

## 1. KITCHEN STEWARDING

### a) Introduction

To achieve Food & Beverage revenue, profit and customer satisfaction goals by extending the valuable support to the F & B Production, F & B Service departments and maintaining back areas clean.

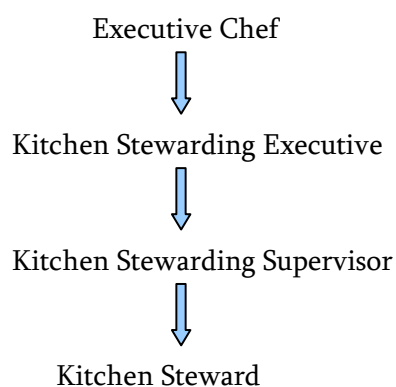
### b) Functions of Kitchen Stewarding

The department is mainly responsible for ensuring the regular scheduled functions as following -

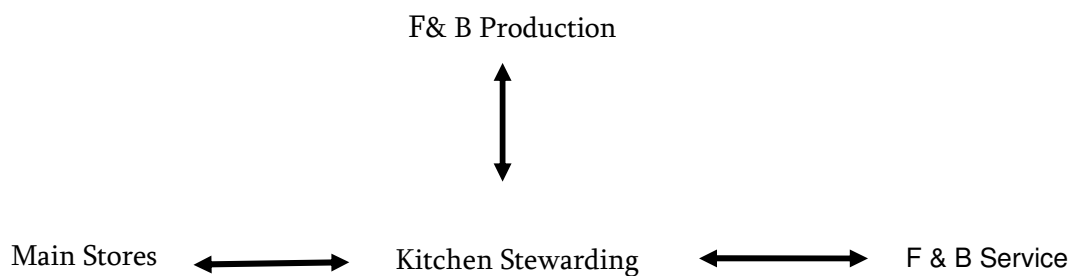
- 1) Cleaning all the kitchens regularly according to the instructions of the Executive Chef and as per the periodic cleaning schedules.
- 2) Cleaning all the back areas of the hotel.
- 3) Cleaning all the Crockery. Cutlery, utensils and other items that are being used in the F& B department.
- 4) Removing and disposing off all the garbage and scrap from the hotel premises.
- 5) Cleaning & maintaining of all service and kitchen equipments used in the various outlets.
- 6) Cleaning the drainage system of the hotel on a regular basis to ensure smooth disposal of all wastes.
- 7) Cleaning all the kitchen hoods, filtering systems on a regular basis and other cleaning/washing as per the schedule.
- 8) Maintaining and issuing stock of solid fuel for use in various F & B outlets.
- 9) Coordinating with main stores for procurement of cutlery and crockery items on a regular basis.
- 10) Maintain and carryout periodic inventory of all cutlery and crockery and other items in the stores.
- 11) Maintain par stock levels and complete requisition for required supplies as appropriate.
- 12) Maintaining a record for breakages and generating a report on breakages.

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### c) Hierarchy, Authority and Communication flow



### d) INTERDEPENDENCE



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## 2. Duties of Kitchen Steward Executive

Reporting to: Executive Chef

Summary of Duties and Responsibilities:

1. To arrive at work early in clean uniform.
2. To maintain the required level of hygiene standards as per GPHRL (GreenPark Hotels & Resorts Ltd) standards.
3. To liaise with the Executive Chef to ascertain required cleaning duties.
4. To keep the record of cleaning schedules, temperatures of dishwasher, walk in / deep freezer up to date as instructed.
5. To ensure all breakages are controlled and kept to a minimum, and breakages are recorded.
6. To ensure the dishwasher is emptied and cleaned after every session. i.e. Breakfast, Lunch / Dinner as per the standards.
7. To ensure other duties are carried out as assigned by the Executive Chef.
8. To support colleagues at all times to ensure team work is maintained.
9. To ensure all work areas including the Show kitchen/ Live Kitchens are kept to a safe hygienic standard at all times.
10. Assist in the smooth kitchen operations.
11. To adhere to cleaning and hygienic schedules to complete daily, weekly and fortnight checklist along with the Executive Chef.

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12. To comply in accordance with all company's fire and safety regulations, and to adhere to the company's policy.
13. To act in accordance with company Health & Safety policy.
14. To attend all the statutory trainings as & when required.
15. Control wastage, and spoilage of all the materials.
16. To monitor cleaning schedules are followed properly.
17. Conduct periodic trainings on equipment handling and cleaning procedures to the KST Staff.
18. Ensuring chemicals are kept safe and stock at required levels at all times. Maintain an up to date knowledge of all chemicals and the correct handling procedures.
19. To create an environment for employees that is aligned with the company culture through constant communication and reinforcement.
20. To develop and implement schedule for special projects like sudden banquet functions and other nonparallel requirements.
21. To develop and implement strategies for stewarding area that is aligned with company's food & beverage objectives.
22. To support the luxury dining experience by maintaining supplies for Food and Beverage Service.
23. To maintain par levels of stock; complete requisition for additional supplies as appropriate.
24. To achieve employee satisfaction, retention goals and hotel's financial goals.

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### 3. Duties and responsibilities of Kitchen Stewarding Supervisor

Reporting to: Kitchen Steward Executive

- 1) To allocate jobs and distribute areas accordingly.
- 2) To conduct briefings regularly.
- 3) To maintain inventory of all cutlery, crockery and other items in the stores.
- 4) To coordinate with operational departments for any special requirement.
- 5) To coordinate for cleaning of all equipments.
- 6) To monitor gas pressure and replace empty cylinders.
- 7) Issue cleaning agents and monitor proper usage.
- 8) Checking proper functioning of equipments and report to maintenance for repairs.
- 9) To maintain cleaning in all back areas at all times.
- 10) To maintain cleanliness of garbage areas and monitor garbage disposal and ensure that prescribed procedures are followed.
- 11) Carry out periodic inventory of the stock and report to the Executive.
- 12) Assist the Executive in compiling data for the month and MIS reporting.
- 13) Arrange for lighting up of tandoor as per the requirements of the chef on duty.
- 14) Constantly assess and adapt to current practices to perform a task better, faster or more efficiently.
- 15) Ensure that data is accurate and work is thorough, meeting the highest standards.
- 16) Planning of manpower, equipments and supplies as per the need.

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## 4. Duties of Kitchen Steward

Reporting to: Kitchen Steward Supervisor

- 1) Clean assigned areas and equipments as per the procedures.
- 2) Use the cleaning agents as per the guide lines.
- 3) Assist the Supervisor in carrying out periodic inventories.
- 4) Clean kitchens, service equipments, utensils, cutlery and crockery.
- 5) Replace gas cylinders in gas bank as and when required.
- 6) Light up tandoor, as per the requirements of the chef on duty.
- 7) To carry out special cleaning equipments.
- 8) To assist the Supervisor as and when required carry out any other work assigned as per the need.
- 9) To ensure that all the work surfaces are equipped with required sanitizers.

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## 5. Shift Allocation.

### a) Purpose

It is important for the supervisor to ensure that all requirements of the departments are catered effectively by allocating the staff properly.

### b) Scope

The allocation activity involves assigning of jobs to individuals and providing them with necessary support for completion of the tasks. It should be done at the time of beginning of the shift and it requires forecasting and planning by the Supervisor for effective delegation.

### c) Procedure

At the start of the shift, the Supervisor should take attendance of the staff reporting for the shift. The attendance should be marked in the attendance register on a shift wise basis.

The staff members should then be briefed on the day's activities and any special jobs assigned. Briefing should also cover points on cleaning procedures, grooming, personal hygiene, sanitation etc.

Towards the end of the briefing, members should be assigned with their duties as per the requirement.

The allocation should be made for the following locations:-

Pot wash	:	1 in each shift (M / E / N)
Dish wash	:	2 in each shift (M / E / N)
Wiping	:	1 in each shift (M / E / N)
Kitchen Cleaning	:	1 in each shift (M / E / N)
Special cleaning	:	1 in two shifts (M / E)
Pub kitchen	:	1 in one shift (Break shift)
Banquet kitchen	:	2 in two shifts (G / Break)

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The supervisor should ensure that the following items are made available to the personnel working at each location.

Pot wash	:	Suma det powder, soap oil, scrubber
Dish wash	:	Soap oil & sponge for steel items / Suma det powder & Sponge for crockery
Wiping	:	Wiping cloth only for pot wash.
Kitchen cleaning	:	Soap oil, squeezer, floor scrubber & cloth
Special cleaning	:	As per the assignment
Pub kitchen	:	Soap oil & sponge for steel items / Suma det powder & Sponge for crockery
Banquet kitchen	:	same as in dish wash & pot wash

Dish wash and pot wash should be carried out in the prescribed areas with the help of the chemicals mentioned above. The item to be cleaned should be washed with water first, then apply the appropriate chemical and scrub on the areas of stains. Once the stain is removed and the item cleaned on all the surfaces, the item should be rinsed once again in water to remove all the chemicals. If required the process may be repeated till the item is cleaned, for the dish wash the Crockery/ Dishes/ Glass ware shall be air dried and hot wiped with cloth. Gloves shall be used for handling clean dishes.

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## 6. HOW TO CLEAN THE WALLS

### a) REQUIRED MATERIAL

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), Plastic mug, 100ppm Chlorine, Scotch brite, Plastic bucket, Lint free cloth.**

### b) PROCEDURE

- 1) Before starting the wall cleaning, place a sign (**WET FLOOR**) to prevent accidents in the passages areas.
- 2) Splash water on to the walls.
- 3) Take a plastic mug with the water dilution of the chemical suma det D2, 1:50, and ratio.
- 4) Dip scotch brite into the chemical and Scrub the wall tiles to remove all the dirt and wash it with hot water
- 5) Take a lint free cloth and soak in 100ppm chlorinated water, squeeze it then wipe the wall.
- 6) Finally allow the wall to get completely dry.

### c) STANDARDS

- 1) Spot cleaning is done wherever required on daily basis
- 2) Ensure thorough cleaning of the entire kitchen wall tiles based on weekly schedules.
- 3) Immediately clean the floor after every wall clean to prevent accidents and ensure to maintain clean and dry walls and floors.

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## 7. HOW TO CLEAN THE FLOOR

### a) REQUIRED MATERIAL

**Hot water, Mop, squeegee, Floor brush, Nylon Broom, Liquid detergent. (Suma det – D 1.2, 1:50 of warm water), Plastic mug, 100 ppm Chlorine**

### b) PROCEDURE

- 1) Before starting the floor cleaning, place a Sign (**WET FLOOR**) to prevent accidents in the passages areas.
- 2) Sweep the floor with the broom.
- 3) Take a plastic mug and splash the water dilution of the chemical suma det D2, 1:50, ratios on to the floor.
- 4) Scrub the floor to remove all the dirt, by using the floor brush and wash with hot water.
- 5) Remove all dirty water by using squeegee.
- 6) Take a lint free mop and soak in 100ppm chlorinated water, squeeze it, then Mop the floor from left to right.
- 7) Finally allow the floor to get completely dry.

### c) STANDARDS

- 1) Ensure to scrub & clean the entire kitchen floor during all the three shifts and mop as and when required.

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## 8. HOW TO CLEAN LIGHT FIXTURES AND SHADES

### a) REQUIRED MATERIAL

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), Plastic mug, Sponge pad, Plastic bucket, Lint free cloth**

### b) PROCEDURE

- 1) Before starting the cleaning, inform section chef and the engineering dept to switch off the lights as per the schedule.
- 2) Make sure production work is shut down & remove all the removable shades & fixtures
- 3) Clean with liquid soap and wipe with dry clothes.
- 4) For fixed fixtures and shades clean with sponge pad dipped in liquid detergents (suma det) and wipe with lint free cloth until dry.
- 5) After cleaning report to Engineering dept to fix the cleaned fixtures.

### c) STANDARDS

- 1) Power supply of Lights to be turned off prior to the cleaning procedure.
- 2) After cleaning inform duty chef and the service report is made and signed by respective in-charges.

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## 9. HOW TO CLEAN HAND WASH SINK

### a) REQUIRED MATERIAL

**Cloth, Suma det, Scotch Brite, Suma Bac D 10.**

### b) PROCEDURE

- 1) Rinse the sink with water and remove the debris.
- 2) Dip scotch brite in the suma det soap solution and scrub the sink from top to bottom, from left to right.
- 3) Rinse the sink with 1 liter clean mug with warm water to avoid spillage.
- 4) Spray suma bac (1:10 dilution) or rinse the sink with 100ppm chlorine for sanitization.
- 5) Wipe with clean, dry, lint free cloth, from top to bottom.
- 6) Ensure to check the availability of soap and hand tissue papers. Also check the working condition of the soap dispenser.

### c) STANDARDS

- 1) Hand wash sink should be used only for washing hands.

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## 10. HOW TO CLEAN DRAINAGE

### a) REQUIRED MATERIAL

Water, Scotch brite, Suma drain, Suma det, Hand gloves, Mask.

### b) PROCEDURE

- 1) First wear the hand gloves and mask.
- 2) Ensure to remove the clogged food.
- 3) Remove food stuff from the drain; be sure that there is no more spilled & splashed food from the drain.
- 4) Dispose waste food in a waste bin.
- 5) Spray Disinfection solution or Suma drain (undiluted) in the drain.
- 6) Scrub & clean the drain by using scotch brite.
- 7) Rinse the scotch brite in water thoroughly at regular intervals.
- 8) Finally rinse with the clean hot water about 45°C to remove the soap & grease from the drains.
- 9) Every night drain grating and the filter for the man hole needs to be cleaned thoroughly to avoid the cross contamination for the food contact surface.

### c) STANDARDS

- 1) Kitchen drainage should be checked weekly for sludge & all drains to be cleaned daily in sessions as well when it is necessary.
- 2) Drains to be always flushed off with running water.

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## 11. CLEANING PROCEDURE FOR THE KITCHEN HOOD'S FILTER

### a) REQUIRED MATERIAL

Hand glove, Goggles, Mask, Apron, Scotch brite, Suma grill-D9, Suma det.

