



Lisa's Place

Café handbook

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Certificate II in Hospitality (SIT20316)

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Note

Some policies and procedures are not included:

- Conditions of employment (pay, leave, tax, etc.)
- Forms have their own sets of instructions.
- Some skills need to be demonstrated in practical training.
- Recipes (standard recipes, specials, and seasonal recipes for summer and winter)
- Kitchen procedures for food preparation.
- Procedures specifically for supervisors, which don't relate to the Certificate II, e.g. making decisions that require further interpretation of food safety laws.

Introduction

These are the policies and procedures for *Lisa's Place*. Check that you understand all procedures that are part of your job, and ask your supervisor if you find anything confusing. Then get enough practice doing them so that you can do them correctly and consistently.

A procedure is a set of steps that tells employees how to do something. In a big organization, procedures are usually written in a book, but some procedures can be written on a poster or posted as signs on a wall. In a small workplace, they might not be written down at all, and the supervisor tells staff and includes them in training:

1. Employees have to follow the employer's procedures even if they aren't written down.
2. A set of procedures should cover all you need to meet legal requirements. If it has gaps, employees still have to do everything that is required by law.
3. Although some tasks look easy, doing them fast enough to be employable is the essence of the skill. It will take practice to get organized to do them in the most efficient way.



Purpose and vision

The core business of *Lisa's Place* is coffee and cake during office hours. We want customers to see *Lisa's Place* to be a good meeting place with an inviting ambience, a friendly welcome, excellent service, and exceptional food. Our customers are mostly local people who need a suitable venue for small meetings. Some meetings are business and some are personal. We have very little direct competition because other local cafés are primarily lunch bars.

Our menus offer food and drink that has excellent presentation and flavor, based on the use of premium ingredients. Core menu items do not change, especially coffee, but we frequently change our daily specials. We offer light lunches, but lunches are not core business.

As a training café, some tasks are designated to specific staff only when they have been trained, such as barista, cashier, telephone, complaints, and acting duty supervisor.

We realize that our staff need more help and are liable to make mistakes, so we ask customers to be patient with them. Nevertheless, we also realize that excellent service is essential to our success. *Lisa's Place* needs to pay all its bills and generate a working profit, so all staff need to contribute to business efficiency and profitability.

Job descriptions

General duties: all staff

1. Arrive correctly dressed and on time for your shift.
2. Be nice to our customers at all times; make sure they enjoy their café experience.
3. Ask for instructions if you are asked to do something you have never done before.
4. Act as part of a team.
5. Attend training sessions when scheduled.
6. Help with start and close of shift procedures.



Waitstaff

1. Responsible to the duty supervisor.
2. Help with start of shift procedure.
3. Help with food preparation.
4. Replenish dining room supplies, e.g. water jugs, clean glasses, sugar, folded napkins.
5. Prepare food and drinks according to our current recipes.
6. Keep service counters clean, fully stocked, and ready to provide full service.
7. Know enough about all menu items to advise customers.
8. Serve customers.
 - a. Take customer orders.
 - b. Clear away after each customer.
9. Inform duty supervisor when supplies are low.
10. Help with food preparation when asked.
11. Clean according to cleaning schedules:
 - a. Keep food preparation, storage, and dining areas clean, stocked, and tidy at all times (e.g. fridges, cabinets, food displays, benches, drink prep. equipment, shelves)
 - b. Keep inside and outside dining areas clean and tidy at all times, including windows, furniture, and floors.
 - c. Use correct cleaning chemicals according to manufacturers' instructions.
 - d. Sign cleaning schedules.
12. Help with end of shift procedures.
13. Act temporarily as duty supervisor if asked.

Cashier

1. Responsible to the duty supervisor.
2. Take customer payments.
3. Clear till at end of day, record funds, and bank proceeds.
4. All other tasks of waitstaff.
5. Ask the duty supervisor for help if you get stuck.

Barista

1. Responsible to the duty supervisor.
2. Make all kinds of coffee on the menu.
3. Help with food preparation when asked.
4. Help with waitstaff tasks when asked.
5. Inform duty supervisor if supplies are low.
6. Ask the duty supervisor for help if you get stuck.



