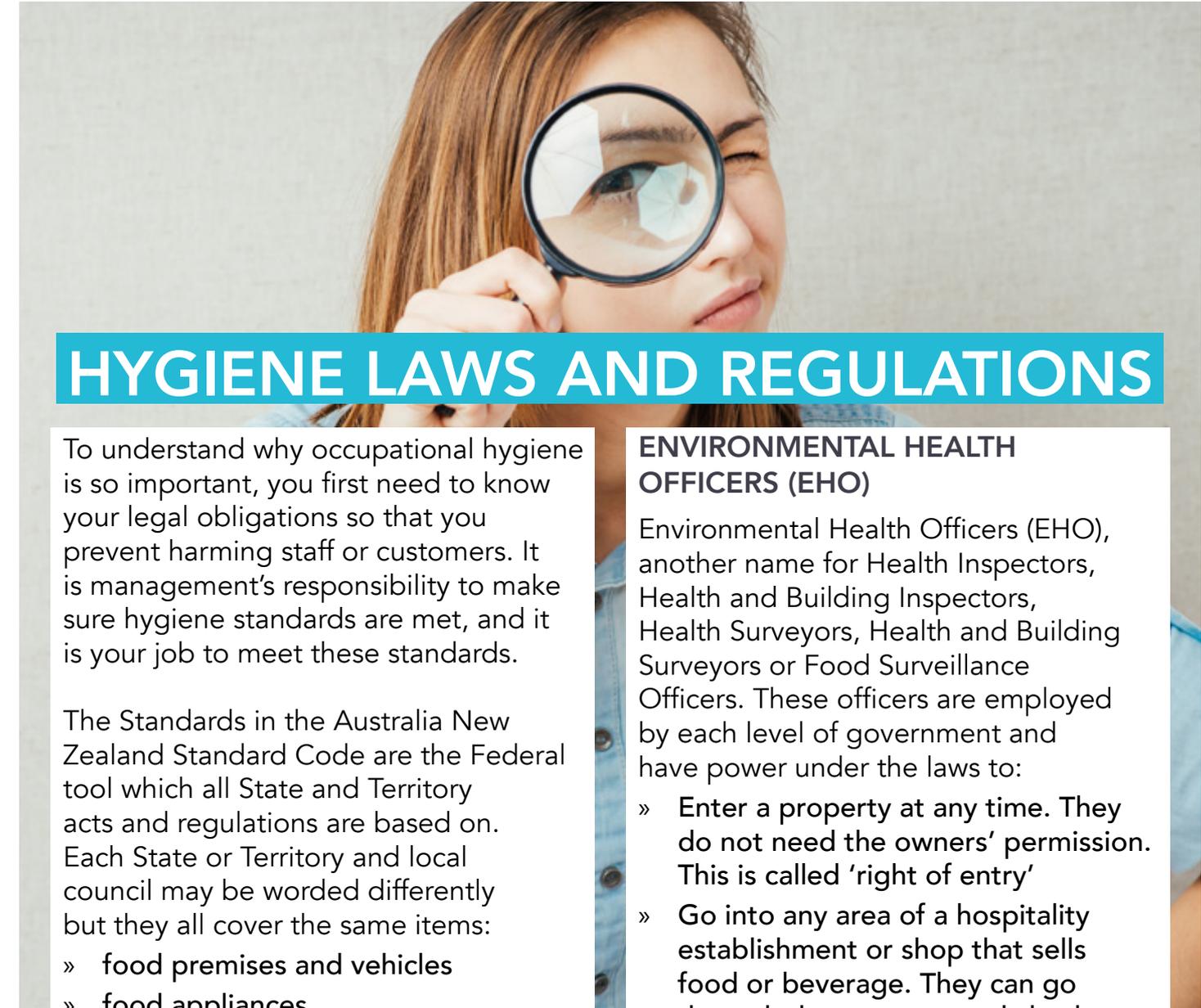
1. Follow hygiene procedures and identify food hazards
2. Report any personal health issues
3. Prevent food contamination
4. Prevent cross contamination by washing hands.

EMPLOYABILITY SKILLS

The following employability skills have been considered in the development of the scope of learning for the HSC:

- » communication
- » learning
- » problem-solving
- » self-management.





HYGIENE LAWS AND REGULATIONS

To understand why occupational hygiene is so important, you first need to know your legal obligations so that you prevent harming staff or customers. It is management's responsibility to make sure hygiene standards are met, and it is your job to meet these standards.

The Standards in the Australia New Zealand Standard Code are the Federal tool which all State and Territory acts and regulations are based on. Each State or Territory and local council may be worded differently but they all cover the same items:

- » food premises and vehicles
- » food appliances
- » food hygiene
- » protection of food and appliances from contamination
- » packaging and labelling
- » conveyance of food
- » meat and meat premises
- » sampling and analysis

ENVIRONMENTAL HEALTH OFFICERS (EHO)

Environmental Health Officers (EHO), another name for Health Inspectors, Health and Building Inspectors, Health Surveyors, Health and Building Surveyors or Food Surveillance Officers. These officers are employed by each level of government and have power under the laws to:

- » Enter a property at any time. They do not need the owners' permission. This is called 'right of entry'
- » Go into any area of a hospitality establishment or shop that sells food or beverage. They can go through the property and check that all obligations under the NSW Food Act 2003 are being met. This is called 'power to inspect'
- » Collect samples of food and beverage from any area of the establishment and send them to the Commonwealth laboratories for testing. The owner of the establishment can be charged the cost of this
- » Close a property down on the spot, give a warning with set time limits for changes or improvements and fine or have the owner charged for infringements of the laws

IMPORTANT NOTE

They do not have the power to check the establishment's financial records.

LEGAL OBLIGATIONS

A copy of the regulations of the NSW Food Act 2003 must be accessible on site. It must be displayed in food preparation areas. It outlines the legal obligations of the food handler and covers:

- » Having staff trained to practice the highest level of personal hygiene and food handling techniques
- » Ensuring all equipment meets required temperatures for use
- » Buying from reliable suppliers whose production methods meet the required laws and standards
- » Controlling pests and vermin in the property
- » Controlling and providing proper storage areas
- » Using correct cleaning procedures

REGULATIONS

- » Ensuring premises are designed and built to meet all legal requirements under the state and local council building regulations and food regulations.



Food
Authority



CLEANING AND SANITATION

When you are feeling tired it is easy to miss little things that may not seem important. If you have a regular routine and know how to clean properly, you can make the job easier. Know what you are doing and why. By keeping your workplace clean and hygienic, you will enjoy greater pride in the establishment. Your reputation will be enhanced amongst customers who will be happy to return and recommend you.

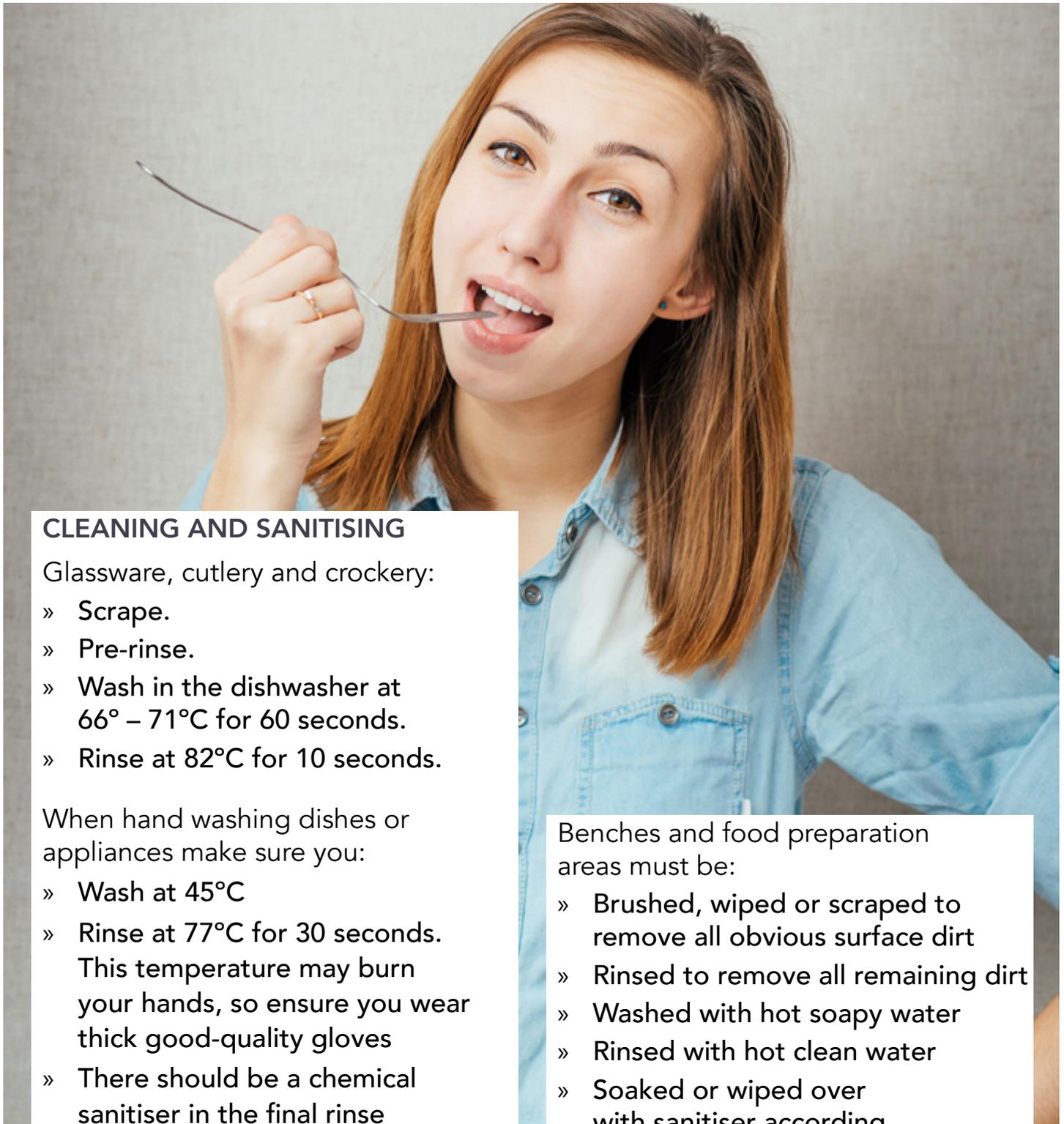
CLEANING

Is when you remove all the dirt such as dust, grease, food scraps and other deposits from the surface of all equipment and food areas. This is done by:

