

The school kitchen and dining segment performs the following functions –

1. Procurement of raw materials like – vegetables, fruits, milk and dairy, pulses, cereals, grains, flour, oil, spices, ready to eat food etc.
2. Receiving of materials.
3. Cleaning and storing of materials received.
4. Food production.
5. Food delivery.
6. Housekeeping and dish washing.
7. Electrical and electronic, plumbing, civil maintenance.
8. Stock verification, inventory management.
9. Billing and payment.
10. Record maintenance.
11. Human resource management. (Hygiene, Punctuality, Work force management etc.)

Personal Hygiene Standards for Chefs and Kitchen Staffs

Purpose of Chef Personal Hygiene SOP: Germs carried by people are one of the major sources of foodborne illness hence all kitchen employees or Chefs should maintain good personal hygiene practices to ensure food safety.

The term Hygiene refers to conditions and practices that help to maintain health and prevent the spread of diseases, this sop outlines the standard hygiene policies and procedures which need to be followed by food and beverage production staff eg: Chefs, Food Handlers, and Stewarding etc.

Kitchen Staff / Chef Personal Hygiene Standards:

- Always arrive at work cleanly with clean hair, teeth brushed and bathed daily with soap.
- Maintain short, clean, and polish-free fingernails.
- Artificial nails are not permitted for any staff in the food area.

Chefs Policy for Smoking, eating, and gum chewing:

- No smoking or chewing tobacco is allowed in the food production facilities or on the school campus.
- Make sure that you Eat and drink in designated areas only.
- Always use a closed beverage container when drinking water in the F&B production area.
- Kitchen staff should refrain from chewing gum or eating any item during the food production.

How to wash hands for Kitchen Staff or Chefs?

- Washing Hands as per the hygiene standards and at the appropriate time is very important. The proper method to wash hands includes under fingernails and up to forearms vigorously and thoroughly with soap and warm water for a period of at least 20 to 30 seconds.
- Turn off the water faucets or tap using a paper towel in order to prevent recontamination of clean hands.
- In addition, hands must be washed at below time or scenarios:
 - While entering the food & beverage production facility before your shift begins.

- Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation when contamination occurs.
 - Always in the restroom after using the toilet, and when before you return or enter to your workstation.
 - Wash hands when switching between handling or working with raw foods and working with ready-to-eat or cooked foods.
 - Wash your hands after touching face, nose, hair, or any other body part, and after sneezing or coughing.
 - Wash hands after you are cleaning tables, workstations, cutting board or after cleaning duties.
 - Between each task performed and before wearing disposable gloves.
 - Change disposable gloves as often as hand washing is required.
 - Wash hands before and after discarding gloves.
 - After eating or drinking.
 - After taking out the garbage, handling any cleaning chemicals, picking up dropped food items etc.
 - Wash hands after any other unsanitary task have been performed.
- While washing hands make sure that you wash hands only in hand sinks designated for that purpose.
 - Use a hand sanitiser as per the required quantity after washing the hands.
 - Always dry hands with single use towels or hot air blower.

What should be the proper attire for the Chef / Kitchen Staff?

- All kitchen staff should be wearing appropriate and proper uniforms at all times.
- Clean uniform with sleeves and clean non-skid, close-toed work shoes while on duty.
- Always wear your apron on site, as appropriate.
- Do not wear the apron to and from work.
- Always remember to take off the apron before using the restroom.
- Change apron if it becomes soiled or stained.

What are the appropriate Hair Restraints and Jewellery for Kitchen Staff or Chefs?

- Always wear a hair net or cap in any food production area that completely covers all hair.
- Keep beards and moustaches neat and trimmed.
- Beard restraints are required in any food production area.
- Refrain from wearing jewellery in the food production area.
- Only a plain wedding chain/ ring or wedding band is permitted in the Kitchen.
- No necklaces, bracelets, or dangling jewellery are permitted.
- No earrings or piercing that can be removed is permitted.

What should be the Chefs do in case any Cuts and Burns while working?

- Report or inform the supervisor in case of any wounds.
- If you cut a finger, the most important action is to control the bleeding by immediately applying direct pressure to the wound.
- When a burn occurs, it is most important to wash the burn with room-temperature water.
- Consult the in-house Nurse for first aid and further treatments.
- Bandage any cut, abrasion, or burn that has broken the skin.
- Cover bandages on hands with gloves and finger cuts as appropriate before handling with food.

Cleaning and Sanitizing Food Contact Surfaces SOP

Purpose: To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.

Scope: This procedure applies to foodservice employees

INSTRUCTIONS:

1. Supervisor should Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Follow manufacturer's instructions regarding the use and maintenance of equipment and use of chemicals for cleaning and sanitizing food contact surfaces. Refer to Storing and Using Poisonous or Toxic Chemicals
4. SOP.
5. Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts, and equipment:
 - Before each use.
 - Between uses when preparing or handling known allergens such as tree nuts, peanuts, gluten products, dairy, and soy ingredients.
 - Any time contamination occurs or is suspected.
6. Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts, and equipment using the following procedure:
 - Wash surface with detergent solution.
 - Rinse surface with clean water.
 - Sanitize surface using a sanitizing solution mixed at a concentration specified on the manufacturer's label. Use premixed solution, and test with approved test strips at the start of each shift.
 - Place wet items in a manner to allow air drying.
7. When using the 3-compartment sink setup and use the sink in the following manner:
 - In the first compartment, wash with a clean detergent solution at or above 110 degrees F.
 - In the second compartment, rinse with clean water.
 - In the third compartment, sanitize with a sanitizing solution mixed at a concentration specified on the manufacturer's label for 30 seconds.
8. When using the dish machine:
 - Refer to the information on the data plate for determining wash, rinse, and sanitization rinse temperatures; sanitizing solution concentrations; and water pressure if applicable.
 - Follow manufacturer's instructions for use.
 - Ensure that food contact surfaces reach a surface temperature of 160 degrees F or above.

Monitoring:

Foodservice employees will:

1. During all hours of operation, visually, and physically inspect food contact surfaces of equipment and utensils to ensure that the surfaces are clean.
2. in a 3-compartment sink, on a daily basis:
 - Visually monitor that the water in each compartment is clean.
 - Take the water temperature in the first compartment of the sink by using a calibrated

thermometer.

