

### OS/11: Service of food

#### 1.0 Introduction

- 1.1 Control measures must be in place during the service of food to reduce the risk of physical contamination and/or cross-contamination that is likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state
- 1.2 Regular checks of utensils, crockery, glassware, equipment etc. should be carried out to identify any damage which could give rise to physical contamination of foods and subsequent customer complaints. Any damaged items must be removed from use and duly discarded.

#### 2.0 Utensils used for the service of food

- 2.1 Service utensils must:
- be appropriate, in a good state of repair and clean at all times;
  - designated for specific dishes e.g. meat, fish, vegetarian and dishes that contain allergenic ingredients; and
  - and colour-coded.

#### 3.0 Receptacles used for the service of food

- 3.1 Receptacles must:
- be appropriate, for example; ceramic, glass, plastic, stainless steel, or other food-safe material;
  - be clean and in a good state of repair; and
  - have suitable lids to protect food during off-peak periods, from temperature abuse and extraneous contamination.

#### 4.0 Crockery for food

- 4.1 To ensure the customer receives their meal at an optimum temperature, crockery should be appropriately stored prior to use.
- 4.2 Crockery used for hot food should be stored in a lowerator and should be hot, for example:
- dinner plates, soup dishes and bowls for hot sweets.
- 4.3 The following items of crockery should be stored at an ambient temperature:
- side plates for bread rolls, plates for cold ready-to-eat foods and salad items and bowls for cold desserts.

#### 5.0 Service of food

- 5.1 Contaminated hands are instrumental in the transference of pathogens to food and must not be underestimated and therefore any 'ready-to-eat' or 'high-risk' food should not over-handled whether with the unprotected hand or whilst wearing protective gloves.
- 5.2 For the production of toast it is deemed acceptable to handle bread; however hands must be clean.

## SECTION 2 - OPERATIONAL STANDARDS

5.3 When serving food such as jacket potatoes these must be picked up and held with the appropriate tongs whilst being cut to accommodate fillings.

5.4 When decanting food to dinner plates and other such crockery the food handlers' thumb and fingers must not encroach over the outer rim of the plate

### 6.0 Protective gloves

6.1 If protective gloves are dirty and in a bad state of repair they may be instrumental in the microbiological and physical contamination of foodstuffs

6.2 If used, cotton gloves must be clean and in a good state of repair at all times and food handlers must change dirty and damaged gloves on a regular basis

6.3 The handling of toast, jacket potatoes and other such foods is not acceptable whilst food handlers are wearing cotton service gloves.

Version	Date of issue	Author	Endorsed by
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