- » **scraping**
- » **rinsing**
- » **washing**
- » **rinsing again to remove all the soap**

SANITATION

Is when you sterilise an area by using a bacteria-killing or sanitising product after cleaning. Sanitising products for food areas are available from your chemical supplier. Bleach is the base of most sanitising products. All must be used according to the directions on the label. HEAT is also a sanitiser. Water and oven temperatures must be over 75°C. Most commercial dishwashers can be set at minimum temperatures to ensure utensils are free from bacteria.



CLEANING AND SANITISING

Glassware, cutlery and crockery:

- » Scrape.
- » Pre-rinse.
- » Wash in the dishwasher at 66° – 71°C for 60 seconds.
- » Rinse at 82°C for 10 seconds.

When hand washing dishes or appliances make sure you:

- » Wash at 45°C
- » Rinse at 77°C for 30 seconds.
This temperature may burn your hands, so ensure you wear thick good-quality gloves
- » There should be a chemical sanitiser in the final rinse

Benches and food preparation areas must be:

- » Brushed, wiped or scraped to remove all obvious surface dirt
- » Rinsed to remove all remaining dirt
- » Washed with hot soapy water
- » Rinsed with hot clean water
- » Soaked or wiped over with sanitiser according to label directions
- » Let to air dry as tea towels and other cloths gather and spread bacteria

Important Note

Most commercial dishwashers have a dispenser to ensure correct amount of detergents and sanitisers are used for each load.



PERSONAL AND ENVIRONMENTAL HYGIENE

HYGIENE

Personal and environmental hygiene are important in the Hospitality Industry to keep customers coming back. Think about your own experience when you go out for a meal or a drink, or when you go on holidays in a hotel, motel or caravan park.

Would you return to a place where:

- » The staff were dirty?
- » The crockery and glasses were chipped or cracked?
- » The bathrooms smelt or were dirty?
- » Or to somewhere you ate and became sick?
- » Would you ever go back to a place where you saw rats or cockroaches around?

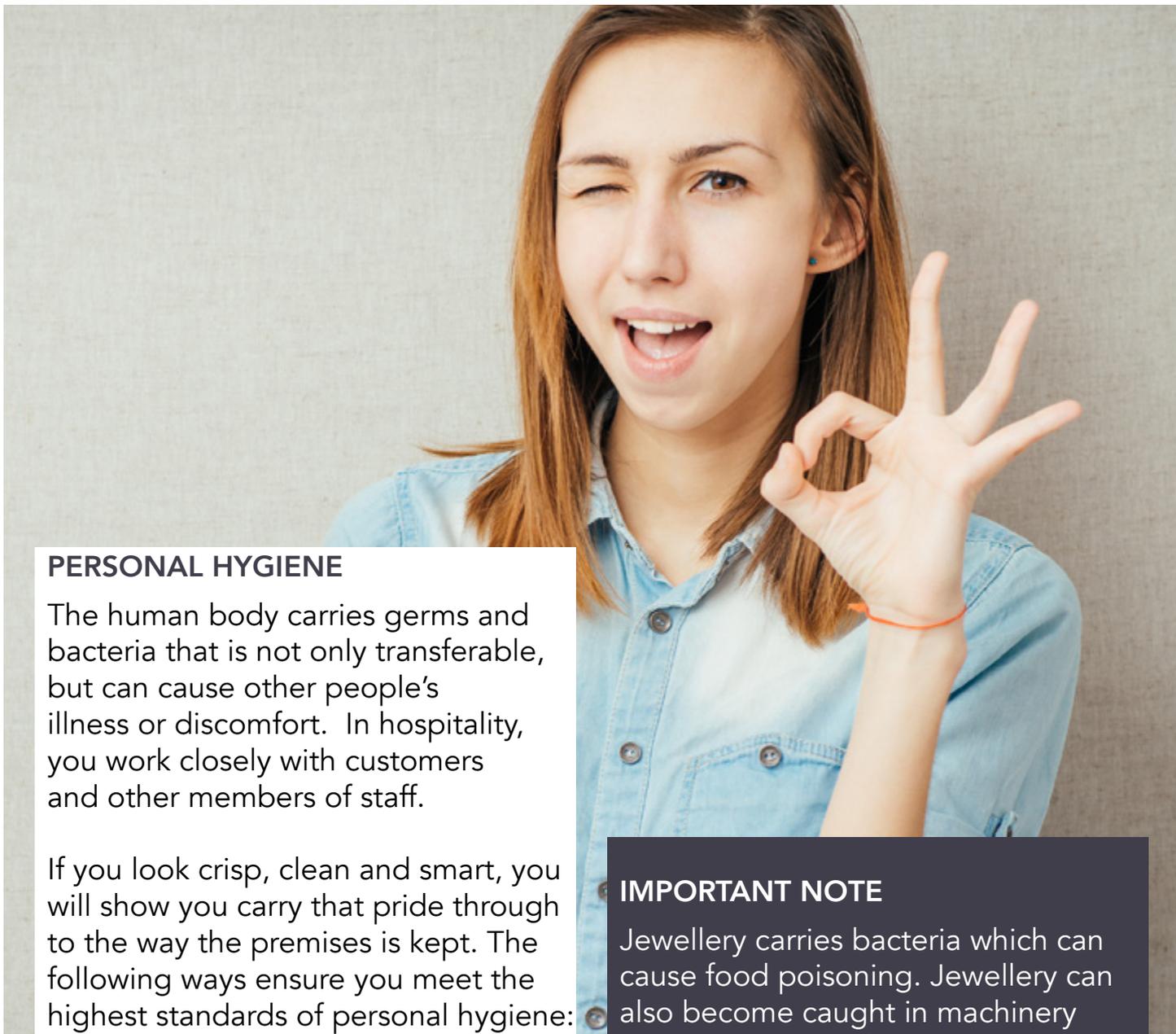
Just like you, customers have expectations.

CUSTOMERS' EXPECTATIONS

Most customers have the following expectations from a hospitality establishment:

- » Be free from rats and other vermin, such as cockroaches and mice
- » Employ clean and healthy staff
- » Have clean glasses, utensils, crockery, facilities, rooms and linen, etc.
- » Provide high quality food and beverage that will not make them sick

If these things are not provided the establishment will lose its reputation and eventually the business will close due to lack of customers.



PERSONAL HYGIENE

The human body carries germs and bacteria that is not only transferable, but can cause other people's illness or discomfort. In hospitality, you work closely with customers and other members of staff.

If you look crisp, clean and smart, you will show you carry that pride through to the way the premises is kept. The following ways ensure you meet the highest standards of personal hygiene:

- » Take daily showers
- » Wear clean and pressed clothes
- » Have clean and neat hair
- » Limit the jewellery that you wear
- » Have short, clean finger nails with clear or no nail varnish
- » Clean your teeth regularly and ensure they are in good condition
- » Keep any open cuts or wounds covered while at work by using a waterproof cover over a band aid or bandage
- » Wash your hands after eating, smoking, handling garbage or using the bathroom