- Refer to Using and Calibrating Thermometers SOP.
 - Test the sanitizer concentration
3. in the dish machine, on a daily basis:
- Visually monitor that the water and the interior parts of the machine are clean and free of debris.
 - Continually monitor the temperature and pressure gauges to ensure that the machine is operating according to the data plate.

Corrective Action:

1. Re-train any food service employee found not following the procedures in this
2. SOP.
3. Wash, rinse, and sanitize dirty food contact surfaces. Sanitize food contact Surfaces if it is discovered that the surfaces were not properly sanitized. Discard food that comes in contact with food contact surfaces that have not been sanitized properly.
4. in a 3-compartment sink:
 - Drain and refill compartments periodically and as needed to keep the water clean.
 - Adjust the water temperature by adding hot water until the desired temperature is reached.
 - Add more sanitizer or water, as appropriate, until the proper concentration is achieved.
5. in a dish machine:
 - Drain and refill the machine periodically and as needed to keep the water clean.
 - Contact the Mess manager to have the machine repaired if the machine is not reaching the proper wash temperature indicated on the data plate.
 - Retest by running the machine 2 more times. If the appropriate temperature is still not achieved, contact the manager. Wash, rinse, and sanitize in the 3-compartment sink until the machine is repaired.
 - Check the levels of detergent and sanitizer for the dish machine, making sure the levels are sufficient. Fill if needed, or contact the manager to refill the required chemical.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record monitoring activities and any corrective action taken on the Food Contact Surfaces Cleaning and Sanitizing Log. The mess manager will verify that foodservice employees have taken the required temperatures and tested the sanitizer concentration by visually monitoring foodservice employees during the shift and reviewing, initialling, and dating the Food Contact Surfaces Cleaning and Sanitizing Log. The Log will be kept on file for at least 1 year. The mess manager will complete the Food Safety Checklist Daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

Note: during vegetable cutting and fruit slicing –

1. Clean and sanitize the contact surface, knife and any other equipment used for this purpose.
2. Wear hand gloves, mask and hair cap.
3. Collect the cut items into a clean vessel and hand it over to the chef or send it to the refrigerator, if the same to be used later.
4. Discard the waste into the green dustbin (biological waste).
5. Clean and sanitize the contact surface, knife etc. and discard the gloves.

Controlling Time and Temperature during Preparation SOP

Purpose: To prevent foodborne illness by limiting the amount of time that potentially hazardous foods are held in the temperature danger zone during preparation.

Scope: This procedure applies to foodservice employees

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow the State and local health department requirements.
3. Wash hands prior to preparing foods. Refer to the Washing Hands SOP.
4. Use clean and sanitized equipment and utensils while preparing food.
5. Separate raw foods from ready-to-eat foods by keeping them in separate containers until ready to use and by using separate dispensing utensils. Refer to the Preventing Cross-Contamination during Storage and Preparation SOP
6. Pre-chill ingredients for cold foods, such as sandwiches, salads, and cut melons before combining other ingredients.
7. Prepare foods as close to finished product deadline as recipe and work load will allow.
8. Prepare foods according to approved batch sizes stated in standardized recipes.
9. Limit the time for preparation of any batches of food so that ingredients are not at room temperature for more than 30 minutes before cooking, serving, or being returned to the refrigerator.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each pan of food at various stages of preparation.
3. Monitor the amount of time that food is in the temperature danger zone. It should not exceed 4 hours.

CORRECTIVE ACTIONS:

1. Re-train any foodservice employee found not following the procedures in this SOP.
2. Begin the cooking process immediately after preparation is complete for any foods that will be prepared to a ready-to-eat state.
3. Rapidly cool ready-to-eat foods or foods that will be cooked at a later time.
4. Immediately return ingredients to the refrigerator if the anticipated preparation completion time is expected to exceed 30 minutes.
5. Discard food held in the temperature danger zone for more than 4 hours.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the date, product name, start and end times of production, the two temperature measurements taken, and any corrective actions taken, and the amount of food prepared on the Production Log. The Mess Manager will verify that foodservice employees are taking the required temperatures and following the proper preparation procedure by visually monitoring foodservice employees during the shift and reviewing, initialling, and dating the Production Log daily. Maintain the Production Log.

The Mess manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

Cooking Potentially Hazardous Foods SOP

Purpose: To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature.

Scope: This procedure applies to foodservice employees

Key Words: Cross-Contamination, Temperatures, Cooking

Instructions:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State and local health department requirements.
3. If a recipe contains a combination of ingredients, cook the product to the highest required temperature.
4. Fresh, frozen, or canned fruits and vegetable products that are cooked must be brought to 165 degrees F for 15 seconds, before being chilled. See Cooling Potentially Hazardous Foods SOP.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each batch of food by inserting the thermometer into the thickest part of the product, which usually is in the centre.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue cooking food until the internal temperature reaches the required Temperature.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record product name, time, the two temperatures/times, and any corrective action taken on the Cooking and Reheating Temperature Log. The Mess Manager will verify that foodservice employees has taken the required cooking temperatures by visually monitoring foodservice employees and preparation procedures during the shift and reviewing, initialling, and dating the temperature log at the close of each day. The Cooking and Reheating Temperature Log is to be kept on file for a minimum of 1 year.

Cooling Potentially Hazardous Foods SOP

Purpose: To prevent foodborne illness by ensuring that all potentially hazardous foods are cooled properly.

Scope: This procedure applies to foodservice employees

Instructions:

1. Train foodservice employees on using the procedures in this SOP. Refer to Using and Calibrating Thermometers SOP.
2. Follow State and local health department requirements.
3. Modify recipes, production schedules, and staff work hours to allow for implementation of proper cooling procedures.
4. Prepare and cool food in batch sizes indicated in approved recipes.
5. Chill food rapidly using an appropriate cooling method:
 - Place food in shallow containers, no more than 4 inches deep and uncovered on the top shelf in the back of walk-in or reach-in cooler.
 - Use a quick-chill unit such as a blast chiller, if available.
 - Stir the food in a container placed in an ice water bath.
 - Use ice wands.
 - Add ice as an ingredient.
 - Separate food into smaller or thinner portions.
 - Pre-chill ingredients and containers used for making bulk items, served cold.
6. Chill cooked, hot food from:
 - 135 degrees F to 70 degrees F within 2 hours. Take corrective action immediately if food is not chilled from 135 degrees F to 70 degrees F within 2 hours.
 - 70 degrees F to 41 degrees F or below in remaining time. The total cooling process from 135 degrees F to 41 degrees F may not exceed 6 hours. Take corrective action immediately if food is not chilled from 135 degrees F to 41 degrees F within the 6 hour cooling process.
7. Chill prepared, ready-to-eat foods such as cut melons from 70 degrees F to 41 F or below within 4 hours. Take corrective action immediately if ready-to-eat food is not chilled from 70 degrees F to 41 degrees F within 4 hours.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer to measure the internal temperature of the food during the cooling process.
2. Monitor temperatures of products every hour throughout the cooling process by inserting a probe thermometer into the centre of the food and at various locations in the product.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reheat cooked hot food to 165 degrees F for 15 seconds and start the cooling process again using a different cooling method when the food is:
 - Above 70 degrees F and 2 hours or less into the cooling process; and
 - Above 41 degrees F and 6 hours or less into the cooling process.
3. Discard cooked, hot food immediately when the food is:
 - Above 70 degrees F and more than 2 hours into the cooling process; or
 - Above 41 degrees F and less than 4 hours into the cooling process.
 - Discard prepared ready-to-eat foods when the food is above 41 degrees F and more than 4 hours into the cooling process.

VERIFICATION AND RECORD KEEPING

Foodservice employees will record temperatures and corrective actions taken on the Cooling Temperature Log. Foodservice employees will record if there are no foods cooled on any working day by indicating "No Foods Cooled" on the Cooling Temperature Log. The Mess Manager will verify that foodservice employees are cooling food properly by visually monitoring foodservice employees during the shift, and reviewing, initialling, and dating, the temperature log each working day. The Cooling Temperature Logs are to be kept on file of a minimum of 1 year.

Personal Hygiene SOP

Purpose: To prevent contamination of food by foodservice employees.

Scope: This procedure applies to foodservice employees and volunteers

Key Words: Personal Hygiene, Cross-Contamination, Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Follow the Employee Health Policy. Employee health policy is not included in this resource.
4. Report to work in good health, clean, and dressed in clean attire.
5. Change apron when it becomes soiled.
6. Wash hands properly, frequently, and at the appropriate times.
7. Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
8. Avoid wearing artificial fingernails and fingernail polish.
9. Do not wear any jewellery except for compulsive ones.
10. Treat and bandage wounds and sores immediately. When hands are bandaged, single-use gloves must be worn.
11. Cover all lesions with a bandage. If the lesion is on a hand or wrist, cover an impermeable cover such as a finger cot or stall and a single use glove.
12. Eat, drink only in designated break areas where food or food contact surfaces may not become contaminated.
13. Taste food the correct way:
 - Place a small amount of food into a separate container.
 - Step away from exposed food and food contact surfaces.
 - Use a teaspoon to taste the food. Remove the used teaspoon and container to the dish room.
 - Never reuse a spoon that has already been used for tasting.
 - Wash hands immediately.
14. Wear suitable and effective hair restraints while in the kitchen.

MONITORING:

1. A designated foodservice employee will inspect employees when they report to work to be sure that each employee is following this SOP.
2. The designated foodservice employee will monitor that all foodservice employees are adhering to the personal hygiene policy during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard affected food.

VERIFICATION AND RECORD KEEPING:

The Mess Manager will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation. The Mess Manager will record any discarded food on the Damaged or Discarded Product Log. The Food Safety Checklist and Damaged or Discarded Product Logs are to be kept on file for a minimum of 1 year.

Preventing Cross-Contamination during Storage and reparation SOP

Purpose: To reduce foodborne illness by preventing unintentional contamination of food.

Scope: This procedure applies to anyone who is responsible for receiving, storing, and preparing food

Key Words: Cross-Contamination, Preparation, Contamination, Storage, Receiving

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Wash hands properly. Refer to the Washing Hands SOP.
4. Avoid touching ready-to-eat food with bare hands. Refer to Using Suitable Utensils When Handling Ready- To-Eat Foods SOP.
5. Separate raw foods, such as lettuce and cut melons during receiving, storage, and preparation.
6. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
7. Use only dry, cleaned, and sanitized equipment and utensils. Refer to Cleaning and Sanitizing Food Contact Surfaces SOP for proper cleaning and sanitizing procedure.
8. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
9. Place food in covered containers or packages, except during cooling, and store in the walk-in refrigerator.
10. Designate an upper shelf of a refrigerator or walk-in cooler as the “cooling” shelf. Uncover containers of food during the initial quick cool-down phase to facilitate cooling.
11. Clean the exterior of food containers, such as cans and jars, of visible soil before opening.
12. Store damaged goods in a separate location. Refer to Segregating Damaged Goods SOP.
13. Store all the flour, other dry items like- cereals, pulses, grains, sugar, jiggery etc. in dry storage boxes and place them above the pellets. Always keep the floor dry and clean.
14. Use proper utensils that are washed and sanitized to fetch the dry materials. Properly close the container after fetching the materials. Mop the floor and keep it dry.

MONITORING:

A designated foodservice employee will continually monitor food storage and preparation to ensure that food is not cross-contaminated.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Separate foods found improperly stored.
3. Discard ready-to-eat foods that are contaminated

VERIFICATION AND RECORD KEEPING:

The Mess Manager will visually observe that employees are following these procedures and taking all necessary corrective actions during all hours of operation. The Mess Manager will periodically check the storage of foods during hours of operation and complete the Food Safety Checklist daily. The Food Safety Checklist will be kept on file for a minimum of 1 year. Foodservice employees will document any discarded food on the Damaged and Discarded Product Log. The Mess Manager will verify that appropriate corrective actions are being taken by reviewing, initialling, and dating the Damaged and Discarded Product Log each day. The Damaged and Discarded Product Log is to be kept on file for a minimum of 1 year.

Receiving Deliveries SOP

Purpose: To ensure that all food is received fresh and safe when it enters the foodservice operation and to transfer food to proper storage as quickly as possible.

Scope: This procedure applies to foodservice employees who handle.

Key Words: Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Schedule deliveries to arrive at designated times during operational hours.
4. Post the delivery schedule, including the names of vendors, and days and times of deliveries.
5. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
6. Organize freezer and refrigeration space, loading docks, and store rooms before deliveries.
7. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, clean loading carts before deliveries. Refer to the Using and Calibrating Thermometers SOP.
8. Keep receiving area clean and well lighted.
9. Do not touch ready-to-eat foods with bare hands.
10. Foods should be labelled with the arrival date.
11. Compare delivery invoice against products ordered and products delivered.
12. Transfer foods to their appropriate locations as quickly as possible.