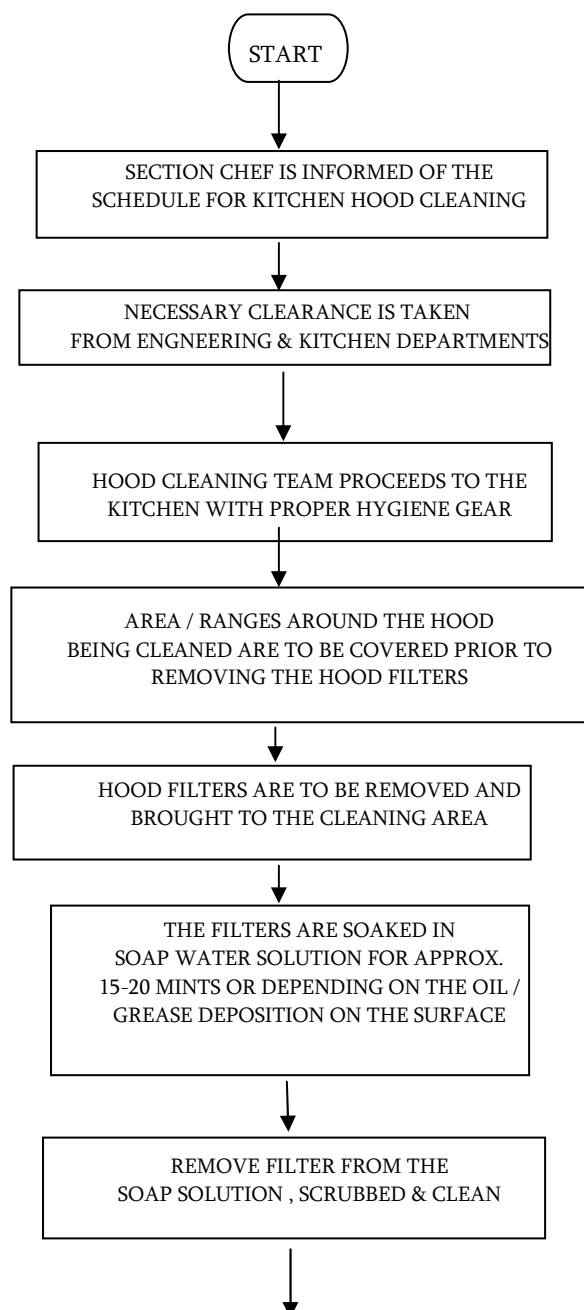
### b) PROCEDURE

- 1) Prepare all cleaning supplies & suma grill D9, hand gloves, goggles, Scotch brite Brush etc.
- 2) Remove the filter from the hood (must be cool) physically by hand.
- 3) Lift the filter with the handle, when bottoms come out & then pull it out from hoods.
- 4) Rinse with hot water
- 5) Dip filter in hot Suma Grill solution at the ratio of 1:10.
- 6) Soak for 10 minutes.
- 7) Take out the filter from D9 solution, spray with cool water.
- 8) Take a soap solution and scotch brite scrub the filter all sides.
- 9) Rinse with hot water in wash sink, must ensure that it is absolutely cleaned, and no grease is left.
- 10) Dry the filter after carefully cleaning with a wiping cloth, place the filters back by arranging them in proper manner i.e. (side top first, then the bottom).

### c) STANDARDS

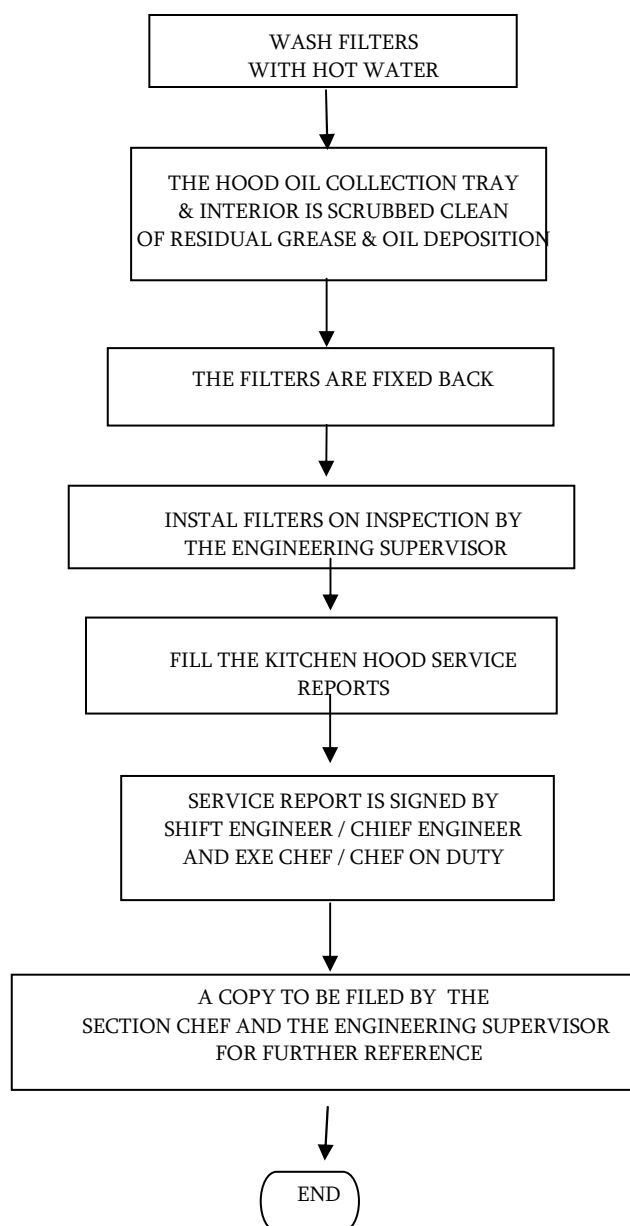
- 1) Hood filters to be cleaned twice in a week.
- 2) Hood and filter needs to check on daily basis for safety reasons.

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**DEEP CLEANING OF KITCHEN HOOD'S FILTER**

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## 12. MASTER CLEANING OF WALK -IN COOLERS

### a) REQUIREMENT:

**Hot water, Mop, Squeegee, Floor brush, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), Plastic mug, 100 ppm Chlorine, Scotch brite**

### b) PROCEDURE:

- 1) Schedule is prepared and displayed in all kitchen outlets (with the approval of respective Chef).
- 2) The freezer/walk-in-cooler cleaning schedule is confirmed with outlet Chef well in advance and the Engineering Department staff takes care of switching off.
  - a. Production staff removes all food items.
  - b. Stewarding staff gets all cleaning tools chemicals & equipment.
- 3) Remove all the food items from inside and keep them away at nearest cooler avoiding any cross contamination.
- 4) Remove the racks and crates for washing.
- 5) Coolers are washed with little soap solution, and then doors are kept open for drying.
- 6) The stainless steel racks are removed and taken to the pot wash area for thorough cleaning with soap & hot water.
- 7) As the racks are cleaned at the pot wash, mean while the ceiling / walls and the floor are scrubbed with soap solution (suma extra) and water.
- 8) The door gaskets are cleaned thoroughly using chlorine solution.
- 9) Steam hose pipe is used to clean the walk-in-cooler /freezer.(while using hot water procedure)
- 10) The cleaned racks are then put back in to the walk in cooler /freezer.
- 11) After cleaning and arranging the walk-in-cooler /freezer stewarding supervisor /manager will ensure that all the standards are met and later the walk-in-cooler /freezer is handed over to the outlet chef.
- 12) After cross checking the chef will inform the Engineering Department to switch on the walk in coolers.

### STANDARD:

- 1) Power supply of the Walk-in-Cooler to be turned off before starting cleaning procedure.

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### 13. MASTER CLEANING PROCEDURE FOR THE WALK IN DEEP FREEZER

#### a) REQUIREMENT:

Hot water, Mop, Squeegee, Floor brush, Liquid detergent (Suma det – D1.2, 1:50 of warm water), Plastic mug, 100 ppm Chlorine, Scotch brite.

#### b) PROCEDURE:

- 1) Scheduling is prepared and displayed in all kitchen outlets (with approval respective Chef)
- 2) The cleaning schedule is confirmed with outlet Chef well in advance.
- 3) Before the start, Walk-in-Deep freezer is switched off by the Engineering department.
- 4) Remove all the food items from inside and keep them away at nearest Deep freezer avoiding thawing of the product.
- 5) The stainless steel racks are removed and taken to the pot wash area for thorough cleaning with soap & hot water.
- 6) As the racks are being cleaned in the pot wash area, the ceilings / walls and the floor are scrubbed with soap solution (suma extra) and water.
- 7) Pour hot water into the freezer to remove the ice formed on the floor/walls.
- 8) Allow surface adhered ices to melt as it will be easy to clean. Remove all the water.
- 9) Scrub and clean the walls and floors to remove all debris from top to bottom.
- 10) Splash 100ppm chlorinated water to sanitize and doors are kept open for drying.
- 11) The door gaskets are cleaned thoroughly using chlorine solution.
- 12) In case of hot water procedure, steam hose pipe is used to clean the walk-in-cooler /freezer.
- 13) The cleaned racks are placed back in the position into the walk in deep freezer.
- 14) After cleaning, the stewarding Supervisor /Manager will ensure that all the standards are met and the walk-in-cooler /freezer is handed over to the outlet chef.
- 15) After cross checking the Chef, the engineering department is informed to switch it on.

#### STANDARD:

- 2) Power supply of the Walk-in-Deep freezer to be turned off before starting cleaning procedure.

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## 14. CLEANING PROCEDURE FOR REFRIGERATOR/ FREEZER

### a) REQUIREMENT:

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), Plastic mug, 100 ppm Chlorine, Scotch brite, Spray gun.**

### b) PROCEDURES

- 1) First switch off the Deep Freezer, remove all the food items from inside and keep them away at nearest cooling place.
- 2) Then remove the racks for washing.
- 3) Clean with hot water to remove any ice formation.
- 4) Scrub the inner and outer part of the refrigerator/ freezer with scotch brite dipped in liquid detergent.
- 5) Take clean damp cloth to wipe the liquid detergent.
- 6) Using Spray gun, spray 100ppm chlorine and wipe to sanitize.
- 7) Allow it to dry.
- 8) The above procedures are followed for all the under-counter refrigerator/freezer and all refrigerator/ freezers.

### STANDARD:

- 3) Power supply for the Refrigerator / Freezer to be turned off prior to cleaning procedure.

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## 15. CLEANING PROCEDURE OF TROLLEYS

### a) REQUIREMENT:

Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch brite,

### b) PROCEDURE:

- 1) All the trolleys are thoroughly scrubbed and washed with suma det solution daily and spot cleaned as necessary.
- 2) All the soiled trolleys are washed in the Pot wash area
- 3) First, trolleys are hosed with hot water.
- 4) Then trolleys are scrubbed with detergent to remove debris.
- 5) Trolleys are then rinsed with water then 100 ppm of chlorine solution used for sanitization.
- 6) Allow it to dry.

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## 16. CLEANING PROCEDURE FOR SS (stainless steel) WORKING TABLES

### a) REQUIREMENT:

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch brite,**

### b) PROCEDURE:

- 1) All the food items should be removed by the user before start cleaning the working table.
- 2) Thoroughly scrub the table with scotch brite from top to bottom, right to left using suma det solution to remove debris.
- 3) Rinse thoroughly with hot water and wipe the entire surface of the table with lint free duster.
- 4) Then 100 ppm of chlorine solution or suma bac used for sanitization.
- 5) Allow it to dry.

### STANDARD:

- 4) Table should be cleaned in every shift and spot cleaned as necessary.

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## 17. CLEANING PROCEDURE OF ICE CUBE MACHINE

### a) REQUIREMENT:

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch brite,**

### b) PROCEDURE:

- 1) Switch-off the ice cube machine scheduled for cleaning (at least once in a month).
- 2) Empty the bin of ice cubes & shovel.
- 3) Hose inside with hot water to clean the bin.
- 4) Keep the bin lid open and clean the gasket with scotch brite, mild soap solution (suma det) and clean with hot water
- 5) Spray the gasket with chlorine and allow it to dry.
- 6) Spray chlorine solution inside the bin uniformly. Ensure while spraying that all parts of the bin are covered.
- 7) Ensure that the ice cube bin is wiped.
- 8) Chlorine evaporates slowly and does not harm the ice. Close the lid and switch on the machine
- 9) Ice cube scooper to be kept soaked in sanitizer location, after every use.

### STANDARD:

- 1) Power supply for the Ice cube machine to be turned off prior to the cleaning procedure.

