



MANAGEMENT

Managing your business effectively
is vital for food safety.



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This section includes information on different management issues, including checks to do when you open and close, suppliers and contractors, stock control, and training and supervising staff.

The Management section should be used alongside the diary, which should be signed every day by the person responsible for running the business.

SAFE METHOD:

OPENING AND CLOSING CHECKS



It is essential that you and your staff do certain checks every time you open and close. This helps you maintain the basic standards you need to make sure that your business makes food safely.

OPENING CHECKS

You should do these checks at the beginning of the day. You can also add your own checks to the list.

Your fridges, chilled display equipment and freezers are working properly.

Your other equipment (e.g. oven) is working properly.

Staff are fit for work and wearing clean work clothes.

Food preparation areas are clean and disinfected, where appropriate (work surfaces, equipment, utensils etc.)

There are plenty of handwashing and cleaning materials (soap, paper towels, cloths etc.)

CLOSING CHECKS

You should do these checks at the end of the day. You can also add your own checks to the list.

No food is left out.

Food past its 'use by' date has been thrown away.

Dirty cloths have been removed for cleaning and replaced with clean ones.

Waste has been removed and new bags put into the bins.



The opening and closing checks are also listed in the diary.



SAFE METHOD:

EXTRA CHECKS

Carrying out extra checks regularly helps you make sure your methods are being followed.

Some of the safe methods in the rest of the pack advise you to check certain things regularly. These are less frequent than the daily opening and closing checks. You might find it helpful to have all these checks written down in one place.

In the table below there are examples of some extra checks. Write down the details of extra checks that you do and how often you do them. You can add other checks below. When you carry out extra checks, do not forget to make a note of them in the diary.

WHAT TO DO		DETAILS OF CHECK	HOW OFTEN?
Deep clean (example)	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.	Deep clean of whole kitchen area and outside waste area including walls, ceilings, extractor fan, vents	Every 6 weeks usually on a Thursday
Deep clean	e.g. Clean behind equipment, vents, walls, ceilings, outside waste areas etc.		
Maintenance	e.g. Clear drains, clean extractor fans/filters and fridge/freezer condensers.		
Dishwasher	Remove food debris and lime scale from water jets, filters and drains. Clean around door seals etc.		
Temperature probe	If you use a probe, check regularly that it is accurate.		
Pest control check	e.g. Look for signs of damage to walls, doors etc. that could let in pests, and signs of pests.		

SAFE METHOD:

PROVE IT





Sometimes you might want to use a probe to prove that your methods are safe.

SAFE METHOD	WHAT TO DO	HOW TO DO IT
Cooking and reheating	<p>The 'Cooking safely' and 'Reheating' safe methods in the Cooking section tell you how to check that food is thoroughly cooked/reheated. If you do a different check then you will need to prove that it is safe.</p> <p>You only need to do this once.</p> <p>The food is safe if it has reached a high enough temperature for a long enough time.</p>	<p>If you want to check the temperature of a food, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>Examples of safe time/temperature combinations include:</p> <ul style="list-style-type: none"> • 80°C for at least 6 seconds • 75°C for at least 30 seconds • 70°C for at least 2 minutes • 65°C for at least 10 minutes • 60°C for at least 45 minutes
Hot holding	<p>The 'Hot holding' safe method in the Cooking section tells you how to hot hold safely. It is a legal requirement that hot food must be kept above 63°C.</p>	<p>To check that food in hot holding is above 63°C, use a clean probe. Insert the probe so the tip is in the centre of the food (or the thickest part).</p>
Chilling down hot food Chilled storage and displaying chilled food	<p>The 'Chilling down hot food' safe method in the Chilling section tells you how to chill down hot food safely and the 'Chilled storage and displaying chilled food' safe method tells you how to keep food cold.</p> <p>It is a legal requirement in England, Wales and Northern Ireland, and recommended in Scotland, that certain chilled foods must be kept at 8°C or below.</p> <p>Sometimes there might be more than one way of chilling down hot food that is suitable for what you are doing. Then you might want to compare different options to find out which is most effective.</p> <p>Compare different chilling options by trying them out with the same food.</p>	<p>To check that food is at 8°C or below, use a clean probe. Insert the probe so that the tip is in the centre of the food (or the thickest part).</p> <p>When you have just cooked the food, test its temperature with a clean probe. Start to chill it using one option and test the temperature again at regular intervals to see how quickly it is dropping.</p> <p>Repeat this with other options to see which is fastest.</p>
Freezing	<p>The freezing method in the Chilling section tells you how to freeze food safely.</p> <p>If you are freezing food you need to make a note of the date (e.g. on a sticker) it was frozen including the day month and year.</p> <p>If you are freezing food with a use by date, to use later, this has to be done before the 'use by' date has passed, you should clearly note the date you froze the food.</p> <p>It is important you are able to show how long the food has been frozen.</p>	<p>Have a system of labels and/or stickers for labelling food clearly so you know how long it has been in the freezer.</p> <p>Re-label food with the date of freezing (the day month and year).</p> <p>It is a good idea to make a note of this in your Diary or in the Extra checks box, so there is a record that can be checked.</p>