MONITORING:

1. Inspect the delivery truck when it arrives to ensure that it is clean, free of putrid odours, and organized to prevent cross-contamination. Be sure refrigerated foods are delivered on a refrigerated truck.
2. Check the interior temperature of refrigerated trucks.
3. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery.
4. If driver's name is different from what is indicated on the delivery schedule, contact the vendor immediately.
5. Check frozen foods to ensure that they are all frozen solid and show no signs of thawing and refreezing, such as the presence of large ice crystals or liquids on the bottom of cartons.
6. Check the temperature of refrigerated foods.
7. Check dates of milk and other perishable goods to ensure safety and quality.
8. Check the integrity of food packaging.
9. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods that are shipped in dirty crates.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
 - Frozen foods with signs of previous thawing
 - Cans that have signs of deterioration, ie. Swollen sides or ends, flawed seals or seams, dents, or rust
 - Punctured packages
 - Foods with out-dated expiration dates
 - Foods that are out of safe temperature zone or deemed unacceptable by established rejection policy

VERIFICATION AND RECORD KEEPING:

Record the temperature and the corrective action on the delivery invoice or on the Receiving Log. The Mess Manager will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Receiving Log at the close of each day. Receiving Logs are kept on file for a minimum of 1 year.

Reheating Potentially Hazardous Foods SOP

Purpose: To prevent foodborne illness by ensuring that all foods are reheated to the appropriate internal temperature.

Scope: This procedure applies to foodservice employees and volunteers who prepare food.

Key Words: Cross-Contamination, Temperatures, Reheating, Holding, Hot Holding

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State and local department requirements.
3. Reheat precook, processed foods that have been previously cooled.
4. Use reheated food immediately or transfer to an appropriate hot holding unit.

MONITORING:

1. Use a clean, sanitized, and calibrated probe thermometer.
2. Take at least two internal temperatures from each pan of food.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Continue reheating and heating food if the internal temperature does not reach the required temperature.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record product name, time, the two temperatures/times, and any corrective action taken on the Cooking and Reheating Temperature Log. The Mess Manager will verify that foodservice employees during the shift and reviewing, initialling, and dating the Cooking and Reheating Temperature Log at the close of each day. The temperature logs are kept on file for a minimum of 1 year.

Using and Calibrating Thermometers SOP

Purpose: To prevent food borne illness by ensuring that the appropriate type of thermometer is used to measure internal product temperatures and that thermometers used are correctly calibrated for accuracy.

Scope: This procedure applies to foodservice employees who prepare, cook, and cool food.

Key Words: Thermometers, Calibration

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Follow the food thermometer manufacturer's instructions for use. Use a food thermometer that is appropriate for the Temperature being taken. For example:
 - Bimetallic, dial faced stem thermometer are accurate only when measuring temperatures of thick food. They may not be used to measure temperatures of thin foods, such as slices of pizza. A dimple mark located on the stem of the thermometer indicates the maximum food thickness that can be accurately measured.
 - Use only oven-safe, bimetallic thermometers when measuring temperatures of food while cooking in an oven.
4. Have food thermometers easily-accessible to foodservice employees during all hours of operation.
5. Clean and sanitize food thermometers before each use. Refer to the Cleaning and Sanitizing Food Contact
6. Surfaces SOP for the proper procedure to follow.
7. Store food thermometers in an area that is clean and where they are not subject to contamination.

MONITORING:

1. Foodservice employees will use either the ice-point method or boiling-point method to verify the accuracy of food thermometers. This is known as calibration of the thermometer.
2. To use the ice-point method:
 - Insert the thermometer probe into a cup of crushed ice.
 - Add enough cold water to remove any air pockets that might remain.
 - Allow the temperature reading to stabilize before reading temperature.
3. To use boiling-point method:
 - Immerse at least the first two inches of the probe into boiling water.
 - Allow the temperature reading to stabilize before reading temperature.
4. Foodservice employees will check the accuracy of the food thermometers:
 - At regular intervals (at the start of their shift).
 - If dropped
 - If used to measure extreme temperatures, such as in an oven
 - Whenever accuracy is in question

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench.
3. For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to Manufacturer's instructions.

4. If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated.
5. Retrain employees who are using or calibrating food thermometers improperly.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the calibration temperature and any corrective action taken, if applicable, on the Thermometer Calibration Log each time a thermometer is calibrated. The Mess Manager will verify that foodservice employees are using the calibrating thermometers properly by making visual observations of the employees during the calibration process and all operating hours. The Mess Manager will review and initial the Calibration Log daily. The Calibration Log will be kept on file a minimum of 1 year. The Mess Manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

Using Suitable Utensils When Handling Ready-to-Eat Foods SOP

Purpose: To prevent foodborne illness due to hand-to-food cross-contamination.

Scope: This procedure applies to foodservice employees and volunteers who prepare and handle food

Key Words: Ready-to-Eat Food, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Use proper hand-washing procedures to wash hands and exposed arms prior to preparing or handling food or at any time when the hands may have become contaminated.
4. Do not use bare hands to handle ready-to-eat food at any time unless washing fruits or vegetable.
5. Use suitable utensil when working with ready-to-eat food. Suitable utensils may include:
 - Single-use gloves
 - Deli tissue
 - Foil wrap
 - Tongs, spoons, and spatulas
6. Wash hands and change gloves:
 - Before beginning food preparation.
 - Before beginning a new task
 - After touching equipment such as refrigerator doors or utensils that have not been clean and sanitized.
 - After contacting chemicals
 - When interruptions in food preparation occur, such as when answering the telephone or checking in a delivery.
 - When handling money
 - Anytime a glove is torn, damaged, or soiled.
 - Anytime contamination of a glove might have occurred.

MONITORING:

A designated foodservice employee will visually observe that gloves or suitable utensils are used and changed at the appropriate times during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Discard ready-to-eat food touched with bare hands.

VERIFICATION AND RECORD KEEPING:

The Mess Manager will verify that foodservice workers are using suitable utensils by visually monitoring foodservice employees during all hours of operation. The Mess Manager will complete the Food Safety Checklist daily. The designated foodservice employee responsible for monitoring will record any discarded food on the Damaged and Discarded Product Log. The Food Safety Checklist and Damaged and Discarded Food Log are kept on file for a minimum of 1 year.