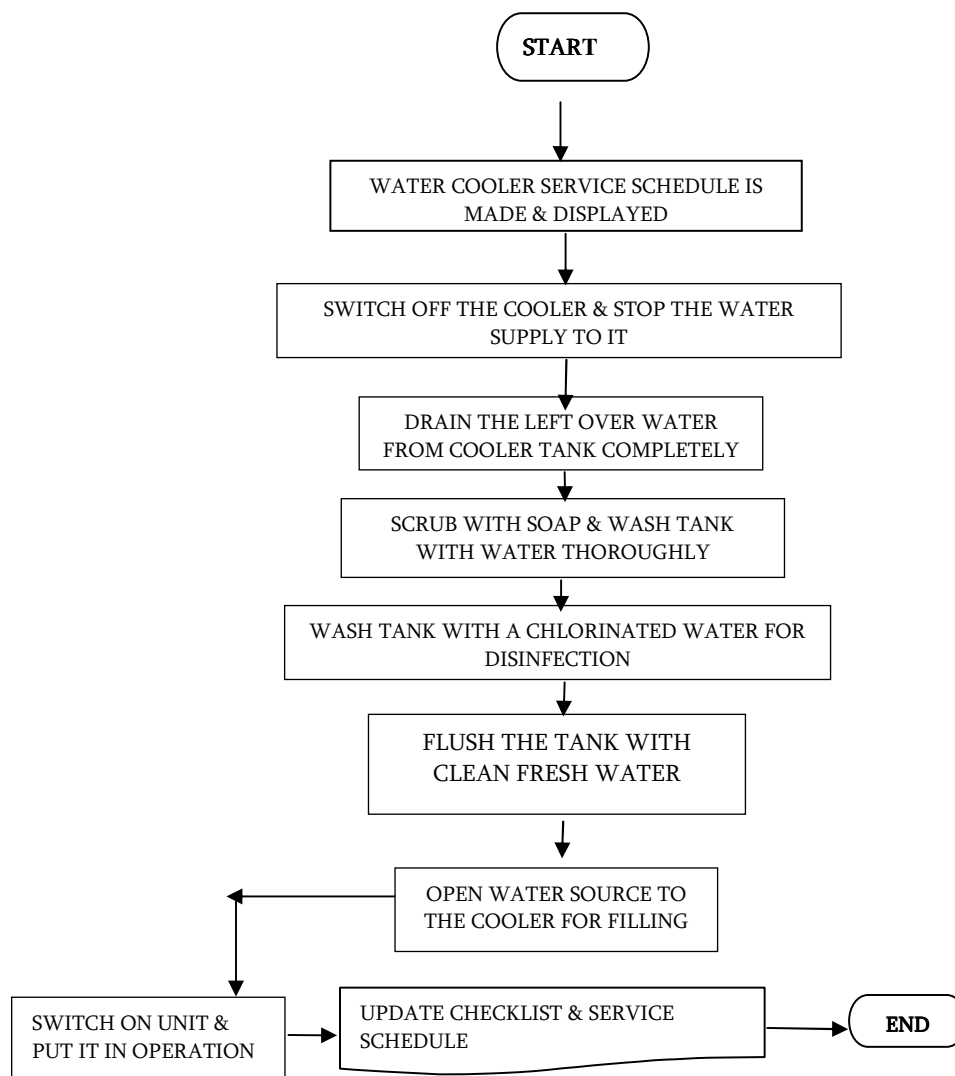
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## 18. CLEANING PROCEDURE FOR WATER COOLERS

### a) REQUIREMENT:

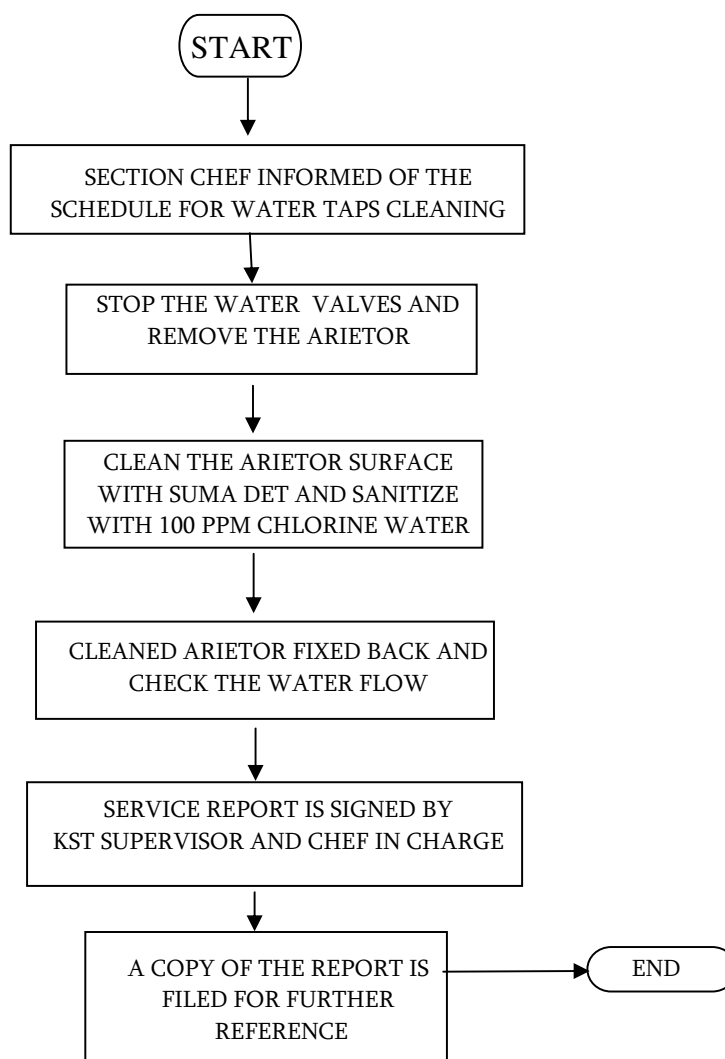
Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch brite.

**PROCEDURE:** As following:-



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## 19. WATER TAP CLEANING



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## 20. HOW TO CLEAN POTS AND PANS

### a) REQUIRED MATERIAL

Scotch brite, Sponge, Iron Scraper, Suma Det D1.2Y 1:50 ratio, 100ppm Chlorine water

### b) PROCEDURE

- 1) Prepare all the cleaning supplies & chemicals i.e. Scotch brite, Soap solution & **100ppm Chlorine water** (Sanitizer).
- 2) Remove the food waste from the Pots & Pans using sponge, for hard stains scrub across the surface with iron scraper and pre wash the utensils.
- 3) Scrub the pots & pans from inside and outside with soap solution (Suma Det D1.2Y 1:50 ratio) with scotch brite.
- 4) Rinse Pot & Pans with warm water in the rinse sink.
- 5) Put the Pots & Pans in the sanitizer with normal water containing 100ppm chlorine (Sanitizer)
- 6) Finally air dry Pots & Pans on a stainless steel shelves in a position of upside down to ensure proper air circulation.

### c) STANDARDS

- 1) Always keep pot wash area clean and dry including stainless steel racks.
- 2) Ensure to use warm water for washing and rinsing.

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## 21. HOW TO SANITIZE A CHOPPING BOARD

### a) REQUIRED MATERIAL

**Hand gloves/Large container/ Scotch brite, Suma det and Sanitizer (Chlorine 100ppm).**

### b) PROCEDURE

- 1) Prepare cleaning supplies and chemicals (i.e.) hand gloves/large container,(suma det & scotch Brite)
- 2) Scrub the cutting boards with scotch Brite to remove the debris. Then rinse with hot water.
- 3) Soak the cutting boards in the sanitizing sink containing 100ppm chlorine in the respective areas.
- 4) Ensure that the cutting boards are kept immersed always in the sanitizing sink whenever not in use.
- 5) Make sure to change the chlorine water in the sink during every shift or whenever required.

### c) STANDARDS

- 1) Chopping boards to be washed in every shift.
- 2) Ensure to check the chlorine concentration during every shift and record the same.
- 3) Chopping boards must be shaved once in a month & avoid the cross contamination.

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## 22. CLEANING OF DISH WASH MACHINE

### a) REQUIRED MATERIAL

**Hand gloves/Face mask/Apron/ Sponge pad/Suma multi, Suma scale - D5-2**

### b) PROCEDURE:

- 1) Prepare the cleaning equipment and chemicals (Suma Scale D5-2), hand gloves, sponge pad.
- 2) Place the chemical in the dishwashing machine (Suma Scale D5-2) acid, & approximately ½ a liter of D5-2 per dishwashing machine in main tank.
- 3) Turn on the machine power supply & machine is switched on. Switch off the chemical dispenser supply.
- 4) Allow the machine to run for 15-20 minutes.
- 5) Release the clutch to drain the water, make sure until the tank is completely empty.
- 6) Clean the interiors of the machine with sponge pad i.e. (strainer, tray, wash arms, curtains) etc.
- 7) Finally air dry the machine to remove excess moisture and polluted smell, if any.

### c) STANDARDS

- 1) Dish wash machine should be thoroughly cleaned after breakfast, lunch & dinner. (by the above mentioned cleaning procedure)
- 2) Dish wash machine water should be changed as & when required.
- 3) Wash stands and tanks to be cleaned in every shift.
- 4) External cleaning has to be done.

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## 23. CLEANING OF VESSELS & TRAYS

### a) REQUIRED MATERIAL

Scotch brite 3M, Steel scraper, Wire brush, Suma grill (1:15 ratio),

### b) PROCEDURE

- 1) Vessels with any kind of grease are cleaned using stainless steel scraper at the pot wash area.
- 2) Apply the suma grill solution at (1:15) on its soiled surface and leave it for soak for 10 minutes (depending upon the grease).
- 3) Scrub with wire brush and scotch brite by using suma det soap solution and wash it with warm water and sanitize with 100ppm chlorine water.
- 4) After cleaning of the vessels & trays keep them for drying in upside down position.

### c) STANDARDS

- 1) After finishing pre-wash, wash, rinse & sanitize the vessels & trays should be kept upside down for the air dry. It should be checked often, according to the public health.

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## 24. HOW TO WASH CUTLERY

### a) REQUIRED MATERIAL

**Cutlery rack, Suma nova D, Suma rinse, Dish wash machine**

### b) PROCEDURE

- 1) Place the cutlery in the cutlery basket in such a way that the handles are placed downwards & head are in the upward position and cutlery can be cleaned properly.
- 2) Spray the basket thoroughly by using spray harm.
- 3) Remove the pre-soak cutlery, remaining the left over food partical's.
- 4) Place basket (cutlery rack) in washing machine with both hands.
- 5) Close the machine door & pull down the handle (depending up on the machine model) & switch on the machine.
- 6) Take the basket out of the machine from the right hand side of the stainless steel table shelf.
- 7) Finally shake the basket or a cutlery rack to vigorously to remove excess water & allow for the air dry.

### c) STANDARDS

While washing stainless steel cutleries may get stuck or damaged in the dish washing machine; therefore they must be washed carefully in specified racks only.

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## 25. STORAGE & SORTING OF CUTLERY

### a) REQUIRED MATERIAL

Cleaned air dry toad box, Cutlery sorter, Lint free duster

### b) STORAGE

- 1) Cutlery & hallow ware must be sorted out category wise after the wash, like AP (all purpose) knife, bread & butter knife etc.
- 2) The cutlery should be air dried, optionally in case of emergency they should be wiped with a clean lint free duster.
- 3) The same will be used by the outlet.

### c) SORTING

- 1) Cutlery sorter should use the near by dish wash area or a clearance counter.
- 2) All cutleries should be sorted individually in racks to prevent scratches.
- 3) Cutlery to be sorted & stored in clean containers after washing.

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## 26. CARE OF CROCKERY

### a) STEPS:

- 1) Soiled plates to be placed on the dish landing table after clearing the leftover food from the plate.
- 2) Follow decoy system, need for the clearance.
- 3) Soiled crockery should be rinsed with an jet spray to remove any remaining food particles.
- 4) The rack should be inserted in the dishwashing area machine for proper washing.
- 5) After it is washed, it should be cooled, dried & transferred to crockery cart.
- 6) Each crockery item should be checked for stain free.
- 7) All the chipped crockery should be separated and mentioned in the breakage report.

### b) STANDARDS

- 1) Washed crockery must be free from chips, crack spots & streaks.

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## 27. STORAGE OF CROCKERY, CUTLERY & GLASSWARE

### a) PROCEDURE

- 1) Storage areas should have proper racks for easy movement with proper ventilation and lighting.
- 2) Storage of cutlery, crockery & glassware depends upon the weight & volume of material.
- 3) Heavy items should be stored in the lower level racks and light weight items to be stored in the higher level racks.
- 4) Crockery, cutlery, glassware & hollow ware should be stored separately.

### b) CROCKERY

- 1) Small crockery i.e. butter dishes, bowls, saucer, B & B plates, are to be stored in a proper toad boxes.
- 2) Dinner plates, dessert plates can be stored in the rack or in a toad box.
- 3) Tea cups can be stored in a tea cup rack.

### c) GLASSWARE

- 1) All the glass ware should stored in specified and appropriate glass racks.

### d) CROCKERY

All the crockery should be stored in proper stands / racks.

### e) STANDARDS

Crockery, cutlery & glassware must be stored safely & hygienically.

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## 28. ISSUES ON LOAN BASIS FOR BANQUET FUNCTIONS

### a) PROCEDURE PURPOSE:

#### REQUISITION OF LOAN BASIS EQUIPMENTS

- 1) All the required equipment for the F & B Service department to undertake any banquet function will be issued by the duty supervisor after the approval of the outlet in charge, the same will be written in a triplicate book.
- 2) The approval has to be either by the Supervisor or the Chief Steward. The requisition will be of two copies one for the kitchen stewarding and another to file.
- 3) Chief Steward will issue the equipments to the outlets depending on the number of pax and will approve the minimum number for issues.
- 4) All the equipments drawn from the store are cleaned, properly wiped & checked against the issue note once the banquet function is over. The same is entered in the register.

### b) STANDARDS

- 1) Once the function gets over all the equipments are to be returned to the Kitchen Stewarding.
- 2) Any missing equipments or breakages will be entered in the breakage report and the same is informed to the Banquet Manager.

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## 29. GLASSWARE POLISHING

- 1) Scheduling to be done in co-ordination with the F & B outlets.
- 2) As per schedule the glassware for polishing is collected at the dish wash area.
- 3) All items are to be soaked in mild soap solution for 15 – 20 minutes.
- 4) Items are removed from the soap solution and manually polished using a sponge and SUMA DET solution
- 5) The crockery is pre- rinsed with hot water and loaded in dish-wash machine after ensuring that the wash & rinse temp are at optimum levels and with proper cleaning agents.
- 6) Glass ware is removed from the dish-wash machine, air dried and wiped with a clean dry cloth. (Shall be done in emergency cases).
- 7) Cleaned glassware is handed over to the respective outlet and recorded in the department log book.
- 8) Attention must be paid to control the breakages.

