

# **STANDARD OPERATING PROCEDURES (SOPs)**

## **FOOD & BEVERAGES DEPARTMENT**

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(Version 1)



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# **1. Standard Operating Procedure (SOP) Purchase**

## **Receiving of materials**

### **Introduction:**

This document describes procedures to receive materials that will be stored in the warehouse.

### **Objective:**

To receive the incoming raw, printed and packaging materials.

### **Responsibility:**

Receiver, QC/QA, Product Development Coordinator, Purchasing, Manager.

## **Section 1: Receiving General**

The shipper/receiver will:

### **1.1 Inspect all incoming trucks for the following:**

- The trucks must be covered and closed.
- Floorboards are dry and clean.
- No evidence of chemical spills, garbage, waste or spoiled foods.
- Insect and rodent activity.
- Bad odour.
- Make a note of the truck license plate or trailer number.
- Notify the Supervisor and QA of any issues.

### **1.2 Unload the shipment and inspect the condition of the shipment to ensure:**

- All products are on clean pallets.
- No damaged cases or packages.
- No evidence of any non-food items or
- Items that could contaminate the products being received.
- On receipt of damaged goods follow section 5.

### **1.3 Check the drivers slip to ensure the company states 'Our Company'**

### **1.4 Tag each skid with the product name and BV code and notify the Supervisor and QA of any issues.**

### **1.5 Count the goods and compare the quantity, name, and lot numbers to the information stated on the shipping documents and company purchase order (PO). Investigate any discrepancies.**

### **1.6 Complete the "Receiving Log" with the following information:**

**Product Information:**

- Received date
- PO number
- RA-Code
- Description
- Weight in kg (if applicable)
- Lot number
- Quantity received
- Shipment Supplier

**Vehicle Inspection:**

- Visual inspection
- Odour inspection
- Pest / Rodent activity
- Truck/trailer number

**Receiver's initial:**

- 1.7 Once QC has applied the QC approved green stickers store product in the designated area.
- 1.8 For raw materials follow section 2.
- 1.9 For printed materials follow section 3.
- 1.10 For packaging components follow section

**Section 2: Receiving Raw Materials**

The shipper/receiver will:

- 2.1 Follow section 1.
- 2.2 Place on hold labels on the skid/boxes.
- 2.3 Pass the PO with all relevant information to the QC department.
- 2.4 QC will take sample as per sampling procedure SOP New Raw Material Approval.
- 2.5 Once the goods are acceptable, QC will:
- Place a "QC Approved sticker" on the product.
  - Tag the product with lot number, date received, product name, RA-code, purchase order number and quantity.
  - Complete the "Receiving Log" with the following information:

### **QC Check**

- Certificate of Analysis
- QC Approval
- Expiration Date
- Date of Rejection
- Date sample taken

### **QC inspector initial**

- 2.6 Material deemed unacceptable (out of specification) will be tagged by QC as “on hold” and should be moved to the QC hold area.
- 2.7 Further testing would be done by QC/R&D supervisor and if the material is still out of specifications, it will be tagged with “QC Rejected” tags and noted as rejected in the receiving log.
- 2.8 Purchasing Manager will contact the supplier as to the action required for the rejected material i.e. to be returned, replaced, destroyed, etc.
- 2.9 Purchasing Manager will inform the Receiver and QC with the status of rejected material. QC will record the status of raw materials on original PO and return the original PO back to Purchasing Manager
- 2.10 QC will file the copy of PO in QC Rejected Material binder.

### **Section 3: Receiving Printed Materials**

Printed materials include labels, printed bags, sleeves, printed boxes (not shippers), etc.

The shipper/receiver will:

- 3.1 Follow section
- 3.2 Place on hold labels on each side of the skid/each box.
- 3.3 Place labels outside the label room and all other printed materials in the printed materials area.
- 3.4 Place the PO and associated documentation in the label room door holder for sampling and QC checking.

Label control will:

- 3.5 Remove 5 samples from each batch of labels/sleeves/bags/boxes/etc, write the new count on the roll/box/etc, attach the samples to the PO and receiving paperwork then pass to QC for inspection.
- 3.6 QC and the Product Development Coordinator will review the printed materials as per SOP:

Label Control.

- 3.7 On receipt of the “approved green stickers” from the Product Development Coordinator, apply the ‘approved’ stickers over the ‘on hold’ stickers and store product in the designated area (i.e. label room or printed materials area).
- 3.9 For printed materials stored on skids in the warehouse (outside of the label room) the Product Development Coordinator will also supply box tags containing the product name and code. These should be applied to the boxes (after the “approved green stickers”) and the quantity in each box should be written on the tag.
- 3.10 Material deemed unacceptable (out of specification) will be tagged by Product Development Coordinator as “rejected” and moved to the WHS or returned to the printer for replacement.

#### **Section 4: Receiving Packaging components**

The shipper/receiver will:

- 4.1 Follow section 1.
- 4.2 Pass the PO to the Purchasing Manager.
- 4.3 Store the materials in the designated area.

#### **Section 5: Receipt of Damaged Goods**

On receipt of a damaged shipment the shipper/receiver will:

- 5.1 Take a photo of the damaged product (camera in supervisors office) and ensure the truck driver signs the receiving document as evidence.
- 5.2 Notify QC. On being notified of a damaged shipment QC will:
- 5.3 Inspect the damaged product and note the damage on the PO.
- 5.4 Place the damaged product in sterile plastic bag (if required) in QC Detention Area, until notification is received from the Purchasing Manager to return or destroy.
- 5.5 Label damaged product with all information: name, lot#, quantity, report #, purchase order # and date.
- 5.6 Attach the picture to the signed Purchase Order and pass to the Purchasing Manager (or e-mail photo to the Purchasing Manager). On receipt of a PO with damaged product the Purchasing Manager will:
- 5.7 Instruct QC to save for supplier’s inspection or for disposal.
- 5.8 Contact the supplier for a claim.
- 5.9 If product is to be disposed, follow SOP Product Disposal.

## **2.F&B STANDARD OPERATING PROCEDURES**

### **SOP -1**

#### **Personnel and Personal Hygiene**

##### **1. Employee Health and Personal Hygiene**

###### **Policy:**

All foodservice employees will maintain good personal hygiene practices to ensure food safety.

###### **Procedure:**

All Mess employees must:

###### **Grooming:**

1. Arrive at work clean – clean hair, teeth brushed, bathed and used deodorant daily.
2. Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
3. Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds:
  - When entering the facility before work begins.
  - Immediately before preparing food or handling equipment.
  - As often as necessary during food preparation when contamination occurs.
  - In the restroom after toilet use and when you return to your work station.
  - When switching between working with raw foods and working with ready-to-eat or cooked foods.
  - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
  - After cleaning duties.
  - Between each task performed and before wearing disposable gloves.
  - After smoking, eating, or drinking.
  - Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.
4. Wash hands only in hand sinks designated for that purpose.
5. Dry hands with single use towels. Turn off faucets using a paper towel, in order to prevent recontamination of clean hands.



**Fingernails :**

1. Fingernails should be trimmed, filed, and maintained so edges and surfaces are cleanable and not rough.

**Proper Attire:**

1. Wear appropriate clothing – clean uniform with sleeves and clean non-skid close-toed work shoes (or leather tennis shoes) that are comfortable for standing and working on floors that can be slippery.
2. Wear apron on site, as appropriate.
  - Do not wear apron to and from work.
  - Take off apron before using the restroom.
  - Remove apron when leaving the foodservice area.

**Employee Health and Personal Hygiene**

1. Change apron if it becomes soiled or stained.
2. Wear disposable gloves with any cuts, sores, rashes, or lesions. Wear gloves when handling ready-to-eat foods that will not be heated-treated. Gloves should be worn when serving food.
3. Change disposable gloves as often as hand washing is required. Wash hands before donning and after discarding gloves.

**Hair Restraints and Jewellery:**

1. Wear a hair net or bonnet in any food production area so that all hair is completely covered.
2. Keep beards and moustaches neat and trimmed. Beard restraints are required in any food production area.
3. Refrain from wearing jewellery in the food production area.
  - Only a plain wedding band.
  - No necklaces, bracelets, or dangling jewellery are permitted.
  - No earrings or piercings that can be removed are Permitted.

**Illness:**

1. Report any flu-like symptoms, diarrhoea, and/or vomiting to the unit supervisor. Employees with these symptoms will be sent home with the exception of symptoms from a non-infectious condition; employees could be re-assigned to activities so that there is no risk of transmitting a disease through food. Instances of Norovirus, Hepatitis A, Nontyphoidal Salmonella, Salmonella Typhi, Shigella, or Shiga Toxin-producing Escherichia Coli must be reported to the unit supervisor.

Exclude the foodservice employee if diagnosed with an infection from Norovirus, Hepatitis A, Nontyphoidal Salmonella, Salmonella Typhi, Shigella, or Shiga Toxin-producing Escherichia Coli.

**Cuts, Abrasions, and Burns:**

1. Bandage any cut, abrasion, or burn that has broken the skin.
2. Cover bandages on hands with gloves and finger cots, and change as appropriate.
3. Inform unit supervisor of all wounds.