You can record what you have done to prove your methods on the 'Prove it: records' sheet in the diary.





PROBE TYPE	WHERE TO USE THE PROBE	HOW TO USE THE PROBE
Dial thermometer 	These are commonly used to test meat. Some are oven-safe and can be left in the meat while it cooks. Others are not oven-safe and are designed to be inserted when you have cooked the meat.	If the probe is not already in the meat, insert it and leave it for up to two minutes before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.
Digital thermometer 	These are generally easy to use and accurate. They can be used with lots of foods, but they are not suitable to go in the oven.	Insert the probe. Wait for the display to stabilise before taking a reading. Clean the probe thoroughly and disinfect it before you use it again. This helps to prevent cross-contamination.

CHECKING YOUR PROBE

It is essential to know that your probe is working properly, so you can rely on its readings. So you should check it regularly. The manufacturer's instructions should include details of how often a probe needs to be checked and how to tell if it is accurate.

- A simple way to check a digital probe is to put it in iced water and boiling water:
- The readings in iced water should be between -1°C and 1°C .
- The readings in boiling water should be between 99°C and 101°C .

If the reading is outside this range, you should replace your probe or return it to the manufacturer to be calibrated.

LOOKING AFTER YOUR PROBE

It is very important to keep your probe clean, otherwise it could spread dirt and harmful bacteria to the food you are testing. After a probe has been inserted into food, clean and disinfect it between use.

You need to look after your probe to prevent it from getting damaged and help keep it working properly. Do not leave a digital probe inside your fridge or freezer, or on hot surfaces. When you are not using it, store it safely, away from extreme temperatures and liquids. Keep the probe in its case, if it has one. Avoid banging or dropping your probe. If the battery is low, replace it immediately.

SAFE METHOD:

MANAGING FOOD ALLERGEN INFORMATION



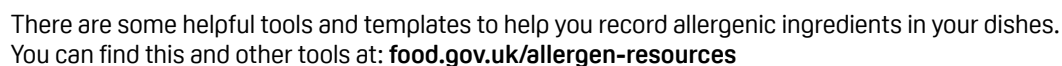
How you handle allergens is important for food safety.