Duty supervisor

1. Responsible to the café manager.
2. Oversee staff:
 - a. Orient new waitstaff to café procedures.
 - b. Train waitstaff in café procedures and recipes.
 - c. Give leadership to waitstaff.
 - d. Check that staff follow rules and job description requirements.
 - e. Work with café manager to assess waitstaff skills.
3. Oversee start and end of shift procedures.
4. Maintain the café's standards of:
 - a. staff presentation and service
 - b. hygiene and safety
 - c. food and drink presentation
 - d. signage and room presentation.
5. Oversee food preparation.
6. Oversee cleaning and hygiene.
7. Check quantities of supplies and order replenishments as needed.
8. Check supplies as they come in and accept them if okay.
9. Debrief staff regularly and review services. Identify possible improvements. For example, staff might consider:
 - a. ways to improve customers' café experience
 - b. better ways to handle problems with customers
 - c. equipment problems
 - d. menu revision
 - e. better furniture arrangements
 - f. more efficient procedures
 - g. how to improve team communication
 - h. merchandising opportunities
 - i. customer loyalty programs.
10. Other:
 - a. Ask the café manager for help if you get stuck.
 - b. Suggest improvements as asked.
 - c. Solve routine problems yourself. Refer other problems to café manager.



Staff policies

General conduct

1. All staff and interns must conduct themselves in a professional manner at all times, and in a way to enhance the reputation of *Lisa's Place*.
2. Always be friendly and polite with customers when in conversation.
3. Do not run.
4. Use good English. Avoid language that will not enhance the reputation of the café, for example, loud or abusive language, slang, street rap, off-color humor, derogatory remarks, and political comments.
5. Do any tasks given to you; be willing to work and eager to learn.
6. If the café is not busy, look for things to do and things to clean.
7. Switch your mobile phone off and put it away while you are at work. You may only use it while on a designated break.
8. Please inform the supervisor when you need a toilet break.

Personal presentation

1. Generally clean and neat:
 - a. Clean well-groomed hair either tied back or worn short to eliminate risk of contaminating food. Use the minimum amount of hair clips and pins, and keep them secure so they can't fall into food.
 - b. Clean teeth
 - c. Clean, trimmed fingernails
 - d. Have a shower before work
 - e. A mild deodorant
2. Light makeup or no makeup at all.
3. Clothing:
 - a. Plain black T-shirt (no writing or graphics)
 - b. Plain black pants
 - c. *Lisa's Place* name badge
 - d. Plain black flat closed non-slip shoes
 - e. All clothing: neat, clean, ironed, unfaded, with no holes or frayed edges.
4. Not permitted:
 - a. heavy makeup
 - b. strong perfume
 - c. nail polish or acrylic nails
 - d. jeans, shorts, or skirts
 - e. clothing that is too tight-fitting
 - f. visible tattoos or piercings, except for earrings
 - g. jewelry, except one pair of plain studs or sleeper earrings.

Punctuality and attendance

1. Be ready to start work at the beginning of your shift. Plan to arrive at least five minutes beforehand so that you can prepare yourself to be ready to start.
2. Please call if you are going to be late or absent.
3. Stay until the end of your shift.
4. A series of late starts or unauthorized early finishes is grounds for dismissal.
5. Account for absences from work, with a doctor's certificate if necessary.

Teamwork and communication

1. Make sure your supervisor and colleagues know where you are and what you are doing during shifts.
2. Keep your supervisor and colleagues informed of your progress on your tasks.
3. Support other team members, e.g. help them if they need it.

Security

1. The supervisor is responsible for café keys.
2. Supervisors may not make duplicate café keys.
3. At the start of the day, the supervisor is responsible to open up the café and check all that all is in order.
4. At the end of the day, the supervisor is responsible to:
 - a. check all doors and windows,
 - b. check that the till has been emptied,
 - c. check that there is no cash left on the premises,
 - d. switch on night lighting, and
 - e. lock up the café.

Tips

1. Tips at Lisa's place are a reward for an enjoyable café experience and exemplary service. The better you perform and the happier you keep the customers, the greater your reward will be.
2. Ensure each customer receives his or her change promptly.
3. Tips will be divided equally at the end of the shift between the floor staff.
 - a. When tips are counted they will be confirmed by the supervisor and exchanged for notes (by the supervisor only).
 - b. If one staff member leaves earlier, then the tips will be divided at that point with the leaving staff member taking away their share. The remaining tips will be put back into the bowl for calculation at the end of the shift.
4. \$2 is placed in the bowl each day. It belongs to the café so do not take it home with you. There should always be \$2 left in the bowl at the end of each day.
5. Under no circumstances must an employee remove money from the till in exchange for tip money.



