



Activity 1 (p.5)

Basic hygiene is of utmost importance in the food service industry. In pairs, demonstrate and explain to each other the correct hand-washing procedure which is to be applied, upon entering the food service facility.

Answer

Hand-washing procedure:

1. Before washing your hands, remove all jewellery including rings and bracelets.
2. Wash your hands for at least 30–40 seconds.
3. Make use of an antibacterial liquid hand soap.
4. Wet hands, pulses and forearms properly, using water as hot as the skin can bear.
5. Apply the soap all over and rub over palms, pulses and forearms, paying special attention in-between the fingers.
6. Use a nail brush to remove stubborn dirt from underneath your nails.
7. Rinse hands and forearms thoroughly under hot running water.
8. Dry hands using disposable paper towels.
9. Once your hands are dry, make use of a sanitiser. Rub the sanitiser all over, especially under your nails and between your fingers, until your hands are dry.



Activity 2 (p.10)

What is PPE? Give 4 examples of PPE which are used in the food service facility.

Answer

Personal protective equipment

Impermeable gloves, mask, safety goggles, apron, safety shoes, hairnet or cap.



Activity 3 (p.10)

State the importance of wearing protective clothing when working in a food service facility.

Answer

Protective clothing must be worn to protect the employee from harm that may be caused by coming into contact with:

- Harmful or harsh chemicals.
- Equipment that malfunctions.
- Body fluids.
- Other materials that can damage your skin, lungs, clothing, and other surfaces.
- Bacteria that can cause an infection or disease.

Protective clothing also helps prevent the spread of bacteria to other surfaces, where the bacteria may cause illness, because protective clothing is discarded.



Activity 4 (p.13)

Why is smoking prohibited in the food service facility?

Answer

Smoking is prohibited because :

- saliva comes into contact with the fingers and can spread bacteria
- saliva or cigarette ash and butts can land in the service unit
- smoking encourages coughing
- smoking may result in an unsatisfactory work atmosphere for non-smokers
- there is a risk of contaminating service areas from fingers touching the lips while smoking; and cigarette ends, contaminated with saliva, are placed on work surfaces.



Activity 5 (p.18)

You are teaching a newcomer how to work according to the cleaning schedule. Explain to him/her how to prepare the floor before cleaning. Take into account the safety signs, equipment and materials needed.

Answer

1. Set up hazard sign in appropriate position.
2. Use cleaning equipment and materials correctly. (**Range of equipment:** manual equipment, electrical equipment. **Range of materials:** hard-surface cleaner, chemical disinfectant, neutral detergent.)
3. Inspect and ensure finished floors and floor coverings are dry and free from dust/dirt/debris and removable marks.
4. Clean cleaning equipment and materials and store correctly after use.
5. Interact with customers in a polite and helpful manner.
6. Carry out work as per schedule in an organised and efficient manner.



Activity 6 (p.18)

Describe how to use a double-bucket method in the food service facility.

Answer

1. Put up a safety, 'wet floor' hazard sign.
2. Two different coloured buckets and mop are needed.
3. Will be used on non-porous and semi-porous floors.
4. Fill red bucket with warm water and applicable detergent.
5. Mop the floor.
6. Fill blue bucket with hot water and mop floor afterwards to rinse all detergent off.
7. If the floor is very wet, go over it again with a dry mop.



Activity 7 (p.37)

State the disadvantages of not adhering to a cleaning schedule.

Answer

- Spread of contamination is likely.
- Breeding grounds for bacteria are made.
- Flies and rodents are attracted.
- Insect infestation may result.
- Foul odours arise.
- Untidy appearance.
- Standards of hygiene lapse.
- Staff become sloppy.
- Cats and dogs are attracted.
- A bad impression is created.
- Risk of fire is increased.