**Smoking, eating, and gum chewing:**

1. Smoke only in designated areas. No smoking or chewing tobacco shall occur inside production facilities.
2. Eat and drink in designated areas only.  
A closed beverage container may be used in the production area if the container is handled to prevent contamination of the container and exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.
3. Refrain from chewing gum or eating candy during work in a food production area.

**The F&B manager will:**

1. Ensure employees are following proper hygiene requirements when they report to work.
2. Follow up as necessary

## **SOP - 2**

### **Hand washing**

#### **Policy:**

All food production and service personnel will follow proper hand washing practices to ensure the safety of food served to customers.

#### **Procedure:**

All employees in the Mess should wash hands using the following steps:

1. Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (a water temperature of at least 100°F is recommended)) for a total time period of 20 seconds.
2. Wash hands using soap from a soap dispenser. Lather at least 10 seconds.
3. Use a sanitary nailbrush to remove dirt from under fingernails.
4. Lather soap between fingers and on hands thoroughly for 10-15 seconds
5. Use only hand sinks designated for that purpose. Do not wash hands in sinks in the production area.
6. Dry hands with single use towels, a mechanical hot dryer, or a high velocity blade of non-heated pressurized air. (Retractable cloth towel dispenser systems are not recommended.) Turn off faucets using a paper towel in order to prevent recontamination of clean hands if foot pedals are not available.

The F&B manager will:

1. Monitor all employees to ensure that they are following proper procedures.
2. Ensure adequate supplies are available for proper hand washing.
3. Follow up as necessary

# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

⌚ Duration of the handwash (steps 2-7): 15-20 seconds

⌚ Duration of the entire procedure: 40-60 seconds

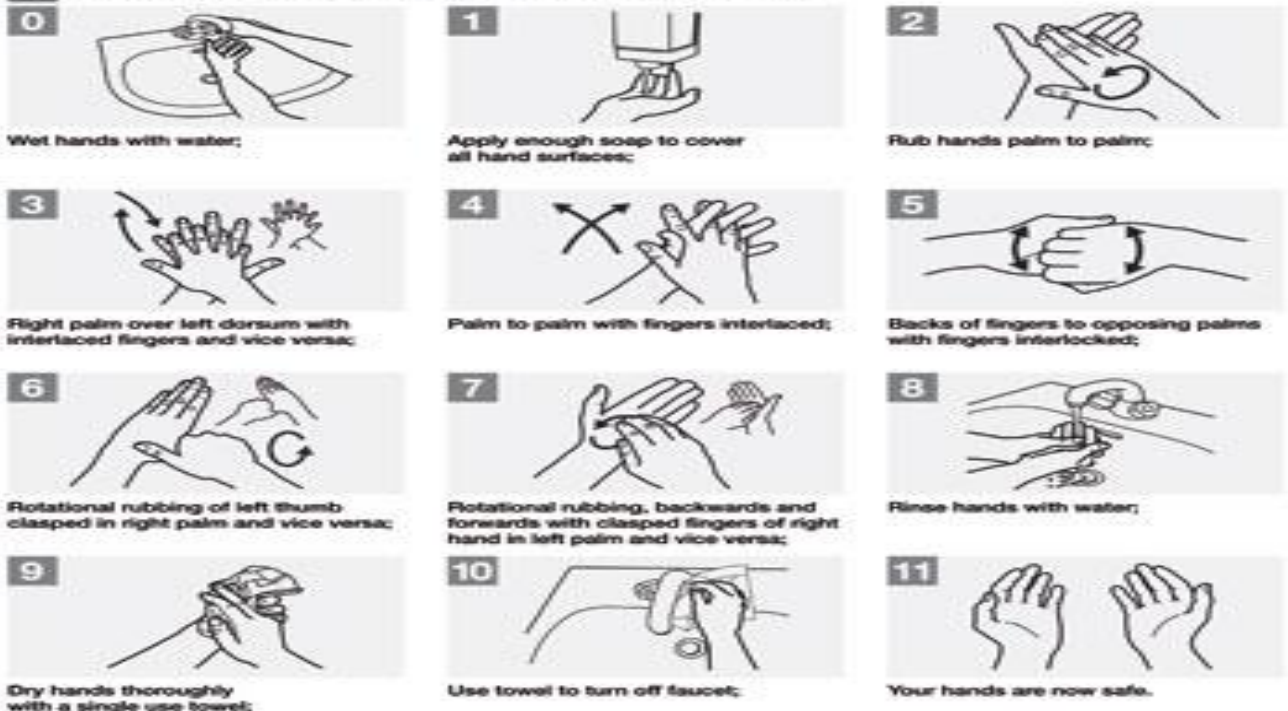


Fig: Hand washing procedural.

## SOP - 3

### Glove and Utensil Use

#### Policy:

Gloves or utensils will be used for handling all ready-to-eat foods, except for those that will be added to foods that contain raw animal foods that are to be fully cooked or other foods that are heated to 165°F. Gloves or utensils must be used when there are cuts, sores, burns, or lesions on the hands of food handlers.

**Procedure:**

All employees handling food or utensils must:

1. Wash hands thoroughly prior to putting on gloves and when gloves are changed.
2. Change gloves when:
  - Beginning each new task.
  - They become soiled or torn.
  - They are in continual use for four hours.
  - Before handling cooked or ready-to-eat foods.
3. Utensils, such as deli-tissue, spatulas, or tongs may be used as an alternative to gloves.
4. Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) should be worn at all times to protect the bandage and to prevent it from falling into food. The Mess manager will:
  1. Purchase powder-free, non-latex gloves in appropriate sizes.
  2. Purchase appropriate utensils.
  3. Observe all employees daily to ensure that they are following proper procedures.
  4. Follow up as necessary

**SOP - 4****Tasting Method****Policy:**

All Mess employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.

**Procedure:**

All Hostel employees must:

**Use a Two Spoon Tasting Method:**

1. Remove a sample of a product from the container with one spoon.
2. Transfer the product sample onto a second spoon, away from the original food container or preparation area.
3. Sample the product by tasting.

4. Never re-use used spoons. Use clean and sanitary spoons each tasting. Always use two spoons to ensure sanitary practices are being followed and the product is not contaminated.

**The F& B manager will:**

1. Observe the food tasting practices of employees.
2. Follow up as necessary.

**SOP - 5**

**Employees Eating and Drinking in the Workplace**

**Policy:**

Mess employees will eat and drink in designated areas outside of the kitchen.

**Procedure:**

All Mess employees must:

1. Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas. Drinking from a closed beverage container is permitted in production area.
2. Chew gum or eat candy only in the area designated for employees to eat.

The F&B manager will:

1. Observe employees to make sure that they are eating, drinking, and smoking only in designated areas.
2. Follow up as necessary

## **SOP - 6**

### **Breaks and Meals**

#### **Policy:**

Mess employees will take breaks and eat meals in a specified area(s) away from production and service.

#### **Procedure:**

All Hostels employees must:

1. Take breaks and meals in a designated area away from production and service.
2. Wash hands before returning to any foodservice area.

The Mess manager will:

1. Inform all Hostels employees of locations of breaks and meals designated areas.
2. Establish length of breaks and meals.
3. Observe all employees daily to ensure that they are following procedures.
4. Follow-up as necessary

## **SOP - 7**

### **Contact with Blood and Bodily Fluids**

#### **Policy:**

Blood and other bodily fluids will be handled to minimize the possibility of cross contamination and exposure of employees, consumers, food, and surfaces to the blood or other bodily fluids.

#### **Procedure:**

All Hostels employees must:

1. Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
2. Dispose of contaminated gloves so that they do not come in contact with other people, food, or equipment. Dispose of any contaminated foods.
3. Clean and sanitize any affected food contact surfaces. Cleaning supplies should be washed after use.
4. Follow procedures outlined by the Mess manager.

5. Seek assistance from someone trained to handle blood or bodily fluids as needed.

NOTE: A Blood-Borne Pathogens Kit should be located in the Hostels, to be used when handling blood is necessary.

The F&B manager will:

1. Review practices with all employees as part of new employee orientation.
2. Follow up as necessary

### **Cleaning and Disinfecting after Incidents Involving Body Fluids**

#### **Policy:**

This standard operating procedure (SOP) should be implemented to safely and properly respond to all incidents requiring cleaning and disinfecting of body fluid spills. Body fluids – including vomit, diarrhoea, and blood – are considered potentially infectious. Norovirus is easily spread through projectile vomiting and because a low infectious dose is needed. Cleaning and disinfecting procedures should ensure this virus is killed.

#### **Procedure:**

In the event of an incident involving body fluids, the following steps should be taken:

1. Contain the affected area
  - Discontinue foodservice operations if spill occurred in food preparation or service areas.
  - Block off the area of the spill from staff and students until cleanup and disinfection are complete.
  - For incidents involving vomit, contain all areas within 25 feet of the spill.
2. Sick staff and/or students (customers) should be sent to the school clinic/nurse for assistance.
3. Contact workplace administrators (i.e. in Mess this would be manager or Supervisor).
4. Foodservice employees with symptoms of vomiting or diarrhoea must be excluded from the foodservice operation or sent home.
5. Affected area should be cleaned by designated foodservice employees and/or custodial staff with training in how to clean and disinfect body fluid spills.
6. Cleaning Process
  - Retrieve the Body Fluid Cleanup Kit. Refer to the Food Safety Sample SOP assembling a Body Fluid Cleanup Kit.
  - Put on personal protective equipment (PPE), including: Disposable, non-latex gloves. Gloves should be vinyl or nitrile (rubber), and non-powdered. Consider



double gloving (wearing two gloves on each hand). Replace gloves if they tear or become visibly soiled. Keep hands away from face while wearing gloves.

