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SPHM
HOSPITALITY

SPHM – HOTEL TRAINING S.O.P



By: | Agustinus Agus Purwanto, SE MM



Hotel Training S.O.P



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Training Department

**Standard Operating
Procedure**



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Employee Health and Personal Hygiene

Policy: All foodservice employees will maintain good personal hygiene practices to ensure food safety.

Procedure: All restaurant employees must:

Grooming:

1. Arrive at work clean – clean hair, teeth brushed, bathed and used deodorant daily.
2. Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
3. Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of 20 seconds:
 - When entering the facility before work begins.
 - Immediately before preparing food or handling equipment.
 - As often as necessary during food preparation when contamination occurs.
 - In the restroom after toilet use and when you return to your work station.
 - When switching between working with raw foods and working with ready-to-eat or cooked foods.
 - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
 - After cleaning duties.
 - Between each task performed and before wearing disposable gloves.
 - After smoking, eating, or drinking.



- Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.
- 4. Wash hands only in hand sinks designated for that purpose.
- 5. Dry hands with single use towels. Turn off faucets using a paper towel, in order to prevent recontamination of clean hands.

Fingernails

1. Fingernails should be trimmed, filed, and maintained so edges and surfaces are cleanable and not rough.

Proper Attire:

1. Wear appropriate clothing – clean uniform with sleeves and clean non-skid close-toed work shoes (or leather tennis shoes) that are comfortable for standing and working on floors that can be slippery.
2. Wear apron on site, as appropriate.
 - Do not wear apron to and from work.
 - Take off apron before using the restroom.
 - Remove apron when leaving the foodservice area.
 - Change apron if it becomes soiled or stained.
3. Wear disposable gloves with any cuts, sores, rashes, or lesions. Wear gloves when handling ready-to-eat foods that will not be heated-treated. Gloves should be worn when serving food.
4. Change disposable gloves as often as handwashing is required. Wash hands before donning and after discarding gloves.

Hair Restraints and Jewelry:

1. Wear a hair net or bonnet in any food production area so that all hair is completely covered.
2. Keep beards and mustaches neat and trimmed. Beard restraints are required in any food production area.
3. Refrain from wearing jewelry in the food production area.
 - Only a plain wedding band.
 - No necklaces, bracelets, or dangling jewelry are permitted.
 - No earrings or piercings that can be removed are permitted.



Illness:

1. Report any flu-like symptoms, diarrhea, and/or vomiting to the unit supervisor. Employees with these symptoms will be sent home with the exception of symptoms from a noninfectious condition; employees could be re-assigned to activities so that there is no risk of transmitting a disease through food. Instances of *Norovirus*, *Hepatitis A*, Nontyphoidal *Salmonella*, *Salmonella Typhi*, *Shigella*, or *Shiga Toxin-producing Escherichia Coli* must be reported to the unit supervisor. Exclude the foodservice employee if diagnosed with an infection from *Norovirus*, *Hepatitis A*, Nontyphoidal *Salmonella*, *Salmonella Typhi*, *Shigella*, or *Shiga Toxin-producing Escherichia Coli*.

Cuts, Abrasions, and Burns:

1. Bandage any cut, abrasion, or burn that has broken the skin.
2. Cover bandages on hands with gloves and finger cots, and change as appropriate.
3. Inform unit supervisor of all wounds.

Smoking, eating, and gum chewing:

1. Smoke only in designated areas. No smoking or chewing tobacco shall occur inside production facilities.
2. Eat and drink in designated areas only. A closed beverage container may be used in the production area if the container is handled to prevent contamination of 1) the employee's hands, 2) the container, and 3) exposed food, clean equipment, utensils, linens, and unwrapped single-service and single-use articles.
3. Refrain from chewing gum or eating candy during work in a food production area.

The restaurant manager will:

1. Ensure employees are following proper hygiene requirements when they report to work.
2. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Certified Food Protection Manager

Policy: Food Code 2009 with 2011 Supplement requires at least one foodservice employee with management and supervisory responsibility be a Certified Food Protection Manager (CFPM). The CFPM does not need to be on site during all hours of operation.

Procedure: Criteria for a CFPM are the following:

1. Can identify day-to-day hazards in a foodservice operation
2. Develops or implements specific policies, procedures, or standard aimed at preventing foodborne illness
3. Coordinates training, supervision, or direction of food preparation activities, implements corrective action as needed to protect health of students and staff
4. Conducts periodic in-house self-inspections of daily operations to verify all policies and procedures concerning food safety are being follows.

Guidance:

1. After January 2014, any new foodservice operation must have a CFPM on staff within six months of opening.
2. Older establishments which have received a violation which could contribute to foodborne illness must have a CFPM on staff within six months of receiving the violation.
3. Older establishments with no violations which could contribute to foodborne illness must have a CFPM on staff by January 1, 2018.