IMPORTANT NOTE

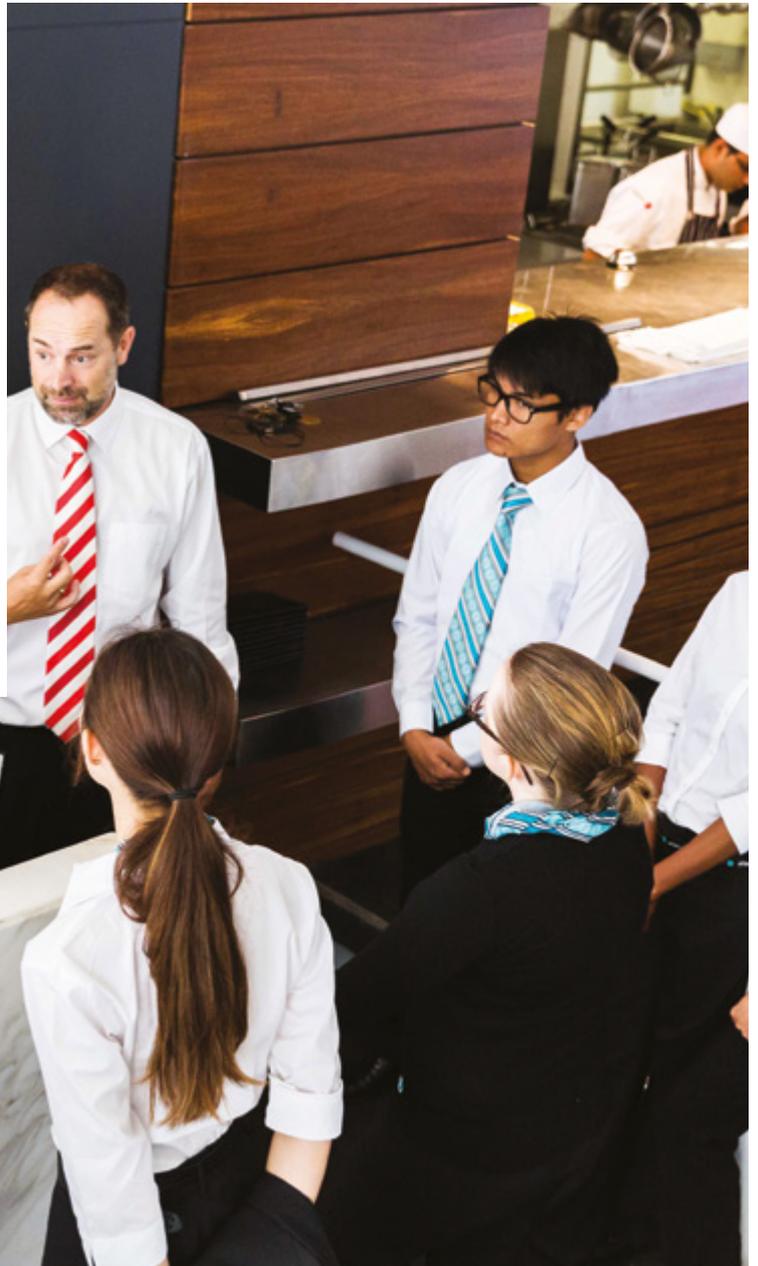
Jewellery carries bacteria which can cause food poisoning. Jewellery can also become caught in machinery and cause injury. If you work in food preparation areas and wear jewellery of any kind, you risk transferring bacteria to the food from the jewellery. A wedding ring can cross-contaminate the food you are handling as small particles of food may be caught under the ring and fall into different foods. An example of this may be when people use their hands to mix hamburger mince to make meat patties. They wash their hands but may miss some raw meat caught under their ring. They may then prepare a salad sandwich and the raw meat may contact the salad ingredients.

ENVIRONMENTAL HYGIENE

This refers to the need to keep your workplace free of clutter or conditions that allow bacteria and vermin to thrive.

Management and staff must:

- » Regularly clean and maintain the premises
- » Control pests and vermin
- » Implement a daily cleaning schedule
- » Maintain and clean equipment (ensuring any used for storing or holding HOT or COLD food is kept at the required temperature)
- » Maintain food or beverage service areas at the highest standard of hygiene
- » Follow correct storage and garbage removal procedures
- » Follow your workplace 'No Smoking' requirements
- » Not smoke in food preparation and storage areas.



HYGIENE PRACTICES AND LEGISLATION

The relationship between hygiene practices and relevant legislation goes a long way to ensuring you work in a clean, hygienic and safe manner. This relationship helps reduce the risk of injury and illness to colleagues and customers. If your establishment strives for good hygiene practices and is ever mindful of the regulations, it will build on its reputation and avoid ending up in court, being fined or even being closed down.

The NSW Food Act 2003 is very important as it sets the guidelines and defines your responsibilities to customers and colleagues.

The NSW Food Act 2003

Personal hygiene

Standards required include:

- » Washing hands;
- » Not smoking near food;
- » Not going to work when sick with a gastric disorder or a contagious disease;
- » Using a handkerchief or tissue when sneezing, coughing, etc.

Food preparation practices, such as:

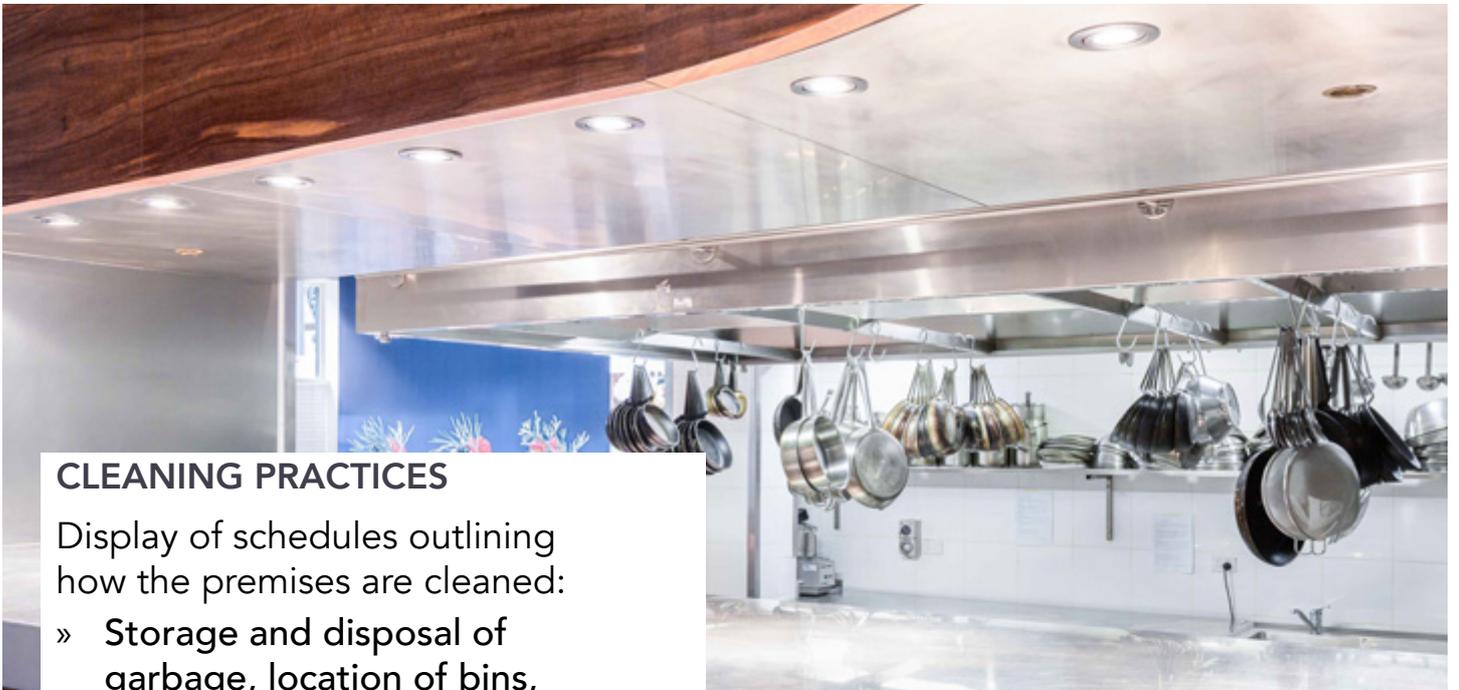
- » How food is handled;
- » Use of utensils and gloves;
- » Cleanliness;
- » Suitable areas for food preparation (animals are forbidden in these areas and no smoking, etc.)

FOOD STORAGE

The correct temperatures maintained for particular foods are:

- » Cold food – below 5°C
- » Frozen food – below minus -18°C
- » Hot food – over 60°C





CLEANING PRACTICES

Display of schedules outlining how the premises are cleaned:

- » Storage and disposal of garbage, location of bins, cleaning of garbage areas and the removal of garbage
- » Manufacture and the supply of products to hospitality establishments
- » Sale of unclean food (it is illegal to sell food in a package that is not clean)

The NSW Work Health and Safety Act 2011 outlines how specific jobs are to be done by detailing safety equipment, standards of dress and shoes, as well as reasons for not wearing jewellery.