- Disposable gown or apron and disposable shoe covers. Face mask with eye protection, or goggles.
  - Remove visible body fluid Pour sand, or liquid spill absorbent material, on body fluid spill.
  - Use a disposable scoop, or equivalent, and disposable paper towels to remove the sand and body fluid from the affected surface
  - Clean the affected area put on new disposable gloves. Consider double gloving.
  - Clean the affected area with soap and water, and paper towels and/or a disposable mop head. This includes surfaces that came into direct contact with body fluids, and surfaces that may have been contaminated with body fluids. Dispose of the paper towels and/or disposable mop head in a plastic garbage bag.
  - Work from clean to dirty surfaces.
- ♣ Always begin cleaning in the least dirty areas and clean toward the known, dirtier areas.
- ♣ If you are cleaning up any bodily fluids (such as vomit), you should clean from the edges of the spill toward the centre.
- ♣ Bathrooms should be cleaned last.
- Clean from top to bottom carpets and floors should be cleaned last.
  - Carpets should be cleaned with a chemical disinfectant that is effective against Norovirus (see attached list) and then steam cleaned at 158°F for 5 minutes or 212°F for 1 minute for complete inactivation.
  - Separate clean linens from dirty or soiled linens.

## **7. Disinfecting Process.**

- Disinfect the cleaned, affected area:
  1. Put on new disposable gloves. Consider double gloving.
  2. Non-absorbent Surfaces (i.e., tile, stainless steel), Prepare a chlorine bleach disinfecting solution.
  3. Wear all PPE, including the face mask with eye protection, or goggles. Ensure that area is well ventilated (mix solution outdoors if necessary).
  4. Prepare solution immediately before applying it to surfaces using unscented, household bleach (5.25% concentration hypochlorite) or concentrated bleach (8 % concentration of hypochlorite) with water.

5. Mix about 1/3 cup household bleach or 1 2/3 Tablespoon concentrated bleach with 1 gallon of water at temperature of about 75° F to achieve a solution concentration of 1000 parts per million (PPM) for use on non-porous hard surfaces such as countertops and utensils. Mix in a bucket designated for chemical use.
6. For porous surfaces such as natural stone or unsealed concrete, a solution with 5000 parts per million (PPM) is needed. Mix 1 and 2/3 cups household bleach or about 1 cup concentrated bleach with a gallon of water. Note that once opened, household bleaches lose their effectiveness after 30 days. Use a new, unopened bottle of bleach every 30 days for preparing solutions.
7. Transfer solution to a spray bottle. Spray disinfecting solution on affected surfaces, including surfaces that came into direct contact with body fluids, and surfaces that may have been contaminated with body fluids.
  - For incidents involving vomit, disinfect all areas and surfaces within 25 feet of the spill.
  - Allow at least 5 minutes contact time.
  - Rinse disinfected surfaces with potable water. o Allow surfaces to air dry.
  - Keep area well-ventilated.
8. Post-disinfection cleaning and sanitizing affected food contact surfaces
  - Food contact surfaces in infected area should be treated as soiled surfaces.
  - Clean and sanitize following regular mechanical or manual procedures (See SOP Cleaning and Sanitizing).
9. Discard potentially contaminated food
  - Put on new disposable gloves. Consider double gloving. • Dispose of exposed food and food in containers that may have been contaminated by body fluid in a garbage bag.
  - For incidents involving vomit, discard all food within 25 feet of the spill. Food in intact, sealed containers (i.e., cans) may be salvaged if adequately cleaned and disinfected.
  - Have a second employee, one who is not directly contacting potentially contaminated food, inventory the discarded food and record.
  - Remove gloves. Dispose of gloves in a plastic garbage bag.
  - Wash hands.
10. Handling clean-up materials
  - Laundering of dirty linens/clothing
  - Items containing bodily fluids (such as vomit) that need to be laundered should be double-bagged.
  - Handle laundry carefully and avoid shaking it as this can spread the virus.

- Launder with hot water in a laundry detergent solution effective against Norovirus (see attached list) for the longest available cycle length. Laundry should then be machine dried.
- Disposal of PPE and cleaning and disinfecting materials.
- Put on new disposable gloves. Consider double gloving.
- Securely tie garbage bags containing all materials disposed of
- Place garbage bags in a second garbage bag o
- Discard the bag(s) in disposal area identified by administration.
- Clean all non-disposable items (bucket, mop handle, etc) with soap and water; then disinfect. Allow these items to air dry.
- Remove soiled clothes, if necessary, and place clothes in a separate garbage bag. Securely tie the garbage bag. Keep clothes in the tied garbage bag until they can be adequately laundered.
- Remove gloves. Dispose of gloves in a plastic garbage bag.
- Wash hands. See Hand washing SOP.

The work place manager will:

1. Review practices with all employees as part of new employee orientation.
2. Complete an incident report.
3. Review inventory list of damaged or discarded food.
4. Ensure that the Body Fluid Cleanup Kit is properly assembled at all times and restock after incidents as needed.
5. Ensure that at least one foodservice employee per shift is:
  - Designated and trained to implement this SOP, and
  - Trained in the use of the Body Fluid Cleanup Kit.
6. Ensure that foodservice employees are:
  - Educated on illnesses and symptoms that must be reported to managers.
  - Retrain/educate foodservice employees in Exclusions and Restrictions for Ill or Infected Foodservice Employees.
  - Restrict or exclude ill foodservice employees in accordance with SOPs

### **3.Facility and Equipment**

#### **SOP - 8**

#### **Equipment Cleaning and Sanitizing**

##### **Policy:**

Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to customers. Procedure:

Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Equipment that handles potentially hazardous foods is cleaned at least every four hours. Steps include:

1. Disassemble removable parts from equipment.
2. Use the three-sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration for each meal period and as necessary per policy.
  - a. Quaternary ammonia – 200 PPM and immerse for 30 seconds
  - b. Iodine – 12.5-25.0 PPM and immerse for 30 seconds
  - c. Chlorine – 50-99 PPM and immerse for 7 seconds
3. Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
4. Allow all parts of the equipment to air dry.
5. After being rinsed and sanitized, equipment and utensils should not be rinsed before air-drying, unless the rinse is applied directly from a ware washing machine or the sanitizing solution calls for rinsing off the sanitizer after it has been applied in a commercial ware washing machine.
6. Re-assemble the equipment.

The Mess manager will:

1. Conduct a visual inspection of all equipment to be certain that it is being cleaned properly.

2. Monitor concentration levels of sanitation agents.
3. Follow-up as necessary



1. **Wash** -- Water temperature at least 110 °F
2. **Rinse** -- Water temperature at least 110 °F
3. **Sanitize** -- Hot water temperature at least 171 °F or properly prepared chemical solution
4. **Air-dry** -- Do not hand dry

Machine Ware washing— High Temperature

**Policy:**

All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for ware washing will be checked prior to each meal period to ensure that it is functioning properly.

**Procedure:**

Employees who use the ware washing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

1. Fill dish machine tanks using the automatic filler prior to use.
2. Run dish after being filled, but prior to being, until it reaches 110°F.
3. Verify that soap and rinse additive dispensers have enough products for the day's use.
4. Scrape and rinse all items before placing them in the machine.

5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Run a thermal strip on a tray or intertwined fork once each meal period. Check the thermal strip (or a t-stick reading at 160°F) after it has run through the machine to make sure it has changed to black, indicating that the rinse temperature is adequately hot. The strip should be taped on the Temperature Monitoring Form with temperature readings. If final rinse temperature does not meet the standard, do not run anything through the machine and report the problem to the manager immediately.
7. Place rack in machine and close door.
8. Record the temperatures for the wash, rinse, and final rinse cycles and the water pressure on the Temperature Monitoring Form. Temperatures should be at least:
  - a. Wash - 150°F with a cycle of at least 2 minutes
  - b. Rinse - 170°F
  - c. Final rinse - 180°F. Note that for stationary-rack single tank or 1 compartment, single-temperature machines, water temperature of 160°F when contact with dishware. Final temperature should not exceed 194°F. A temperature sensor should turn black.
  - d. Minimum water pressure for final rinse should be 15-25 psi
9. Record the date, temperature, and initial entry on the Temperature Monitoring Form.
10. Run racks of dishes and flatware through the dish machine. Sort and transfer flatware to service canister with handles up; run through machine again.
11. Using clean hands, remove dishes from machine, and allow to air dry.

The F&B manager will:

1. Verify that the ware washing machine is functioning properly.
2. Check the Temperature Monitoring Form to ensure that temperatures and pressure meet standards and that they are recorded daily.
3. Follow-up as necessary.