4. Check with your local health inspector to determine schedule for your operation.

Training:

1. The Conference on Food Protection has identified programs that meet the CFPM designation.
2. Food safety training to become a CFPM are available from several organizations Iowa State University Extension and Outreach partners with the Iowa Restaurant Association to offer the National Restaurant Association's ServSafe® Program. This certification is good for five years. Some foodservice distribution company offer the training for their customers.

The restaurant manager will ensure this requirement is met.

1. Monitor to ensure food safety policies and procedures are followed.
2. Provide food safety training for the certified food protection manager.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Handwashing

Policy: All food production and service personnel will follow proper handwashing practices to ensure the safety of food served to customers.

Procedure: All employees in the restaurant should wash hands using the following steps:

1. Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (a water temperature of at least 100°F is recommended)) for a total time period of 20 seconds.
2. Wash hands using soap from a soap dispenser. Lather at least 10 seconds.
3. Use a sanitary nailbrush to remove dirt from under fingernails.
4. Lather soap between fingers and on hands thoroughly for 10-15 seconds
5. Use only hand sinks designated for that purpose. Do not wash hands in sinks in the production area.
6. Dry hands with single use towels, a mechanical hot dryer, or a high velocity blade of non-heated pressurized air. (Retractable cloth towel dispenser systems are not recommended.) Turn off faucets using a paper towel in order to prevent recontamination of clean hands if foot pedals are not available.

The restaurant manager will:

1. Monitor all employees to ensure that they are following proper procedures.
2. Ensure adequate supplies are available for proper handwashing.
3. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: **Glove and Utensil Use**

Policy: Gloves or utensils will be used for handling all ready-to-eat foods, except for those that will be added to foods that contain raw animal foods that are to be fully cooked or other foods that are heated to 165°F. Gloves or utensils must be used when there are cuts, sores, burns, or lesions on the hands of food handlers.

Procedure: All employees handling food or utensils must:

1. Wash hands thoroughly prior to putting on gloves and when gloves are changed.
2. Change gloves when:
 - Beginning each new task.
 - They become soiled or torn.
 - They are in continual use for four hours.
 - Finished handling raw meat and before handling cooked or ready-to-eat foods.
3. Utensils, such as deli-tissue, spatulas, or tongs may be used as an alternative to gloves.
4. Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) should be worn at all times to protect the bandage and to prevent it from falling into food.

The restaurant manager will:

1. Purchase powder-free, non-latex gloves in appropriate sizes.
2. Purchase appropriate utensils.



- 3. Observe all employees daily to ensure that they are following proper procedures.
- 4. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Tasting Method

Policy: All restaurant employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.

Procedure: All restaurant employees must:

Use a Two Spoon Tasting Method:

1. Remove a sample of a product from the container with one spoon.
2. Transfer the product sample onto a second spoon, away from the original food container or preparation area.
3. Sample the product by tasting.
4. Never re-use used spoons. Use clean and sanitary spoons each tasting. Always use two spoons to ensure sanitary practices are being followed and the product is not contaminated.

The restaurant manager will:

1. Observe the food tasting practices of employees.
2. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:

Employees Eating and Drinking in the Workplace

Policy: Restaurant employees will eat and drink in designated areas outside of the kitchen.

Procedure: All restaurant employees must:

1. Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas. Drinking from a closed beverage container is permitted in production area.
2. Chew gum or eat candy only in the area designated for employees to eat.

The restaurant manager will:

1. Observe employees to make sure that they are eating, drinking, and smoking only in designated areas.
2. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

**SUBJECT:
Breaks and Meals**

Policy: Restaurant employees will take breaks and eat meals in a specified area(s) away from production and service.

Procedure: All restaurant employees must:

1. Take breaks and meals in a designated area away from production and service.
2. Wash hands before returning to any foodservice area.

The restaurant manager will:

1. Inform all restaurant employees of locations of breaks and meals designated areas.
2. Establish length of breaks and meals.
3. Observe all employees daily to ensure that they are following procedures.
4. Follow-up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

**SUBJECT:
Contact with Blood and Bodily Fluids**

Policy: Blood and other bodily fluids will be handled to minimize the possibility of cross contamination and exposure of employees, consumers, food, and surfaces to the blood or other bodily fluids.

Procedure: All restaurant employees must:

1. Contain the source of the blood.
2. Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
3. Dispose of contaminated gloves so that they do not come in contact with other people, food, or equipment. Dispose of any contaminated foods.
4. Clean and sanitize any affected food contact surfaces. Cleaning supplies should be washed after use.
5. Follow procedures outlined by the restaurant manager.
6. Seek assistance from someone trained to handle blood or bodily fluids as needed.