Washing Fruits and Vegetables SOP

Purpose: To prevent or reduce risk of foodborne illness or injury by contaminated fruits and vegetables.

Scope: This procedure applies to foodservice employees and volunteers who prepare food

Key Words: Fruits, Vegetables, Cross-Contamination, Washing

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Wash hands using the proper procedure.
4. Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with produce, such as cutting boards, knives, and sinks.
5. Follow manufacturer's instructions for proper use of chemicals.
6. Wash all raw fruits and vegetables thoroughly before combine with other ingredients, including:
 - Unpeeled fresh fruit and vegetables that are served whole or cut into pieces.
 - Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.
7. Wash fresh produce vigorously under cold running water. Packaged fruits and vegetables labelled as being previously washed and ready-to-eat are not required to be washed.
8. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
9. Remove any damaged or bruised areas.
10. Label, date, and refrigerate fresh-cut items.
11. Serve all cut produce within 7 days Refer to the Date Marking Ready-to- Eat, Potentially Hazardous Food SOP.

MONITORING:

1. The Mess Manager will visually monitor that fruits and vegetables are being properly washed, labelled, and dated during all hours of operation.
2. Foodservice employees will check daily the quality of fruits and vegetables in cold storage.

CORRECTIVE ACTION:

3. Retrain any foodservice employee found not following the procedures in this SOP.
4. Remove any unwashed fruits and vegetables, and wash immediately before being packaged for serving.
5. Label and date fresh cut fruits and vegetables.
6. Discard cut produce after 7 days.

VERIFICATION AND RECORD KEEPING:

The Mess Manager will complete the Food Safety Checklist daily to indicate that monitoring is being conducted as specified in this SOP. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

Washing Hands SOP

Purpose: To prevent foodborne illness by contaminated hands.

Scope: This procedure applies to anyone who handles and prepares food for Insert Business.

Key Words: Hand-washing, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Post hand washing signs or posters in a language understood by all foodservice staff near all hand washing sinks, in food preparation areas, and restrooms.
4. Use designated hand washing sinks for hand washing only. Do not use food preparation, utility, and dishwashing sinks for hand washing.
5. Provide warm running water, soap, and a means to dry hands. Provide a waste container at each hand washing sink or near the door in restrooms.
6. Keeps hand washing sinks accessible anytime employees are present
7. Wash hands:
 - Before starting work
 - During food preparation
 - When moving from one food preparation area to another
 - Before putting on or changing gloves
 - After using the toilet
 - After sneezing, coughing, or using a handkerchief or tissue
 - After touching hair, face, or body
 - After smoking, eating, drinking, or chewing gum or tobacco
 - After handling raw meats, poultry, or fish
 - After any clean up activity such as sweeping, mopping, or wiping counters
 - After handling trash
 - After handling money
 - After any time the hands may become contaminated
8. Follow proper hand washing procedures as indicated below:
 - Wet hands and forearms with warm, running water and apply soap.
 - Scrub lathered hands and forearms, under fingernails, and between fingers for at least 10-15 seconds.
 - Dry hands and forearms thoroughly with single-use paper towels.
 - Use paper towel to open door when exiting the restroom.

MONITORING:

1. A designated employee will visually observe the hand washing practices of the foodservice staff during all hours of operation.
2. The designated employee will visually observe that hand washing sinks are properly supplied during all hours of operation.

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP
2. Ask employees that are observed not washing their hands at the appropriate times or using the proper procedure to wash their hands immediately.
3. Retrain employee to ensure proper hand washing procedure.

SOP for usage of dish washer

1. For Electrical Safety Ensure hands are dry when touching electrical equipment/switches
2. Warn others that the surface and appliances are hot always turn off hot plates and equipment after use.
3. Use oven door/ pot lids as shield and allow excess steam/heat to escape before checking on contents.
4. Staff to be competent in manual handling and comply with Standard Operating Practice (SOP) 1: Manual Handling. 2: Bend knees to reach low items. 3: Use trolley for trays and gloves to remove trays and lids.
5. Let dishes sit for 30 seconds before unloading (cutlery will be hot at end of cycle Check water is clean enough.
6. Check detergent receptacle is full. Check dishwasher water is hot enough.

During Wash

1. Open Dishwasher door and place plugs/filters in proper position.
2. Switch machine on to Fill Machine with water. - squat - bend knees. Press start up button on to FILL position.
3. When machine is full set to appropriate cycle time (90 Seconds) - squat – bend knees. Turn button clockwise to appropriate second time setting.
4. Check detergent receptacle is full –
5. Hose must be connected to drum.
6. Detergent bottles to have chemical in them. Follow appropriate steps if chemical is empty.
7. Scrape crockery to remove waste deposit.
8. Place crockery in dishwasher trays.
9. Hose scraps/detergent off with spray hose.
10. Stack crockery into baskets and place on edges
11. Stand cups, bowls and glasses upside down - tilt to face jet.
12. Crockery/Cutlery to be soaked in approved Chemical once a month as per cleaning roster or if needed before.
13. Place basket into machine. Close lid and machine starts automatically

After Wash

1. Retrieve items from dishwasher – wait for cycle to finish.
2. Let dishes sit for 30 seconds before unloading (cutlery will be hot at end of cycle). Place clean dishes on trolley provided ensuring that clean dishes are not near dirty ones to cross contaminate.
3. Check water is clean enough and change when dirty or at end of shift.
4. Cleaning dishwasher at the end of each shift:
5. Turn cycle setting to off position.
6. When water has cooled down take out grates and remove any food scraps.
7. Pull plug to empty out water.
8. Take out filter and remove any food scraps with water hose.
9. Place all filters/plugs/grates in dishwasher tray and leave in dishwasher.
10. Dishwasher door to be left open after cleaned.
11. Document any incident and report it to your Supervisor immediately

Handling a Food Recall SOP

Purpose: To prevent food borne illness in the event of a product recall.

