

Handbook

Sanitation in Food and Beverage Operations

Overview

This article outlines the policies and procedures for maintaining proper sanitation in your venue. This will minimize the potential for contaminating food or spreading food-related illnesses.

A preventive program has to be established in the food environment, which minimizes the potential for food handling, and physically sound preparations, storage, and service facilities.

Food Sanitation Training

All Team Members within the food environment should be trained in basic food sanitation procedures. All new Team Members are required to be introduced to basic principles of sanitary food handling, the types of food-related illnesses and their major causes, so that they are willing to apply these principles in their work environment.

Definitions

The following is a list of definitions pertaining to food service:

- Food - Any raw, cooked or processed edible substance, beverage or ingredient used or intended for use in whole, or in part, for consumption.
- Food handler – Any person working in or for a food service establishment who engages in food preparation or service, who transports food or food containers, or who comes in contact with any utensil or equipment.
- Food service establishment – Any place where food is prepared and intended for individual portion service, and includes the site at which individual portions are provided. The term includes any such place regardless of whether consumption is on or off the premises and regardless of whether there is a charge for food.
- Food processing establishment – A commercial establishment in which food is manufactured or packaged for human consumption. The term does not include a food service establishment, retail food store or commissary operation.
- Potentially hazardous food – Any perishable food that consists in whole or in part of milk or milk products, eggs, meat, poultry, fish, shellfish or other ingredients, including synthetic ingredients, capable of supporting rapid and progressive growth of infectious or toxigenic microorganisms.
- Equipment – All stoves, ranges, meat blocks, tables, counters, cabinets, refrigerators, freezers, sinks, dishwashing machines, steam tables and similar items, other than utensils, used in the operation of a food service establishment.
- Utensils – Any eating or drinking tableware, kitchenware, such as pots, pans, ladles, and food containers, or other tools used in the preparation, storage or serving of food.
- Food contact surface – Those surfaces of equipment and utensils with which food normally comes in contact, and those surfaces from which food may drain, drip or splash back onto surfaces normally in contact with food.
- Easily cleanable – A surface that is readily accessible and made of such material, finished and fabricated so that residue may be completely removed by normal cleaning procedures.
- Sanitize – Effective bactericidal treatment by a process that provides enough accumulative heat or concentration of chemicals to reduce the bacterial count, including disease-producing bacteria, to a safe level on utensils and equipment.

- Safe temperature – The defined temperature requirements for preparation, holding and storage of potentially hazardous foods, and necessary temperatures of exposure of multi-use utensils to washing and sanitization.
- Personal hygiene – Cleanliness and personal habits basic to sanitary food handling. See Team Member Grooming procedures for additional information.
- Food-borne illness (poisoning) – The experience of illness - Team Members with explosive occurrence of intestinal upset resulting from the ingestion of food containing certain chemical poisons, poisons derived from animals and plants, toxic products of several types of bacteria, and infections caused by several types of bacteria.

Hazard Analysis Critical Control Point

Overview

The purpose of this policy is to establish food safety procedures for maintaining proper temperature control in the preparation, storage, cooking, holding, and re-heating of all food items in your Food & Beverage operation. All Team Members in food & beverage are required to follow these policies. By doing so they will help to create a safe and hazardous free environment for all your Guests and Team Members.

These procedures follow the nationally accepted procedures for a HACCP (Hazard Analysis Critical Control Point) system. A HACCP system focuses on identifying hazards, controlling points from receiving to serving, and monitoring to evaluate the effectiveness of the control measures. Hazards are:

- ◆ Foods that are contaminated upon arrival, or contaminated during preparation.
- ◆ Contaminants that can increase during preparation, storage and/or holding.
- ◆ Contaminants or toxins that can survive heating.
- ◆ See Summaries of Common Foodborne Illnesses (Section 1.9.2.5)

A critical control point is an operation (practice, preparation step, and/or procedure), by which a preventive or control measure can be applied that would:

- ◆ Eliminate
- ◆ Prevent
- ◆ Or minimize a hazard or hazards

Assessing Hazards

The following outlines the steps to assessing hazards in the work place.

- 1) Identify *Potentially Hazardous Foods*
 - a) Review menus and recipes identifying potentially hazardous foods.
- 2) Recognizing the *Flow of Food*, (The flow of food is the path that foods travel in your operation. This sequence may include the following:
 - a) Delivery of ingredients and supplies
 - b) Storage of ingredients and supplies
 - c) Preparation – thawing, processing, and cooking
 - d) Holding or display of food
 - e) Service of food
 - f) Cooling and storing food
 - g) Reheating for service
- 3) Identifying Hazards

As this list shows, the flow of food begins well before the food is prepared for service and involves many decisions as well as actions. To help you focus on the hazards the HACCP system provides a series of steps for setting up controls.