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### 30. PROCEDURE FOR HANDLING GLASS ITEMS

- 1) Keep enough supply of glassware to prevent washed glasses immediately going into service.
- 2) Place guides on landing counters for clearing staff to place glassware, china and flatware in separate areas.
- 3) Always use stainless steel scoop to scoop the ice. Never use glass to scoop the ice.
- 4) Never put cold water or ice into a warm or hot glass and vice versa. (Variation of temperature will make the glass to break).
- 5) Always load glassware directly into appropriate glass racks.
- 6) Chipped glasses must be removed from service.
- 7) Avoid overloading bulk trays (it occurs breakages).
- 8) Never pickup glasses in bouquets. Never stack glasses.
- 9) Cleaning sequence for glassware. First glassware, later flatware and finally chinaware.
- 10) Make sure an adequate backup supply of glassware for rush/busy periods.
- 11) Breakage is costly. Therefore equipments handlers should follow simple basic rules to minimize breakages and breakage to be documented.
- 12) Ensure appropriate glass racks for different shapes & sizes of glassware are used.
- 13) Place decoys on the table to enable clearance staff to segregate dishes, and place them all of one kind together.
- 14) Place cups, glasses and bowls in individual compartment of racks upside down.
- 15) When loading the machine, ensure that same type of equipment are in same rack, do not mix while loading the machine.
- 16) While clearing, the outlet staff should ensure that after placing the tray on the landing counter, delicate glassware are to be removed first and place them in appropriate rack.

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## 31. PREVENTION OF BREAKAGES

### a) STEPS

Breakages may happen in:-

- Dishwashing area while cleaning & washing.
  - While carrying the tray from the outlet to the wash up area.
  - While stacking.
  - Combing with china and glassware together in a tray.
- 1) In the dishwashing areas, proper clearance to be done category wise, careful pre –washing & arranging proper in the dishwasher should be carried out.
  - 2) After washing, all the items should be stacked properly.
  - 3) The steward has to take care while carrying the clearance tray.
  - 4) Crockery and glassware should be stacked category wise and should not be over stacked.
  - 5) All breakages incurred should be checked immediately on how it happened and appropriate action to be taken.
  - 6) A breakage report has to be made every day.
  - 7) Proper training should be given in handling the crockery, glassware, washing, transporting & stocking.
  - 8) The cost of the item and the amount of money involved in terms of breakages need to be monitored.
  - 9) While loading and unloading, the materials should be handled very carefully.

### b) STANDARDS

- 1) Staff should be involved in Breakage Prevention Programs.
- 2) Handling of china & glass ware is difficult but proper separations can avoid the breakages.

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## 32. CLEANING WASH-UP AREAS

### a) STEPS

- 1) The wash-up area must be kept clean, dry and safe.
- 2) Wash-up area, walls, floors, ceiling and working surfaces should be made of materials which are impervious to water, fats and chemicals. They should be smooth, durable and should be easily cleaned.
- 3) Once the complete washing is done, the area should be cleaned well by removing all the left over dirt & spillage of water.
- 4) The counter rubber tops to be removed for scrubbing & the counter to be cleaned with liquid soap.
- 5) Clear the floor area of the movable items.
- 6) Sweep to be used to remove loose dirt's & debris.
- 7) Use the scraper to remove the sticky substance, etc.
- 8) Wet floor signs to be put while cleaning the areas.
- 9) Floor to be scrubbed with dilute liquid soap in warm water, by a wet scrubber.
- 10) Water to be removed & cleaned with a dry mop.
- 11) Cleaning to be done in section by section to avoid accidents.
- 12) Allow the floor to dry completely before replacing the movable items & set accordingly as per the uses of the items.
- 13) Wash- up area needs to have proper light & ventilation to avoid any accidents.
- 14) Floor should not be slippery.
- 15) Floor rubber pads should be used & the counter rubber pads are to be used to avoid chipping & breakage of glassware & crockery.

### b) STANDARDS

- 1) Wash-up areas to be kept clean, safe & organized.

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### 33. CLEANING PROCEDURES OF VEGETABLE BASKET/EGG TRAYS/CRATES

#### a) REQUIRED MATERIAL

Suma det, scotch brite, hand gloves, plastic handle wire brush, suma bac D10.

#### b) PROCEDURE:

- 1) Collect vegetable baskets /egg trays and stack them at assigned area.
- 2) The baskets must not be broken.
- 3) Remove all food and dirt particles by using a plastic brush.
- 4) Rinse with hot water.
- 5) Scrub the surface throughout with clean and fresh scotch brite.
- 6) Rinse with hot water.
- 7) Dip the baskets in a 100ppm chlorine sanitizer.
- 8) Stack only in the root wash area as per the size wise & color.
- 9) Keep them upside down for the water to drain out.

#### c) STANDARD

- 1) Always keep the vegetable baskets, egg trays and crates clean and separate to avoid cross contamination.

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### 34. STEAM CLEANING

**Steam Cleaning is a deep cleaning process that uses a high-pressure blast of hot water steam that helps to remove dirt and grime from different materials and surfaces.**

The Cleaning should be carried out once daily in the presence of Stewarding In charge or Executive Chef.

**a) Important Safety Instructions for steam cleaners:**

1. 1. Handling steam is very dangerous, hence utmost care to be taken while using steam.
2. 2. Steam has a temperature around 240 °C and can cause severe skin burns.
3. Steam is released at high pressure and can reach long distances; hence care need to be taken to keep the hose away from people.
4. Safety precautions shall be adhered to for the personnel using it. Proper footwear and gloves should be used.
5. Personnel using steam should take safety precautions like wearing foot ware, gloves, wearing appropriate clothing that can resist steam, etc.

**b) Advantages of Steam Cleaning**

1. It sanitizes and disinfects with the help of anti-bacterial technology.
2. It uses high temperature steam to soften and dissolve dirt, debris and tough stains from a variety of surfaces and also eliminates harmful pathogens.
3. It does not leave behind any toxic fumes which can be hazardous in food preparation areas.
4. It sanitizes using low pressure, super heated water vapor at 240 degree without any chemical effect.
5. Kills insects on contact and eliminates harborage (nest) sites in hard-to reach areas.
6. Cleans fecal marks and dead decaying food matter.
7. It easily dissolves and cleans tough stains like baked stains and charred grill deposits.

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**c) STEAM CLEANER APPLICATIONS**

Steam cleaning systems can be used to clean a wide variety of surfaces, including the following:

1. Degreasing and cleaning grills, deep fryers, ovens and stoves.
2. Deep down disinfection of cutting boards and other surfaces.
3. Cleaning and degreasing floors, walls and ceilings.
4. Hood Vent filters Cleaning.
5. Un-clogging and restoring drains to operate properly, Cleaning grease traps
6. Restoring details such as floor drain covers.
7. Cleaning of fridges and freezers, including removing mold and mildew.
8. Cleaning and sterilizing meat slicers

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## 35. CLEANING OF HOT PLATE

### a) REQUIREMENT:

Hot water, liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm chlorine, scotch brite, soft bristle brush, suma grill

### b) PROCEDURES:

- 1) The hot plate to be heated first.
- 2) Spray it with suma grill.
- 3) Leave it for five minutes to dry.
- 4) Allow it to cool and take a scotch brite and soap solution (suma det 1:20 ratio) and clean thoroughly.
- 5) Rinse the hot plate to ensure that all surfaces are cleaned and are free of chemical.
- 6) Take lemon dipped in water and pour above the hot plate, heat it mildly. Scrub with a scrub pad and finally clean it with water.
- 7) Wipe it with clean duster and sanitize with 100ppm chlorine. Apply little quantity of oil to make it rust free.

### c) STANDARDS

- 1) Kitchen equipments are to be cleaned daily after regular usage (ranges, oven, etc.)
- 2) Do not splash water into electrical compartment to avoid damage and for the personnel safety.

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## 36. CLEANING OF DEEP- FRYER

### a) REQUIRED MATERIAL

**Hand gloves, scotch brite, lint free duster, mask, hand brush, suma grill D9, & suma det D1.2, spray gun.**

### b) PROCEDURE

- 1) Prepare cleaning supplies & chemicals i.e. hand gloves/scotch brite/lint free duster /hand brush, suma det.
- 2) Turn off the power supply and ensure that the switch is in the OFF mode.
- 3) Remove the oil from the container and ensure the container is empty.
- 4) Remove all the food particles and rinse it thoroughly with hot water.
- 5) Apply suma grill D9 above the hot deep-fryer and heat the device for 10 minutes (temperature 85 degree C).
- 6) Allow it to cool, take a scotch brite along with soap solution (suma det 1:20 ratio) and clean all the inner parts.
- 7) Rinse the container to ensure that all surfaces are cleaned & free of chemical.
- 8) Take soap solution and scotch brite to clean the outer surface of the deep-fryer.
- 9) Use a lint free duster for wiping all the electrical elements thoroughly and finally sanitize the container with a sanitizer (Suma BacD10 or 100ppm Chlorine water).

### c) STANDARDS

- 1) The deep – fryer should be cleaned every night.

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## 37. CLEANING OF GRILLS

### a) REQUIRED MATERIAL

**Lint Free Duster, Scotch Brite, Wire Brush, Vegetable oil, Suma Det, Suma Grill D-9.**

### b) PROCEDURE

- 1) Always use hand gloves and apron for safety reasons.
- 2) Turn off the gas first, without fail.
- 3) Let the surface to cool down.
- 4) Meanwhile get ready with required material like duster/scrubber, vegetable oil and required chemicals (D-9 (1:10ratio) in a plastic bottle diluted).
- 5) Spray the chemical on all the surfaces and edges thoroughly (D-9 in a spray bottle).
- 6) Scrape the surface with a wire brush and clean it with a scotch brite.
- 7) Remove the soil with a lint free duster.
- 8) Clean and wipe the grills thoroughly with a wet cleaning duster until all the soil is removed.
- 9) Turn on the main gas valve to a low flame and reheat the grills.
- 10) Finally apply the vegetable oil to the grills (about 50 grms) with a cleaning duster to avoid chemical odors/rust stains.
- 11) The grill must be cleaned every day and whenever necessary.

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## 38. CLEANING OF GAS RANGES

### a) REQUIRED MATERIAL

Suma Det, Scotch Brite, Water, Suma Grill Solution, Clean Duster.

### b) PROCEDURE

- 1) After informing to chef, remove the Kitchen operation equipments.
- 2) Remove gas frames and dip trays carefully, place them safely in the wash sink.
- 3) Spray the Suma Grill solution above the gas frames and leave it for 10mins for the chemical action.
- 4) Dip Scotch Brite in the diluted Suma Det solution.
- 5) Scrub the gas frames and dip trays with a Scotch Brite carefully and rinse it with hot water finally allowing it to dry.

### c) CLEANING OF COOKING RANGE.

- 1) After removing gas frames & dip trays, burners should be covered with silver foil.
- 2) Spray Suma Grill solution above the gas ranges and leave it for 10mins for the chemical action to start.
- 3) Dip the Scotch Brite in diluted Suma Det solution.
- 4) Scrub the gas ranges with a Scotch Brite carefully and rinse it with hot water carefully to avoid any water spillage into the burners.
- 5) Assemble the cleaned gas frames and dip trays for usage.

### d) STANDARDS

- 1) Service of all the Gas rangers must be done periodically as per the schedule.
- 2) This need to be done in the presence of a shift in charge or a kitchen stewarding manager.
- 3) A log of the same need to be maintained.

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### 39. CLEANING OF SALAMANDER

#### a) REQUIRED MATERIAL

Suma Grill Suma Det, Spray Bottle, Lint Free Duster, Sponge Pad.

#### b) PROCEDURE:

- 1) Before starting the cleaning, ensure to switch off the power supply for safety reasons.
- 2) Spray the Suma grill D9 and wipe across the surface thoroughly, leave the chemical for 10minutes.
- 3) Rinse the Sponge Pad (Suma Det Solution) and later wipe it across the surface throughly with a Sponge Pad to remove all the carbon deposits.
- 4) Wipe it with a Lint Free Duster across the surface.
- 5) Finally sanitize it with 100ppm chlorine water.
- 6) Turn the power supply for the salamander for the regular operation.

#### c) STANDARDS:

- 1) The electrical salamander should be cleaned thoroughly according to the cleaning schedule.
- 2) For the safety reasons, no cleaning should take place until the power supply is turned off.

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## 40. CLEANING OF BAIN MARIE COUNTERS

### a) REQUIRED MATERIAL

**Hand glove/Scotch Brite/Small Plastic Container/Detergent (Suma Scale D5-2)/Mask**

### b) PROCEDURE

- 1) Before starting the cleaning, get prepared with the cleaning supplies/chemicals & safety equipments i.e. masks, hand gloves, scotch brite, small plastic container (Suma Scale D5-2, 1:100 ratio).
- 2) The power supply of the device is switched off.
- 3) Empty the Bain Marie, to clean the inner parts of the heating element thoroughly.
- 4) Apply Suma Scale D5-2 inside the Bain Marie and leave it for 5mnts for the chemical action to take place.
- 5) Scrub the interior and exterior parts with a Scotch Brite using Suma Multi solution. Later rinse it with normal water and sanitize it with 100ppm chlorinated water.
- 6) The machine is now ready for the operation.
- 7) Finally fill the Bain Marie with fresh water for the use.
- 8) The water needs to be changed on a daily basis.

### c) STANDARDS

- 1) All electrical equipments must be kept clean, and need to be handled carefully. Only dry cloth to be used to avoid water usage.
- 2) Please ensure that the equipment is turned off prior to the cleaning procedure.

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## 41. CLEANING OF BOILER

### a) REQUIRED MATERIAL

Scotch Brite/Hand Gloves/ Apron (Suma Grill D9 Depends)/Lint Free Duster, Mask, Suma Det, 100ppm Chlorine

### b) PROCEDURE

- 1) Before start cleaning the boiler, wear hand gloves & apron for the personnel safety reasons.
- 2) Take permission from the user for cleaning.
- 3) Switch off the power of the boiler; cool down the temperature up to 60° c for the safety reason.
- 4) Rinse the inner surface with normal water to remove the food particles.
- 5) Spray the chemical thoroughly on surfaces (Suma Grill D-9).
- 6) Scrub both the inner and outer surfaces with the Scotch Brite using Suma Det soap solution thoroughly. Repeat the process till it is cleaned well.
- 7) Rinse it with hot water and finally with 100ppm chlorinated water to sanitize.