Staff meals and drinks

1. Staff meals are only provided on a designated break.
 - a. The limit is one meal (one portion) per day for a shift of 5 hours or more.
 - b. The supervisor will set a list of items available at the time. It will depend on whether they are time-consuming to prepare, expensive, and which supplies are in surplus.
 - c. When you wish to put in your order please ask the supervisor what is available rather than ordering from the menu.
2. Drinks are limited to one can of soft drink and two coffees per shift. Do not drink any drinks for which stocks are low.
3. Do not eat meals or drink in the dining room, or while on duty.
4. You will be billed at customer prices if you exceed your quota.

Start and end of shift

Start of day

1. Arrange furniture:
 - a. Set up furniture according to our standard arrangement, unless instructed otherwise. (Sometimes it needs to be different for groups or customer requests.)
 - b. Check that furniture and fittings are clean and in good condition and fix anything wrong.
 - c. Check that furniture is stable.
 - d. Make sure the arrangement is safe and gives convenient access for both customers and staff.
 - e. Check that emergency access is good.
2. Check and prepare your equipment. E.g. glassware, crockery, overlays and napkins, placemats/tablecloths, floral arrangements, cutlery, condiments, tea and coffee-making facilities, menus, display materials, and point-of-sale equipment.
3. Remove, clean or replace anything that is not up to our standards (e.g. chipped crockery, cracked glassware, scruffy or worn-looking items, stains on cloth items, condiment containers that need filling, etc.)
4. Check that the environment is comfortable and ambient for customers. You might need to prepare and adjust lighting, room temperature, music, decorations and displays, privacy, and background noise.
5. Display food and beverage items neatly and attractively, and check that the display meets food hygiene standards.



End of day

1. Clear and clean work areas and equipment
2. Store equipment and materials
3. Clear, clean, dismantle and store outside furniture.
4. Clean and tidy the dining room, the food preparation area, and food preparation equipment.
5. Restocking
6. Prepare anything needed for the next day. If it isn't the standard set-up, your supervisor will tell you what to do.
7. Join in the debriefing session and review the quality of service

Handover during day

1. Previous shift staff should inform incoming staff about anything they need to know.
2. Cashier needs to check that till balances.
3. Supervisor distributes tips.

Standard of service

Make your customers' café experience a positive and memorable so that they come back. You need to impress customers so that every customer feels that our café is of a nice place with good food, excellent service, and a relaxed, welcoming atmosphere.

First, our customers want *excellent service*. Most aspects of a café are fairly easy to copy (menu, venue, etc.), but excellent customer service is the hardest, so it is one of the best ways to remain competitive.

One of the main difference between being best and "not good enough" is getting all the details right. Customers usually notice and remember little things that are wrong or out of place. But if you get it right, customers might remember your service more than the food and beverage.

Second, a *friendly attitude* is essential. Customers will notice if you enjoy being with them and with your team; they will also notice if you are disgruntled, bored or don't really care. It isn't enough to do the job correctly and say all the right words if you show an unfriendly attitude. (Think of the supermarket checkout person who is trained to ask "How are you?" but doesn't want an answer.)

Third, consider the *total customer experience*. Within your role, you might be able to help customers in ways they appreciate and do something extra to improve their café experience:

- Remember the names of regular customers and their children.
- If you are a customer's regular waitperson, take that customer.
- The manager can also give occasional small freebies to regular customers.
- Be thoughtful and help people if they need it, for example:
 - Call people's attention to belongings they have left behind.
 - Help people in obvious difficulty, such as a flustered mother with complaining children, the elderly, etc.

Welcome customers

1. Greet all customers on arrival. Be friendly and polite.
2. Remember the names of regular customers and their children.
3. If asked, explain any information about the location or area, or the location of customer facilities.

Take and process orders

1. Introduce yourself with a friendly, welcoming attitude.
2. Keep your appearance professional and be courteous.
3. Make customers feel free to ask for any help or other items.
4. If necessary, help customers to make choices:
 - a. Answer questions on menu items.
 - b. Recommend or explain specials and the most popular items.
 - c. Explain other menu choices, options and availability.
5. Offer customers something that they might want but didn't ask for. For example:
 - a. offer cake with coffee
 - b. offer a second coffee when they've finished the first coffee



- c. offer the special of the day if they seem undecided
 - d. offer a drink to go with main course
 - e. offer a side-salad to go with a non-vegetable main course
 - f. offer dessert when they've finished main course
 - g. offer coffee or tea at the end of a meal
 - h. offer lunch to coffee-drinkers at lunch-time
6. Prevent them from feeling embarrassed in any way (e.g. they order a low-cost item, their children play up, something spills or breaks). Apologize for anything unpleasant, even if it isn't your fault or the café's fault.
 7. Take and record orders accurately and legibly.
 - a. Always read back the order to check that it is correct.
 - b. Convey orders promptly to the kitchen.
 8. Inform the kitchen of any special requests (including dietary or cultural requirements).
 9. Set the table to suit the customer's order with glassware, serveware and cutlery, etc.
 10. Refer bills to the cashier.