Critical Control Point Temperatures

Critical Control Points (CCP) differ for each kind of food and method of preparation. Although CCPs are not necessary at every stage in the flow of food, they are necessary at one or more stages. For example, raw chicken may carry Salmonella when it is received – even if it is received at the proper temperature. Because the Salmonella, at receiving, may not be eliminated, reduced or minimized, receiving is only a control point at which you check for proper temperature and keep the time the product is kept out of storage to a minimum. It is later in the flow of food – during the cooking process – that Salmonella is eliminated, which makes cooking a CCP.

CCPs are broken down into the following areas:

- ◆ Cooking
- ◆ Holding
- ◆ Transporting and Serving
- ◆ Cooling
- ◆ Re-heating

Each recipe will have a series of Critical Control Points. These CCPs follow the flow of the food from cooking to re-heating. The following is a breakdown of the CCPs by recipe type with the appropriate temperature.

Soups, Sauces, Stocks and Stews

- ◆ **Cook** all ingredients to 165° or higher
- ◆ Continue **cooking** until final product temperature is 165° or higher.
- ◆ **Hold** for service at 140° or higher.
- ◆ **Cool** to 40° or lower within 4 hours in shallow pans with product depth of 2" or less.
- ◆ **Store** at 40°.
- ◆ **Reheat** product to 165° or higher within 2 hours.

Meats

- ◆ **Cook** meats to the following temperatures:
 - ◆ Pork, Ham, Sausage, Bacon and Eggs - 155°
 - ◆ Stuffed Meats & Poultry - 165°
 - ◆ Ground Beef or any food containing ground beef - 155°
 - ◆ Rare Roast Beef - 140° for 12 minutes
- ◆ **Hold** at 140°
- ◆ **Cool** to 40°
- ◆ **Reheat** product to 165° or higher within 2 hours.

Poultry

- ♦ **Cook** to 165°
- ♦ **Hold** at 140°
- ♦ **Cool** to 40°
- ♦ **Reheat** product to 165° or higher within 2 hours.

Seafood & Shellfish

- ♦ **Cook** to 145°
- ♦ **Hold** at 140°
- ♦ **Cool** to 40°
- ♦ **Reheat** product to 165° or higher within 2 hours.

Vegetables and Fruit

Cold

- ♦ **Always pre-chill** product to prep to 40°
- ♦ **Always wash/rinse product**
- ♦ **Store** at 40°

Hot

- ♦ **Cook** to 145°
- ♦ **Hold** at 140°
- ♦ **Cool** to 40°
- ♦ **Reheat** product to 165° or higher within 2 hours.

Stuffings, Dressings, Batters and Breadings

- ♦ **Cook** to 165°
- ♦ **Hold** at 140°
- ♦ **Cool** to 40°
- ♦ **Reheat** product to 165° or higher within 2 hours.

Batters

- ◆ **Hold** at 40°
- ◆ **Hold** all ingredients to be battered at 40°.
- ◆ **Cook** to 140° or higher

Salads

- ◆ **Wash all vegetables and fruits**
- ◆ **Pre-chill** all ingredients to 40° prior to production
- ◆ **Hold** at 40°

Grain Dishes

- ◆ **Cook** to 165°
- ◆ **Hold** at 140°
- ◆ **Cool** to 40°
- ◆ **Reheat** product to 165° or higher within 2 hours.

Desserts

Hot

- ◆ **Cook** to 140°
- ◆ **Hold** at 140°
- ◆ **Cool** to 40°
- ◆ **Reheat** product to 165° or higher within 2 hours.

Cold

- ◆ **Hold** at 140°

Summaries of Common Foodborne Illnesses

Listed below are summaries of the most common foodborne illnesses.

Norwalk Virus

Team members with poor personal hygiene and contaminated soils or water usually transmit Norwalk Virus. Because Norwalk is a virus it does not grow or reproduce in food. However, when food is contaminated with the virus via hands, soil or water, cooking does not easily kill it. Because viruses cannot be isolated readily or detected in contaminated food, preventive controls are extremely important.

Control

- Food-protection education
- Good personal hygiene and hand-washing
- Food and water from reputable sources
- Washing raw vegetables

Vibrio vulnificus

Vibrio vulnificus is a common, naturally occurring bacterium that is present in coastal waters throughout the world. Most healthy adults are not at risk. However, the illness can be very severe in immuno-compromised individuals such as the young, the elderly and persons with liver disease.