The introduction of allergen rules in December 2014, means it is a legal requirement for food businesses to provide information about the allergenic ingredients used in the food and drink they serve. You need to be able to supply information for each item on your menu that contains, as an ingredient, any of the 14 main allergens. (See Allergies Safe method in Cross-contamination Safe method)

WHAT TO DO	WHY?
Customer information Allergen information should be provided. You can do this <ul style="list-style-type: none">• in writing and up front, e.g. on a menu or chalkboard• by asking a member of staff. Staff should know where allergen information can be found or be able to handle allergen information requests. If the information is provided by staff, it must be accurate, consistent and up-to-date, e.g. using recipe sheets or a record of food labels.	Customers with allergies need to know this information so they can make safe food choices to avoid an allergic reaction. There should be a way to check that the information provided is correct and complete.
There should be clear signposting letting customers know where to obtain allergen information if they need it. It's a good idea to have a sign in your business to tell customers to ask for allergen information if they need it.	Customers should let you know if they need allergen information so you can help them make safe food choices. <div>FOOD ALLERGIES and INTOLERANCES Please speak to our staff about the ingredients in your meal, when making your order. Thank you.</div>
If your menu changes, make sure you change the list of ingredients with allergens for that food or drink.	If you do not have the correct ingredients listed, customers could get the wrong information and become ill from eating the food. <div>Ingredients Water, Carrots, Onions, Red Lentils (4.5%) Potatoes, Cauliflower, Leeks, Peas, Cornflour, Wheatflour, Salt, Cream, Yeast Extract, Concentrated Tomato Pasta, Garlic, Sugar, Celery Seed, Vegetable Oil (Sunflower), Herbs and Spice, White Pepper, Parsley.</div>
Labelling and storage Ingredient containers need to be labelled clearly so you know what allergens are in them. Careful storage will help you do this. Check pre-packed food labels so you know what allergens are in them.	If food is not labelled clearly, you could use ingredients that might be harmful to a customer who has an allergy to them.
Deliveries Check deliveries to make sure you have the correct order and labelling information is provided.	If you receive the wrong order or a different product, there may be different allergens in the food.

THINK TWICE!

You need to know what allergens are in the food you prepare and have accurate information to give customers, if they ask. All staff should know how to handle requests for allergen information. Allergies can be life threatening.



You can use this Think Allergy poster to help with staff training. This poster is also available in Simplified Chinese, Punjabi, Bengali and Urdu.

Use this allergen recipe chart to help you keep a record of the allergens in the food you prepare. Staff can also use this to give information to customers.

These individual allergen menu records can be used for one-off dishes, for example when you have 'specials' or when ingredients run out or are changed.

SAFE METHOD:

TRAINING AND SUPERVISION



It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

WHAT TO DO	HOW?
Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do.	Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you.
Make sure you know what training each member of staff has received.	Make a note on the Staff training record in the diary every time you train a member of staff.
Watch the member of staff when they are carrying out a task as part of their work. When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly.	Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method.	Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these.

MANAGE IT

When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

If you are away from the business, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the diary may need more than one signature.

Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section. Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what they have done in the diary. You should still complete the 4-weekly review yourself.



CUSTOMERS

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of your business. So it is very important to pay attention to any complaints.

WHAT TO DO	HOW?
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by your food you should investigate carefully. If appropriate, you should inform your environmental health department.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take.

SUPPLIERS AND CONTRACTORS



How you handle suppliers and contractors is important to food safety.

You are required by food law to take reasonable precautions and do all that is needed to protect your customers. If you do not do this, your business and reputation could suffer.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Choose suppliers very carefully.	It is important that you have reputable suppliers that you can trust to supply and handle food safely, as well as deliver on time etc.	<ul style="list-style-type: none"> • Make sure you choose reputable suppliers you can trust. • Ask the following questions: <ul style="list-style-type: none"> – Is the supplier registered with the local authority? – Does the supplier store, transport and pack their goods in a hygienic way? – Does the supplier provide allergen information? – Do they have any certification or quality assurance? – Does the supplier/contractor supply fully referenced invoices? • Ask other businesses for trusted recommendations.
Make sure that your raw ingredients have been handled safely.	The starting point for making food safely is to be confident about the safety of your raw ingredients and any ready-made products you buy in.	<ul style="list-style-type: none"> • Check that the supplier has a food safety management system. • Carry out regular delivery time, temperature and quality spot checks. • If you buy goods from a cash and carry, make sure that the vehicle you use to transport them is clean and that you bring chilled and frozen food back as soon as possible and put it straight into a fridge or freezer.
Keep a record of what food products you have bought, who you bought them from, the quantity and the date.	<p>This is a legal requirement and is so that you or an enforcement officer can check back to see where a food came from.</p> <p>Ideally, you should keep these records until you are sure that the food they refer to has been consumed without any problems.</p>	<ul style="list-style-type: none"> • Usually the easiest way to do this is to keep all your invoices and receipts. Or you might want to record the information in a different way, for example keeping a record of the batch number and other details. • Keep these records in a way that makes it easy for you or an enforcement officer to check them.
Choose contractors carefully.	Services such as pest control can be valuable in helping you to make food safely. It is important to have contractors you can trust to deliver these services effectively.	<ul style="list-style-type: none"> • Use the same checks you would use to choose suppliers (see top box).

