



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.

**Summative assessment (p.38)****Question 1**

What can one do during the handling of food to minimise cross-contamination?

Answer

Food should be handled so as to prevent contamination and handlers should:

- Observe good personal hygiene.
- Use different chopping boards/work surfaces, equipment and utensils for raw and ready-to-eat food.
- Clean equipment and surfaces thoroughly before and after use.
- Avoid unnecessary handling of food.
- Minimise the time chilled food remains out of the fridge.

Question 2

As part of their induction into the department, all new employees should be informed of the requirements of the cleaning programme. What information should this induction include?

Answer

- Information regarding personal hygiene.
- Information regarding uniforms.
- Information regarding hygienic methods of work.
- The specific cleaning programme relating to the area of responsibility.
- All employees in the department must be trained in the use of the various chemicals and equipment to be used in the cleaning tasks for which they are responsible.

Question 3

Explain the difference between portable and fixed items and how to clean these items.

Answer**Portable items**

These items can be moved and cleaned by immersing the item into water without the risk of them being damaged (e.g. mixing bowls and chopping boards).

Fixed items

These items are difficult to move and require a more intense cleaning procedure.

All food particles must be removed and then, using hot detergent water and a cloth, clean all components of the item. It may be required for you to unassemble the item of equipment partially beforehand. As soon as it has dried, reassemble all the components correctly and store for future use (e.g. ice cream makers, food processors, slicers and mincers).

Question 4

Describe how to clean fixed items and mention the safety factors that must be kept in mind when doing so.

Answer**Step 1**

Be sure to switch off and unplug the item of equipment before starting the cleaning process.

Step 2

Remove all food particles from the items of equipment, using a cloth, brush or scraper.

Step 3

Thoroughly clean all detached components, using a suitable detergent and hot water.

Step 4

Rinse thoroughly and allow to air dry.

Step 5

Reassemble all the components according to manufacturer's instructions.

Step 6

Once all the components are assembled, test the machine by plugging it in and switching it on.

Question 5

What requirements should personal protective equipment meet?

Answer

- It must protect
- Uniforms should be washable
- Suitable colour
- Light in weight and well fitting
- Strong and in good condition
- Absorbent

Question 6

In order to ensure that staff maintain a standard of personal hygiene, what facilities should the employer provide to ensure the high standard?

Answer

Clean toilet and restroom facilities should be provided for all staff.

- Service staff should be able to have a warm shower before and after a shift in order to minimise the spread of bacteria brought into or out of the establishment.
- These facilities should have adequate natural and artificial lighting for staff members to see any dirt, as well as sufficient ventilation to prevent mould from growing.
- These facilities should not open up directly onto food preparation areas.
- Bathrooms should have hand wash basins fitted with disinfecting soap dispensers, disposable paper hand towels and sanitiser. These hand basins should be located near the exit of the cloakroom facility.
- Sufficient toilet paper should be available, and lavatories for female staff should be provided with a regular sanitary disposal service.
- By law, a notice of hand-washing procedures should be available above the hand wash basin in all applicable languages.
- Staff canteen or a designated area should also be made available for when staff are on breaks or during shift changes.
- Staff should also have a lockable cupboard or locker to keep personal belongings and a spare uniform in for use during service.

Question 7

Correct manual dishwashing involves five steps:

The following steps have been scrambled. Rewrite them in the correct order.

- Rinsing off of all detergent residue. Water temperature should be above 60 °C.
- Air drying. (More hygienic than using a cloth.)

- Scraping of all leftover food particles.
- Washing dishes using suitable detergent and hot water. Water temperature should be above 50 °C.
- Sanitising of clean dishes. Sanitising can be done with the use of either hot water at the proper temperature or chemical sanitisers at the appropriate concentrations. If sanitising is not done appropriately, cross-contamination can occur.

Answer

1. Scraping of all leftover food particles.
2. Washing dishes using suitable detergent and hot water. Water temperature should be above 50 °C.
3. Rinsing off of all detergent residue. Water temperature should be above 60°C.
4. Sanitising of clean dishes. Sanitising can be done with the use of either hot water at the proper temperature or chemical sanitisers at the appropriate concentrations. If sanitising is not done appropriately, cross-contamination can occur.
5. Air drying. (More hygienic than using a cloth.)

Question 8

What can one do to maintain refrigerator temperatures?

Answer**Keep in mind when using a refrigerator in a food service facility that:**

- It is placed in a well-ventilated area, away from appliances that give off lots of heat.
- The door seals work effectively and that the door stays closed whenever possible.
- The temperature is monitored regularly.
- The shelves are not tightly packed. Allow space in-between items for cold air to flow through.

Question 9

Explain why it is important to dispose of waste correctly on a daily basis.

Answer

- Prevent the spread of infection
- Prevent the spread of contamination
- Eliminate breeding grounds for bacteria
- Prevention of food poisoning
- Flies, pests and rodents will not be attracted
- Insect infestation will not take place
- Less chance of attracting stray animals
- There will be no foul odours
- Tidy appearance
- Standards of hygiene will be maintained
- Neat, tidy and hygienic working environment for staff
- Image and reputation of the establishment
- Guest satisfaction
- Reduce the risk of fire
- Prevent injuries or accidents
- Compliance with the law and with environmental requirements
- Increased safety for staff and guests