### c) STANDARDS

- 1) Power of the equipment to be turned off, before cleaning

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## 42. CLEANING OF IDLY STEAMER

### a) REQUIRED MATERIAL

Scotch Brite/Hand gloves/Apron (Suma Grill D9(ss) or Suma Force(aluminum) Depends)/Lint free duster, Mask, Suma Det, 100ppm Chlorine

### b) PROCEDURE

- 1) Before starting the cleaning, wear hand gloves & apron for the personnel safety.
- 2) Take the steamer to the pot wash area, remove the idly trays and empty the water from the steamer.
- 3) Scrub the idly trays with the Scotch Brite using Suma det soap solution to remove the debris.
- 4) Spray chemical (Suma Grill D-9) thoroughly on the surfaces of the steamer (inside & outside).
- 5) Scrub both the inner and outer surfaces with Scotch Brite using Suma det soap solution. Repeat till it is clean.
- 6) Rinse it with hot water and rinse with 100ppm chlorinated water to sanitize it.
- 7) Arrange the trays in the steamer and place it in the allocated area.
- 8) If the idly steamer is not movable, please ensure that it is disconnected from steam or electricity.

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## 43. CLEANING OF TILTING PAN

### a) REQUIRED MATERIAL

**Scotch Brite / Hand Gloves/Apron (Suma Grill D9 Depends)/Lint Free Duster, Mask, Suma Det, Iron Scraper, Lemon Juice, Little Oil.**

### b) PROCEDURE

- 1) Before starting the cleaning of the tilting pan, wear hand gloves & apron for the personnel safety.
- 2) Take permission from the user for cleaning.
- 3) Switch off the power/ steam of the tilting pan and cool down the temperature up to 60 °c for the safety reasons.
- 4) Remove loose and dry food particles using iron scraper and rinse with normal water.
- 5) Spray chemical (Suma Grill D-9) thoroughly on all surfaces.
- 6) Scrub the inside and outside surfaces with the scotch brite using suma det soap solution from left to right/back to front. Repeat till it is clean.
- 7) Rinse both surfaces with hot water. Again scrub inner surface with scotch brite using lemon juice to make it shine. Then rinse with normal water.
- 8) Spray 100ppm chlorinated water both inside and outside surfaces to sanitize and wipe both the sides with lint free duster and allow it to dry.
- 9) Finally apply a little quantity of cooking oil above the inner surface of tilting pan to make it rust free.

### c) STANDARDS

- 1) Power supply / Steam to be turned off prior to the cleaning procedure.

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## 44. CLEANING OF GRINDER

### a) REQUIREMENT:

**Water, Liquid Detergent (Suma Det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch Brite, Nylon Brush**

### b) PROCEDURE

- 1) Clean the equipment immediately after every use; unplug the electric supply before cleaning.
- 2) After the food material is taken out from the grinder, pour hot water into the machine.
- 3) Allow the water to soak well and after sometime remove the water completely.
- 4) Apply little mild soap solution and scrub it with nylon brush and wash it with hot water.
- 5) Later rinse with boiling hot water and finally sanitize with 100ppm chlorinated water.
- 6) When grinder not in use it should be filled with 100 PPM sanitizer.

### c) STANDARDS:

- 1) Please ensure that the power supply is turned off prior to the cleaning procedure.
- 2) Make sure water does not seep into the electric motor through the motor rest while cleaning. This can cause galvanic shock or fire outbreak.

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## 45. CLEANING OF POTATO PEELER

### a) REQUIREMENT:

**Water, Liquid Detergent (Suma Det – D 1.2, 1:50 of Warm Water), 200 ppm Chlorine, Scotch Brite, Hot Water**

### b) PROCEDURE

- 1) The equipment needs to be cleaned immediately after every use. Unplug the electric supply before cleaning.
- 2) Rinse the inner surface of the peeler with hot water thoroughly till all the debris is removed.
- 3) Then apply mild soap solution and wash with hot water.
- 4) Spray to sanitize the inner surface with 200ppm chlorinated water and allow it to contact for 5-10 minutes.  
(Note: 200ppm chlorinated water is used to sanitize and also helps to remove the foul smell.)
- 5) Scrub the outer surface with scotch brite using suma det soap solution and rinse thoroughly with hot water both inner and outer surfaces.
- 6) Allow it to dry.

### c) STANDARDS:

- 1) Make sure water does not seep into the electric motor through the motor rest during cleaning which can cause galvanic shock or fire outbreak.
- 2) Power to be disconnected before cleaning.

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## 46. CLEANING OF SLICER MACHINE

### a) REQUIREMENT:

**Water, Liquid detergent (Suma Det – D 1.2, 1:50 of warm water), 100 ppm chlorine, scotch brite, Hot water**

### b) PROCEDURE

- 1) The equipment needs to be cleaned immediately after every use. Unplug the electric supply before cleaning.
- 2) The blades of the slicer machine to be dismantled carefully.
- 3) Once the blades are removed it is taken to pot wash for further cleaning.
- 4) Scrub the machine surface with scotch brite, using suma det soap solution and ensure the adhered debris are removed.
- 5) Rinse with hot water thoroughly till all the debris are removed.
- 6) Finally rinse it with 100ppm chlorinated water and allow it to dry.

### c) STANDARDS:

- 1) Please ensure that the power supply is turned off prior to the cleaning procedure.
- 2) Wear thick sanitized latex gloves while separating and cleaning the sharp, scalloped meal saw blade edges to prevent injuries.
- 3) Make sure water does not seep into the electric motor through the motor rest during cleaning which can cause galvanic shock or fire outbreak.

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## 47. CLEANING OF PULVERIZER

### a) REQUIREMENT:

**Water, Liquid Detergent (Suma Det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch Brite, Hot Water**

### b) PROCEDURE

- 1) The equipment needs to be cleaned immediately after every use, unplug the electric supply before cleaning.
- 2) Rinse the inner surface of the pulverizer with hot water thoroughly till all the debris is removed.
- 3) Then apply mild soap solution and wash with hot water.
- 4) Spray to Sanitize the inner surface with 100ppm chlorinated water and allow it to contact for 5-10 minutes.
- 5) Scrub the outer surface with scotch brite using suma det soap solution and rinse thoroughly with hot water both inner and outer surfaces.
- 6) Allow it to dry.

### c) STANDARDS:

- 1) Make sure water does not seep into the electric motor through the motor rest during cleaning as it can cause galvanic shock or fire outbreak.
- 2) Please ensure that the power supply is turned off prior to the cleaning procedure.

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## 48. CLEANING OF JUICER MACHINE

### a) REQUIREMENT:

**Water, Liquid detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scotch brite, Scouring sponge, hot water**

### b) PROCEDURE

- 1) The equipment needs to be cleaned immediately after every use. Unplug the electric supply before cleaning.
- 2) Dismantle the juicer machine to remove pulp container and blades.
- 3) Each part is taken to pot wash, clean with scouring sponge, scrub the surface and for cleaning small hard to reach areas use small pipe cleaning brush.
- 4) Rinse with hot water thoroughly till all the debris is removed.
- 5) Sanitize with 100ppm chlorinated water and allow it to contact for 5-10 minutes.
- 6) Scrub the outer surface of the juicer machine with scouring sponge using mild soap solution and wipe with clean dry cloth.
- 7) Spray 100ppm chlorinated water for sanitizing and allow it to dry.

### c) STANDARDS:

- 1) Please ensure that the power supply is turned off prior to the cleaning procedure.
- 2) Ensure that the device is cleaned thoroughly to prevent buildup of bacteria inside the openings or small edges.
- 3) Make sure water does not seep into the electric motor through the motor rest while in cleaning, which can cause galvanic shock or fire outbreak.

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## 49. CLEANING OF THE BONESAW MACHINE

### a) REQUIREMENT:

**Hot Water, Liquid detergent (suma det – D 1.2, 1:50 of warm water), 200 ppm Chlorine, Scotch Brite, Soft Bristle Brush**

### b) PROCEDURE

- 1) Unplug the machine from electric outlet prior to cleaning.
- 2) Unscrew the fixed L-plate from the table edge. Unfasten the socket screws that attach the table support to the sliding table portion. Lift the rest of the sliding table off the saw frame to separate it from the machine for cleaning.
- 3) Apply soap solution to wash the SS (stainless steel) fixed, sliding table top sections, sliding table attachments especially the thickness fence and meat pusher.
- 4) Brush thoroughly the table's blood-draining grooves using soft bristled brush. Rinse completely with hot water.
- 5) Slip off the guard cover by undoing the socket screws on the cover's side and near to access the drive wheel and blade. Disassemble the meat saw blades from the drive wheel by turning the tension adjustment nuts counter clockwise. Also uninstall the meat grinder and sausage stuffer.
- 6) Open the front access panel to detach the blade's bottom portion from the lower guide plates and dislocate it from the lower spindle wheel.

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- 7) Wash all the detached parts in pot wash by thorough scrubbing to dislodge meat particles that have clung to them. Rinse with hot water and sterilize with 200ppm chlorinated water.
- 8) Clean and sanitize the entire sausage casing, connecting tube and meat grinder parts including funnel shaped intake and stuffing tools
- 9) Note: 200ppm chlorinated water is used to sanitize and also helps to remove the foul smell.
- 10) Clean the inside and outside surface and rinse thoroughly with chlorinated water. Check nuts and bolts for any excess lubricant oils or grease and clean the same.
- 11) Allow to dry by wiping with clean soft cloth.

### c) STANDARDS:

- 1) Please ensure that the power supply is turned off prior to the cleaning procedure.
- 2) Wear thick sanitized latex gloves while disassembling and cleaning the sharp, scalloped meal saw blade edges to prevent accidental injury.
- 3) Make sure water does not seep into the electric motor through the motor rest during cleaning which can cause galvanic shock or fire outbreak.

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## 50. CLEANING OF ESPRESSO MACHINE

### a) REQUIREMENT:

**Hot Water, Coffee Cleanser Solution, 100 ppm Chlorine, Scotch Brite, Soft Bristle Brush**

### b) PROCEDURES

- 1) Clean water back flush the machine and rinse, brush and wipe the dispersion screen and gasket.
- 2) Rinse, scrub and wipe the port filter and basket.
- 3) The steam wand should be purged after every use; this will prevent milk from being sucked back into the boiler. At the end of the day submerge the wand in hot water and detergents, letting it soak for 15-20 minutes. Wipe and purge after soaking. If needed, use a paper clip to dislodge any crusty milk from the steam tip holes.
- 4) Clean water back flush and "port filter wiggle" rinse your machine after every session.

### c) STANDARDS:

- 1) At least once a week the machine need to be switched off and the port filter to be soaked in a coffee cleanser solution.
- 2) Unplug the machine from electric socket prior to cleaning.

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## 51. CLEANING OF WAFFLE MAKER

### a) REQUIREMENTS:

Hot Water, Liquid Detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scouring Sponge Pad, Suma Grill.

### b) PROCEDURES:

- 1) Unplug the machine from electric socket and ensure the waffle machine is hot to start the cleaning process.
- 2) Spray with suma grill over the hot surface.
- 3) Leave it rest for five minutes.
- 4) Allow it to cool and take a scouring sponge pad and soap solution (suma det 1:20 ratio) and clean thoroughly the cooking grid plates.
- 5) Rinse the grid plates inner surface with water to remove the soap solution
- 6) Wipe it with clean duster or paper towel wrapped around a chop stick or sharp stick and sanitize with 100ppm chlorine. Apply little quantity of oil to make it rust free.

### c) STANDARDS

- 1) Please ensure that the power supply is turned off prior to the cleaning.
- 2) Kitchen equipments are to be cleaned daily after regular uses (ranges, oven, etc).
- 3) Please do not water splashing in electrical compartment to avoid damage and for the personnel safety.

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## 52. CLEANING OF TOASTER / SANDWICH GRILLER

### a) REQUIRED MATERIAL

Suma Grill, Suma det, Spray Bottle, Lint Free Duster / Single use wipes, Sponge Pad.

### b) PROCEDURE:

- 1) Before starting the cleaning, switch off the power supply for the safety reasons.
- 2) Spray the Suma grill D9 on the sponge pad and wipe across the surface thoroughly, leave it for 10mins.
- 3) Rinse the sponge pad and take suma det solution and wipe it across the surface thoroughly with Sponge pad.
- 4) Later wipe it with a Lint Free Duster / Single use wipes across the surface till the carbon deposits are removed.
- 5) Finally sanitize it with 100ppm chlorine water.
- 6) Turn the power supply for regular operation.

### c) STANDARDS:

- 1) No cleaning should take place until the power supply is turn off for the safety reasons.

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## 53. CLEANING OF FOOD WARMER

### a) REQUIREMENTS:

Hot Water, Liquid Detergent (Suma det – D 1.2, 1:50 of warm water), 100 ppm Chlorine, Scouring Sponge Pad, Suma Grill.

### b) PROCEDURES:

- 1) Before starting the cleaning, ensure that the Food warmer is hot and the machine is unplugged from the electric source.
- 2) Spray with suma grill over the hot surface.
- 3) Leave it for Five minutes.
- 4) Allow it to cool and take a scouring sponge pad and soap solution (Suma det 1:20 ratio) and clean thoroughly the heating frames.
- 5) Wipe it with a wet sponge to remove the soap solution.
- 6) Finally clean it with a paper towel and sanitize with 100ppm chlorine by spraying over it.

### c) STANDARDS

- 1) Kitchen equipments are to be cleaned daily after regular uses (ranges, oven, etc.)
- 2) Avoid splashing of water into electrical compartments to avoid damage and for the personnel safety.

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## 54. CLEANING OF COMBI OVEN

### a) REQUIRED MATERIAL

**Scotch Brite/Hand Gloves/ Apron (Suma Grill D9 Depends)/Lint Free Duster, Mask, Suma det, Suma Inox.**

### b) PROCEDURE

- 1) Before start cleaning the Combi oven, wear hand gloves & apron for the personnel safety reasons.
- 2) Take permission from the Executive Chef for cleaning instructions.
- 3) Switch off the power for the Combi oven; cool down the temperature up to 60 degrees centigrade for the safety reasons.
- 4) Remove loose and dry food particles with a paper towel.
- 5) Spray chemical inside & outside surfaces (Suma Grill D-9 depends); take out inside grilled trays to the pot wash.
- 6) Scrub the inside surface with the scotch brite from left to right/back to front. Repeat till it is clean.
- 7) Rinse with hot water and wipe with a paper towel covering all surfaces. Spray 100ppm chlorinated water and sanitize.
- 8) Scrub outer body with scotch brite & soap solution thoroughly.
- 9) Wipe it with a wet cloth to remove soap from the surface and spray D-7 (Steel Polish).
- 10) Ensure to spray only on the outer surface and wipe it with a clean dry cloth.
- 11) The inside grilled trays are washed at the pot wash area with the soap solution (suma det) and the same is sanitized.
- 12) Allow it to dry and later assemble the parts.
- 13) Finally switch on the main for operation.