Serve and clear food and drinks

1. Collect food and beverage promptly from kitchen, check that it suits the order, check the presentation, and take them to customers. Carry plates and other items according to training.
2. Serve food and beverage courteously and to the correct person. If seating permits, serve on the customer's right.
3. Handle any delays or problems:
 - a. Promptly recognize and follow up any delays or deficiencies in service.
 - b. Advise customers about any delays or problems and reassure them.
4. At the appropriate time, check that customers are satisfied.
5. Clear plates:
 - a. When customers are ready, ask if you may clear their plates.
 - b. Without making customers feel rushed, take used items from the table. If seating permits, take plates from the customer's left.
 - c. Take used items to the dishwashing area, carry plates and other items according to training.
 - d. Stack plates and cutlery off the table (trolley or servery, *never* at the table).
6. Thank customers and farewell them politely.
7. Clean and dry whole table surface with cleanser and check that the area is ready for new customers (e.g. floors are clean, chairs straight, no lost property left behind)
8. Dispose of leftover food and disposables.
9. Dispose of recyclable items in recycle bin.

Responding to complaints

Treat each complaint as an opportunity to:

1. Gain customer loyalty by excellent service
2. Review our approaches and see if we can improve
3. Get advice from customers who know about customer service.

If you listen to their complaints, it discourages them from complaining to others. However, customers get angry with staff who don't listen to their complaints, don't know how to handle their complaints, or handle complaints badly.



Procedure

1. Be friendly and helpful; defuse tension as much as possible.
2. Get the customer to describe their complaint clearly. Let them explain what they want and how they feel.
 - a. Stay calm and listen carefully without interrupting. Do not argue, criticize or challenge their complaint, even if you are right and the customer is wrong.
 - b. Repeat the complaint and check you understand.
3. Acknowledge their comment and thank them. Apologize, even if it's not your fault.
4. Interpret the complaint. What do they really want? How justified is it?
5. Negotiate a resolution and get the customer's agreement if possible.
 - a. Offer a solution to resolve the complaint.
 - b. Check that the customer is happy with the solution.
6. If the correct action is to refer it to your manager, make sure they don't feel fobbed off.
 - a. Explain it briefly to the manager and leave it with him/her.
 - b. Check that the manager handles it promptly. If there is any delay, reassure the customer.
 - c. Record the complaint, no matter how trivial.

How much authority you are given to resolve problems will depend on your stage of training and the particular procedures at your practicum café, which might be different from Lisa's Place.

1. Waitstaff can generally resolve the following kinds of problems:
 - a. incorrect pricing of items
 - b. providing incorrect items
 - c. delays in service
 - d. misunderstanding customer requests
 - e. damaged, unclean or untidy items (e.g. chipped cups, unclean table surface)
 - f. the flavor of espresso coffee (replace it for free)
2. Waitstaff should refer any other kinds of problems to the supervisor, e.g.
 - a. unruly behavior that disturbs other customers
 - b. lost property
 - c. a customer deliberately contaminates food e.g. by placing a hair in it to get a free second serving.