## **SOP - 9**

### **Manual Ware washing**

#### **Policy:**

All equipment items are washed, rinsed, and sanitized after each use. The ware washing sinks will be checked prior to use to ensure chemical concentrations or sanitizing temperatures are adequate.

#### **Procedure:**

Employees who use the ware washing sinks will be responsible for knowing how to use them properly, and document concentrations and/or temperatures. Steps include:

1. Rinse, scrape, or soak all items before washing.
2. Record the date, meal, sanitizer water temperature or test strip results, and initial record on Manual Ware washing Monitoring Form.
3. Wash items in the first sink in a detergent solution. Water temperature should be at least 110°F. Use a brush, cloth, or scrubber to loosen remaining soil. Replace detergent solution when suds are gone or water is dirty.
4. Immerse or spray-rinse items in second sink. Water temperature should be at least 110°F. Remove all traces of food and detergent. If using immersion method, replace water when it becomes cloudy, dirty, or sudsy.
5. Immerse items in third sink filled with hot water or a chemical-sanitizing solution.
  - a) If hot water immersion is used, the water temperature must be at least 180°F. Items must be immersed for 30 seconds. Proper personal protective equipment should be worn.
  - b) If chemical sanitizing is used, the sanitizer must be mixed at the proper concentration. (Check at regular intervals with a test kit.) Water must be correct temperature for the sanitizer used.
6. To avoid recontamination of clean and sanitary items:
  - a) Air dry all items on a drain board.
  - b) Wash hands prior to returning to storage.

Proper Ware washing Sink Setup

#### **WASH RINSE SANITIZE**

110°F 110°F 180°F or Soapy Water Clear Water Chemical Sanitizer

Chemical Solution

Concentration Level

Minimum Temperature

Minimum Immersion Time

Chlorine Solution 25mg/l minimum 50mg/l minimum 100mg/l minimum

120°F 100°F 55°F

10 seconds 10 seconds 10 seconds Iodine Solution 12.5-25.0mg/l 75°F 30 seconds

Quaternary Ammonium Solution

200 PPM maximum 75°F for 30 seconds

The F&B manager will:

1. Verify proper use of the ware washing sinks.
2. Check Manual Ware washing Monitoring Form to ensure that temperatures or chemical concentrations meet standards and are recorded daily.
3. Follow-up and train as necessary.

### **Manual Ware washing Monitoring Form**

Hostel Name \_\_\_\_\_

Month, year: \_\_\_\_\_

Date	Meal	Initials	Sanitizer	Water Temp	corrective Action
------	------	----------	-----------	------------	-------------------

B L D

B L D

B L D

B L D

B L D

B L D

B L D

B L D

B L D

B L D



B L D

Directions: 1. Complete this form prior to each meal.

2. Use either hot water immersion sanitation (water temperature of 180°F) or chemical sanitation mixed at proper concentration, testing with appropriate test strip

3. Record date, initials, final rinse temperature OR test strip.

4. If temperatures are outside the acceptable range or chemical test strips indicate improper concentration, indicate corrective action.

Temperature Standards: • Wash temperature – 110°F • Rinse temperature – 110°F  
• Final rinse - temperature at least 180°F or chemical sanitizer at correct concentration: • Chlorine: 50-100 PPM • Iodine: 12.5-25 mg/l • Quaternary Ammonium: 200-220PPM

## **SOP-10**

### **Pest Control**

#### **Policy:**

It is the expectation that the Mess remain free of pests. Efforts will be made to ensure that if pests are found, they are controlled, including use of a licensed pest control operator (PCO).

#### **Procedure:**

Employees will use the services of an integrated pest management program (IPM) using the following steps:

1. Use reputable suppliers for all deliveries.

2. Check all deliveries before they enter the Mess. 3. Refuse shipments that have signs of pest infestation, such as gnaw marks on cardboard containers.

4. Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.

5. Report any signs of pests to the Mess manager. 6. Report any openings, cracks, broken seals, or other opportunities for pest infestation to the F&B manager. pests food, water, and a hiding or nesting place

1. Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills

around garbage containers immediately. Wash, rinse, and sanitize containers regularly.

2. Store recyclables in clean, pest-proof containers away from the building.

3. Place food and supplies after delivery as quickly as possible into storage.

- Keep all food and supplies at least six inches off the floor and six inches away from walls.
  - Refrigerate foods such as powdered milk, cocoa, and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 41°F.
  - Place other opened packages of cereals and grains in storage containers with tight fitting lids.
  - Use FIFO (First In First Out) inventory rotation, so pests do not have time to settle into these products and breed.
4. Clean the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces the number of places pests can safely take shelter.

### **Pest Control**

Use and Storage of Pesticides the PCO should decide if and when pesticides should be used in your establishment. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it. The PCO should store and dispose of all pesticides used in your establishment. If any over the counter pesticides are stored on-site, follow these guidelines:

1. Keep pesticides in their original containers.

2. Store pesticides in locked cabinets away from food-storage and food-preparation areas.

3. Store aerosol or pressurized spray cans in a cool place. Exposure to temperatures higher than 120°F could cause them to explode.

4. Check local regulations before disposing of pesticides. Many are considered hazardous waste.

5. Dispose of empty containers according to manufacturers' directions and local regulations.

6. Keep a copy of the corresponding Material Safety Data Sheets (MSDS) on the premises.

### **The F&B manager will:**

1. Supervise daily cleaning routines.

2. Monitor completion of all cleaning tasks daily against the master-cleaning schedule.

3. Review and change the master schedule every time there is a change in menu, procedures, or equipment.

4. Request employee input in the cleaning program during staff meetings.
5. Conduct routine inspections.
6. Review infestation and control issues with PCO, take necessary steps to controlling and/or eliminating pests.
7. Follow-up staff's reporting with PCO as necessary.
8. File PCO reports and staff observations logs.

## **SOP - 11**

### **Facility and Equipment Maintenance**

#### **Policy:**

The facility and equipment will be maintained to ensure the safety of the food served to customers.

#### **Procedure:**

The F&B manager must:

1. Ensure that all hand washing sink areas are supplied with soap dispensers and disposable towels or Functioning air dryers at all times.
2. Maintain toilet facilities so that they function properly and are clean.
3. Take temperatures routinely of water to ensure that hot (minimum 110°F) and cold (70°F) running water is available at all sinks.
4. Check to make sure that there is no possibility of back siphon age.
5. Check to make sure that all food waste and rubbish are stored in rodent and insect-proof containers with tight fitting lids.
6. Be sure temperatures of all cooling equipment are taken and recorded routinely to ensure proper calibration of thermometers and proper equipment operation. See Temperature Record for Freezer, Temperature Record for Freezer/Refrigerators, and Temperature Record for Refrigerator.
7. Be sure temperatures of all heating equipment are taken and recorded routinely to ensure proper functioning and thermometer calibration.
8. Record temperatures of holding equipment at least daily to ensure proper functioning and calibration.
9. Monitor the maintenance of ventilation systems, ensuring that systems are adequate and regularly cleaned according to the recommended schedule.

The F&B manager will:

1. Assure all equipment in the Mess is well maintained.
2. Contract with an equipment repair company to have preventive maintenance done for all equipment, including calibration of cooking equipment.
3. Log all preventative and repair work maintenance.
4. Review temperature logs to ensure that they are being done and to determine problem areas.
5. Follow up on any equipment issues or needs.
6. Maintain all facility and equipment documentation with records.

## **SOP - 12**

### **Cleanliness and Sanitation of the Dining Room**

#### **Policy:**

The cleanliness and sanitation of the dining room is to be maintained.

#### **Procedure:**

Employees involved in the service of food to customers in the dining room must observe the following procedures to ensure its safety: Before service:

1. Clean and sanitize tables.
2. Wash hands before handling place settings, food, or beverages.
3. If tableware is preset, it should be protected from contamination by being wrapped, covered, or inverted.

#### **During service:**

1. Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
2. Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution. a. Quaternary ammonia – 200 PPM b. Iodine – 12.5-25.0 PPM. Chlorine – 50 PPM-100 PPM.

#### **After service:**

1. Remove unused flatware after the meal, clean and sanitize.
2. If tables are covered with linens, remove after meal and replace with clean tablecloths. Cloth linens, tablecloths, and napkins should be taken to the laundry and kept separate from

other linens used in the establishment, such as custodial towels. Treat stains promptly.

3. If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) clean and sanitize tables. Replace materials and reset tables.
4. Wipe table seats if necessary after table tops have been cleaned and sanitized.
5. Sweep and mop floors or vacuum carpet after meals.

The Mess manager will:

1. Monitor employees to ensure that dining areas are properly maintained and all foods are served safely.
2. Provide supplies needed to maintain the cleanliness and sanitation of dining areas.
3. Follow up as necessary

### **3. Flow of Food**

#### **SOP - 13**

#### **Purchasing**

##### **Policy:**

Food is purchased only from approved vendors to assure the safety of food served to customers.

##### **Procedure:**

Employees purchasing food must:

1. Understand regulations for specific foods:

- Purchase packaged or processed food only from suppliers who receive their products from licensed reputable purveyors and manufacturers, who adhere to good manufacturing practices.
- Fresh products may be purchased directly from local growers as there is no inspection process for these non-potentially hazardous foods (with exception of melons and fresh alfalfa sprouts). When making direct Purchases, buyers should ensure packages are clean and will maintain the integrity of the food item, as communicated through product specifications.
- Purchase dairy products.