### c) STANDARDS

- 1) Avoid splashing of water into the electrical compartments to avoid damage and for the personnel safety.

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## 55. CLEANING OF DEC OVEN

### a) REQUIRED MATERIAL

Scotch brite/Hand gloves/Rubber apron (Suma Grill D9 Depends)/Lint free duster, Mask, Suma det.

### b) PROCEDURE

- 1) Before starting the cleaning of the baking oven, wear hand gloves & apron for the personnel safety.
- 2) Switch off the power of the baking oven; let it cool down to the temperature up to 60 degree c for the safety reasons.
- 3) Remove loose and dry food particles with the Lint free duster.
- 4) Spray the chemical on the surfaces thoroughly (Suma Grill D-9 depends); take out the grilled trays from inside to the pot wash area.
- 5) Scrub the surfaces inside with a scotch brite thoroughly till it is clean.
- 6) Rinse with hot water and wipe it with a clean dry cloth covering all the surfaces. Spray 100ppm chlorinated water and sanitize.
- 7) Scrub outer body with scotch brite & soap solution from left to right/top to bottom.
- 8) Wipe it with a wet cloth to remove soap from the surface and spray with D-7 (Steel Polish).
- 9) Spray only on the outer surface. Wipe with paper roll.
- 10) The plates are washed at the pot wash with the soap solution (suma det) and the same is sanitized.
- 11) Allow it to dry and later assemble the parts.
- 12) Finally switch on the main for operation.

### c) STANDARDS

- 1) Avoid splashing of water into the electrical compartments to avoid damage and for the personnel safety.

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## 56. CLEANING OF DOUGH KNEADER / MIXER

### a) REQUIRED MATERIAL

Hot Water, Suma det, Scouring Pad, Paper Towel, Hand Gloves.

### b) PROCEDURE

- 1) Before starting the cleaning, unplug the machine.
- 2) To remove clogged flour particles pour hot water in the mixing bowl and allow it to soak for 5-10 minutes.
- 3) Take it to the pot wash and remove the paddle/dough hook. Wash it with soap solution (Suma det) and the same is sanitized later.
- 4) Scrub the surface with a scotch brite thoroughly and repeat the process till it's clean.
- 5) Rinse with hot water and sanitize with 100ppm chlorinated water.
- 6) Scrub the inner surface of the mixer bowl using mild soap solution and remove excess water.
- 7) Spray 100ppm chlorine to sanitize the surface.
- 8) Allow it to dry and assemble the parts.
- 9) Finally switch on the main for regular operations.

### c) STANDARDS

- 1) Avoid splashing of water into the electrical compartments to avoid damage and for the personnel safety.

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## 57. CLEANING OF DOUGH SHEETER

### a) REQUIRED MATERIAL

**Hot water, Hand brush, paper towel**

### b) PROCEDURE

- 1) Disconnect the power supply of the machine before cleaning.
- 2) Open the safety cover by removing the two thumb screws.
- 3) Remove the scrapers.
- 4) Unhook both springs attached on each scraper and remove the scraper.
- 5) Be cautious of the springs that they do not swing and hit. Hold the springs tightly.
- 6) By removing all the scrapers, the whole machine is exposed and cleaning can be proceeded.
- 7) Use soft hand brush to clean the sliding trays to remove all debris.
- 8) Wipe rollers with a dry clean cloth or a paper towel.
- 9) Install the scrapers in the opposite order of their removal.
- 10) Close the safety cover and secure it with the 2 thumb screws
- 11) Reconnect the power cord.
- 12) Turn the power ON of the machine for regular operation.

### c) STANDARDS

- 1) Avoid splashing of water into the electrical compartments to avoid damage and for the personnel safety.
- 2) Never use oil or grease on any of the parts of the machine.

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## 58. CLEANING OF CROISSANT MAKER

### a) REQUIRED MATERIAL

**Hot Water, Hand Brush, Paper Towel.**

### b) PROCEDURE

- 1) Disconnect the power cord of the machine before cleaning.
- 2) Open the safety cover by removing the two thumb screws.
- 3) Use soft hand brush to clean the gauging unit and curling unit to remove all debris.
- 4) Wipe cutting station with dry clean cloth or paper towel and wash the cutting blades in pot wash
- 5) Close the safety cover and secure it with the 2 thumb screws.
- 6) Reconnect the power cord.
- 7) Turn the power ON, and now the machine is ready to use.

### c) STANDARDS

- 1) Avoid splashing of water into the electrical compartments to avoid damage and for the personnel safety.
- 2) Never use oil or grease on any of the parts of the machine.

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## 59. CLEANING OF CHOCOLATE WARMER

### a) REQUIRED MATERIAL

**Hand Glove/Scotch Brite/Small Plastic Container/Detergent (Suma Scale D5-2)/Mask**

### b) PROCEDURE

- 1) Before starting the cleaning, get ready with all the cleaning supplies/chemicals & safety equipments i.e. masks, hand gloves, scotch brite, small plastic container (Suma Scale D5-2, 1:100 ratio). Remove from main switch.
- 2) Empty the Chocolate warmer, in order to clean the internal heating element thoroughly.
- 3) The water needs to be changed on a daily basis; release the appropriate catch or stopper.
- 4) Apply suma scale inside the chocolate warmer and leave it for 5mnts. Then scrub the inner and outer parts with a scotch brite using Suma Multi solution. Rinse it with normal water and later sanitize it with 100ppm chlorinated water.
- 5) Wash the melting dishes at the pot wash area as per washing procedures.
- 6) Refill the warmer by using fresh water & replace the appropriate stopper.
- 7) Finally prepare the machine for operation.

### c) STANDARDS

- 1) All electrical equipments must be kept cleaned & handled very care fully by using only dry cloth to avoid water usage.
- 2) Please ensure that the power supply is turned off prior to the cleaning procedure.

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## 60. CLEARING DRY & WET GARBAGE FROM PRODUCTION AREA

### a) PROCEDURE PURPOSE: DRY & WET GARBAGE CLEARENCE

- 1) At the end of every shift and whenever necessary all the garbage to be cleared & disposed.
- 2) Dry and wet garbage should be segregated by using color coded bins and garbage bags.
- 3) The garbage bags should be tied or covered while transporting to the garbage room.
- 4) Separate rooms to be allotted for storing dry garbage and wet garbage.
- 5) Wet garbage should be kept under lock & key during operations.
- 6) To prevent the bacteria multiplication, wet garbage to be kept under cooling environment.
- 7) All dry garbage like waste paper, any other wastage all loose trash should be kept in clean container in the dry garbage room.
- 8) All the left over food, vegetables, meats to be collected in a garbage bag and to be kept in the wet garbage room.
- 9) In all the working areas, garbage bins should be always available.
- 10) As & when required bins should be cleared.
- 11) Bins must be covered with lid & transferred to wet or dry garbage.
- 12) After disposal of bins, bins should be cleaned with hot water from inside & out side. Allow them to dry and 100ppm chlorine water solution should be sprayed in the bins.

### b) STANDARDS

- 1) Dry & wet garbage to be kept separately and garbage to be removed from the kitchen after each shift.
- 2) During the disposal of wet or dry garbage screening should be done to find any hotel articles like cutlery etc.

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## 61. DAILY REMOVAL OF GARBAGE

### a) PROCEDURE PURPOSE: DAILY CLEARENCE OF GARBAGE

- 1) In the presence of Security, every morning between 5 am to 6 am garbage should be screened well & cleared from the Hotel on daily basis.
- 2) All the tins, bottles and any canned items should be screened in presence of the Security personal before disposing them.
- 3) The same will be collected & stored in empty bottles room for disposal.
- 4) Before screening the wet garbage, hand gloves, gum boots and masks should be worn.
- 5) Wet garbage should be screened before removing it from the Hotel for, cutlery & hollowware.
- 6) Cutlery or any service equipment found to be registered at security office in the rubbish screen register & handed over to chief steward/duty supervisor for necessary action.
- 7) After removal of garbage from the hotel garbage room, scrub the racks and wall tiles with scotch brite/hand brush, cleaning solution (30 ml sum multi in 1 liter of water).
- 8) Then wash with hot water and allow them to dry.
- 9) Spread the cleaning solution (1000 ml suma total in 20 liter of water) and scrub the floor with floor brush and give a wet mop.

### b) STANDARDS

- 1) Garbage to be removed from the Hotel daily morning and late evening for the easy operation.

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## 62. CLEANING OF GARBAGE ROOM

### a) REQUIRED MATERIAL:

**Duster, Suma Det, Scotch brite, Sanitizer ,Water ,Wringer Trolley ,Mop, Squeezer ,Floor Brush, Hand Gloves, Mask, Gum Shoe, Apron**

### b) PROCEDURE:

- 1) Please note to turn off the walk in refrigerator for the safety seasons.
- 2) Before starting the cleaning, wear hand gloves, mask, apron and gum shoe for safety.
- 3) Remove garbage drums and place it in designated area for better cleanliness.
- 4) Scrub walls, floor, and ceiling from left to right, back to front using scotch brite and floor brush with suma det soap solution.
- 5) Rinse walls, floor, and ceiling, with warm water & wipe walls and ceilings with clean duster.
- 6) Remove excess water by using wiper & mop dry.
- 7) Ensure to sanitize.
- 8) Place back the cleaned and disinfected empty drums.
- 9) Finally turn on the refrigerator for cooling.

### c) STANDARDS:

1. Garbage room should be cleaned as per the schedule.
2. Garbage room needs to be cleaned and sanitized to avoid air pollution & diseases according to the environmental policy.

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## 63. PEST CONTROL

### a) REQUIRED MATERIAL

**Mask, Hand Gloves, Scotch brite/ Suma det.**

### b) PROCEDURE

- 1) Pest control helps to control the pest damages, distress & inconvenience.
- 2) Pest control will be done twice in a month in the kitchen drains grills and all kitchen area.
- 3) Before carrying out the work all movable equipment to be removed from their respective areas.
- 4) The area will then be thoroughly fumigated.
- 5) Fumigated areas should be allowed at least three to four hours to get the effectiveness.
- 6) Then scrub the total area & wash with liquid soap (suma det 1:20 ml in 1 liter of hot water) & mop the area with 100ppm chlorine sanitizer. Allow it to dry.
- 7) Chemical spraying to be done daily in the noon time in the areas like garbage rooms & material receiving areas,.
- 8) During fumigation if any holes are identified in walls, flooring, etc. should be reported and filled by Engineering immediately.
- 9) Thorough pest control needs to be done in the presence of the Chef in-charge and the Stewarding Manager.
- 10) All areas should be emptied before the pest control.
- 11) Spraying should be done during the night after the operations hours.
- 12) It's always advisable to segregate the sections of the Kitchen areas to do periodical pest control (Eg: Monday- Bakery, Tuesday – Kitchen, like wise).

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## 64. HANDLING CHEMICALS SPILLAGE

### a) REQUIRED MATERIAL

**Chalk Powder, Mop, Squeezer, Hand Gloves**

### b) PROCEDURE

- A. Stop the spread of the spillage.
- B. Apply Chalk Powder, squeeze and dry mop to remove the excess chemical into a pail.
- C. Steps to follow while mopping residual chemicals on the floor:
  1. Always wear hand gloves through out the process for safety reasons.
  2. Remove the excess chemical.
  3. Use a wet mop to remove the residual chemical.
  4. Fetch the fresh pail of water to mop off all residual chemical.

### c) STANDARDS

- 1) Always handle chemical spillage's with care and proper safety equipment. It always advisable to take instructions from the shift in-charge.
- 2) Usage of the chemicals should be always followed as per the instructions for safety reasons.

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## 65. TRANSPORT & STORAGE OF CHEMICALS

### a) REQUIRED MATERIAL

**Trolley, Container for chemicals (spray bottle & jerry cans)**

### b) STORAGE

- 1) Before proceeding to the chemical storage area, bring along out empty containers & sufficient containers to hold for daily usage level.
- 2) Discard the empty containers in chemical storage area.
- 3) Heavy containers should not be stored on the shelf and off the ground.
- 4) All the chemicals should have proper labeling system and method of use.
- 5) All the chemicals should be stored below the eye level.
- 6) All the chemicals should be stored in transparent containers.
- 7) Store Acidic, Alkaline chemicals separately.
- 8) Never mix two or more chemicals. .
- 9) Store them at room temperature in chemical locker or in the designated areas of the work place.
- 10) Ensure that the containers are stored in stable position.

## TRANSPORTATION

- 1) Always use jerry cans and spray bottles for transporting chemicals from one place to other.
- 2) Ensure to use trolley while transporting two or more chemicals.
- 3) Chemicals should have  $\frac{3}{4}$  of the containers, always for safe transportation.
- 4) Highly inflammable chemicals should have an air tight cap on it while transportation.

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## 66. COST SAVING TIPS

### a) PROCEDURES

- 1) Cleaning material consumption should be mentioned in log book on a daily basis by Kitchen Stewarding Supervisor/shift in-charge.
- 2) During the non peak hours, power supply in the non operational areas can be switched off to reduce the power consumption.
- 3) To increase & maintain the efficiency of gas burner, ensure that all the burners are cleaned as per the servicing schedule & maintain the log of servicing.
- 4) Using low pressure gas bank in non peak hours helps in utilizing the left over gas in the cylinders
- 5) To avoid the water wastage, sink inlets & taps should be checked regularly. Ensure any leakages or damages should be reported immediately to supervisor.
- 6) Issuing of the chemicals should always be handled personally by the shift in-charge or a kitchen stewarding manager.
- 7) The stewarding personal need to have good knowledge regarding the usage of chemicals in order to avoid wastages.
- 8) Charcoal has to be used carefully according to the consumption.