Answering the telephone

1. The supervisor will assign the task of answering the phone, so that someone is on phone duty during all work hours.
2. If you are on phone duty:
 - a. At the end of work hours, switch the phone to the answering machine.
 - b. At the beginning of work hours, check the answering machine and follow through on all messages.
 - c. If you must leave for a short period, either take a handset with you or assign someone else to take over from you.
 - d. If you are busy with a task, assign someone else to take any phone calls. Do not treat customers as second-class to anyone who phones in.
3. Answer the phone promptly, within three rings if possible.
4. Give the standard greeting and find out what they want. ("Good, morning/afternoon. This is Lisa's Cafe. How may I help you?")
5. Pick up on anything particularly significant (e.g. serious problems, emergencies) and respond appropriately.
6. Give sensible replies. (People appreciate intelligent answers.)
7. If the caller is being difficult (demanding, angry, or complaining):
 - a. Do not lose your temper or attempt to retaliate.
 - b. Make them feel glad that they phoned. They will probably soften their tone if they feel you are trying to be helpful.
 - c. If possible, get their name.
 - d. Get them to say clearly what the problem seems to be. Get the basic facts in order; re-assure them that you understand.
 - e. Do not admit to blame.
 - f. Then switch them through to the duty supervisor, and mention the duty supervisor's name.
 - i. Of the phone, quickly brief the supervisor about the problem.
 - ii. Give them hope of a solution. Make sure that they don't feel fobbed off onto someone else who will not resolve the issue.
 - g. Note: If they make any serious threat to you or become personally abusive, inform them that it is policy to hang up. If they don't improve their tone, hang up and report the incident to your supervisor.
8. Do ...
 - a. Apologize for any inconvenience we seem to have caused (e.g. delay, poor telephone connection).
 - b. You are providing café services. If appropriate, invite them to the café, and mention any special deals that might interest them. You may be able to get a response for them to come.
 - c. If you close the phone call, close with a polite "Thank you".
 - d. Get feedback from colleagues on how well you handled the more challenging calls.
9. Don't
 - a. Don't waste time on telemarketers no matter how good they sound.
 - b. If you give the street address of the café, try to include other helpful information such as a prominent local landmark or parking tips.
 - c. Don't release any information on the organization or on individual people unless you have been specifically approved to release it to the other party.
 - d. Don't make any promises.

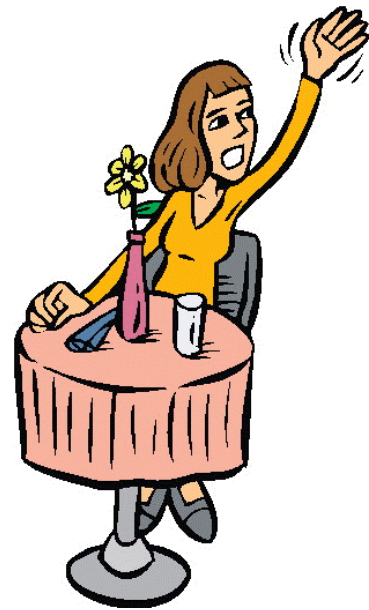
- e. Don't admit that your or Lisa's has made a mistake in any way that might incur liability or get anyone into trouble.
 - f. Don't waste time in idle chatter.
 - g. Do not put the phone down and wander off looking for someone. It's horrible for the caller to be left hanging. It is better to take a message.
10. Take a message if the caller wants someone who is unavailable.
- a. If someone can't take the call, just say that they aren't available. Don't give a specific reason unless they are "in a meeting" or "on leave"; it's none of the caller's business.
 - b. Write out the whole message neatly. (People won't understand it if it's too brief or if they can't read the writing.) We use pads of printed forms with a duplicate so the original message goes to the person and the original stays in the pad. Each form has places for:
 - i. who the message is from
 - ii. their phone number
 - iii. when they called
 - iv. who it's for
 - v. who took the message
 - vi. the message itself, and
 - vii. when you could call back.

Social and cultural sensitivity

Some customers come from different social and cultural backgrounds, including people with very limited English. Some of them are international tourists. The current term is CALD (Culturally And Linguistically Diverse.)

Make sure CALD customers feel as welcome as any other customer. They will expect a standard of service as good as their home country.

1. Treat them with respect and sensitivity and in a non-discriminatory way. Try to prevent misunderstandings, and do not make them feel humiliated or intimidated.
2. If the situation is very difficult or is a recurring problem, try to get more information, e.g. Google it, ask your supervisor for advice, or ask someone.
3. The common differences are:
 - a. language spoken
 - b. forms of address
 - c. levels of formality or informality
 - d. family structure
 - e. views regarding gender or age
 - f. assuming different social levels
 - g. different interpretation of non-verbal behavior
 - h. kind of help they need (for the disabled)
 - i. personal grooming, including dress and hygiene habits
 - j. family and social obligations and status
 - k. product preferences
 - l. tendency to haggle over the bill or try to bargain.