WHAT TO DO IF THINGS GO WRONG

If you are contacted by an unknown food supplier, check with your local authority to see if they are a registered and reputable business; they could be fraudulent.

If you do not think that the food a supplier delivers has been handled safely (for example, if you think it has not been kept cold enough) reject the delivery, contact your supplier immediately and write the details in the diary.

If you have repeated problems, you can do the following things:

1. Contact the supplier/contractor by phone.
2. Write a formal letter of complaint.
3. Change supplier/contractor.
4. Contact your local authority.



STOCK CONTROL

Effective stock control is an important part of managing food safety.

WHAT TO DO	WHY?	HOW DO YOU DO THIS?
Go through your menu and estimate how much of each ingredient you will need.	Working through the menu allows you to plan for your specific needs.	<ul style="list-style-type: none"> Review your menu regularly and how it affects your needs for stock. Discuss your needs with your supplier.
Plan ahead to make sure you have the right amount of stock and order carefully.	Not having too much stock is best for food safety – and your profits.	<ul style="list-style-type: none"> Plan the stock you need for each shift. Make sure staff know the stock requirements for each shift. Use a supplier who understands your business needs and supplies stock on time. Do a stock check before placing an order.
Check all stock when it is delivered to make sure that: <ul style="list-style-type: none"> it is within its 'use by' date it has been kept cold enough it has not gone off the stock is clean and not damaged, e.g. throw away any punctured vacuum packs, swollen packs or badly dented cans and check that tops are secure on bottles and jars and seals are unbroken. 	These checks are all to make sure that food is safe for you to use. Damaged packaging could mean that food will not be safe to use. Swollen or 'blown' packs can be a sign that bacteria have grown in food or drinks. If bottles or jars have been opened, or if seals have been broken, the food or drink might not be safe to use.	<ul style="list-style-type: none"> Train your staff in what to look for when checking deliveries. Have a written agreement with your supplier about your delivery requirements. Carry out spot checks on the deliveries yourself. Use the diary to record any issues or problems with deliveries. If you move food from its original packaging to another container, make sure you make a note of the name of the food, the ingredients and the 'use by' or 'best before' date.
Carry out regular stock checks and throw away any food that has passed its 'use by' date.	It is against the law to serve food after its 'use by' date because it might not be safe to eat and could make your customers ill.	<ul style="list-style-type: none"> Follow the 'first in, first out' system of stock rotation, so that older stock is used first. This helps to avoid waste. Train your staff in stock control and make sure they know in what order to use foods.
If you freeze food, have a system in place to make sure it is clearly labelled with the date it is frozen.	If labelling is not clear on frozen food, new stock might be used before old stock.	<ul style="list-style-type: none"> Check regularly that stock control is being carried out effectively and food past its 'use by' date is thrown away. Record stock checks in the diary.