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## 67. HANDLING EQUIPMENTS

### a) STEPS

- 1) Display equipments must be cleaned properly after every use and stored properly by covering them with a polythine sheet.
- 2) Brass display equipments must be polished after every use.
- 3) Wash them properly; wipe it, cover with polythine sheet and store them on a rack.
- 4) The same method to be followed for copper articles by using copper plate polish.
- 5) Wooden items to be polished with wax polish only.
- 6) Metal equipments should always be polished with silver plate (Electro-plated-nickel silver (EPNS) or normal water silver dip solution.
- 7) Once cleaned, they need to be wiped and stored immediately.
- 8) Glass platters should not be stacked more than 4 or 5 in number.
- 9) China ware, glass ware, silver ware, should be stored separately.
- 10) Use proper tagging for the equipments.

### b) STANDARDS

- 1) Display equipment must be kept clean in good condition and to be handled carefully.
- 2) All the Brass & EPNS equipments to be kept in air pack containers to avoid spoilage / damage.

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## 68. POLISHING OF ELECTRO-PLATED-NICKEL-SILVER

### a) MATERIAL REQUIRED

Silver Dip, Lint free duster, Sponge pad, Cool water, Hand gloves

### b) PROCEDURE

- 1) Collect all the cleaning material.
- 2) Wear hand gloves for safety reasons.
- 3) Take tarnish utensils.
- 4) Dip into silver dip container, take out within 15 seconds.
- 5) Rinse with water.
- 6) Dip in cool water.
- 7) Take out after 5 minutes.
- 8) Wipe with dry lint free duster.

### c) STANDARDS

- 1) Electro-plated-nickel- silver (EPNS) wares should be polished after every use.

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## 69. CLEARING ASH FROM TANDOOR

### a) REQUIRED MATERIAL:

Ash Trolley, Ash clearing spatula, Duster

### b) PROCEDURE:

- 1) Ensure your safety as priority before getting started to work.
- 2) Take clean ash trolley with lid from the garbage room. Check the wheels to avoid accidents.
- 3) Transport ashes carefully. Avoid banging on the corners of the walls.
- 4) Open the lid of the Tandoor to take out the ash, with the help of a dry cloth.
- 5) Use a Spatula to take out and clear the ash slowly to the container.
- 6) Repeat the process till the ash is cleared.
- 7) Place the lid on the trolley and back on the Tandoor, if very hot, place wet cloth on top.
- 8) Take ash trolley to the garbage room carefully back to the assigned area.

### c) STANDARDS:

- 1) Please note that ash should be discarded according to the schedule & as per the requirement.
- 2) Safety steps to be followed during loading and unloading of ash.

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## 70. IGNITING TANDOOR

### a) PROCEDURE:

1. Make sure there is enough charcoal as per requirement and ensure it is dry enough.
2. Small tandoor would take 1hr; medium 3hrs; and large 4-½ hrs to attain proper temperature required for cooking. So that starts the procedure accordingly.
3. For the tandoor already in use: --Remove ashes of the previous day & keep all the live charcoal inside which should be sufficient enough to ignite other charcoal. Normally just above the height of lower vent but do not cover the vent.
4. Pour in charcoal in proper slant and does not cover the vent since it is important for proper air (oxygen) supply.
5. Open mouth /vent of tandoor, which will give good air circulation.
6. Every ½ an hr. using skewers or other appropriate equipment mix charcoal keeping in mind previous instruction. If required add some fuel to accelerate action.
7. Once ½ the charcoal is ignited, cover the mouth so that other pieces of charcoal gets ignited faster this should be about 20-30 min, depending upon type & moisture content of the same. Once all the charcoal is ignited close the vent & mouth of tandoor so that charcoal burns at lower pace this is important to retain for the operation, if at the same time higher temperature is needed, then both the vents should be open.
8. Igniting tandoor which is not in use: - Here need to add some wood pieces & solid fuel so that it will catch fire faster than charcoal & will help charcoal to burn faster rest all the procedure remain same.
9. Charcoal containers should be marked as and when used to bring, this will help in monitoring the usage of charcoal.

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## 71. FUEL – STORAGE

### a) CHARCOAL

Following are precautions to be followed while handling charcoal in the Hotel premises:

- 1) Charcoal to be stored separately away from other fuels and chemicals.
- 2) If stored in large quantities, it has to be away from direct sunlight and moisture.
- 3) Be aware, Storing charcoal in hot areas can catch fire spontaneously (spontaneous combustion).
- 4) Proper fire extinguishers to be placed nearby the area of charcoal store.
- 5) Proper Charcoal containers to be used while taking it to the desired areas like kitchen and other cooking related areas.
- 6) The area should be labeled properly and necessary safety measures should be displayed in case of emergency.

### b) SOLID FUEL

In case of fuel, following are the important points to be followed in Hotel premises:

- 1) The fuel shall be stored separately away from charcoal and other chemicals, Store away from direct sunlight.
- 2) Spare stocks must be kept under sealed tins and at well protected areas, away from possible naked sparkles / flames of fire.
- 3) Solid fuel stations should be manned only by experienced personnel – especially in case of high breeze area(s).
- 4) Proper fire extinguishers need to be placed in the near by areas of fuel storage.
- 5) Fuel never to be dumped or thrown as it can lead to leakage and may lead to a huge fire.
- 6) Disposal of “Residual Waste” (Un burnt Wax etc.) should be carried out carefully, under sealed containers and only at designated areas.
- 7) The area should be labeled properly and necessary safety measures should be displayed on how to handle in case of emergency.

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**c) LPG:**

- 1) Loose LPG installations must be carried out carefully and checked & inspected well in advance by qualified personnel for possible leaks in joints and connections. In any case a leak test at site must be carried out, every time a temporary setup is provided.
- 2) Naked lights like burning cigarettes or sparks from burning charcoals setup, fire works etc. near by would be of grave consequence.
- 3) Loose LPG cylinders should be installed away from direct heat specially distanced from solid fuel / charcoal & Tandoor setups.
- 4) The connecting pigtails should be long enough to keep loose cylinders at a safe distance from the burner flame.
- 5) In the event of leakage of gas from the cylinder, it must be extinguished by closing the valve or isolating the LPG feed line. The defective cylinder must immediately be removed from the site to a safer place (Outdoors only).
- 6) Only good quality and approved cylinder pressure regulators must be used, preferably fixed pressure type, at each installation / set up.
- 7) Each regulator and isolation valve must be thoroughly checked at the time of installation.

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## 71.1 LPG – SAFETY PRECAUTIONS

**a) OBJECTIVE:** Is to notify the staff of potential dangers associated with LPG

**b) SCOPE:** This procedure is useful for all the departments that handle LPG

**c) PROCEDURE:** Following are the precautions to be considered:-

### 1) While receiving cylinders

- Only authorized personnel should enter into the LPG installation.
- Check the cylinder has been delivered with the company seal and safety cap intact.
- Don't move around the cylinder by dragging, rolling on body or dropping from height.

### 2) Before usage

- Never heat the cylinders to get more flow of gas.
- Never use the cylinders in horizontal position.
- Use all cylinders in one bank at the same time.

### 3) After usage

- Close all regulators knobs or the mains valve to 'OFF' position when LPG is not in use.
- The empty cylinders must be stored in designated well ventilated place with safety cap put ON.

### 4) Maintenance

- Get all the gas appliances periodically serviced.
- Get all the LPG manifold periodically serviced
- Before carrying out any maintenance work, a work permit shall be obtained
- All maintenance operations inside the LPG yard must be carried out by authorized service personnel only
- No hot work like welding, cutting, heating shall be carried inside the LPG installation (fenced area)

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- All maintenance work for burners or combustion system should be carried out through authorized service personnel.

## 5) In case of Leak

- Don not switch on or switch of any electrical appliances in the room.
- Isolate main electrical supply from the outside only.
- Extinguish all flames, lamps, incense sticks, etc
- Close all the appliances and LPG regulator.
- Put on the safety cap on the cylinder.
- Open all doors & windows for ventilation.
- Never use exhaust fan for ventilation.

## 6) Identifying the expired Cylinder:

Expired LPG gas cylinder is not safe. Any expired cylinder should be refused immediately.

### Process to identify expiry of Cylinder:

On one of the three side's stems of the Cylinder, the expiry detail is coded with an **ALPHABET** followed by **TWO DIGIT NUMBERS**.

#### a. Interpretation of **ALPHABET**

- 1.A for March (First Quarter)
- 2.B for June (Second Quarter)
- 3.C for September (Third Quarter)
- 4.D for December (Fourth Quarter)

#### b. Interpretation of **TWO DIGIT NUMBERS**

- 1.Number **19** means year **2019**

**Explanation:** As shown in the picture 1, on the Gas Cylinder one of the stem, it is mentioned as **A19**, it means the Gas Cylinder expiry is **March 2019**.



Picture 1

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**d) OUTCOME:** Safe workplace for all employees.

**e) APPLICATION:** The above procedure may be applicable to all the employees in an organization.

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## 72. CLEANING OF AIR DUCTS

### a) REQUIRED MATERIAL:

Goggles, Soap Solution, Scotch Brite, and Lint free cloth, Ladder, Plastic brush.

### b) PROCEDURE

- 1) Before starting the work, get prepared with all the required materials i.e. Goggles, Soap solution, Scotch Brite, Lint free cloth, Bucket & ladder.
- 2) Place the signage's as safety precaution.
- 3) Take a plastic brush and remove all the dirt.
- 4) Dip a scotch brite in a soap solution and scrub the air duct.
- 5) Wipe with clean duster.

### c) STANDARDS:

- 1) Air duct should be cleaned once in a week.

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## 73. MAINTENANCE AND MONITORING OF PAR STOCK

### A. MAINTAINING:

- 1) Food & Beverage Manager and the Outlet Manager of each outlet will conclude on the par stock requirements depending upon the nature of business, menu, and number of covers of the outlet.
- 2) Par stock to be issued to the concern outlet & entered in the issue register.
- 3) Par stock level to be counted every month & verified with the issue register in the presence of the Outlet In-Charge, Kitchen Stewarding Supervisor & a member from finance dept.

### STANDARDS

- 1) Keep par stock of crockery, cutlery & glassware for all outlets.

### B. MONITORING:

- 1) Each outlet to maintain specified par stock of all items.
- 2) On storage, items will be issued to the relevant department / outlet on stores requisition duly signed & authorized by the Food & Beverage Manager.
- 3) A par stock of 3 units to be maintained.
- 4) This will be entered in the 'issue' register.
- 5) At the end of the month total quantity issued, is to be intimated to the Food & Beverage Manager.

### STANDARDS

- 1) Par-stock for each outlet must be checked monthly & the replacement must also be arranged.

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## 74. CLEANING SCHEDULES

**a) AIM:** To set schedules for effective cleaning of kitchen and related areas

**b) OBJECTIVE:** To attain maximum cleanliness in kitchen and related areas at regular intervals.

**c) PROCEDURE:**

Following schedules for cleaning shall be followed:

- 1) Ice cube machine shall be cleaned from inside every week with help of sanitizing solution and should be wiped daily to remove the dust settlement.
- 2) Kitchen air curtains shall be cleaned with sanitizing solutions every week.
- 3) Kitchen grills shall be cleaned every week.
- 4) Kitchen hood filters shall be cleaned twice in a week.
- 5) All light fixtures shall be cleaned twice in a week.
- 6) All walk in and deep freezers shall be cleaned from inside once weekly.
- 7) Equipment shall be cleaned immediately after it is used and daily cleaned and sanitized with 100 PPM chlorine in the night.
- 8) All chopping boards and knives shall be cleaned after it is used and properly cleaned and sanitized with 100 PPM chlorine in the night shift.
- 9) The grinder shall be cleaned immediately after every use.
- 10) All the kitchen floors shall be:
  - Spot cleaned
  - Mopped every two hours
  - Cleaned in two shifts with sanitizing solution.
- 11) Trolleys shall be spot cleaned and weekly with sanitizing solution.
- 12) Walls up to 6' shall be cleaned on daily basis and weekly above that.
- 13) Baskets / crates / egg trays shall be cleaned with sanitizing solution on daily basis.
- 14) All the SS trolleys and boxes in the kitchen areas shall be spot cleaned weekly.
- 15) All the glasses in the kitchen area shall be spot cleaned or weekly once.
- 16) The dish washer shall be cleaned after every use and recorded.
- 17) Servicing for all the equipment shall be every six months.
- 18) All hundies and gas ranges shall be free of carbon deposits in the morning.
- 19) Steam cleaning to be done once daily in presence of stewarding manager or executive chef.
- 20) All water coolers shall be cleaned once weekly.

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- 21) All drainage systems shall be shaved every month.  
22) Pest control shall be carried out at regular intervals and recorded.

**d) OUTCOME:** Dirt and pest free kitchen and related areas.

**e) APPLICATION:** The above procedure is applicable to

- Main Kitchen
- Dry stores in kitchen
- Butchery
- Vegetable Preparation
- Bakery and Pastry.

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## 75. SANITIZERS IN FOOD OPERATIONS

**a) AIM:** To use sanitizers for disinfection in kitchen

**b) PROCEDURE:** The following are the sanitizers to be used in the kitchen

### 1. Liquid Chlorine Sanitizer:

This is commercially available (5% available chlorine concentration) and is used by the kitchen stewarding as well as the engineering department to chlorinate the water supply trough out the unit.

- How to use:

Depending on the nature of work the chlorine shall be diluted. For making 100 PPM chlorine solution 2 ml (0.002 Litre) of chlorine should be mixed in 1000 ml (1 Litre) of water.