2. Visit approved vendors to ensure that they maintain clean warehouses adhere to safe storage and handling practices and have a secure facility to minimize intentional contamination.

3. Observe the delivery vehicles to ensure that they are clean and temperatures are controlled.

4. Request photo ID badge of delivery person.

5. Use written product specifications to ensure that the vendor knows what is to be delivered.

The F&B manager will:

1. Develop and implement written product specifications to ensure products purchased consistently meet Mess expectations.

2. Coordinate delivery times with vendors/suppliers to ensure that deliveries are made when they can be stored immediately. Schedule receiving times when product quantity and quality can be checked, including product temperatures.
3. Review orders and delivery information to ensure orders and product specifications are being met.
4. Follow up as necessary

## **SOP – 14**

### **Direct Purchase of Food Products from Grower or Producer by Retail**

#### **Policy:**

Food shall be purchased only from approved growers and producers to ensure the safety of food served to patrons. Many members of society fall within the at risk population categories, thus due diligence by the buyer should be conducted for products without formal inspection requirements. It is the responsibility of the procurement agent to understand state or federal regulations for food products purchased directly from the grower or producer. Buyers should also comply with the foodservice's organizational requirements for vendor selection and food purchasing.

#### **Procedure**

Fresh Produce (minimally washed and trimmed; not processed):

1. Fresh uncut or processed produce may be purchased directly from local growers as there is no inspection process for these non-potentially hazardous foods (with exception of sliced melons, cut tomatoes, and fresh alfalfa sprouts).
2. Agree to purchase food products only from growers or producers who adhere to practices which minimize food safety risks and/or allow customer access to the production site. Practices should include but are not limited to the proper management of potable water, pests, product handling, product transportation, production facilities, and worker health and hygiene. Use Checklist for Retail Purchasing of Local Products. This may require direct observation of the operation, a signed checklist, or other documentation from the producer. Upon initial grower/producer approval, request a signed and dated written letter or completed checklist from producer/grower that indicates they know and follow good production practices and/or conduct an onsite audit of production site. If a

site audit is conducted, ensure documentation from annual water testing is available for review.

3. Develop communications for prospective growers to understand the retail foodservice's needs with regards to ordering process (time frame; method of placing; etc); delivery process (when, where and how foods will be delivered); and payment process (when and how). Coordinate delivery or pickup times with growers/producers to ensure that deliveries and pickups are made when they can be stored immediately. Schedule receiving times when product quantity and quality can be checked, including product temperatures.
4. Develop, implement, and update written product specifications to ensure products purchased consistently meet expectations of the school foodservice. Specifications are detailed descriptions of the product to be purchased and delivered to the foodservice. Specific details may include size, quantity, quality, colour, labelling, delivery temperature, and type of packaging material. Provide updated written product specifications to the grower or producer as needed.
5. Conduct quarterly reviews of order and delivery information to ensure orders and product specifications are being met.

#### **Procedur Processed Produce:**

1. Any fresh produced item that receives processing beyond minimal steps of washing and trimming non-edible portions must have been treated in a licensed processing facility. Fresh produce items may receive additional processing, such as washing, chopping, shredding, slicing, etc.
2. Product that has received significant processing such as freezing, canning, or pickling, must also be done in a licensed facility.  
Note: A food processing license is not the same as the license for a foodservice establishment.
3. Dairy products must be pasteurized and processed in a licensed facility.



## **SOP - 15**

### **Storage**

#### **Policy:**

All food, chemicals, and supplies should be stored in a manner that ensures quality and maximizes safety of the food served to customers.

#### **Procedure:**

Employees who receive and store food maintain the storage areas, including dry, refrigerated, and freezer storage, by following these steps: Storage Upon Receiving:

1. Place potentially hazardous foods in the proper storage area quickly to avoid bacterial growth:
  - 41°F or lower – refrigerator temperatures
  - 26°F to 32°F – deep chill storage temperatures
  - 0°F or below – freezer temperatures
  - 50°F to 70°F at 50% to 60% humidity – dry storage temperatures
2. Place foods into appropriate storage areas immediately upon receipt in the following order:
  - a. Refrigerated foods – Store foods in designated refrigerators. If food products are stored together in a refrigerator, they should be placed on shelves in the following
  - b. Frozen food
  - c. Dry goods
3. Keep all food items on shelves at least 6" above the floor to facilitate air circulation and proper cleaning.
4. Store food out of direct sunlight.
5. Place chemicals and supplies in appropriate storage areas, away from food.
6. Rotate goods when placing them in storage by placing the new items behind the old items to ensure that the older items are used first (First In, First out inventory rotation).
7. Make sure all packages (i.e. each can in the case) are dated with receiving date and use-by date.
8. Store food in original container if the container is clean, dry, and intact. If necessary, repackage food in clean, well-labelled, airtight containers. This also can be done after a package is opened. Food is NEVER put in chemical containers and chemicals are NEVER placed in food storage containers.

9. Store potentially hazardous foods no more than 7 days at 41°F from date of preparation, which counts as “day 1.”
10. Store pesticides and chemicals away from food handling and storage areas. They must be stored in original, labelled containers.

### **Storeroom sanitation:**

1. Maintain clean and uncluttered storage areas. Storage areas should be positioned to prevent contamination from garbage.
2. Dispose of items that are beyond the expiration or “use by” dates.
3. Store all items on shelves at least 6” above the floor to facilitate air circulation and proper cleaning.
4. Check for signs of rodents or insects. If there are signs of the presence of rodents or insects, notify the Mess manager.

### **Temperature Control:**

1. Check the temperature of all refrigerators, freezers, and dry storerooms at the beginning of each day.
2. Refrigerator temperatures should be between 36°F and 41°F.
  - Freezer temperatures should keep the products frozen. Storeroom (dry storage) temperatures should be between 50°F and 70°F.
  - Record temperatures on the appropriate temperature log and initial.
3. Take corrective actions if temperatures are out of the recommended range.
4. Don’t overload refrigerated storage areas, as this prevents airflow and makes the unit work harder to stay cold.
5. Use caution when cooling hot food in the refrigerator, as this warms the unit and puts other foods into the temperature danger zone.
6. Keep units closed as much as possible to maintain proper temperatures.
7. Defrost all units on a regular schedule to aid in proper maintenance and air circulation.

The Mess manager will:

1. Check logs and temperatures of storage rooms, freezers, and refrigerators.
2. Review logs to make sure there are no temperature deviations.
3. Document all corrective action taken on the appropriate forms.
4. File logs with records

## **SOP-16**

### **Thawing Food**

#### **Policy:**

All foods will be thawed using appropriate practices to ensure food safety.

Procedure: Steps for thawing food include:

1. Use one of the three acceptable methods for thawing food:
  - a. Thaw food in the refrigerator at 41°F or below. NEVER thaw food at room temperature.
  - b. Thaw food needed for immediate service under potable running water at 70°F or lower. Prepare the product within 4 hours of thawing.
  - c. Thaw the product in the microwave if product will be cooked immediately.
2. To prevent cross-contamination separate raw products from cooked and ready-to-eat products.
3. Do not refreeze thawed food, unless they are first cooked or processed.

The F&B manager will:

1. Review procedures to assure they are done correctly.
2. Take corrective action as necessary.
3. Follow-up as necessary.

## **SOP - 17**

### **Preparing Cold Food**

#### **Policy:**

Temperatures of all potentially hazardous cold food will be taken during preparation to ensure safety of all food served to customers. All food will be prepared using appropriate practices and procedures to ensure safety and sanitation.

#### **Procedure:**

Employees preparing cold food should: Take temperatures:

1. Wash hands.
2. Use a clean and sanitize calibrated thermometer to take the temperatures of potentially hazardous food products.
3. Wipe the clean and sanitize thermometer stem with alcohol wipes prior to taking the temperatures of each food. Open the sanitizer package with clean hands.

4. Record temperatures in the Service Temperature Record.

**Prepare cold foods:**

1. Pre-chill ingredients for food served cold (sandwiches and salads) to below 41°F before combining.
2. Discard thawed potentially hazardous foods that have been above 41°F for more than four hours.
3. Discard cold potentially hazardous food after four hours if they have not been properly held below 41°F.

Maintain food contact surfaces:

1. When possible use colour-coded cutting boards for all products. green for vegetables or fruits.
2. Food contact surfaces should be smooth, easily cleaned and sanitized, and appropriate material.
3. Clean and sanitize all food contact surfaces prior to and after use. Cleaning and sanitizing steps need to be done separately in order to be effective.

The F&B manager will:

1. Monitor preparation procedures daily.
2. Take corrective action as necessary.
3. Follow up as needed.
4. File logs in records

**SOP - 18**

**Cooking Food**

**Policy:**

All foods will be cooked using appropriate practices and procedures to ensure safety. This includes cooking foods to required internal temperatures and taking and recording temperatures.