WHAT TO DO IF THINGS GO WRONG	HOW TO STOP THIS HAPPENING AGAIN
<ul style="list-style-type: none"> If you find that you have more food in stock than you need and you do not think you will use it all before the 'use by' date, you could freeze some of it to be used in the future. Follow the manufacturer's instructions on freezing and label the food as appropriate. See 'Freezing safe method' If you find that food that has passed its 'use by' date has not been thrown away, throw it away immediately. If you do not think that a food delivery has been handled safely, reject the delivery if possible. Do not use the food and contact your supplier immediately. 	<ul style="list-style-type: none"> Review your ordering process. Review your stock rotation system. Review your agreement with your supplier. Train staff again on this safe method. Improve staff supervision.

SAFE METHOD:

PRODUCT WITHDRAWAL AND RECALL



Responding quickly to any problems with food products you use or sell is an important part of managing food safety in your business.

Sometimes there will be a problem with a food product that means you will need to 'withdraw' it (when you should stop using/selling it) and/or 'recall' it (when customers are asked to return/destroy a product). You may find out about a problem with a product from:

- a manufacturer of the product
- a supplier or wholesaler
- a notice in newspapers
- your local authority
- a trade association
- the Food Standards Agency

If you hear about a problem with a product, you should stop using/selling it straight away. You might also need to tell your customers. There are a number of reasons that a product might be withdrawn or recalled. For example, it could have been found to:

- contain harmful bacteria
- be physically contaminated, e.g. with pieces of glass or metal
- be wrongly labelled, which could be a problem for people with food allergies

You or your staff may also notice a problem with a food product that means it may not be safe to eat. If this happens, you should stop using/selling it straight away and tell your local authority and the Food Standards Agency.

WHAT TO DO	HOW?
Make sure you know the details of the problem.	If a manufacturer or supplier has issued a product withdrawal or recall, make sure you know which product and which batches are affected.
As soon as you find out about a problem with a product, stop using/selling it.	Remove the affected product from anywhere you use, store or sell it and label it clearly to show it should not be used/sold. Remember to check if you have used the product as an ingredient in any food you have prepared and stored, e.g. in the freezer – if you have, ask your local authority for advice.
Make sure your staff know about the problem.	This is so your staff know what to do and do not use/sell the product.
Tell your customers if you need to.	If the problem is with a product that your customers might not eat or drink straight away, you may need to let them know that the product is being recalled and why. If the manufacturer or supplier asks you to put up a recall notice, you should do this. If you are not sure what to do, contact your local authority.

THINK TWICE!

It is a legal requirement to keep a record of what food products you have bought, who you bought them from, the quantity and the date. Usually the easiest way to do this is to keep all your invoices and receipts. You should keep this information in a way that makes it easy for you or an enforcement officer to check back to see where a product came from.



SAFE METHOD COMPLETION RECORD

To complete the pack you need to work through each section and complete all the safe methods that are relevant to your business. **Most small caterers will need to fill in all the methods.** But if, for example, a business does not hot hold food then the 'Hot holding' method will not be relevant to them.

It does not matter in what order you work through the safe methods. As you complete each one, fill in this record. When you have completed all the safe methods that are relevant to your business, this sheet will show that you have worked through the pack.

SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Cross-contamination			
Personal hygiene			
Cloths			
Separating foods			
Food allergies			
Physical and chemical contamination			
Pest control			
Maintenance			
Cleaning			
Handwashing			
Cleaning effectively			
Clear and clean as you go			
Your cleaning schedule			
Chilling			
Chilled storage and displaying chilled food			
Chilling down hot food			
Defrosting			
Freezing			

SAFE METHOD:

SAFE METHOD
COMPLETION RECORD



SAFE METHOD	DATE	SIGNATURE	TICK HERE IF SAFE METHOD NOT RELEVANT
Cooking			
Cooking safely			
Foods that need extra care			
Reheating			
Checking your menu			
Hot holding			
Ready-to-eat food			
Management			
Opening and closing checks			
Extra checks			
Prove it			
Managing food allergen information			
Training and supervision			
Customers			
Suppliers and contractors			
Stock control			
Product withdrawal and recall			