Control

- Food-protection education.
- Immuno-compromised persons should avoid consumption of raw shellfish.
- Proper cleaning/sanitizing equipment to avoid cross-contamination of raw shellfish and cooked foods
- Good personal hygiene with an emphasis on hand-washing
- Using shellfish from approved sources.

Salmonellosis

Salmonellosis is an intestinal bacterium that is commonly found on raw meat, poultry and in eggs or in foods containing raw or undercooked milk or egg products. *Temperatures of 165° or higher can kill Salmonellosis bacteria.* A person with *Salmonellosis* can transmit the disease to others for up to several days to several months via cross- contamination.

Control

- Food-protection education
- Good personal hygiene and hand-washing
- Proper cooking temperatures
- Proper cleaning, sanitizing of food equipment

Listeriosis

Listeriosis is a bacterial illness. *Listeria* is frequently found in soil, water and plant matter; and it has the ability to survive and grow in moist, cool locations such as refrigerators. *Listeria* is a common bacterium and is very difficult to eliminate. However, thorough cooking will destroy it. *Listeriosis* can be a severe illness for the old, very young and for people who are Immuno-compromised.

Control

- Food-protection education
- Good personal hygiene and hand-washing
- Keep facilities dry. *Listeria* can grow on wet floors, in drains, in ceiling condensates and on sponges
- Proper cleaning/sanitizing of equipment
- Washing vegetables/produce
- Avoiding contact between raw and cooked foods

Shigellosis

Shigellosis is a bacterial infection that is commonly referred to as dysentery. Implicated foods include contaminated raw produce and moist ready-to-eat foods such as potato, tuna, turkey, and macaroni salads that have been mishandled during preparation by an infected person.

Control

- Food-protection education
- Good personal hygiene and hand-washing
- Fly control
- Remove employees with the illness from food handling duties until cleared by a physician

E.coli 0157:H7

E.coli is one of the hundreds of strains of *E.coli* is normally found in the large intestine of animals. First recognized in the United States in 1982, *E.coli* has caused several serious outbreaks in the United States and is most commonly linked to undercooked ground beef.

Control

- Food-protection education
- Cook meats thoroughly, until the juices run clear. (155F for ground meats/hamburger.)
- Avoid cross-contamination
- Good personal hygiene with an emphasis on hand-washing

Staphylococcal Food Poisoning

Staphylococcal food poisoning is one of the most commonly reported illnesses in the United States. *Staphylococcal* food poisoning is intoxication: Toxins that are produced by the staph bacteria cause it. When a person consumes food that is contaminated with staph toxins, that person becomes ill from the toxin, not the bacteria.

Control

- Food-protection education
- Good personal hygiene with an emphasis on hand-washing and minimal food handling
- Food stored at proper temperatures

Hand Washing and Glove Policy

The purpose of this policy is to establish food safety procedures for hand washing and the proper use of food protection gloves. All Team Members in food & beverage are required to follow these policies. By doing so they will help to create a safe and hazardous free environment for all our Guests and Team Members.

Food Team Members shall clean their hands in a hand-washing lavatory and **my not** clean their hands in a sink used for food preparation or in a service sink or a curbed cleaning facility used for the disposal of mop water and similar liquid waste.

All food service Team Members who come into contact with food, whether in its production or in the process of stocking a food pick-up station such as a salad bar, shall wear approved disposable gloves. These Team Members should not handle soiled or contaminated articles.

Cleaning Procedures

Food & Beverage Team Members shall clean their hands and exposed portions of their arms with a cleaning compound in a lavatory that is equipped with hot running water by vigorously rubbing together the surfaces of their lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean hot water. Team Members shall pay particular attention to the areas underneath the fingernails and between the fingers.

Then apply sanitizer – or it will not work.

Then you may put on a clean pair of gloves. When gloves are dirty, torn, or you change use from one job to another, GLOVES MUST BE CHANGED.

Note: The 1997 FDA Food Code no longer recommends the use of nailbrushes in the hand washing process.

When to Wash

All food service Team Members shall clean their hands and exposed portions of their arms at the following times:

- After touching bare human body parts other than clean hands and clean exposed portions of arms.
- After using the lavatory room.
- After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- After handling soiled equipment or utensils.
- Immediately before engaging in food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single use articles.
- During food preparation, as often as necessary to remove soil and contamination and to prevent cross contamination when changing tasks.
- When switching between working with raw foods and working with ready to eat foods or after engaging in other activities, that contaminates the hands.