- Application:

Liquid chlorine is used in followed areas:

- i) Disinfection of vegetables and fruits – 75 PPM of chlorine solution for 3-5 minutes shall be used to sanitize all vegetables and fruits.
- ii) Disinfection of Eggs – 75 PPM of chlorine solution for 1 – 5 minutes shall be used to sanitize all eggs.
- iii) Washing of meat with 75 PPM of chlorine solution for 2 – 3 minutes (optional)
- iv) Disinfection of baskets and egg trays – 100 PPM of chlorine solution shall be used to sanitize all baskets and trays in which eggs are received.
- v) Disinfection floor, wall tiles etc. after cleaning in the night shift.
- vi) Disinfection of duster cloth
- vii) Disinfection food contact surfaces
- viii) Disinfection of chopping boards and knives
- ix) Disinfection of kitchen utensils and crockery in pot washing and dish washing

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## 2. Alcohol based Sanitizers:

This is commercially available and used by kitchen employees to sanitize their hands.

- How to use:  
A single drop of sanitizer shall be used and rub thoroughly on the palms and between the fingers until it dries.
- Application  
Alcohol based sanitizers are used:
  - i) After every hand wash.
  - ii) Wearing gloves
  - iii) Before and after handling raw meat products
  - iv) Visiting the restrooms

**c) OUTCOME:** A clean and disinfected kitchen and its premises and employees.

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## 76. UTENSILS

### a) AIM:

The main objective of the SOP is to avoid the usage of some utensils that are banned from the point of view of food safety.

### b) OBJECTIVE:

The main objective of the SOP is to avoid the usage of some utensils that are banned from the point of view of food safety.

### c) PROCEDURE:

Usage of all aluminum, timber and MS utensils should be completely stopped in kitchen and related areas and only SS utensils shall be used.

#### 1) For Cooking:

Brass hundies should be used. The vessels should be tinned twice a month.

#### 2) For Walk-in's Storage:

Gastro norm containers either food grade plastic or stainless steel. Containers are usually available with or without lids or covers; these can often be provided with notches for utensils handles.

#### 3) Gastro norm Sizing:

Gastro norm container sizes are given as a function with a 'full size' gastro norm container having a code of 'GN 1/1'. The sizing is sometimes shown both with and without the 'GN'. The gastro norm sizing system only covers length and width of containers, the depth is usually shown in metric measurement e.g. millimeters. This means each gastro norm container size can have different depths, and therefore varying capacities. The pans should be minimum 65 mm deep and maximum 200 mm deep.

Below is a list of gastro norm sizes along with their corresponding metric size:

- GN 1/9: 108 X 176 mm
- GN 1/6: 176 X 162 mm
- GN 1/4: 265 X 163 mm (quarter size)
- GN 1/3: 325 X 176 mm
- GN 1/2: 325 X 265 mm (half size)
- GN 2/3: 354 X 325 mm

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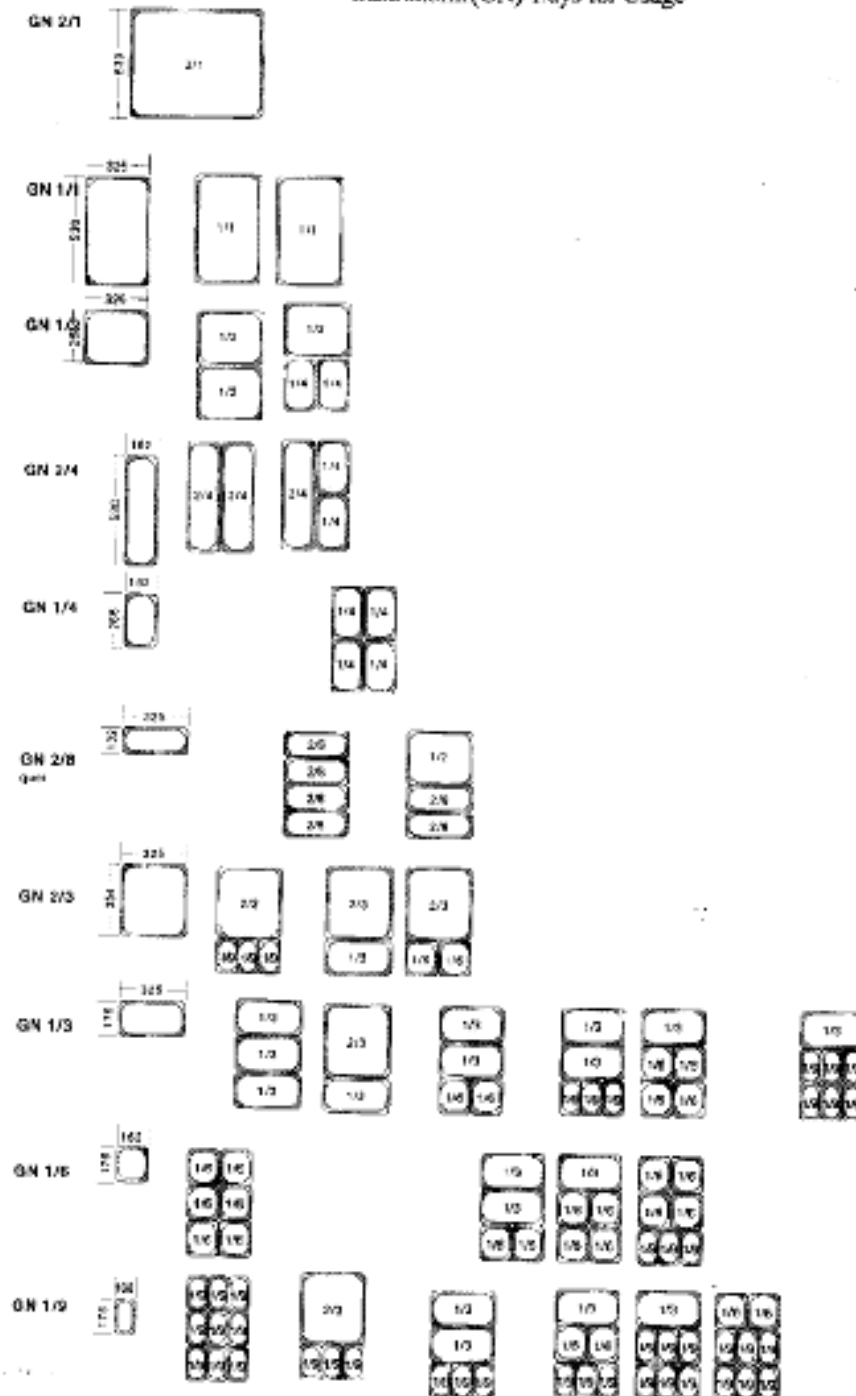
- GN 1/1: 530 X 325 mm (full size)
- GN 2/1: 650 X 530 mm (double size)

Gravies shall be stored in GN pans with 200 mm depth.

Salads and others related ingredients shall be stored in pans with 65 mm depth.

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## Gastronorm (GN) Trays for Usage



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## 77. OUT DOOR CATERING

Temporary premises are structures setup for a specific, occasional event such as a fete or fair where the cost of providing premises to a permanent standard is unnecessary for food safety. There are specific exemptions from some of the requirements of this standard for temporary food premises based on practicalities. The most important part of temporary food operations is that the food safety practices are met for the duration of the business's operation. Each type of event will have to be assessed separately.

Design and construction of temporary food premises:

### a) General requirements

- 1) The design and construction of food premises must:
- 2) Be appropriate for the activities for which the premises are used;
- 3) Provide adequate space for the activities to be conducted on the food premises and for the fixtures, fittings and equipment used for those activities;
- 4) Permit the food premises to be effectively cleaned and, if necessary, sanitized; and
- 5) To the extent the is practicable:
  - i) Exclude dirt, dust, fumes, smoke and other contaminants;
  - ii) Not permit the entry of pests; and
  - iii) Not provide harborage for pests.

### b) Water Supply

- 1) Food premises must have an adequate supply of water is to be used at the food premises for any of the activities conducted on the food premises.
- 2) Hotels must use potable water for all activities that use water that are conducted on the food premises.

### c) Sewage water and Waste water disposal

Food premises must have a sewage and waste water disposal system that:

- 1) Will effectively dispose of all sewage and waste water; and
- 2) Is constructed and located so that there is no likelihood of sewage and waste water polluting the water supply or contaminating food.

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**d) Storage of Garbage and recyclable matter**

Food premises must have facilities for the storage of garbage and recyclable matter that:

- 1) Adequately contain the volume and type of garbage and recyclable matter on the food premises;
- 2) Enclose the garbage or recyclable matter, if this is necessary to keep pests and animals away from it; and
- 3) Are designed and constructed so that they may be easily and effectively cleaned.

**e) Ventilation**

Food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapors from the food premises.

**f) Lighting**

- 1) It is advisable to use only low voltage (12/24 volts) miniature lights e.g. good quality Tivoli lights etc. – only on compulsive requirements.
- 2) Wherever decoration lighting is used (in paralleled or series connection), every holder contraption should be checked for proper connections and no lamp holder to be left blank i.e. without a bulb/adopter.
- 3) Electric wiring or lighting at or near ground level should be avoided as far as possible; if at all necessary, must be kept away from Guest movement areas.
- 4) Overhead cables or wiring, as necessary, should be kept away from Guest areas. No overhead wiring to be crossed-over guest seating or occupied areas.
- 5) In any case, all overhead wires/cables must be properly dressed, supported & checked so as not to collapse in case of any eventuality.

**OVERHEAD LIGHTING FIXTURES:**

Only permanent overhead lighting fixture should be allowed at site and they should be checked well in advance for their proper mounting and functioning

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NO LOOSE OR HANGING OVERHEAD CONTRAPTION TO BE PROVIDED TO AVOID POSSIBLE MISHAPS. These could pose serious ELECTRICAL, FIRE, BURN AND POSSIBLE HEAD INJURY HAZARDS – specially in area below, which are likely to be occupied by guess.

### **g) Floors, Walls and Ceilings**

The requirements for floor, walls and ceilings specified in this Division apply to the floors, walls and ceilings of all areas used for food handling, cleaning, sanitizing and personal hygiene

#### **i) Floors**

- 1) Floors must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.
- 2) All floors to be cleaned and sanitized prior to the function.
- 3) Floors must:
  - Be able to be effectively cleaned;
  - Be unable to absorb grease, food practices or water;
  - Be laid so that there is no ponding of water; and
  - To the extent that is practicable, be unable to provide harbourage for pests.

#### **ii) Walls and Ceilings**

- 1) Walls and ceilings must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.
- 2) Walls and ceilings must be provided where they are necessary to protect food from contamination.
- 3) Walls and ceilings provided should comply with the following:
  - Sealed to prevent the entry of dirt, dust and pests;
  - Unable to absorb grease, food particles or water; and
  - Able to be easily and effectively cleaned.
  - Be unable to provide harbourage for pests.

#### **iii) Hand washing facilities**

Food premises must have hand washing facilities that are located where they can be easily accessed by food handlers:

- 1) Within areas where food handlers work if their hands are likely to be a source of contamination of food; and
- 2) If there are toilets on the food premises – immediately adjacent to the toilets or toilet cubicles.

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## h) Miscellaneous

### Storage facilities

- 1) Food premises must have adequate storage facilities for the storage of items that are likely to be the source of contamination of food, including chemicals, clothing and personal belongings.
- 2) Storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.

### Toilet facilities

Hotels must ensure that adequate toilets are available for the use of food handlers working for the hotels.

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## 78. FIRE SAFETY

- 1) ALL “Exit signs” must be clearly visible at all times, even if the power has to be shut-off. It is advisable to use only dedicated, self-illuminated exit signage with a battery back-up to cater for such emergencies.
- 2) Also provide sufficiently wide aisles inside, for ease of movement around and fix the chairs together in the rows so that in an emergency they won’t overturn and block the passage for the panic-stricken crowd blindly attempting to rush out.
- 3) Do not create long “tunnel-like” decorative exists for the show.
- 4) Provide ready to use portable fire extinguishers and fire buckets at strategic points throughout the structure. Handy fire fighting equipment viz. DCP & CO<sub>2</sub> type fire extinguishers and other First-aids must be installed at site as per safety norms.
- 5) Illuminated emergency lights to be strategically located.
- 6) Dry shrubbery in the vicinity to be sufficiently doused with water before hand, to prevent accidental fires.
- 7) It must be ensured that no fabric paneling is used near Food Cooking areas.
- 8) In case the venue covers a large area, a fire engine to be located inside the venue.
- 9) As additional precaution - mobile water tankers to be located at the venue to act as water tanks. Make sure there is enough water readily available for the emergency use.
- 10) An evacuation plan should be made in advance, designated clear-cut responsibilities for various areas.
- 11) In case it is necessary to use water to put-out the fire, the electrical circuits must be switched off before doing so.
- 12) If possible have fire services personnel with fire fighting equipment present on the premises for greater safety of all involved.

### a) Emergency Services / Preparedness

- 1) Keep all emergency services phone numbers:  
Police, fire brigade, Ambulance, Doctors and Hospitals etc. handy at site with the emergency coordinator.
- 2) Adequate First Aid boxes with trained personnel to be located at the site.
- 3) An Ambulance and Doctor could be kept on standby, if required, at the site.

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## 79. FOOD TRANSPORT VEHICLES

- 1) Vehicles used to transport food must be designed and constructed to protect food if there is likelihood of food being contaminated during transport. Refrigerated vans only.
- 2) Parts of vehicles used to transport food must be designed and constructed so that they are able to be effectively cleaned.
- 3) Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitized
- 4) Refrigerated vehicles shall be used where the food temperatures has to be maintained.

## 80. HYGEINE & SANITATION

- 1) All floors to be cleaned and sanitized prior to the function.
- 2) Fogging and fumigation to be done for the entire area.
- 3) Guest wash areas to be cleaned and disinfected.
- 4) All wash rooms to be continuously manned by hotel personnel to ensure consistent cleanliness and adequate supplies.
- 5) It is desirable that dispensers etc. are installed in all wash areas.
- 6) A refrigerated van to be hired, if possible, for transportation of all food to the site, if possible.
- 7) All raw material requirements to be met and staff briefed on the importance of using the highest quality and hygiene standards.

### Microbial Aspect

- 1) Samples to be preserved for 7 days
- 2) Random microbial checks of high risk foods.

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