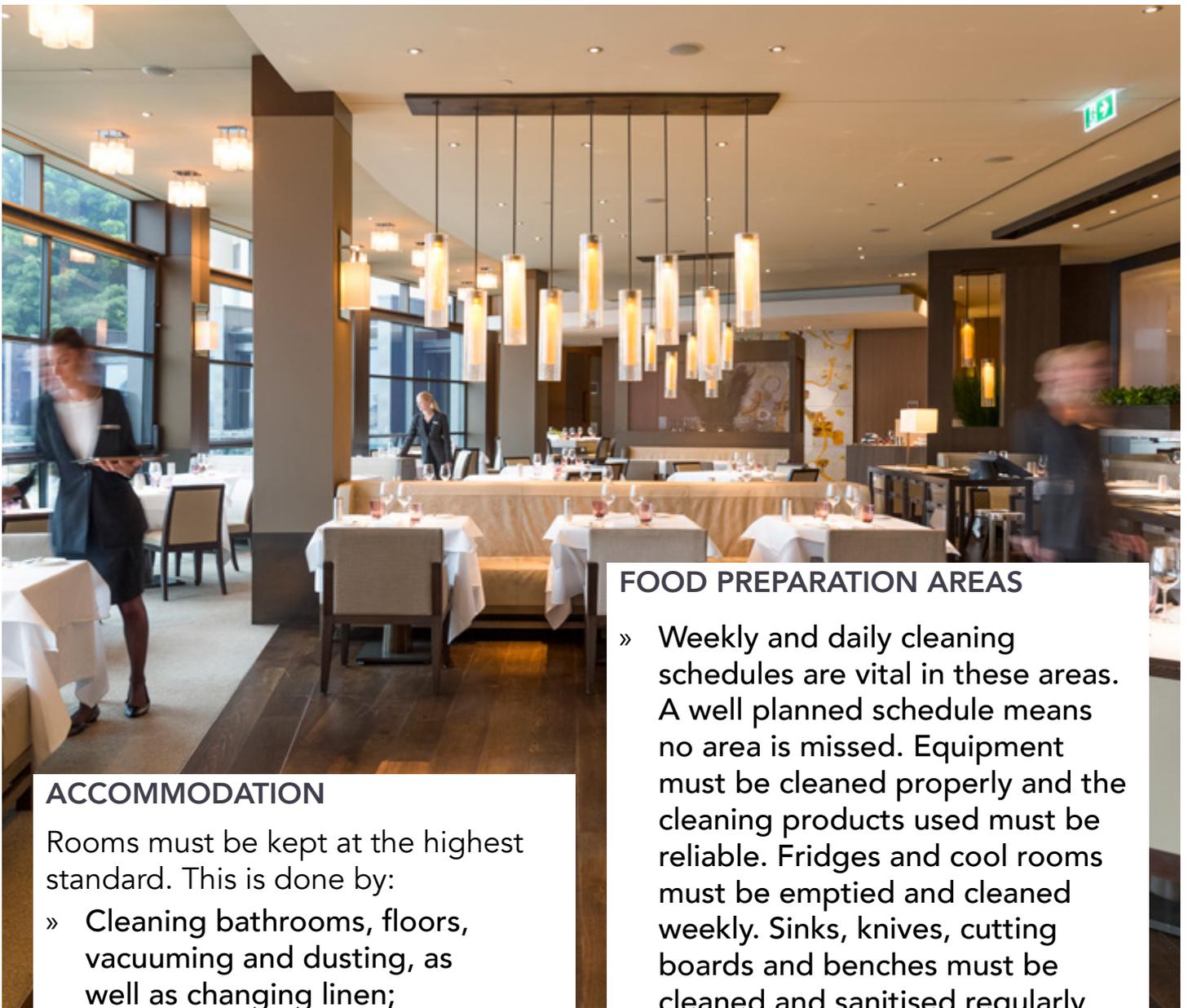
CLEANING AND MAINTENANCE REQUIREMENTS

Cleaning and maintenance is vital in all hospitality establishments. As we saw in the previous section, unclean premises can cause food poisoning and attract rats, mice, cockroaches, etc.

BAR AND LIQUOR AREAS

All bar and liquor outlets must maintain the highest standard of hygiene and safe equipment.

- » Glassware, beer lines, ice makers, cocktail making equipment, sinks, bar towels and cloths, bar areas, cool rooms, dispensers and shelves, must all be kept clean and sanitised at the highest standard. Otherwise, customers will get sick.
- » Gas fittings for beer or soft drink dispensers, ice machines, cool room and fridges must all be maintained in good order otherwise they will not work to required standards and may cause accidents and injury to staff or customers.



ACCOMMODATION

Rooms must be kept at the highest standard. This is done by:

- » Cleaning bathrooms, floors, vacuuming and dusting, as well as changing linen;
- » Attending to dripping taps, faulty power points, torn carpet, stains and spills and light globes, etc. Accidents can occur in the accommodation section of any establishment.

FOOD PREPARATION AREAS

- » Weekly and daily cleaning schedules are vital in these areas. A well planned schedule means no area is missed. Equipment must be cleaned properly and the cleaning products used must be reliable. Fridges and cool rooms must be emptied and cleaned weekly. Sinks, knives, cutting boards and benches must be cleaned and sanitised regularly, particularly if you are changing from one food to another, from raw to cooked form, etc.
- » Maintenance in these areas involves attention to floors, chipped and cracked tiles and gas connections. Rubber seals around fridge or oven doors must be replaced if they are broken or perished. Thermostats on dishwashers and ovens, as well as display thermostats on cool rooms and freezers, must be accurate or replaced if they are not. Temperature control is vital. Lights and all fittings must be well maintained.

