



# Avocado Lane's Operations Manual Current as of -- February 2005

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### Legal information

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## Food Service Sanitation

### *What is Foodservice Sanitation?*

This section will cover the importance of food service sanitation and safety procedures. All restaurants must take the necessary steps to help ensure that the food they serve is safe. The first step is the education of the company's policies and procedures in regard to sanitation and safety.

We will start by going over best practices for crew member sanitation, then safe food handling procedures, and finally restaurant sanitation and safety procedures.

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### **Importance of Foodservice Sanitation**

At every step in the flow of food through the restaurant – from receiving through final service, crew members can contaminate food and cause customers to become ill. Good personal hygiene is a critical protective measure against foodborne illness.

#### **Why is sanitation important to you and your customers?**

- Cleanliness reflects our commitment to our customers.
- Cleanliness tells customers and employees alike that we believe in high quality.
- Clean surroundings help insure that customers keep coming back.
- A safe and healthy environment helps attract high quality employees.
- Employees take pride in a clean restaurant.

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### ***ServSafe® Program***

The National Restaurant Association Educational Foundation (NRAEF) has a comprehensive food safety course that is offered to foodservice operators and employees called ServSafe®. This program is an essential, and in some organizations required, tool for training managers regarding safe food handling practices. More information can be found at [www.nraef.org](http://www.nraef.org).

## Health Inspection Process

Self-inspections should be run periodically to maintain a well managed restaurant, in addition to regular inspections performed by the local health department. The higher your standards are, the more likely you are to do better on you health inspections.

Health inspectors will use the local health code to conduct their inspection. Keeping a current copy of the local code at the restaurant for your review can assist if setting the standards of your restaurant..

Frequency will vary depending on your area, type of establishment, or food served. In most cases inspectors will arrive with little or no notice to the restaurant. The inspector will announce themselves and ask for the manager on duty. After the inspection, the inspector will discuss the results and the score.

- Ask for identification.
- Cooperate with the inspector and instruct employees to do the same.
- Take notes as you accompany the inspector. If there is an issue that can be corrected immediately, do so.
- Be professional at all times. Do not offer inspector any items, even drinks or food, as they may be viewed as bribery.
- Be prepared to provide records requested by inspector.
- At the review of the results, discuss plans and time frames for correction with inspector.

Correct all issues, determine why each problem occurred by evaluating each procedure and establish new or revise existing processes to correct the issue.

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## HACCP-Based Inspections

In some jurisdictions health departments conduct HACCP-based inspections, which focus on the flow of food. Inspectors will observe the way a restaurant receives, stores, prepares, cooks, holds, cools, reheats, and services food, and access whether the critical control points identified are actually in control.

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## **Personnel Sanitation**

Everyone in the restaurant handles food and interacts with customers. That's why it is so important that every crew member follows a high standard of personal hygiene.

A proper food handler will:

- Follow hand washing policy
- Maintain personal cleanliness
- Wear clean and appropriate uniforms and follows dress codes
- Avoid unsanitary habits and actions
- Maintain good health
- Report illness

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## **Hand Washing**

Employees must **ALWAYS** wash hands **BEFORE**:

- Starting work each day and handling food.

Also, employees **MUST** wash **AFTER** the following activities:

- Using the restroom
- Touching your hair or face.
- Sneezing, coughing, or blowing your nose.
- Handling raw food (before and after)
- Eating, taking breaks, or smoking.
- Handling dirty dishes, equipment, or utensils.
- Smoking, eating, drinking, or chewing gum or tobacco
- Taking out the garbage
- Handling chemicals that might affect food
- Touching clothing or apron
- Clearing tables or cleaning the dining room
- Touching anything that may contaminate hands

To help keep your hands free of bacteria:

- Use the nail brushes kept by each hand sink.
- Follow signs in restrooms reminding you to wash your hands.
- Wear latex gloves on the job and change them frequently.
- Never wash hands where food is prepared or equipment or utensils are washed.
- Make sure you wash your hands only in sinks designated for that purpose.

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## Hand Washing Steps

### Step 1.

Wet your hands with running water as hot as you can comfortably stand (at least 100°F [38°C]).

### Step 2.

Apply soap. Apply enough soap to build up a good lather.

### Step 3.

Vigorously scrub hands and arms for at least twenty seconds. Lather well beyond the wrists, including exposed portions of the arms.

### Step 4.

Clean under fingernails and between fingers.

### Step 5.

Rinse thoroughly under running water. Turn off the faucet using a single-use paper towel if available.

### Step 6.

Dry hands and arms. Use single use paper towels or a warm-air hand dryer. Never use aprons or wiping cloths to dry hands after washing.

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## **Employee Hygiene**

Although personal hygiene can be a sensitive subject, managers must address the subject with all employees. All employees within the restaurant must maintain personal cleanliness. This means they should bathe or shower before work. Also their hair must be kept clean.

Proper attire is also important in the prevention of foodborne illness. Dirty clothes may harbor germs and give customers a bad impression of your restaurant.

Crew members should follow these guidelines:

- Wear a clean hat or hair restraint.
  - Wear clean clothing daily.
  - Remove aprons when leaving food-preparation areas.
  - Wear appropriate shoes. Clean, closed-toe shoes, with non-slip soles.
  - Remove jewelry prior to preparing or serving food.
  - Wear single-use gloves when preparing and touching food.
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## ***Food Handling***

Food safety means controlling the growth and spread of bacteria and viruses. These are dangerous because bacteria can cause food borne illness, which in severe cases can result in death. Viruses can also cause diseases such as hepatitis which is a severely debilitating illness.

Here are the leading causes of food borne illness:

- Food not kept cold enough.
- Food prepared too long before serving.
- Food not kept hot enough before serving.
- Employee illness or not maintaining proper hygiene.
- Use of leftovers.
- Inadequate cleaning of equipment.

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## **Restaurant Safety Plan**

As an employee, your goal is to prevent the spread of viruses and bacteria. To assist you in this process we have established the following food safety plan:

- All new employees will be trained on proper food safety and sanitation practices.
  - The restaurant will be periodically inspected by area management.
  - Identified Critical Control Points will be monitored daily.
  - A master cleaning and maintenance schedule will be followed.
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