



STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS

SOP: Maintain food hygiene standards

SOP # :

DATE OF ISSUE:

PAGES: 2

OBJECTIVE:

To protect each and every guests' health when consuming food and beverage in all outlets

POLICY:

A food management control system is to be in place in each Food and Beverage outlet. It must follow the recommended HACCP guidelines relevant to the country.

PROCEDURE:

- Clear communication to all employees on the outlets' food management control system.
- Continuous employee training with support of visual representation in back of house areas to be implemented.

All F&B service colleagues should demonstrate an understanding of the essentials of food hygiene:

1. Keep yourself clean and wear clean clothing.
 2. Always wash your hands thoroughly before handling food, after using the toilet, handling raw foods or waste, before starting work, after every break and after blowing your nose.
 3. Tell your supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble or infected wound. You are breaking the law if you do not.
 4. Ensure cuts and sores are covered with a waterproof, high visibility dressing.
 5. Avoid unnecessary handling of food.
 6. Do not smoke, eat or drink in a food room, and never cough or sneeze over food.
 7. If you see something wrong – tell your supervisor.
 8. Do not prepare food too far in advance of service.
 9. Keep perishable food either refrigerated or piping hot.
 10. Keep the preparation of raw and cooked food strictly separate.
 11. Clean as you go. Keep all; equipment and surfaces clean.
 12. Follow any food safety instructions either on food packaging or from your supervisor.
- To assist in doing this effectively Operations Manager & Assistant Operation Managers should base training/ briefings on sections of the Food Hygiene Manual relevant to their department/outlet.



STANDARD OPERATING PROCEDURE

- Food Hygiene procedures should be monitored closely by all Operations Manager, Assistant Operation Managers, Supervisors and Captains.
- Regular internal and external audits to be conducted.
- Hand washing facilities with sanitizer for employees must be easily accessible and maintained.

KEY POINTS:

- Operations Manager, Assistant Operation Managers, Supervisors and Captains. Should maintain an adequate knowledge of food hygiene that allows them to instruct or supervise others.
- Refresher training and/or briefings on the subject should be conducted when necessary to correct any area of concern or improvement required in Food Hygiene standards of the department and/or an individual colleague.