Scope: This procedure applies to foodservice employees

Key Words: Food Recalls

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Review the food recall notice and specific instructions that have been identified in the notice.
4. Communicate the food recall notice to dining halls.
5. Hold the recalled product using the following steps:
 - Physically segregate the product, including any open containers, leftover product, and food items in current production that items Contain the recalled product.
 - If an item is suspected to contain the recalled product, but label information is not available, dispose the food.
6. Mark recalled product “Do Not Use” and “Do Not Discard.” Inform the entire Staff not to use the product.
7. Do not destroy any recalled product until Mess Manager Permission.
8. Identify and record whether any of the product was distributed, locate product by dining hall,
9. Obtain accurate inventory counts of the recalled including the amount in inventory and amount used.
10. Account for all recalled product by verifying inventory counts against records of food received at the Dining Hall

MONITORING:

Foodservice employees and Mess Manager will visually observe that school mess, dining halls sites have segregated and secured all recalled products.

CORRECTIVE ACTION:

1. Retrain any food service employee found not following the procedures in this SOP.
2. Determine if the recalled product is to be returned and to whom, or Destroyed and by whom.
3. Notify Dining Hall staff of procedures, dates, and other specific directions to be followed for the collection or destruction of the recalled product.

VERIFICATION AND RECORD KEEPING:

Foodservice employees will record the name of the contaminated food, date, time, and the reason why the food was discarded on the Damaged or Discarded Product Log. The Mess Manager will verify that appropriate corrective actions are being taken by reviewing, initialling, and dating the Damaged or Discarded Product Log each day. Maintain the Damaged or Discarded Product Logs for a minimum of 1 year.

SOP for usage of Chapatti Maker and Dough kneader

Dough Kneader

Before Use

1. Check the electrical connections for safety.
2. Check the greasing of the parts of the machine.
3. Always wear single use gloves while using the kneader.
4. Do not insert hands into the kneader while it is on.
5. Wash the Kneader thoroughly with soap water and sanitize. Remove excessive grease and wipe the kneader with a clean paper towel.

During Use

1. Dispense the raw material (flour) into the kneader.
2. Turn on the kneader
3. Add water sufficiently.
4. Turn off the kneader when the dough is ready.
5. Collect the dough when it is ready.

After Use

1. Wash the Kneader thoroughly with soap water and sanitize. Remove excessive grease and wipe the kneader with a clean paper towel.
2. Check the status of greasing.
3. In case of machine issues, stop the usage of the kneader and report the same to the mess manager who shall in turn report to the facilities.
4. Routine maintenance of the kneader should be done once in a month.

Chapatti Maker

Before Use

1. Check the electrical connections for safety.
2. Clean the conveyor belt of the chapatti roller.
3. Clean the conveyor belt of the heater and grease it with vegetable oil before turning on the flame.
4. Check the gas pipes, connection and the pressure gauge.
5. Check the greasing of all the parts of the machine.
6. Always wear single use gloves while using the chapatti maker.
7. Wipe the exteriors of the machine thoroughly with wet cloth in clean water and sanitize to ensure no dust. Remove excessive grease on the exterior.
8. Check the exhaust for electrical connections and turn it on.
9. If there are any issues in any of the above aspects, report to the mess manager and in turn to the facilities. Stop the usage of the machine until clearance by the facilities department.
10. Turn on the machine and light the flame. Bring the temperature to 220°C.

During Use

1. Dispense the dough in the mouth of the roller.
2. Excessive dough must be rolled back to the mouth of the roller while allowing the pressed chapatties to pass through double conveyor belt for heating.
3. Collect the chapattis at the dispenser.

After Use

1. Turn off the gas supply.
2. Grease the conveyor belt of the heater with vegetable oil.
3. Check for the nut and bolts of the conveyor belt.
4. Wait for the machine to cool down and tighten the loose nut-bolts if any.
5. Wipe the roller and the exteriors of the roller and the heater thoroughly with wet cloth dipped in soap water and sanitize. Remove excessive grease and wipe the whole machine with a clean paper towel.
6. Clean the floor for getting rid of oil stains, wheat flour and dust etc.
7. Check the status of greasing of other motor and electrical appliances if any.
8. In case of machine issues, stop the usage and report the same to the mess manager who shall in turn report to the facilities.
9. Routine maintenance of the machine should be done once in a month.

SOP for usage of Bakery Oven

Baker's Responsibilities

- Arrive at the bakery at 7am to bake on assigned days
- Plan what will be baked by coordinating with the mess manager and the kitchen manager in accordance with the menu.
- Notify the Head Cook of needed ingredients by 7:15am.
- Follow all applicable Health Department codes as well as Industry and Organization guidelines
- Communicate what was baked so the mess manager can plan.
- Clean up after you are done: empty trash, sweep floor and wipe counters.

Orient Yourself with the Facility and Appliances

- Cookbooks (cabinet above Microwave)
- Whiteboard for communication with mess manager and kitchen manager.
- Storage Room for supplied Cake Mixes, Fruit Fillings, Pudding, Frosting, etc.
- Baking Cabinet for ingredients such as Chocolate Chips, Marshmallows, Coconut;
- Staples such as flour, sugar, spices.
- Baking Sheets and Cooling Racks
- Toothpicks
- Bags stored in Metal work station
- Styrofoam containers and lids

Using the Commercial Convection Oven

- Starting Oven: Turn the MCB on. Turn on the oven switches of the Top or the Bottom section, whichever is needed.
- Rotate the temperature control knob to set the temperature to 200°C to 250°C depending on the dish being prepared.
- Tips: Set temperature 50 degrees lower than recommended temperature Estimate cooking time by reducing recommended time by 25%
- Run Fan with doors open for 10 minutes when cooking is complete
- Turn Oven Off: Breakers and all switches set to OFF positions

Follow Safe Food Handling Guidelines

- Wash Hands and Wear Gloves; Bare Hands cannot touch food
- Wear hair net or baseball cap
- Change Gloves after washing dishes or blowing nose
- Use three sink method for cleaning kitchen utensils and containers: Soapy water, Rinse, and Sterilize with Bleach Solution (2 caps of bleach)
- Air Dry in dish rack
- Place wet or soiled dish towels on cart handles in storage room to dry

Plan/Preheat/Gather Ingredients and tools

- Consider other items that have been baked by others when planning using list on dry erase board or get recommendations from mess manager to ensure variety
- Remove baking trays from oven before preheating.
- Spray baking pans well for easier serving and cleanup
- Cool oven by turning temperature dial to 0, turn fan switch on and open doors for a minimum of 10 minutes.