Language barriers

1. Beware that they might understand some English even though their ability to speak is limited. They might also understand English fairly well but not your accent.
2. The simple ways to handle language barriers are as follows:
 - a. Use simple English (e.g. short sentences, speak clearly).
 - b. Do not speak loudly; they are probably not deaf.
 - c. Use gestures e.g. point to items.
 - d. Write things down (e.g. the amount of the bill).
 - e. Ask other staff for help if necessary.

Disability

You will usually be able to treat disabled people the same as everyone else because most of them have very good coping strategies. Some hints:

1. Speak to people in wheelchairs; they are often ignored.
2. Do not treat them like children or idiots.
3. Be patient with people who have mobility problems (e.g. stroke victims, people using a wheelchair or walking stick).

Note: You are required by law to allow personal assistance animals into the café. E.g. guide dogs for the blind, listening dogs for the deaf.

Workplace health and safety

WHS definitions

1. *Supervisor*: the person who oversees the activities of another person at work/study.
2. *Staff*: all staff whether paid, volunteer, or student intern.
3. *Hazard*: anything that might result in injury to a person, or harm to the health of the person.
4. *Risk*: the probability of injury or harm.
5. *Accident*: an unplanned event or series of events that cause or could cause injury or sickness to people and/or damage to property:
 - a. The terms *accident* and *incident* have the same meaning.
 - b. Accidents include 'near miss' situations.
 - c. Accidents do not include journey accidents to and from work.
6. *Work-related injury*: any injury, disease or disability that arises directly from or in the course of any work-related activity and that requires first aid or medical treatment.
7. *Travel*: When work involves travel outside the regular workplace, an accident is deemed to be work-related if it occurs between the first and last assigned employment-related tasks of a working day.



Supervisor responsibilities

1. Instruct all employees, volunteers and interns on WHS.
2. Oversee safety and assessment of hazards.
3. Conduct WHS consultations with staff.
4. Maintain a First Aid kit.

Staff responsibilities

1. Keep yourself and others safe (your duty of care).
 - a. Take responsibility for your own WHS by not doing anything that may endanger your WHS or that of another employee or volunteer, or anybody on the premises.
 - b. In the case of minors, speak first to parents/guardians to be responsible for the conduct of minors on the premises.
2. Identify and assess hazards and unsafe working conditions:
 - a. Eliminate them immediately where possible.
 - b. If you cannot eliminate them, minimize any immediate danger if possible.
 - c. Report to the supervisor hazards that cannot be satisfactorily managed immediately.
3. Follow WHS practices
 - a. Maintain updated knowledge of relevant WHS issues.
 - b. Know and follow all WHS general rules and practices (below).
 - c. Know and follow any site-specific rules.
 - d. Follow supervisor's WHS instructions.
4. Participate in all training and practice drills.
5. Participate in consultations to evaluate and develop controls and to prevent workplace hazards.

General rules and practices

1. All buildings and enclosed areas are smoke-free.
2. No alcohol or drugs on property.
3. Observe details of emergency response and evacuation plans on the notice board.
4. Don't do any work for which you are not qualified, e.g. electrical maintenance.
5. Do your housekeeping in your work area so that it is always tidy and free from hazards.
6. Follow safe lifting practices.
7. Plan your work so that you can work safely.
8. Get help if you have to lift any items likely to cause injury.
9. Prevent trip and slip hazards.

Incident reporting

1. Report any WHS incidents to the supervisor, first orally and then in writing on the current form. The café cannot take any responsibility for any injuries not promptly reported.
2. In the event of an injury:
 - a. seek treatment from your own doctor, unless treatment is required immediately from an ambulance paramedic or a hospital. (Paramedical aid is especially preferable when litigation risks are high for First Aid.)
 - b. He/she must be a registered medical practitioner.
 - c. Inform the doctor that the injury is work-related and get a Workers Compensation Medical Certificate.
 - d. Complete Worker's Compensation claims according to the insurer's requirements.
3. Fill in any report forms required for insurance purposes within 48 hours of the incident, and make a full contemporaneous written account of the incident. If injured persons are unable to complete the written report requirements, the supervisor should do so.

Food handling hygiene

The purpose of hygiene practices is to keep food safe from contamination. Food hygiene practices apply to everybody in the food service industry, including staff in *Lisa's Place*. They are particularly important in food safety, but also apply wherever poor hygiene is a contamination risk to the health of customers, colleagues and yourself. You will need to follow the procedures below, identify and control simple hazards, and take hygiene measures to make sure nothing gets contaminated.