**Procedure:**

Employees involved in the production of food must complete the following steps:

### **Prepare hot foods:**

1. Cook hot foods to these minimum end-point temperatures or recipe directions. Avoid over-cooking. Use a calibrated thermometer to check product temperature in thickest part of the item or two places. Stuffing, casseroles, and other dishes combining raw and cooked foods ----165°F for 15 Seconds  
Vegetables (canned, frozen, fresh), fruits, grains, and legumes hot-held for service 135°F for 15 seconds, held above 135°F  
Ready-to-eat commercially processed and packaged foods 135°F for 15 seconds, held above 135°F
2. Take end-point cooking temperatures and record in cooking log.
3. Reduce holding time of foods before serving by using batch cooking. . Prepare batches of product to ensure quality and safety.
4. Allow temperature of cooking equipment to return to required temperatures between batches.
5. Do not use hot holding equipment to cook or reheat foods.
6. Food ingredients should be exposed to room temperature for no more than two hours during preparation or assembly. Keep in refrigeration or hot holding until needed. The TOTAL time foods should be exposed to room temperatures shall not exceed four hours.
7. Prepare products that will not be cooked or heated away from other products.

### **Cooking Food**

#### **Non-Continuous Cooking\*\***

1. Do not cook food for longer than 60 minutes during initial cooking.
2. Cool food immediately after initial cooking using the two stage cooling process: product is cooled to below 70°F within 2 hours and to below 41°F within the next four hours.
3. Freeze or refrigerate the food after cooling it. If refrigerating the food, make sure it is held at 41°F or lower.
4. Heat the food to at least 165°F for 15 seconds before selling or serving it. Cool the food if it will not be served immediately for held for service. Use the two stage cooling process.

\*\* Non continuous cooking is defined as the cooking of food in a food establishment using a process in which the initial heating of the food is intentionally halted so that it may be cooled and held for complete cooking at a later time prior to sale or service. \*\*

### **Take temperatures:**

1. Wash hands.
  2. Use a calibrated thermometer to take the temperatures of all menu items that contain food ingredients that are temperature controlled for safety or potentially hazardous food products.
  3. Clean the thermometer stem by wiping with alcohol wipes prior to and after taking temperatures of each food or washing, rinsing, and sanitizing stem. Open the alcohol sanitizer package with clean hands.
  4. Take temperatures in the thickest part of a food item (usually the center). Two readings should also be taken in different locations to assure thorough cooking to the appropriate end-point temperature.
  5. Record the end-point cooking temperature on the Cooked Food Temperature Log.
- The F&B manager will:
1. Review logs daily to ensure that temperatures and corrective actions are being met.
  2. Take corrective action as necessary.
  3. Follow up as necessary.
  4. File logs with records

## **SOP - 19**

### **Holding Food**

#### **Policy:**

All hot food will be held hot (above 135°F) and cold food will be held cold (below 41°F). Temperatures of food will be taken routinely to ensure that proper temperatures are maintained through holding to ensure the safety of the food served to customers. Any conflict between food quality and food safety must always be decided in favour of food safety. When in doubt about the safety of food, throw it out. Procedure: Employees involved in the production or service of food must holding Hot Food:

1. Prepare and cook only as much food as is needed. Batch cooking is ideal for maintaining food temperature and quality.
2. Use hot-holding equipment that can keep hot food at 135°F or higher.

3. Follow manufacturer's instructions in using hot-holding equipment. [NOTE: Customize your SOP by including instructions.]  
For example, you may need to indicate that the steam table wells need to be filled with hot water and at what level.]
4. Keep foods covered to retain heat and to keep contaminants from falling into food.
5. We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are below 135°F, then reheat to 165°F.
6. Discard hot potentially hazardous food after four hours if they have not been properly held at or above 135°F.
7. Do not mix freshly prepared food with food being held for service.

#### **Holding Cold Food:**

1. Use cold-holding equipment that can keep cold foods below 41°F.
2. We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are above 41°F, then refrigerate.
3. Protect cold food from contaminants with covers or food shields.
4. Discard cold potentially hazardous foods after four hours if they have not been properly held below 41°F.
5. If there are no temperature controls, cold food held for longer than six hours must be discarded.
6. Place cold food in pans or on plates first, never directly on ice. The only exceptions are whole fruits and vegetables that will be washed after holding.
7. Ice used on a display should be self-draining. Wash and sanitize drip pans after each use.

The F&B manager will:

1. Review logs daily to ensure the temperatures and corrective actions are being met.
2. Follow up as necessary.
3. File temperature logs with records.

## **SOP - 20**

### **Cooling Food**

#### **Policy:**

When cooked food will not be served right away (or is left over and can be saved), it must be cooled as quickly as possible to prevent microbial growth. Temperatures will be taken during the cooling process to make sure that time and temperature standards are met to ensure the safety of food served to customers.

#### **Procedure:**

There are two acceptable methods of cooling food outlined below. Employees involved in the cooling process of food must observe the following procedures:

##### **One-stage (four hour) method:**

1. Cool hot cooked food from 135°F to 41°F within four hours using an appropriate procedure.
  2. Take temperatures of product after four hours to make sure that food temperature is below 41°F.
  3. Record temperatures on Cooling Log.
  4. Reheat food to above 165°F if food has not cooled to 41°F in four hours. Two-stage method (\*recommended by the FDA Food Code)
1. Cool hot cooked food from 135°F to 70°F or lower within two hours, and then cool down to 41°F or lower within an additional four hours, for a total cooling time of six hours, using an appropriate procedure.
  2. Take temperatures at the two and six hour intervals to make sure that the appropriate temperatures were reached.
  3. Reheat food to above 165°F if food has not cooled to 41°F in four hours.

\* NOTE: The reason that the two-stage method allows six hours to cool is that in the first two hours of cooling the food is passed through part of the temperature danger zone where the growth of microorganisms is most likely to occur.

Factors that affect how quickly foods will cool down:

1. Size of the food item being cooled – the thickness of the food or distance to its center plays the biggest part in how fast a food cools.
2. Density of the food – the denser the food, the slower it will cool.
3. Container in which a food is stored – stainless steel transfers heat from foods faster than plastic. Initially loosely wrap food items.



4. Size of container – Shallow pans with product depth less than two inches allow the heat from food to disperse faster than deep pans. Food may not move through the temperature danger zone fast enough if the food is still hot when placed in the cooler or freezer or kept in bulk. The hot food may also raise the temperature of the surrounding food items, placing them in the temperature danger zone (41°F - 135°F)

Listed below are a few methods that can be used to cool foods more quickly. The methods can be used alone or in combination.

**Methods for cooling foods:**

1. Reduce the quantity of the food being cooled. Cut large food items into smaller pieces or divide large containers of food into smaller containers.
2. Use blast chillers or tumble chillers to cool food before placing it into refrigerated storage.
3. Use ice-water baths. Divide cooked food into shallow pans or smaller pots then place them in ice water and stir food items frequently.
4. Add ice or water as an ingredient. This works for foods that contain water as an ingredient, such as a soup or stew. The recipe can initially be prepared with less water than is required. Cold water or ice can then be added after cooking to cool the product and to provide the remaining water required in the recipe.
5. Stir food to cool faster and more evenly. Ice paddles (plastic paddles that are filled with water and frozen) and chill sticks can be used to stir food through the cooling process. Stirring food with these cold paddles chills food quickly as this acts as internal ice baths.

The F&B manager will:

1. Review Cooling Log daily to ensure the temperatures and corrective actions are being met.
2. Follow up as necessary.
3. File temperature logs with records.

## **SOP - 21**

### **Reheating Food (Leftovers)**

#### **Policy:**

All food will be reheated to an internal temperature of 165°F and held at least 15 seconds to assure the safety of food. Procedure:

#### **Employees reheating food should:**

1. Remove leftover food from the freezer/refrigerator. 2. Check the temperature of the food to make sure it is lower than 41°F using a calibrated thermometer. Record on the Reheating Log.

3. Reheat the food product to 165°F for 15 seconds using an oven, stove, or steamer. The goal is to take the food through the temperature danger zone (41°F - 135°F) as quickly as possible. Discard food that has not reach this temperature within two hours.

4. Serve the food immediately, or place the food in a steam table or a pre-heated hot cart and recheck temperature to make sure temperature is held at or above 135°F.

5. Check the temperature of the food before serving if the food has been held.

6. Discard any potentially hazardous foods held in the temperature danger zone (41°F to 135°F) for more than four hours. This should be noted on the Reheating Log.

The F&B manager will:

1. Check the temperature of reheated products with potentially hazardous ingredients to be certain 165°F was achieved and that the product is held at 135°F or higher.

2. Review Reheating Logs to assure proper reheating temperatures are achieved for all products.

3. Follow up as necessary and document corrective action.

4. File temperature logs with records.

## **SOP - 22**

### **Service Temperatures**

#### **Policy:**

Temperatures of all hot and cold foods are taken during service to assure that foods are maintained at appropriate temperatures, and to ensure the safety of food served to customers.