When to Wear Gloves

Gloves shall be changed at the following times:

- After touching bare human body parts other than clean hands and clean exposed portions of arms.
- After using the lavatory room.
- After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking.
- After handling soiled equipment or utensils.
- Immediately before engaging in cold food preparation including working with exposed food, clean equipment and utensils, and unwrapped single-service and single use articles.
- During food preparation, as often as necessary to prevent cross contamination when changing tasks.
- When switching between working with raw foods and working with ready to eat foods or after engaging in other activities, that contaminates the hands.

Personal Hygiene

All Team Members in the food and beverage environment should thoroughly wash their hands before starting work, after smoking, eating, drinking, or using the restroom.

Hair should be restrained to minimize the possibility of it entering food. All female Team Members who work in the food preparation environment are required to wear bonnets or hairnets that fully cover their hair. Male Team Members who work in the food preparation environment are required to wear caps or hats. All other Team Members within the food environment require hair restraint so that hair is not loose.

All personal articles are restricted from the food preparation, food storage, and food service environment. Food should not be sampled except by the Team Members responsible for the quality. When sampling is performed, clean utensils and dishes must be used.

Bleach Solution Sanitizer

In order to maintain a clean and sanitary environment for food production, Bleach solution sanitizer is used in all culinary areas in a ratio of 50 ppm. Bleach solution is used to sanitize all food contact surfaces and equipment. Bleach solution sanitizer buckets and spray bottles are located at each station in the kitchen. Sanitizer test strips must also be in place and accessible to all Team Members. Due to the depletion of strength, sanitizer must be replaced every three hours and logged on the sanitizer log sheet. All wet towels must be kept in a sanitizer bucket.

Food Supply

All food and beverage must be in sound condition and obtained from sources that comply with all laws, regulations, and standards relating to food and beverage. All foods with expiration dates require removal from the food cycle when the dates are surpassed. All containers of un-shucked shell stock must be identified by tags giving the name of the shopper, the kind and quantity, and legal certificate number. Shell stock and shucked shellfish must be kept in original containers until used.

Food Storage

The storage and housing of food products plays a major roll in maintaining a safe and sanitary food operation.

Dry Storage:

All products should be protected from excessive heat, wet conditions, insects and rodents. All products must be covered or wrapped. All doorways to storage areas should have self-closure devices. Good ventilation is essential. Products should not be stored beneath plumbing, except fire protection systems.

All products should be stored a minimum of six inches above the floor, using non-corrosive dollies, racks and pallets. Any spillage within the storage area must be cleaned immediately, all floors cleaned daily.

Storage areas must not be used for eating, drinking or smoking. If contamination of a product by insects or rodents is known or suspected, the product must be removed. Every effort should be made to store products in their original shipping container. All food item containers must have legible labeling to indicate the ingredient and expiration date.

All canned goods are checked upon receipt and periodically during storage, for denting or rusting. All bulging or leaking cans are removed from the food cycle. All chemicals and/or cleaning agents should be stored separately.

Refrigerated Storage:

All potentially hazardous foods that not being prepared or held at 140 F must be stored in mechanically refrigerated units, which have visible indicating thermometers. Required holding temperature for this food is 40 degrees Fahrenheit or below, including periods of transportation to distant points.

Potentially hazardous foods prepared in large quantities, require rapid cooling, using such methods as 2 " shallow pans under refrigeration, agitation, quick-chilling, or water circulation external to the food container, so that the cooling period will not exceed four hours.

Effective product rotation systems must be utilized. All foods stored in walk-in refrigeration units require a minimum of six inches elevation off the floor. All raw materials should be separated from any prepared or ready to eat foods.

All food should be covered or wrapped and dated.

All shelving and storage racks must be constructed of corrosion-resistant metal, preferably stainless steel.

Foods, other than bread and rolls, cannot be covered with or contact cloth materials.

Personal foods or other articles cannot be stored in the food service units.

Ice intended for consumption cannot be used for storage of any other object.

Frozen Storage:

Frozen foods require mechanically supported units, which must have visible indicating thermometers. Required holding temperature for frozen foods is 0 degrees Fahrenheit or below, including periods of transportation to distant points.

Frozen foods should be stored in their original containers. Effective product rotation systems must be established. All food stored in walk-in freezer units require a minimum of six inches elevation off the floor.

All food is covered or wrapped. All shelving and storage racks should be constructed of corrosion resistant material. Personal foods or other articles cannot be stored in these units.