Food hygiene is essential to our café. If you don't follow hygiene procedures, somebody could get sick from your food. Lots of things could then happen:

- They could report you and get a health inspector to inspect the café.
- You could be reprimanded, sacked, or moved to another job.
- They could sue the café.
- They could tell their friends to stay away from the café.
- The café could be fined.
- You will fail the hygiene unit, and then you can't pass any other unit that needs it as a prerequisite.
- The best employees might want to “go somewhere better.”

What is contamination?

Contamination means two things: (a) transfer of something that could carry micro-organisms such as bacteria, viruses, and spores, and (b) something in the food that should not be there, such as hairs, earrings, chemicals, small bits of plastic or glass, and insects. Contamination can be food-borne, airborne or infectious.

Hand washing

1. *Lisa's Café* has a designated staff hand-washing sink with warm running water, soap and single use towels. Do not use food preparation sinks for washing hands.
2. Wash your hands immediately before working with food, including starting work with food after a break.
3. Wash your hands immediately after:
 - a. handling raw food
 - b. using a handkerchief or disposable tissue
 - c. using the toilet
 - d. coughing, sneezing, blowing the nose, eating, or drinking
 - e. touching a wound
 - f. touching your hair, scalp, face, mouth, or jewelry
 - g. handling money.
4. Follow handwashing instructions, e.g. also clean fingernails, use the paper towel to switch off the tap.
5. Throw used paper towels in the bin at the sink.

Report hazards

1. Inform your supervisor immediately if:

- a. You see a café employee failing to follow current procedures for personal hygiene, food handling, or cleaning.
 - b. You have personal health issues likely to cause a hygiene risk or could result in food contamination (e.g. cold, a boil, a contagious disease).
 - c. You suspect that you have contaminated food.
2. If you have a cut, sore, or broken skin:
 - a. Use only a bandage approved by the supervisor.
 - b. You may be required to handle food only with gloves, or not at all.
 3. If you are not permitted to handle food due to a health issue, the supervisor may require a medical certificate before permitting you to handle food again.

Spot hazards and take action

1. Spot hygiene hazards. E.g.
 - a. contaminated food
 - b. vermin (cockroaches, rats, and mice)
 - c. airborne dust
 - d. dirty equipment and utensils
 - e. contaminated garbage
 - f. equipment that doesn't work correctly, such as fridges and temperature probes.
 - g. things such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
2. Fix the hazard straight away if it is included in your individual responsibility.
 - a. The first option is to fix the hazard completely.
 - b. If you can't fix it completely, you could minimize it.
3. If you can't minimize the hazard or if the hazard is outside your individual responsibility, report it to your supervisor. It will then be their job to control it.

Prevent contamination

1. Follow the dress code.
2. Make sure that things you're wearing can't contaminate food. These include clothing, hair accessories, jewelry, watches, or bandages.
3. Don't have direct contact with ready to eat food unless necessary. Use clean tongs or other implements to handle and serve food.
4. Don't let food become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking, or eating over food or food preparation surfaces.
5. The supervisor may require you to wear gloves for handling food at any time. Gloves are disposable and cannot be re-used. Always use new gloves and dispose of them after use.
6. Make sure that you don't transfer contamination from one thing to another in your workplace. Things that can easily do this are:
 - a. infected linen
 - b. items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
 - c. dirty equipment and utensils
 - d. spreading bacteria to kitchens from other areas.
7. Check that incoming food supplies are not contaminated.
8. Protect displayed food from the likelihood of contamination. E.g. put under cover or wrapped.
9. If food will be recalled, has been returned, is not safe or suitable, or is suspect, label it and keep it separate until it is:
 - a. disposed of,

- b. returned to its supplier,
 - c. further processed to be safe and suitable, or
 - d. ascertained to be safe and suitable.
10. If food has been already served to a person, do not sell it to another person unless it was completely wrapped when served and has remained completely wrapped.

Food with allergens

1. Food is still safe if it has allergens that do not affect the general population.
2. All food with allergens that cause anaphylactic shock should be labeled and kept separate. In particular, this refers to nut products.

Potentially hazardous food

Food is potentially hazardous if it contains:

- raw or cooked meat
- dairy products
- seafood (except live seafood)
- processed fruits and vegetables
- cooked rice or pasta, or
- eggs, beans, nuts or other protein-rich food.