#### **Procedure:**

Employees who will be setting up the plates and serving food must follow these procedures:

1. Use a calibrated thermometer to take temperatures of food products at the beginning of service.
2. Wipe the thermometer stem with a new alcohol wipe prior to taking the temperature of any food item.
3. Take temperatures of all hot potentially hazardous foods as soon as they are ready for service. Take temperature of all cold potentially hazardous foods as soon as they are ready for service.
4. Record all temperatures on the Service Temperature Log and initial.
5. Make sure that all temperatures are within the critical limits:
  - Hot foods are above 135°F
  - Cold foods are below 41°F
6. Take corrective action, if needed. If hot foods are below 135°F, they must be heated to above 165°F before service.
7. Take corrective action, if needed. If cold foods are above 41°F, they must be chilled to below 41°F. If more than four hours have elapsed since last documentation of cold food item temperatures discard the item.

The F&B manager will:

1. Check the logs on a daily basis to ensure that they are completed and that the temperatures are appropriate.
2. Review the log to see if there were temperature deviations.
3. Check corrective action taken to determine if it was appropriate.
4. Follow up as necessary.
5. File the logs With Records

## **SOP -23**

### **Service of Food**

#### **Policy:**

All food will be served in a manner to ensure food safety.

Procedure:

Employees involved in the service of food must observe the following procedures:

#### **Cleaning and sanitation:**

1. Clean on and around the service area, using warm soapy water and designated clean cloths before food is placed in service area. Thoroughly rinse surfaces after washing.
2. Sanitize on and around the service area, using an approved chemical sanitizer at proper concentration.
3. Wipe down area as needed throughout service with cloth stored in sanitizing solution away from food.
4. Cloths used for cleaning food spills should not be used for anything else.

#### **Service utensils/service ware:**

1. Store utensils properly, with the handle extended above the container, or on a clean, sanitized food-contact surface.
2. Use serving utensils with long handles to keep hands away from the food item.
3. Clean and sanitize utensils before using.
4. Use separate utensils for each food item.
5. Handle glassware and dishes properly; so hands are not in contact with surfaces that will be touched by food or patron's mouth.
6. Hold and present flatware and utensils by the handles.

#### **Practice good personal hygiene:**

1. Wash hands before handling place settings or food.
2. Never touch cooked or ready-to-eat foods with bare hands. Always use gloves or utensils.
3. Never touch food with bare hands. Serve with tongs or gloves.
4. Wash hands between each different task. For example, if the same employee is loading dirty dishes and taking out clean dishes, a thorough hand washing must be done between the two tasks. Hand dips are not acceptable.

### **Service: of Food**

1. Take temperatures of foods at the beginning of each service period.
2. Record temperatures on Service Temperature Record and initial. Service of Food, continued
3. Take temperatures of foods when changing pans of food to assure proper serving temperatures are achieved.
4. Keep batches of prepared food separate during service. Do not refill partially used service pan with new product.

The F&B manager will:

1. Supervise employees to ensure that proper service techniques are being followed.
2. Review logs daily to ensure the temperatures and corrective actions are being met.
3. Follow up as necessary.
4. File logs with records

## 4. COMMUNICATION

### **SOP - 24**

#### **Responding to a Food borne Illness Complaint**

##### **Policy:**

All Hostel employees will respond to a complaint of a food borne illness promptly and will show concern for the individual making the complaint.

##### **Procedure:**

When a complaint is received related to a food borne illness, employees will:

1. Indicate concern for the individual and let that person know that the complaint will be referred to the F&B manager.
2. Contact the Hostel manager if she/he is onsite.
3. If the Mess manager is not on site write down the information about the complaint using the Food borne Illness Incident Report.

The F&B manager will:

1. Talk with the individual making the complaint. Get basic information required to complete the Food borne Illness Incident Report.
2. Try to resolve the complaint in house.
3. Remove all food from service. Store suspected food item in refrigerator in separated, dated container labelled "DO NOT EAT".
4. If a food borne illness outbreak is suspected call the local Health Department to report the possibility of an outbreak and obtain assistance with the food borne illness investigation.
5. Document:
  - a. Symptoms
  - b. Names and phone numbers and address of customers and employees affected
  - c. Physician's names and phone number
6. Work with the media should they become involve

#### **Food borne Illness Incidence Report**

Date Occurred: \_\_\_\_\_ Hostel Name: \_\_\_\_\_ Time Day/Mean: \_\_\_\_\_  
Customer's Name: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_ Telephone number: \_\_\_\_\_

Physician Contact Information:

\_\_\_\_ Health Dept.  
contact Name & Date:  
\_\_\_\_ Suspected Food Item(s)

& Manufacturer's Product Information:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ Summary of  
Incident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ Symptoms and duration: \_\_\_\_\_

\_\_\_\_ Bag, label, date, and indicate current storage location of food:

\_\_\_\_ Was medical treatment sought? If so describe.

\_\_\_\_\_

### **Food borne Illness Incidence Report**

#### **Results of Investigation:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_





\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

F&B Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **SOP - 25**

### **Responding to a Physical Hazard Found in Food**

#### **Policy:**

All Hostel personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

#### **Procedure:**

Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.

1. Apologize for the inconvenience of finding a foreign object in the food.
2. Determine if the foreign object did any harm to the individual, such as broke a tooth, cut, etc.
3. Take the customer to the manager if there was physical harm to the customer.
4. Save the object and the box/bag from which it came, if known.
5. Record the manufacturer, codes, and dates listed on the box.
6. Report the incident to the Mess manager, so appropriate follow-up can be done.

The Mess manager will:

1. Gather information about the foreign object in food from person affected, staff member preparing or serving food, and anyone else who was affected.
2. Complete the Physical Hazard Incident Report.
3. Follow up as necessary.

#### 4. File corrective action in Record file

#### **Physical Hazards Incident Report**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Employee: \_\_\_\_\_

Time/Meal: \_\_\_\_\_ Manager: \_\_\_\_\_

Customer's name: \_\_\_\_\_ Food Item: \_\_\_\_\_ Object  
Description:

---

---

---

---

---

Manufacturer's Product Information:

---

---

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Summary of Incident, include description of physical harm:

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---

Bag, label, and indicate current location of object:

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---

---

was medical assistance sought? If so describe

---

---

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Corrective Action:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Employee Signature: \_\_\_\_\_ Manager's  
Initials: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## **SOP - 26**

### **Visitors in the Kitchen**

#### **Policy:**

Visitors in the kitchen are kept to a minimum, and when visitors are present, they must adhere to the food safety practices followed in the kitchen.

#### **Procedure:**

Employees and managers must:

1. Limit the access of visitors in the food production areas.
2. Provide hair restraints for all visitors to the food production areas.
3. Ask all visitors to wash their hands following the foodservice operation's procedures.

The Mess employees and Mess manager will:

Post signs to inform all visitors of the following procedures:

- Limited access to Mess production areas • Location of and proper use of hair restraints
- Location and proper use of hand washing sinks.

4. Observe to ensure that procedures for visitors are followed.
5. Monitor visitors in kitchen

## **SOP - 27**

### **Food Safety in Emergency Situations**

#### **Policy:**

Facility emergency plans contain specific procedures to ensure the safety of customers and staff in emergency situations. In case of facility emergencies, foodservice personnel will be knowledgeable about handling procedures affecting food safety.

#### **Procedure:**

All employees in the Mess must:

1. Follow established procedures related to handling food safely during emergencies.
  2. Maintain confidentiality when security is an issue.
  3. Be aware of implications when the following issues arise:
    - Menu changes
    - Staff notification systems
    - Food disposal procedures
- 
- When food is wholesome but service not occurring in a timely manner.
  - When food is no longer wholesome because of improper holding temperatures or potential contamination, fire, smoke, chemicals, fumes, etc.

General Guidelines:

1. If in doubt throw it out.
2. Original package of food must be intact.
3. Clean containers prior to use.

The Hostel manager will:

1. Develop procedures that address food safety concerns during emergencies.
2. Instruct staff and review those procedures on regular basis, at least once a year.
3. Provide specific directions regarding safe food handling for all emergency situations.
4. Observe all employees to ensure procedures are being followed.

5. Inform the local health department (or equivalent) if an emergency affecting food safety occurs.
6. Follow up, as necessary, with employees and food safety professionals.
7. Evaluate and update procedures as appropriate

## **SOP - 28**

### **Handling a Food Recall**

#### **Policy:**

In the event of a food recall, all employees will take proper steps to prevent food borne illness.

#### **Procedure:**

##### **General Guidelines:**

1. Foodservice employees must be trained on using the procedures in this SOP.
2. All State or local health department requirements must be followed.
3. Once a food has been recalled, review the food recall notice and specific instructions that have been identified in the notice.
4. Communicate the food recall notice to the appropriate administrators and health department officials.
5. Check receiving documents, perpetual inventory, requisitions, production records, and shipping record to identify product matching the product code and lot numbers identified in the recall notice.
6. Obtain accurate inventory counts of the recalled product including the amount in inventory and amount used.
7. Hold the recalled product using the following steps:
8. Physically segregate the product, including any open containers, leftover product, and food items in current production that contain the recalled product.
9. If an item is suspected to contain the recalled product, but label information is not available, label as suspect and do not use and do not discard.
10. Mark recalled product "Do Not Use" and "Do Not Discard." Inform the entire staff not to use the product.
11. Do not destroy any recalled product until proper authorization is received.