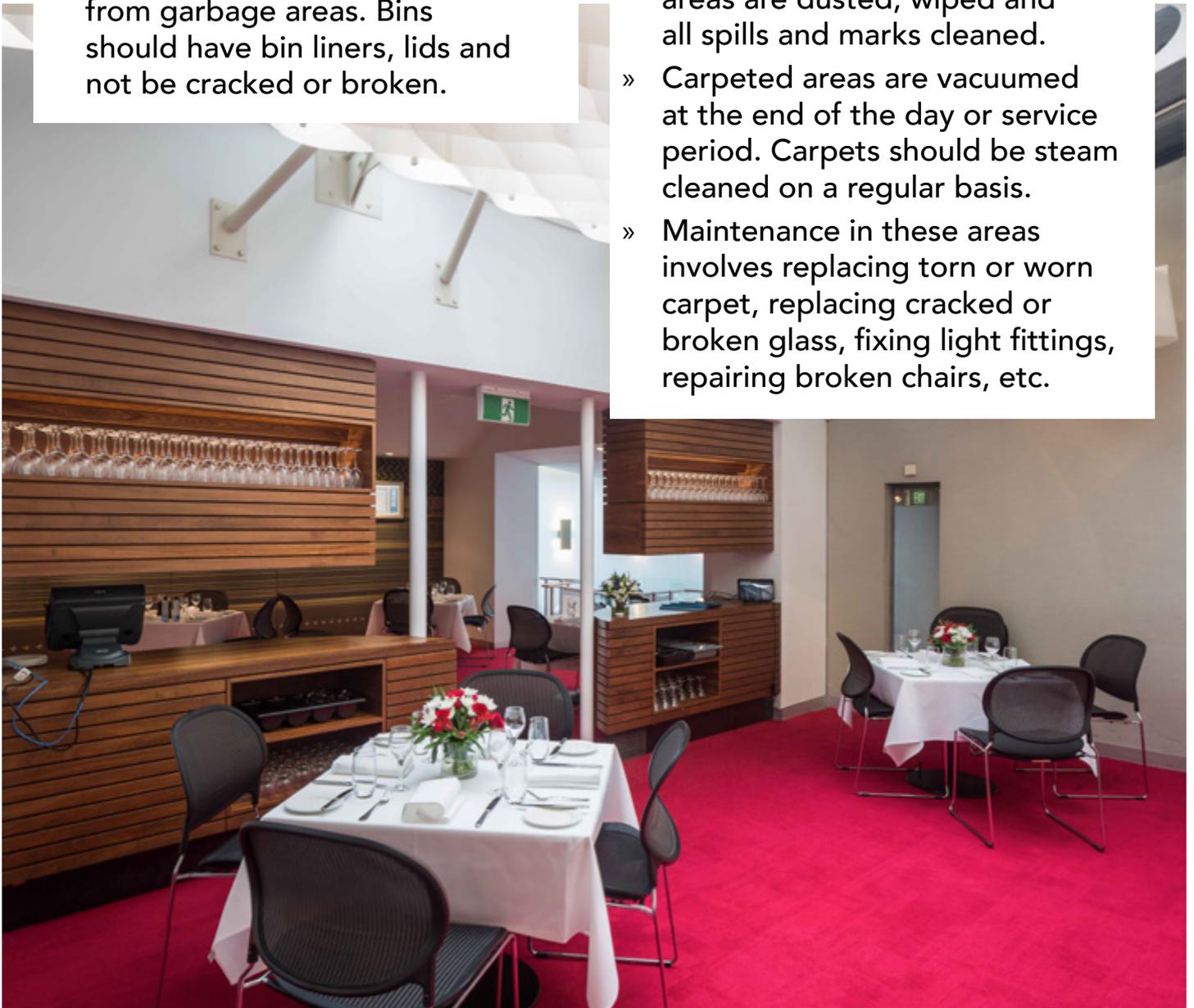
STORE AREAS

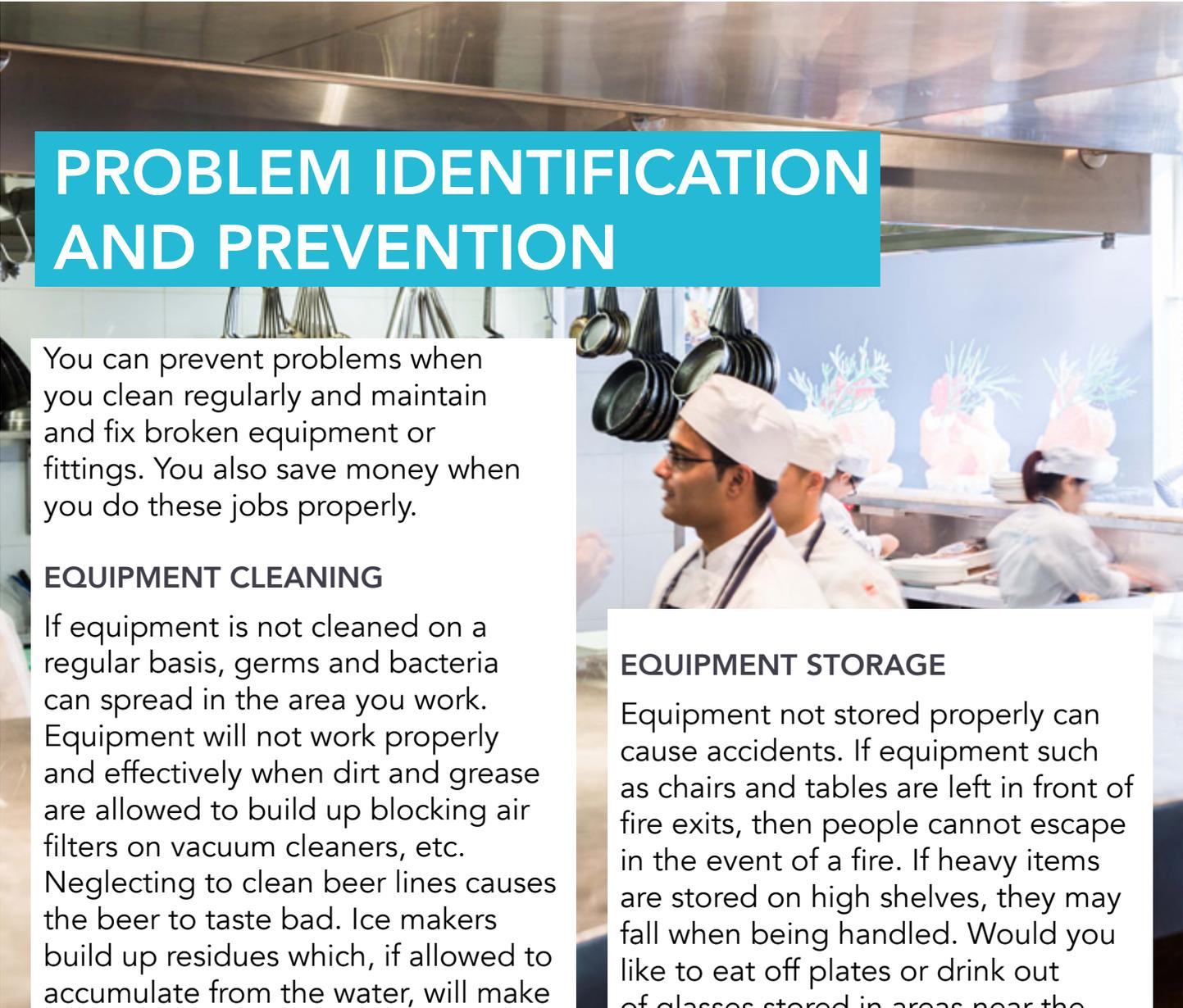
- » Store areas, floors and shelving must be cleaned on a daily and weekly schedule to ensure there is no build up of dirt and dust. Ensure all stock is rotated and not out of date and avoid contamination of food or other supplies from vermin.
- » Garbage storage areas must be cleaned and sanitised daily. A build up of garbage that might attract rats and mice must be avoided.
- » Maintenance must be undertaken, such as replacing broken shelves or lights.
- » Waste should be removed from garbage areas. Bins should have bin liners, lids and not be cracked or broken.

FOOD SERVICE AND PUBLIC AREAS

First impressions are lasting. It is very hard to get customers back if they first walk into a dirty, dusty, broken-down restaurant.

- » Cleaning of all food service areas is vital to avoid making customers sick. Equipment such as self-serve salad bars, glass display counters, bain maries, chairs and tables, floors, lights, waiters' stations, doors and their handles must be cleaned after each service period. Public places such as reception areas also must be cleaned daily.
- » For all areas there are specific cleaning methods, e.g. all timber areas are dusted, wiped and all spills and marks cleaned.
- » Carpeted areas are vacuumed at the end of the day or service period. Carpets should be steam cleaned on a regular basis.
- » Maintenance in these areas involves replacing torn or worn carpet, replacing cracked or broken glass, fixing light fittings, repairing broken chairs, etc.





PROBLEM IDENTIFICATION AND PREVENTION

You can prevent problems when you clean regularly and maintain and fix broken equipment or fittings. You also save money when you do these jobs properly.

EQUIPMENT CLEANING

If equipment is not cleaned on a regular basis, germs and bacteria can spread in the area you work. Equipment will not work properly and effectively when dirt and grease are allowed to build up blocking air filters on vacuum cleaners, etc. Neglecting to clean beer lines causes the beer to taste bad. Ice makers build up residues which, if allowed to accumulate from the water, will make the ice taste foul, and the machines clog up and get damaged. Ovens that are not cleaned create odours and convey grease to other food. This affects the flavour of the food and reduces the efficiency of ovens. When you know what you have to do, you must decide how to do it, that is:

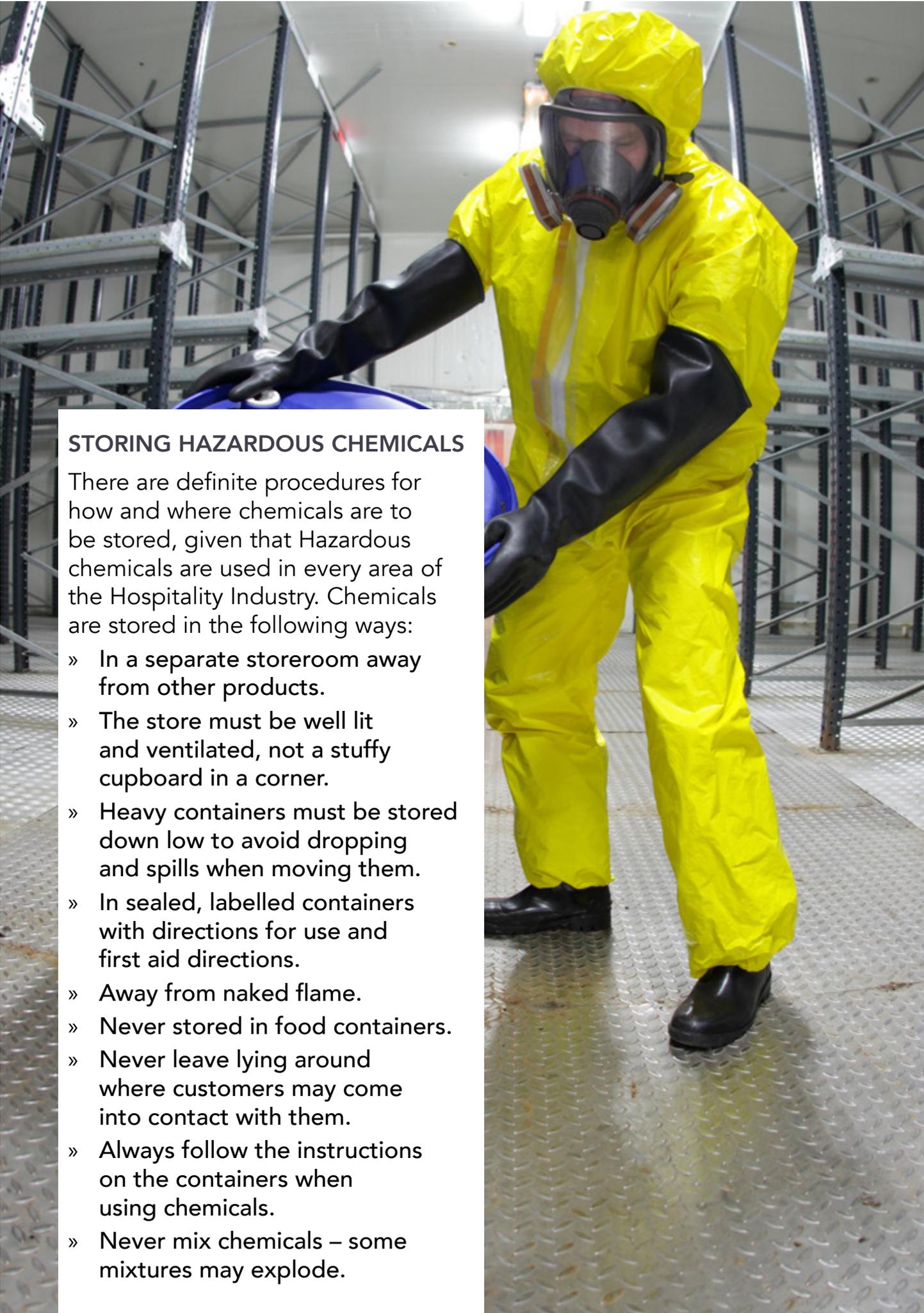
- » What type of equipment it is – large, small, fixed or movable;
- » What you use this equipment for;
- » What you clean this equipment with.

EQUIPMENT STORAGE

Equipment not stored properly can cause accidents. If equipment such as chairs and tables are left in front of fire exits, then people cannot escape in the event of a fire. If heavy items are stored on high shelves, they may fall when being handled. Would you like to eat off plates or drink out of glasses stored in areas near the toilets or left stacked on the floor?