Chopping boards

Use chopping boards according to their color:

- Green:* Fruit and vegetables
- Red:* Red meat
- Yellow:* Chicken and other poultry
- Blue:* Seafood
- White:* Bread and dairy

Food storage

1. Below 5°C or above 160°C.
2. Check the way food is stacked in the refrigerator. Make sure food juices from one item cannot drip onto another. (E.g. Make sure that juice from raw chicken cannot drip onto a salad that will be eaten raw.)
3. If frozen food has thawed, do not re-freeze it.
4. Store food in refrigerators according to zone. Different parts of the refrigerator have different temperatures:
 - a. Top shelves:
 - b. Middle shelves:
 - c. Bottom shelves:
5. To cool potentially hazardous food that is already cooked:
 - a. within two hours — from 60°C to 21°C; and
 - b. within a further four hours — from 21°C to 5°C.
6. When reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above.
7. Food that has passed its “use by” date is considered unsafe.
8. Food that has passed its “best by” is considered unsuitable and may not be used (even though it might still be safe.)
9. If food has been left out of the refrigerator for less than two hours it can be returned to the refrigerator. If food has been out for two hours or more, it must be thrown out.

Handling and disposing of rubbish

1. Put items into the correct bin: either recyclables or general rubbish.
2. General rubbish

- a. General rubbish is any rubbish that is not recyclable.
 - b. Use bin liners.
 - c. Do not retrieve items from the rubbish once they have been thrown out.
 - d. Put out rubbish when the bin is full or at the end of each day.
 - e. Wash hands after handling rubbish.
3. Recyclables
- a. Recyclables are defined by the local city council (e.g. glass, aluminum, paper, steel, some kinds of plastic).
 - b. Recyclables should be clean.
 - c. Put out recyclables when the bin is full or before bin collection day.

Cleaning and sanitizing

Regular cleaning

1. A list of cleaning tasks with a schedule space for sign-off is posted on the notice board.
2. Make up disinfectant as needed and put it into labeled trigger bottles for spraying bench tops, etc.
3. Wipe down surfaces with paper towels or disposable dish cloths. Do not use ordinary dishcloths, which can spread bacteria.
4. All items that come into contact with food, including counters, benches and equipment, must be effectively cleaned of grease and disinfected following the four-step process below.
5. Floors, walls, ceilings, windows and furniture must also be kept free from visible grease and dirt, food waste and other visible matter.

Building-related hygiene

1. Store all items off the floor. Allow 150mm clearance from the floor for space to clean beneath shelving and equipment.
2. Check for items needing regular maintenance, e.g. filling holes and replacing damaged tiles.
3. Check that the pest control program is consistently followed.

Cleaning procedures must remove dirt and grease as well as sanitize.

- Detergents remove dirt and grease but do not sanitize.
- Disinfectants kill bacteria and can reduce surface contamination to a safe level, but do not remove grease.
- Soaking in hot water (75°C or hotter) for over a minute is also an effective sanitizing method.

Note:

1. Check the dilution, contact time, safety precautions, shelf life and storage of all chemicals before use. They all work best at the correct dilution and need time to work, but times vary according to the job and the chemical.
2. Some sanitizers are food-safe and do not require rinsing off e.g. chlorine dioxide.
3. Some disinfectants are toxic and must be rinsed off e.g. QACs (quaternary ammonium compounds), chlorine release agents (hypochlorites) and iodophors (iodine based compounds).

The four-step process

This four-step process removes dirt and grease, and kills bacteria.

Step 1: Preparation

- Remove loose dirt and food particles.
- Rinse with warm water.

Step 2. Cleaning

- Wash with hot water (60°C) and detergent.

- Rinse with clean water.

Step 3: Sanitizing

- Treat with very hot clean water (75°C) for at least one minute **or** use disinfectant

Step 4: Air drying

- Leave benches, counters and equipment to air dry. Dry equipment on a draining rack.

The main law on food safety is the Food Standards Australia New Zealand Act 1991. It set by an authority called Food Standards Australia New Zealand. Its Code (The Australia New Zealand Food Standards Code) has a standard for food safety practices and the health and hygiene practices of food handlers.

The laws are different in different states, and local councils also make food safety laws. In some cases, food safety supervisors must be qualified.

Food safety hygiene applies to any venue that operates a permanent or temporary kitchen or smaller food preparation area for storing, preparing, displaying and serving food.

Some sections were adapted from: "Cafe/Restaurant Staff Handbook Template"
www.thecafeninja.com, 19-Dec-16.

Free online foodsafe course:

<http://dofoodsafely.health.vic.gov.au/welcome.php>