Monitoring: 1. Foodservice employees and manager will visually observe that the recalled product has been segregated and secured. Confirm segregated product label information matches recall notice information

The F&B manager will:

1. Ensure all employees are trained in this procedure.
2. Verify appropriate action as outlined in this procedure is followed in the event of a food recall
3. Document and confirm segregated product label information matches recall notice information.
4. Maintain all documents relating to a food recall for at least 1 year

## **SOP - 29**

### **Employee Orientation and Training New Employee Orientation**

#### **Policy:**

All Hostel employees will receive training on basic food safety procedures prior to or during the first day of employment.

#### **Procedure:**

All Hostel employees must:

1. Meet with Mess manager to receive training on basic food safety procedures.
2. Review each point in the Food Safety Checklist with manager. Each procedure will be discussed thoroughly with implications for food safety described.
3. Ask questions to manager if policy or procedure is not clear.
4. Read sign and date of the statement at the end of the checklist, indicating understanding and agreement with stated procedures.
5. Receive a signed copy of the document.

The F&B manager will:

1. Schedule at least 30 minutes for the orientation session.
2. Inform new employees of the purpose and time of the session.
3. Explain the purpose of the checklist to employees.
4. Discuss each policy and procedure on the checklist. Refer to the department Standard Operating Procedures Manual as necessary. Check off each procedure as it is discussed. If employees have questions, note and follow up, if appropriate.

5. After reviewing all procedures, the manager should request employees to read, sign, and date the statement at the end of the form, indicating understanding and agreement. The manager also should sign and date the form.
6. Provide a copy of this form to each employee. Inform employees that a copy will be placed in their personnel file. If a copy is required for the Human Resources department, provide it and inform employees.
7. Remind employees of the location of a copy of the department Standard Operating Procedures Manual. This manual can be used as a reference, if questions or concerns occur later.
8. Thank employees for participating. Emphasize again the priority of food safety and the involvement of every staff member.

### **NEW HOSTEL EMPLOYEE ORIENTATION FOOD SAFETY CHECKLIST**

Name: \_\_\_\_\_ Position: \_\_\_\_\_

\_\_\_\_\_  
Employee Name Date Mess Manager Date

#### **PROCEDURES**

#### **COMMENTS**

#### **Personal Hygiene**

Designated uniform – clean daily

Hair restraint – cover all hair

Jewellery – limited to plain ring, remove watch

Fingernails – short, unpolished, clean. No artificial fingernails

Employees with illness and symptoms - review Mess policy and Food Code

Open sores, cuts, abrasions, or burns must be completely covered when handling food

Smoking policy – review Mess policy and Food Code

Sneezing/coughing - appropriate action taken

Eating, drinking, & gum chewing in designated areas only

Break and Meal – Review Mess Policy Where breaks/meals occur when breaks/meals occur

Locker room – storage of personal items

### **Hand washing & Glove Use**

Hand washing procedures:

When to wash hands

Where to wash hands

How to wash hands

Use of disposable gloves

When to change How to use

### **Cleaning and Sanitizing**

Laundry and linen use – use appropriate cloths/handling and storage

How to prepare and when to use cleaning solutions

How to prepare and when to use sanitizing solutions

Use of test strips to determine product strength

Material Safety Data Sheet accessibility

### **Other Information**

Review copy of Food Safety brochure to employee

I understand these policies and procedures and I agree to follow them because of their importance to safety of customers. I understand that following these policies and procedures is a condition of employment in this Hostel.



## **6.Food Safety Training and Monitoring**

### **SOP - 30**

#### **Food Safety Training Program**

##### **Policy:**

The F&B will provide initial training in food safety, including food allergy awareness. Training will be on going to ensure that employees are aware of food safety and are following the Hostel food safety program.

##### **Procedure:**

The F&B manager will:

1. Include basic food safety training as part of new employee orientation.
2. Provide staff with at least bi-annual training on food safety, including food allergy awareness and HACCP. We recommend monthly in service training.
3. Require all managers to be Certified Food Protection Mangers (CFPM) by completing a food safety certification course approved by the Conference of Food Protection.
4. Provide all supervisory employees with the opportunity to take a food safety certification course.
5. Use outside resources, such as Extension specialists, vendors, health department inspectors, or qualified trainers to provide food safety and HACCP training.
6. Provide references, i.e. such as online training
7. Observe staff to ensure they demonstrate food safety knowledge each day in the workplace.
8. Document the content of all training sessions and attendance.
9. File documentation in HACCP records

## **Annual Training Calendar**

**Mess Name:** \_\_\_\_\_ **Year:** \_\_\_\_\_

Title of Training Session	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC

## **SOP - 31**

### **Employee Training Planner**

**Hostel :** \_\_\_\_\_

**Date:** \_\_\_\_\_

#### **Lesson Title:**

Behavioral Objectives: At the end of this training session, employees will be able to:

Example: Identify common sources of cross contamination in operation.

Teaching Materials/Resources:

References:

Introduction of Topic/Preparation of the Learner:

Presentation

Topics/Steps

Key Points/Activities

Presentation,  
Topics/Steps

Key Points/Activities

Evaluation (How will you know that the objectives were met?):

**Trainer's Evaluation of the Session:**

What would you do differently the next time you present this training session?

Additional Comments:

	Poor	Satisfactory	Good	Excellent
<b>Did the training session accomplish the objectives</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Was the information well received?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

What would you do differently the next time you present this training session?

Additional Comments

**SOP - 32**

**In-Service Training Session Roster**

Hostel: \_\_\_\_\_

Date: \_\_\_\_\_

Training Session: \_\_\_\_\_

Trainer: \_\_\_\_\_

**Sign-in:**

1.) \_\_\_\_\_

2.) \_\_\_\_\_

3.) \_\_\_\_\_

4.) \_\_\_\_\_

5.) \_\_\_\_\_

6.) \_\_\_\_\_

7.) \_\_\_\_\_

8.) \_\_\_\_\_

9.) \_\_\_\_\_

10.) \_\_\_\_\_

11.) \_\_\_\_\_

12.) \_\_\_\_\_

13.) \_\_\_\_\_

14.) \_\_\_\_\_

15.) \_\_\_\_\_

## **SOP – 33**

### **Self Inspection for Continuous Quality Improvement**

#### **Policy:**

The F&B will have an on-going process in place for self inspection/evaluation for the purposes of continued quality improvement.

#### **Procedure:**

Members of the food safety team will:

1. Develop a self-inspection process to be used for ongoing evaluation of the Mess.
2. Develop forms for conducting self inspections.
3. Develop a regular schedule for conducting self inspections.
4. Conduct independent self inspections.
5. Meet after each self inspection to discuss the outcomes.
6. Develop corrective action as needed.
7. Document the process.

The F&B manager will:

1. Participate in the food safety team meetings as appropriate.
2. Review reports of the food safety team.
3. Provide support for taking appropriate corrective action. This may include support for training, new equipment, etc

## **SOP – 34**

### **Food Safety Program Verification**

#### **Policy**

The Hostel will have an on-going process in place for verification that the food safety program is functioning as planned.

#### **Procedure:**

A member or members of the food safety team will:

1. Observe employees performing tasks, especially at critical control points (CCPs) (receiving, storing, preparing, cooking, transporting, and serving).
2. Establish appropriate verification inspection schedules.
3. Check CCP records.

4. Review critical limits to verify that they are adequate to control hazards.
5. Check monitoring records.
6. Check corrective action records to review deviations and their resolution.
7. Check process or finished product.
8. Check equipment calibration records.
9. Verify accuracy of equipment that continuously monitors temperatures, such as freezers and refrigerators.
10. Review the entire food safety program periodically.
11. Review hazard analysis and related CCPs.
12. Review written record of verification inspections.
13. Validate food safety program through on-site review and verification of the flow diagrams and CCPs.
14. Review modifications of the food safety program.

## **SOP – 35**

### **Record Keeping and Documentation**

#### **Policy:**

Records will be kept to document how food is handled during its flow through the Hostel.

#### **Procedure:**

Employees involved in the production or service of food must record information needed to document food handling using the following procedures:

1. Follow all standard operating procedures, which include record keeping and documentation.
2. Identify when procedures should be modified due to food safety concerns that have been noted.

The F&B manager will:

1. Keep a current copy of the food safety program accessible for use in the Hostel.
2. Maintain a file of support documentation, such as employee training records.
3. Maintain a file of records during the operation of the plan:
  - a. List of food safety team members and their duties
  - b. Description of the food, its distribution, intended use, and consumers

- c. Standardized recipes
  - d. Summary of hazard analysis and control measures
  - e. Food process flow diagrams
  - f. Steps that are Critical Control Points (CCPs)
  - g. Hazards of concern
  - h. Critical limits at CCPs
  - i. Monitoring procedures
  - j. Corrective actions
  - k. Verification procedures and schedule
  - l. Record keeping procedures
  - m. Documentation of adequacy of food safety program from HACCP expert
  - n. Supplier certification records
  - o. Processor audit records verifying compliance
  - p. Calibration logs
  - q. Temperature logs
  - r. Monitoring logs
4. Place records where they are accessible to employees who need to use them.
  5. Designate employees to complete the records