NOTE: A Blood-Borne Pathogens Kit should be located in the restaurant, to be used when handling blood is necessary.

The restaurant manager will:

1. Review practices with all employees as part of new employee orientation.
2. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:

Policy:

This standard operating procedure (SOP) should be implemented to safely and properly respond to all incidents requiring cleaning and disinfecting of body fluid spills. Body fluids – including vomit, diarrhea, and blood – are considered potentially infectious. Norovirus is easily spread through projectile vomiting and because a low infectious dose is needed. Cleaning and disinfecting procedures should ensure this virus is killed.

Procedure: In the event of an incident involving body fluids, the following steps should be taken:

2. Contain the affected area
 - Discontinue foodservice operations if spill occurred in food preparation or service areas.
 - Block off the area of the spill from staff and students until cleanup and disinfection are complete.
 - For incidents involving vomit, contain all areas within 25 feet of the spill.
3. Sick staff and/or students (customers) should be sent to the school clinic/nurse for assistance.
4. Contact workplace administrators (i.e in school settings, this would be building principal and district superintendent; in restaurants this would be manager or owner).



5. Foodservice employees with symptoms of vomiting or diarrhea must be excluded from the foodservice operation or sent home. See *Employee Health and Hygiene SOP*.
6. Affected area should be cleaned by designated foodservice employees and/or custodial staff with training in how to clean and disinfect body fluid spills.
7. Cleaning Process
 - Retrieve the Body Fluid Cleanup Kit. Refer to the Food Safety *Sample SOP Assembling a Body Fluid Cleanup Kit*,
 - Put on personal protective equipment (PPE), including:
 - Disposable, non-latex gloves. Gloves should be vinyl or nitrile (rubber), and non-powdered. Consider double gloving (wearing two gloves on each hand). Replace gloves if they tear or become visibly soiled. Keep hands away from face while wearing gloves.
 - Disposable gown or apron and disposable shoe covers.
 - Face mask with eye protection, or goggles.
 - Remove visible body fluid
 - Pour sand, or liquid spill absorbent material, on body fluid spill.
 - Use a disposable scoop, or equivalent, and disposable paper towels to remove the sand and body fluid from the affected surfaces.
 - Clean the affected area
 - Put on new disposable gloves. Consider double gloving.
 - Clean the affected area with soap and water, and paper towels and/or a disposable mop head. This includes surfaces that came into direct contact with body fluids, and surfaces that *may* have been contaminated with body fluids. Dispose of the paper towels and/or disposable mop head in a plastic garbage bag.
 - Work from clean to dirty surfaces
 - Always begin cleaning in the least dirty areas and clean toward the known, dirtier areas.
 - If you are cleaning up any bodily fluids (such as vomit), you should clean from the edges of the spill toward the center.
 - Bathrooms should be cleaned last.
 - Clean from top to bottom
 - Carpets and floors should be cleaned last.
 - **Carpets** should be cleaned with a chemical disinfectant that is effective against Norovirus (see attached list) and then **steam cleaned**



at 158°F for 5 minutes or 212°F for 1 minute for complete inactivation.

- Separate clean linens from dirty or soiled linens.

8. Disinfecting Process.

- Disinfect the cleaned, affected area:
 1. Put on new disposable gloves. Consider double gloving.
 2. Non-absorbent Surfaces (i.e., tile, stainless steel)
 - o Prepare a chlorine bleach disinfecting solution.*
 - o Wear all PPE, including the face mask with eye protection, or goggles. Ensure that area is well ventilated (mix solution outdoors if necessary).
 - o Prepare solution immediately before applying it to surfaces using unscented, household bleach (5.25% concentration hypochlorite) or concentrated bleach (8 % concentration of hypochlorite) with water.
 - o Mix about 1/3 cup household bleach or 1 2/3 Tablespoon concentrated bleach with 1 gallon of water at temperature of about 75 ° F to achieve a solution concentration of 1000 parts per million (ppm) for use on non-porous hard surfaces such as countertops and utensils. Mix in a bucket designated for chemical use.
 - o For porous surfaces such as natural stone or unsealed concrete, a solution with 5000 parts per million (ppm) is needed. Mix 1 and 2/3 cups household bleach or about 1 cup concentrated bleach with a gallon of water. Note that once opened, household bleaches lose their effectiveness after 30 days. Use a new, unopened bottle of bleach every 30 days for preparing solutions.
 - o Transfer solution to a spray bottle. Spray disinfecting solution on affected surfaces, including surfaces that came into direct contact with body fluids, and surfaces that *may* have been contaminated with body fluids.
 - o For incidents involving vomit, disinfect all areas and surfaces within 25 feet of the spill.
 - o Allow at least 5 minutes contact time.
 - o Rinse disinfected surfaces with potable water.
 - o Allow surfaces to air dry.
 - o Keep area well-ventilated.