You need to know:

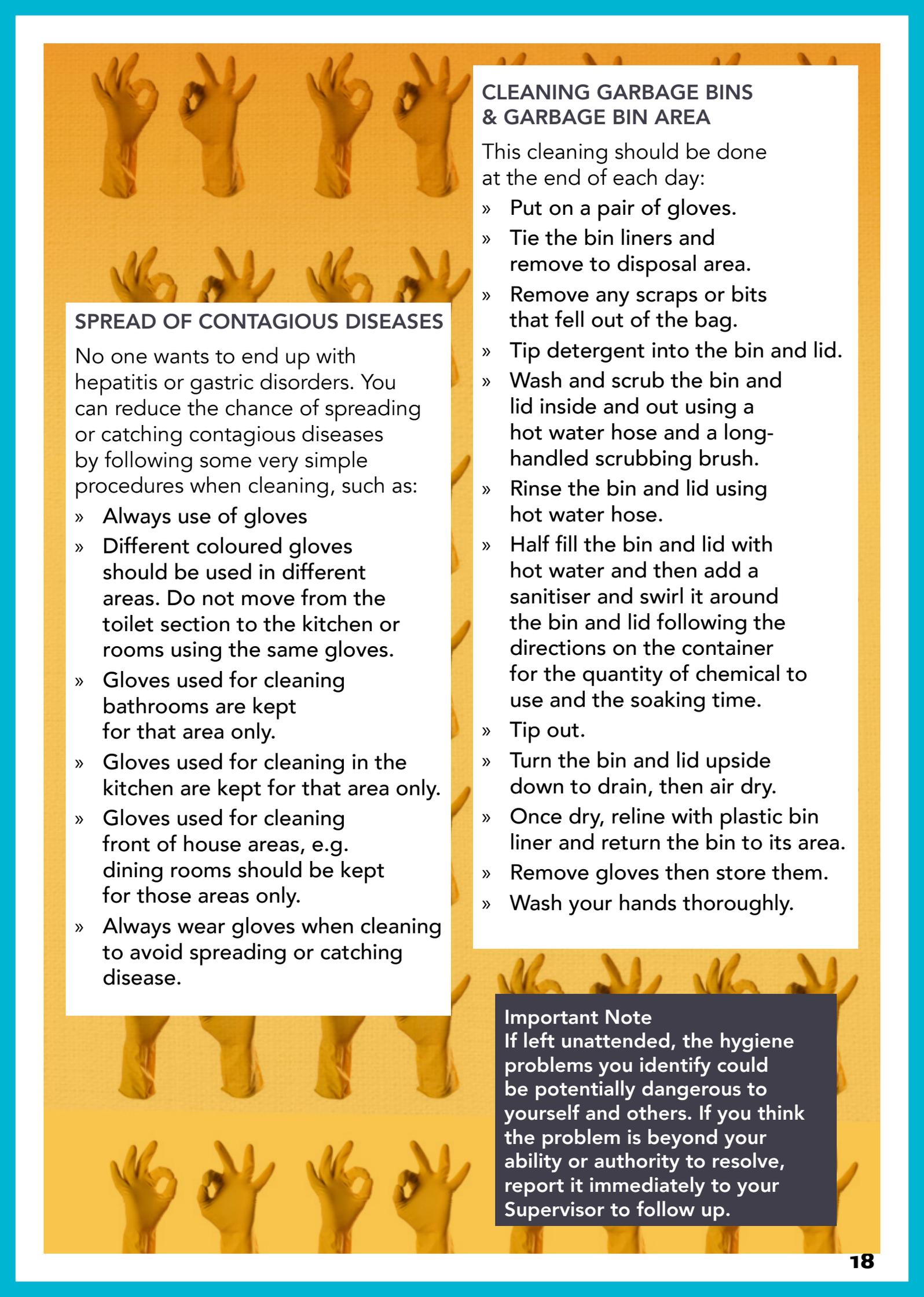
- » What type of equipment it is
- » If it is used often or only once a week
- » How heavy, light, small or large it is
- » What it is used for

A person wearing a full-body yellow hazmat suit, including a hood, a respirator mask covering the nose and mouth, and long black gloves, is handling a blue container in a warehouse. The person is standing on a metal grating floor, and metal shelving units are visible in the background.

STORING HAZARDOUS CHEMICALS

There are definite procedures for how and where chemicals are to be stored, given that Hazardous chemicals are used in every area of the Hospitality Industry. Chemicals are stored in the following ways:

- » In a separate storeroom away from other products.
- » The store must be well lit and ventilated, not a stuffy cupboard in a corner.
- » Heavy containers must be stored down low to avoid dropping and spills when moving them.
- » In sealed, labelled containers with directions for use and first aid directions.
- » Away from naked flame.
- » Never stored in food containers.
- » Never leave lying around where customers may come into contact with them.
- » Always follow the instructions on the containers when using chemicals.
- » Never mix chemicals – some mixtures may explode.

The background of the entire page is a repeating pattern of yellow gloves, some showing the palm side and some the back side, arranged in a grid-like fashion.

SPREAD OF CONTAGIOUS DISEASES

No one wants to end up with hepatitis or gastric disorders. You can reduce the chance of spreading or catching contagious diseases by following some very simple procedures when cleaning, such as:

- » Always use of gloves
- » Different coloured gloves should be used in different areas. Do not move from the toilet section to the kitchen or rooms using the same gloves.
- » Gloves used for cleaning bathrooms are kept for that area only.
- » Gloves used for cleaning in the kitchen are kept for that area only.
- » Gloves used for cleaning front of house areas, e.g. dining rooms should be kept for those areas only.
- » Always wear gloves when cleaning to avoid spreading or catching disease.

CLEANING GARBAGE BINS & GARBAGE BIN AREA

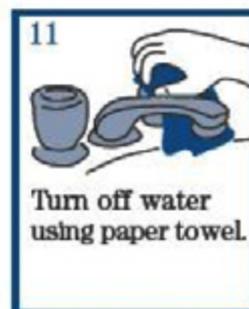
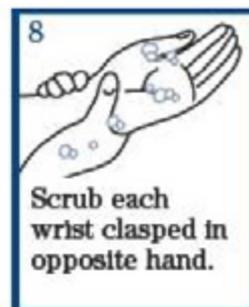
This cleaning should be done at the end of each day:

- » Put on a pair of gloves.
- » Tie the bin liners and remove to disposal area.
- » Remove any scraps or bits that fell out of the bag.
- » Tip detergent into the bin and lid.
- » Wash and scrub the bin and lid inside and out using a hot water hose and a long-handled scrubbing brush.
- » Rinse the bin and lid using hot water hose.
- » Half fill the bin and lid with hot water and then add a sanitiser and swirl it around the bin and lid following the directions on the container for the quantity of chemical to use and the soaking time.
- » Tip out.
- » Turn the bin and lid upside down to drain, then air dry.
- » Once dry, reline with plastic bin liner and return the bin to its area.
- » Remove gloves then store them.
- » Wash your hands thoroughly.

Important Note

If left unattended, the hygiene problems you identify could be potentially dangerous to yourself and others. If you think the problem is beyond your ability or authority to resolve, report it immediately to your Supervisor to follow up.

Don't spread disease, wash your hands correctly





FOOD HANDLING AND STORAGE

FOOD POISONING

If food is incorrectly handled or stored it is potentially fatal. In rare cases, illnesses can be passed on just by handling contaminated food. Food poisoning occurs when a person becomes sick after eating food that is contaminated (poisonous). Symptoms are usually:

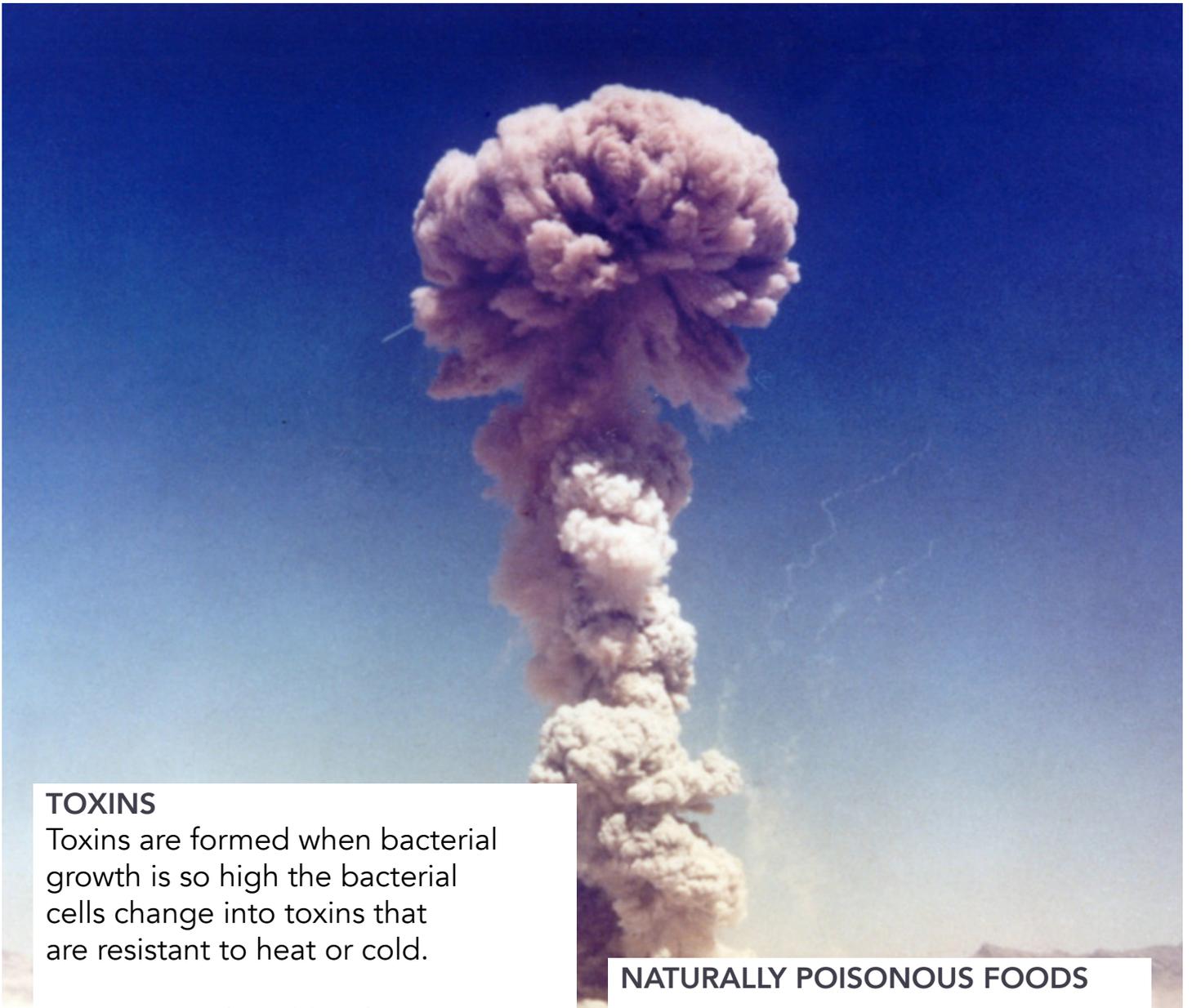
- » Nausea
- » Vomiting
- » Fevers and chills (temperature going up and down)
- » Stomach cramps
- » Diarrhoea
- » Gastro-enteritis
- » Dehydration

In the most severe cases:

- » Double vision
- » Paralysis of the vocal chords
- » Paralysis of the digestive system, heart and lungs, leading to death

Often food does not have to look or taste bad to be contaminated. Bacteria are single-cell organisms that multiply rapidly in the right conditions. This is the reason people become so ill if the food is spoiled. Bacteria grow under the following conditions:

- » Warmth
- » Moisture
- » Time
- » Food
- » Oxygen



TOXINS

Toxins are formed when bacterial growth is so high the bacterial cells change into toxins that are resistant to heat or cold.

Some examples of food poisoning bacteria and toxins are:

- » **Staphylococcus aureus.** We carry these bacteria in our throats and noses, and contaminate food when we cough or sneeze. It is very active when you have a cold, sore throat or flu (nasal discharge)
- » **Clostridium perfringens.** This is a toxic organism that is found in the intestines of humans, animals, birds and insects. It is in dirt (soil and dust) so is always present on the vegetables we buy, and in and on the bodies of animals
- » **Salmonella.** This is found in the intestines of warm-blooded animals, humans and vermin

NATURALLY POISONOUS FOODS

These are foods that will poison us whatever we do with them. They should never be eaten.

Examples of these are:

- » Toadstools and some other fungi;
- » Rhubarb leaves.
- » Obviously spoiled foods
- » Chicken, fish or any food which has turned green and slimy and has a strong smell should not be eaten.



FOOD DETERIORATION

There are many reasons why food goes bad, so let's look at the main ones.

TEMPERATURES

Food has to be kept at the right temperature.

- » Below -18°C for frozen goods
- » Below 5°C for perishable goods such as fresh meat, fish, poultry, dairy products, prepared fruit and vegetables, e.g. salads, vegetables prepared for the next meal service, etc
- » Over 60°C for all hot food to be served hot, or food being held in a bain marie or oven. The internal temperature of the food has to be over 60°C for it to be kept safe
- » Always check the temperature of the food and the equipment in which it is stored
- » Food kept in the cool room, fridge or kitchen store for too long will start to spoil and bacterial growth will change form and become toxic
- » Food kept between 5°C and 60°C is in what is called the DANGER ZONE

BACTERIA

When left in the danger zone, bacteria in the food start to increase. The longer the food is left in these temperatures, the warmer it gets and the quicker the bacteria multiply. After a period this bacterial poisons the food. This means the food is spoilt and cooking or chilling it will not destroy the bacteria if the growth has reached toxic level. The food may have changed in colour, texture and/or smell. The limit for food to be left in the danger zone is two to three hours. This is a guideline. Obviously, if food is left out in a kitchen that is steaming and really hot, or left out in the sun, or in a hot room, it will go off more quickly. Use common sense. Only leave food out of the fridge or bain marie if you are actually working on it at the time, and be quick.



CONTAMINATION

This is a term you will hear in all hospitality food areas. This means that safe food has become spoiled because of how it was handled, prepared or stored.

Some of the causes of contamination include:

- » Staff who did not maintain personal levels of hygiene, by wearing dirty clothes, wearing jewellery, having dirty and long finger nails, letting their hair get dirty and not tying hair back
- » Staff who did not wash their hands before touching food, after using the bathroom or touching their bodies
- » Staff who coughed or sneezed while preparing or serving food
- » Staff who prepared or served food while sick with gastric or any contagious disease, such as severe flu or hepatitis
- » Raw food stored on top of cooked food and the blood or food juices dripped on
 - » To the cooked food
 - » Food placed in cool rooms or fridges without covers and stacked on top of each other
 - » Food put in a cool room in any spare space and food stacked or stored on the floor
 - » Cooked food placed back on to trays that had raw food on them and were not washed
 - » Food left out to defrost on benches or in sinks of warm water
 - » Food delivered uncovered in vans or trucks which were not refrigerated or had carried animals
 - » Food spoilt and poisoned by chemicals spilt on it, or left in containers not washed and rinsed correctly
 - » Moulds - these are living micro-organisms that cause food to spoil but which rarely cause food poisoning. If food is left in damp areas, then the moulds can form mytoxins and these may cause cancer if eaten in large quantities.
 - » **YEAST** is similar to moulds and can cause food to ferment and spoil.

FOOD POISONING TABLE

Pathogen	Microscopic image of pathogen	Incubation period (time between eating and onset of symptoms)	Symptoms	Associated foods *
Bacillus cereus toxin (vomiting)		1 - 6 hours	Sudden onset of severe nausea and vomiting	Improperly refrigerated cooked rice
Bacillus cereus toxin (diarrhoea)		6 - 24 hours	Abdominal cramps, nausea and watery diarrhoea	Meats, stews, gravy, vanilla sauce
Campylobacter		2 - 5 days	Fever, nausea, abdominal cramps and diarrhoea (sometimes bloody)	Raw and undercooked poultry, unpasteurised milk and contaminated water
Clostridium perfringens toxin		6 - 24 hours	Abdominal cramps, watery diarrhoea and nausea	Meats, poultry, gravy, dried or precooked foods
Escherichia coli (STEC)		2 - 10 days more commonly 3 - 4 days	Diarrhoea (often bloody), abdominal cramps	Improperly cooked beef, unpasteurised milk and juice, sprouts and contaminated water
Hepatitis A		2 - 7 weeks	Jaundice, fatigue, anorexia, nausea	Raw or poorly cooked seafood harvested from contaminated waters, ready-to-eat foods handled by an infected food handler
Listeria monocytogenes		3 days - 10 weeks	Meningitis, sepsis, fever	Soft cheeses, unpasteurised milk, ready-to-eat deli meats
Norovirus		24 - 48 hours	Fever, nausea, vomiting, abdominal cramps, diarrhoea and headache	Poorly cooked shellfish, ready-to-eat foods touched by an infected worker
Salmonella		6 - 72 hours, usually 12-36 hours	Headache, fever, abdominal cramps, diarrhoea, vomiting and nausea	Undercooked poultry, raw egg deserts and mayonnaise, sprouts, tahini
Staphylococcus aureus toxin		0.5 - 8 hours	Sudden onset of vomiting and abdominal cramps	Cream deserts and pastries, potato salad
Vibrio parahaemolyticus		4-30 hours, usually 12-24 hours	Nausea, vomiting, abdominal cramps and watery diarrhoea	Undercooked or raw seafood.



CORRECT FOOD-HANDLING PROCEDURES

- » Defrost all frozen food in the cool room or microwave, never out on the bench or in a sink of warm water. Keep food out of the DANGER ZONE (cold food below 5°C, hot food over 60°C).
- » Portion large quantities of hot food to be chilled into smaller containers, e.g. for 20L hot soup, break into three smaller containers. This ensures the food is cooled down to less than 5°C as quickly as possible. The temperature of the food has to be reduced in three to four hours to avoid bacterial growth.
- » Never replace cooked food on to trays, benches or cutting boards that have not been washed and have had raw food on them.
- » Cover all food to be stored.
- » Store cooked food on high shelves and raw food on low shelves.
- » Separate different types of food to avoid cross-contamination.
- » Wash ALL fruit and vegetables before cooking them or preparing salads.
- » Purchase all products from reliable suppliers.
- » Use cleaning and sanitising procedures correctly and safely, and store chemicals away from food areas to maintain the highest standards of hygiene.
- » Rotate all food stocks. Do not over-order and do not keep fresh perishable products such as meat, fish or poultry on hand for long periods. Order daily or every second day.
- » Use clean utensils and food preparation equipment. If food is on display to the public, ensure it is covered and kept at the correct temperature. For self-serve facilities, ensure clean utensils are provided.