Cool treats before covering and Store in Refrigerator (Kitchen refrigerator or refrigerator in Storage Room)

- Cookies should be placed in sandwich bags 2-3 depending on size and placed on plastic trays in refrigerator.
- Cupcakes should be placed in Styrofoam containers with lids and stacked on plastic trays in refrigerator Clean up and Replace Tools, and Ingredients
- Return cleaned cooking items to original storage places
- Wipe Counters
- Sweep floor
- Empty Trash and replace garbage bag; place trash bag in utility room next to kitchen
- Place used towels over stainless steel carts in Storage Room
- Turn off Kitchen Air Conditioner and lights;

SOP for usage of Grinder, Juicer, Veg-cutter, Grater, Peeler, tomato blender

- Check for electrical connections and motor conditions, greasing etc.
- If issues exist, report and stop the usage until clearance is given by the facilities.
- Clean the equipment with water before and after each use and sanitize.
- Wipe the equipment with a clean towel.
- Discard the waste into trash and clean the floor.
- Ensure that the floor is always dry and disinfected.
- Wear hand gloves and hair cap always.
- Wash hands thoroughly before and after each use.
- Turn off the power supply when the equipment is not in use.

SOP for usage of Cookware, Gas stoves, Steam boiler, Idly maker, Dosa pan

- Clean the equipment with water/suitable chemical before and after usage.
- Degrease the surface of gas stoves, dosa pan every day.
- Check for leakage in gas/steam pipes.
- In case of emergency or leakage turn off the master valve of the gas and the steam.
- Wipe the exteriors of these equipments including the pipe lines with cloth dipped in soap water/suitable chemical.
- Clean the floor, disinfect and keep it dry at all times.
- In case of any issue in the gas/water/steam pipe lines or electrical or civil etc. report to the mess manager and facilities immediately.

Regular maintenance of the following is mandatory

1. Steam generator
2. Chimneys
3. Plumbing lines (gas/water/steam)
4. Gas fixtures/storage areas
5. Electrical appliances like exhaust fans, AC, refrigerators, deep freezer, TV, Pest smashers, lights and fans. Wiping of PA system, LAN racks, CCTV etc.
6. RO water plant (TDS, filter replacement, motor parts, refilling of salt, greasing etc)
7. Solar water heating plant (chemical treatment, desalination etc.)
8. Water softener plant (TDS, filter replacement, motor parts, refilling of salt, greasing etc)
9. Pressure cooker, idly maker etc.
10. Bain Marie (Cleaning, removing of water and refilling every day, sanitizing contact surfaces, maintenance of heater and other electrical parts)
11. Replacement of taps to avoid leakage and constant disinfection of taps, switches, door knobs and other frequently touched surfaces.
12. Civil maintenance (windows, mosquito nets, doors, dining tables, painting, railings wash rooms, hand washing area, etc.)

Pest control

1. Periodic pest control must be done as per the vendor agreement.
2. Cover all the food items before pest control.
3. Clean cookware, utensils, contact surfaces and floor etc. after pest control.
4. Log the details of kind of pest control, chemical used, time of spraying, date and time of washing etc.

Dining hall operations

1. Routine cleaning and disinfecting of dining tables and chairs, food contact surfaces, serving counters, passages, walls, railings, floor, hand wash areas, taps, switches, door knobs, window grills etc.
2. Cleaning the Bain Marie, reloading of water every day, heating the water etc.
3. Cleaning the plate racks, wiping the plates, water glasses, cups etc. with dry and clean towel before every meal.
4. Fetching the food 15 minutes before the arrival of students.
5. Loading the food on to the Bain Marie.
6. Serving the food with one time use hand gloves, mask, hair cap etc.
7. Discarding the trash in the trash bins.
8. Towing the used utensils trolley to the dish washing area.

Date Marking Ready-to-Eat, Potentially Hazardous Food SOP (Expiry Date)

Purpose: To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness from *Listeria monocytogenes*.

Scope: This procedure applies to foodservice employees and volunteers who prepare, package, and store food for PSSEMR School and PU College.

Key Words: Ready-to-Eat Food, Potentially Hazardous Food, Date Marking, Cross-Contamination

INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP. The best practice for a date marking system would be to include a label with the product name, the date, and time it is prepared and opened.
2. Follow State and local health department requirements.
3. Label ready-to-eat, potentially hazardous foods when opened, if they are to be held for more than 24 hours.
4. Label any processed, ready-to-eat, potentially hazardous foods that are prepared on-site and held for more than 24 hours.
5. Refrigerate all ready-to-eat, potentially hazardous foods.
6. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 7 days.
7. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.

MONITORING:

A designated employee will check refrigerators daily to verify that foods are date marked and that foods exceeding the 7-day time period are not being used or stored

CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Foods that are not date marked or that exceed the 7-day time period will be discarded.

VERIFICATION AND RECORD KEEPING:

The Mess Manager will complete the Food Safety Checklist daily. The Food Safety Checklist is to be kept on file for a minimum of 1 year.

EMPLOYEE TRAINING POLICY

Purpose: To prevent food borne illness through employee training of proper food handling techniques, cleaning and sanitizing, proper equipment function, and storage.

Scope: This procedure applies to all foodservice employees.

Glossary:

1. Ready-To-Eat Foods: food products that are prepared in advance, and can be eaten as sold. Ex: eggrolls, carrot sticks.
2. Cross-Contamination: the process by which bacteria or other microorganisms are unintentionally transferred from one substance to another, with harmful effect. This is also used when referencing common potential allergens, such as: tree nuts, peanuts, gluten products, dairy products, and soy.
3. Food borne Illness: any illness resulting from the consumption of contaminated food, pathogenic bacteria, viruses, or parasites that contaminate food, including chemicals and natural toxins such as poisonous Mushrooms.
4. Food Contact Surface: any equipment or utensil that normally comes in contact with food or that may drain, drip, or splash on food or on surfaces normally in contact with food. Ex: cutting boards, Countertops, oven door handles.
5. Clean: free from dirt, marks, stains, food debris, or grease.
6. Sanitize: to make sanitary, as by cleaning and disinfected with an approved sanitizer or hot water. Ex: chlorine, quaternary ammonia, or iodine.
7. Calibration of Thermometer: the process of verifying the accuracy of a thermometer, using the ice-point Method or the boiling-point method.
8. Temperature Danger Zone: the temperature range in which foodborne bacteria can grow.
9. Material Safety Data Sheets: Formal manufacturer's information about toxic chemicals used in the kitchen. Also, abbreviated as MSDS.
10. Standard Operating Procedures: Company policy for food safety procedures. Also, abbreviated as SOP.