PERSONAL AND ENVIRONMENTAL HYGIENE

- » Follow the personal hygiene rules and take daily showers and remember clean hair, clean uniform, no jewellery, short clean nails, no nail varnish, hair tied back or covered. This will maintain personal standards.
- » Use disposable plastic gloves when handling food that is not going to be cooked. Use utensils when handling hot food. The legislation requires minimum human contact with food.
- » Wash hands after using the bathroom, before starting work, after breaks, before you touch food or equipment, when changing from food to food or different equipment, after smoking, touching your face or hair and after using a nasal tissue.
- » Do not report for work if you have a gastric disorder, severe flu with nasal discharge, severe cough or sore throat. In the event of going to work with these or any other infectious diseases, you are contaminating everything you touch or breathe on, cough or sneeze over, or are near.
- » If you have a cut or open sore it must be covered by a bandage and then covered by a waterproof dressing to ensure you do not contaminate food and equipment.
- » Band aids must be bright blue or yellow, and if a cut is on the hand it must be covered by a glove. Any food that comes into contact with a band aid or bandage being worn by a food handler must be thrown out.
- » In your work environment, maintain the highest standards of hygiene to ensure vermin and bacteria have no place to eat or live.



FOOD-HANDLING CYCLE

1. Fresh food arrives on site in a refrigerated van
2. Food is placed in a cool room, or fridge
3. Food is taken by a chef for preparation
4. Food is prepared and cooked
5. Food held hot over 60°C for meal service or chilled to less than 5°C
6. Food left over should be re-trayed and chilled in the cool room as quickly as possible (within four hours) if it was not in a self-serve bay or an unheated buffet area.
7. If food has been in a self-serve bay it is not to be served again
8. Food is reheated as quickly as possible in a steamer or oven (never a bain marie).
9. After meal service, food must be disposed of. In the case of a product that can be served cold and was reheated and chilled properly, you may be able to use it in the salad or sandwich area.
10. For food that is to be re-used; you must be absolutely certain that it was held, chilled and reheated in a quick and safe way.
11. Frozen or pre-prepared products after their first meal service cannot be chilled, reheated and served.



PEST CONTROL

The most common pests and vermin found in hospitality establishments in Australia are:

- » Rats and mice
- » Flies
- » Cockroaches.

They all carry bacteria and spread germs and disease through their saliva and droppings.

RATS AND MICE

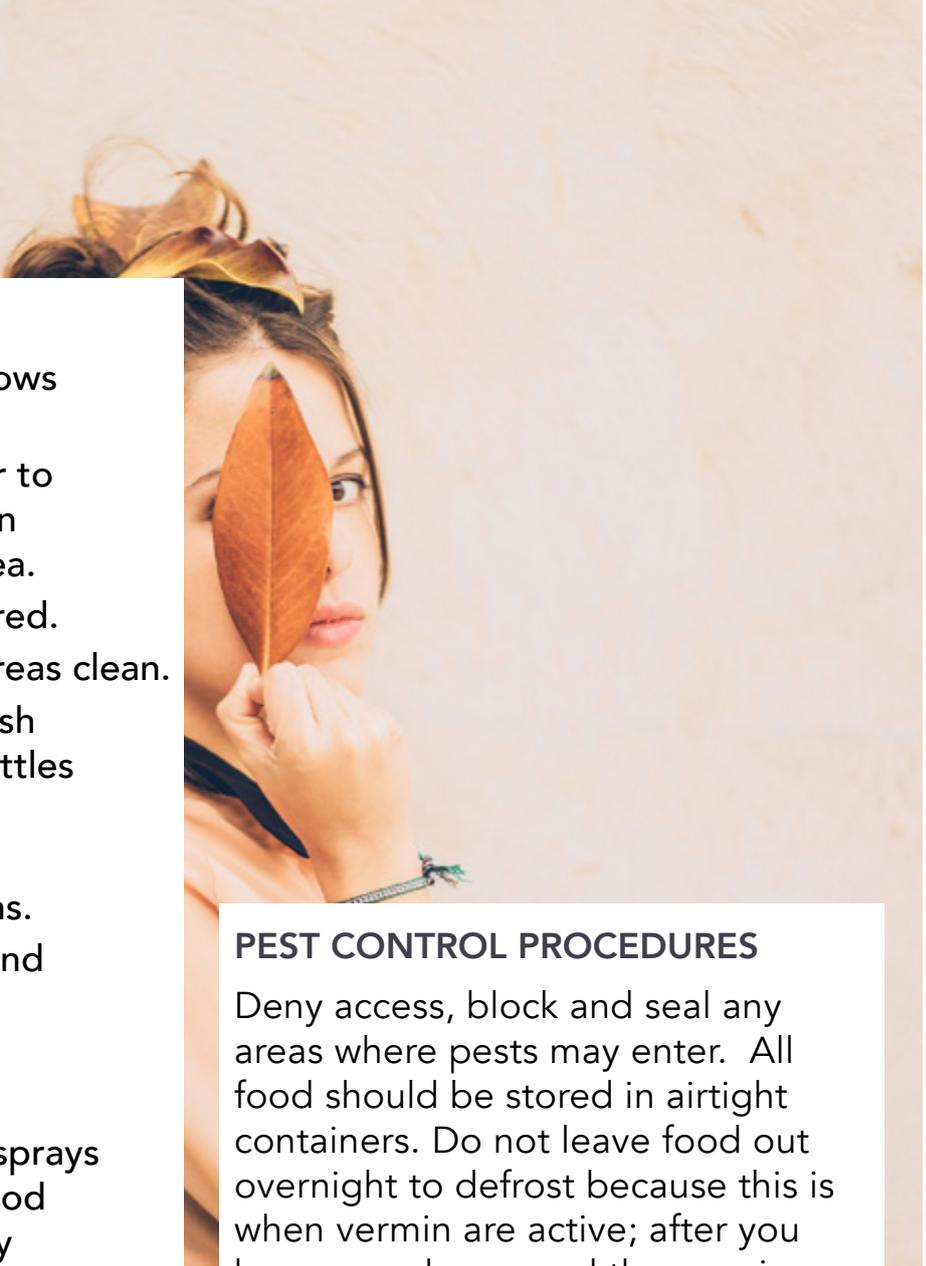
- » They are attracted by dirty rubbish areas.
- » Their available food supply is found in garbage areas or inside buildings.
- » They get into premises through open drains, cracks and holes, open windows and under doors that do not seal properly.

FLIES

- » They breed in rubbish and decaying matter, such as food and animal droppings.
- » They fly in open windows and doors, and ride on our backs, etc.

COCKROACHES

- » They breed in dark, warm, moist areas such as refrigeration motors, hot water systems, and the casings of large equipment (steamers and microwaves).
- » They also breed in wall and floor hollows and around pipe fittings.
- » They enter through drains, pipes and cables and any space no matter how small. They can also fly in.



CONTROL

- » Keep all doors and windows covered with fly screens.
- » Install a blue light zapper to control flies in the kitchen and food preparation area.
- » Keep garbage bins covered.
- » Keep garbage storage areas clean.
- » Do not allow other rubbish such as cartons, cans, bottles or old equipment to lie around and build up.
- » Have no uncovered drains.
- » Leave no food lying around the kitchen at night.
- » Keep all food storage areas spotlessly clean.
- » **DO NOT** use regular fly sprays in food preparation or food service areas as the spray droplets contain a chemical that will contaminate food.
- » Have a reliable pest control company conduct a regular pest control programme

PEST CONTROL PROCEDURES

Deny access, block and seal any areas where pests may enter. All food should be stored in airtight containers. Do not leave food out overnight to defrost because this is when vermin are active; after you have gone home and the area is dark and quiet. Look for droppings, nibbled packets in dry store, baby cockroaches appearing from steamers or microwaves when operating.

PEST CONTROLS

No sprays. Blue light zapper, baits and traps in areas where they are away from food are preferred. Arrange a pest control programme with a reliable company.



RUBBISH REMOVAL

Maintaining good hygiene and garbage clearing procedures avoid:

- » Smells which turn customers away
- » Providing attractions for vermin
- » Creating a breeding ground for vermin or flies.

The law and good practice have established procedures for the removal and disposal of rubbish. Different procedures apply to different areas.

KITCHEN

- » Clean bins and lids.
- » Line with plastic bin liners.
- » Empty regularly. Do not allow to overflow.
- » Wash and sanitise, as described in the previous section.
- » Do not use old garbage bins for food storage.
- » Do not use old cracked or broken bins where food and dirt can gather in cracks and holes.

MAIN GARBAGE DISPOSAL AREA

- » As far away from the back door of kitchen and food storage area as possible
- » Collected daily or at least twice a week if kept in large metal containers with lids supplied by a contractor
- » Disposal area must be swept and hosed down daily, or more frequently if required
- » Break down garbage into cartons, glass and non-recyclable products

SAY *Goodbye*
TO OLD SCHOOL

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