INSTRUCTIONS:

1. Every foodservice employee will be required to obtain a medical Certification within one week of employment. Test every month in an authorised lab, get the reports reviewed by the doctor.
2. Before any employee may start processing food in the kitchen, they must:
 - Review all SOPs, demonstrate understanding of all SOPs by completing quiz, initial and date the employee SOP Review Sheet as training is completed.
 - Complete the Employee Health Policy Form.
 - Read, initial, and date the Shared-Use Kitchen Agreement.
3. All foodservice employees will be trained on how to operate and clean the kitchen equipment:
 - A physical demonstration will be provided, of each piece of equipment prior to employee use.
 - Employees will be required to demonstrate their understanding of how each piece of equipment operates and maintenance.
 - Online manufacturer's instructional videos are also available as resources to each employee
 - Employees must initial and date the Equipment Training Log.

4. Employees must demonstrate knowledge of how to:
 - Calibrate thermometers
 - Avoid cross contamination during food prep and storage
 - Properly cool foods, and how to document
 - Properly reheat foods, and how to document
 - Properly wash their hands, in designated hand sinks, and when it is necessary to wash hands
 - Properly clean and sanitize all food contact surfaces
 - Prevent food from remaining in the temperature danger zone, any longer than necessary.
 - Proper hygiene and kitchen attire
 - Properly label all foods
 - Properly receive deliveries and storage
 - Properly handle ready-to-eat foods
 - Properly wash fruits and vegetables
 - Proper use and storage of chemicals
5. Employees will be provided detailed, standardized recipes approved by the Kitchen Manager and will follow instructions accurately.
6. Each employee will be supervised by the Mess Manager, with physical demonstration:
 - Until they have complete understanding of the project specifications.
 - Can execute the recipe without error
 - Can complete the recipe in its entirety, including out for serving and packaging.
 - Can properly record cooking times, cooling times, production/batch information.
 - Can store finished product according to protocol.
 - Cleans and Sanitizes food contact surfaces according to protocol without correction.

MONITORING:

During hours of operation, the Mess Manager will:

1. Visually and physically inspect food products that all employees make.
2. Confirm cooking and cooling temperatures.
3. Visually and physically inspect that employees are cleaning and sanitizing all food contact surfaces.
4. Visually inspect employees for proper hygiene and hand washing.
5. Visually inspect that all employees date check foods, according to protocol.
6. Visually inspect that all employees handle ready-to-eat foods with appropriate utensils or single-use gloves.
7. Visually and physically inspect that all deliveries are put away in a clean and orderly fashion, preventing cross contamination.
8. Visually and physically inspect that all thermometers used are calibrated properly.
9. Visually and physically inspect that all fruits and vegetables are washed and stored properly.
10. Visually and physically confirm that all toxic chemicals are stored properly, used properly, and sanitizer is at appropriate concentrations.

CORRECTIVE ACTION:

If at any time a foodservice employee is witnessed doing something that contradicts the SOPs, or requires corrective action:

1. The foodservice employee will be notified of the violation.
2. The foodservice employee will be retrained immediately, and provided with physical demonstration and review of policy by the Mess Manager.
3. If the foodservice employee understands regulation and proper protocol, but continues to have problems with violation; disciplinary action may need to be considered.

VERIFICATION AND RECORD KEEPING:

The Mess Manager will record all employee training activities, and the foodservice employee will initial and date the training logs. The Mess Manager will verify that the foodservice employees are fully competent with policy and procedure, including SOPs. The Mess Manager will verify that food service employees are actively following policy and procedure, SOPs

Standard Operating Procedure for placing procurement request (indent)

1. Mess manager shall write a request email/letter addressing reporting manager (CC- Principal and Dean).
2. If the standard indent form is available please fill the same and submit to the principal. (manual for now and in ERP later)
3. Principal approves
4. Dean approves
5. Approval copy sent to mess manager on email/paper.
6. Procurement process (to be handled by mess manager)
 - a. Maintain the list of all approved vendors
 - b. Make BOQ/BOM of the requirement along with the copy of the indent signed by Dean.
 - c. Send the BOQ/BOM to concerned vendors
 - d. Vendor shall deliver the items as requested and in good condition before the expiry date.
 - e. For receiving the materials, SOP is already prescribed.
7. Item received shall be stored as per SOP, stock/inventory must be updated manually and on ERP.
8. Approval of the bills against approved indent by the Dean and payment of bills/invoice.
9. Monthly bills/invoice/abstract of expenditure to be submitted to the accounts office after due verification and approval by the dean.
10. Monthly and annual stock verification of perishable goods and fixed assets must be carried out.

The following records are mandatory

1. Mess Menu
2. Food production Assignment and delivery
3. Housekeeping
4. Machine maintenance
5. Billing and Payments abstract and cost per student calculations each month
6. Complaint book from students
7. Feedback register
8. Visitor log and details of visitors consuming food
9. Staff children consuming food
10. Staff purchasing milk
11. Incident report register

Pest Control Log

Date	Time	Description of the pest	Date of pest treatment	Chemicals to be used	Any precautions to be taken	Has precautions been communicated to warden/mess manager/staff?	Sign off after pest control

House-keeping and gardening Log

Sl no	Date	Location/room number/corridors	Time in	Time out	Describe Housekeeping/Gardening Activities	Materials stacked after housekeeping	Signature of housekeeping manager	Describe defects? If so, raise ticket

Maintenance of Machinery record

Name of the machine							
Location							
Department							
Machine specifications							
Contact of the vendor for service							
Is the machine under AMC?							
If yes mention the dates of AMC							
Sl No	Ticket Number	Date of service	Details of defects	repaired on	Sign facility manager	Sign Dept Head	

Materials required for Item-2(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-3(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-4(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-5(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-6(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served

Materials required for Item-8(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-9(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Materials required for Item-10(mention quantity of items)	Chef Assigned	Start time	End time	Temp when delivered	Temp when served
Taste Checked by:					
Signature:					
Quality Checked by:					
Signature:					
Remarks of the Mess Prefect:					
Signature of the mess Prefect:					
Chief Warden Remarks:					
Signature:					
Mess manager Signature:					