9. Post-disinfection cleaning and sanitizing affected food contact surfaces

- Food contact surfaces in infected area should be treated as soiled surfaces.



- Clean and sanitize following regular mechanical or manual procedures (See SOP Cleaning and Sanitizing).

10. Discard potentially contaminated food

- Put on new disposable gloves. Consider double gloving.
- Dispose of exposed food and food in containers that may have been contaminated by body fluid in a garbage bag.
- For incidents involving vomit, discard all food within 25 feet of the spill. Food in intact, sealed containers (i.e., cans) may be salvaged if adequately cleaned and disinfected.
- Have a second employee, one who is not directly contacting potentially contaminated food, inventory the discarded food and record.
- Remove gloves. Dispose of gloves in a plastic garbage bag.
- Wash hands.

11. Handling clean-up materials

- Laundering of dirty linens/clothing
 - Items containing bodily fluids (such as vomit) that need to be laundered should be double-bagged.
 - Handle laundry carefully and avoid shaking it as this can spread the virus.
 - Launder with hot water in a laundry detergent solution effective against Norovirus (see attached list) for the longest available cycle length. Laundry should then be machine dried.
- Disposal of PPE and cleaning and disinfecting materials.
 - Put on new disposable gloves. Consider double gloving.
 - Securely tie garbage bags containing all materials disposed of
 - Place garbage bags in a second garbage bag
 - Discard the bag(s) in disposal area identified by administration.
- Clean all non-disposable items (bucket, mop handle, etc) with soap and water; then disinfect. Allow these items to air dry.
- Remove soiled clothes, if necessary, and place clothes in a separate garbage bag. Securely tie the garbage bag. Keep clothes in the tied garbage bag until they can be adequately laundered.
- Remove gloves. Dispose of gloves in a plastic garbage bag.
- Wash hands. See Handwashing SOP.

NOTES: A disinfectant registered as effective against Norovirus by the Environmental Protection Agency (EPA) may be used IF approved for use in food facilities. Any product that will be used to sanitize food contact surfaces must be



approved by FDA under 21CFR178.1010. Check with your local health inspector or see the following link for a list of approved chemicals:

If you have questions, consult the manufacturer for more information on the approval for use of their product on food contact surfaces and/or in foodservice facilities.

The work place manager will:

1. Review practices with all employees as part of new employee orientation.
2. Complete an incident report.
3. Review inventory list of damaged or discarded food.
4. Ensure that the Body Fluid Cleanup Kit is properly assembled at all times and restock after incidents as needed. .
5. Ensure that at least one foodservice employee per shift is:
 - Designated and trained to implement this SOP, and
 - Trained in the use of the Body Fluid Cleanup Kit.
1. Ensure that foodservice employees are:
 - Educated on illnesses and symptoms that must be reported to managers.
 - Retrain/educate foodservice employees in *Exclusions and Restrictions for Ill or Infected Food Service Employees*.
 - Restrict or exclude ill foodservice employees in accordance with SOPs.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

**SUBJECT:
Equipment Cleaning and Sanitizing**

Policy: Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to customers.

Procedure: Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Equipment that handles potentially hazardous foods is cleaned at least every four hours. Steps include:

5. Disassemble removable parts from equipment.
6. Use the three-sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration for each meal period and as necessary per policy.
 - a. Quaternary ammonia – 200 ppm and immerse for 30 seconds
 - b. Iodine – 12.5-25.0 ppm and immerse for 30 seconds
 - c. Chlorine – 50-99 ppm and immerse for 7 seconds
7. Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
8. Allow all parts of the equipment to air dry.
9. After being rinsed and sanitized, equipment and utensils should not be rinsed before air-drying, unless the rinse is applied directly from a ware washing machine or the sanitizing solution calls for rinsing off the sanitizer after it has been applied in a commercial ware washing machine.
10. Re-assemble the equipment.

The restaurant manager will:



- 3. Conduct a visual inspection of all equipment to be certain that it is being cleaned properly.
- 4. Monitor concentration levels of sanitation agents.
- 5. Follow-up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

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7. Allow all parts of the equipment to air dry.
8. After being rinsed and sanitized, equipment and utensils should not be rinsed before air-drying, unless the rinse is applied directly from a ware washing machine or the sanitizing solution calls for rinsing off the sanitizer after it has been applied in a commercial ware washing machine.
9. Re-assemble the equipment.

10. The restaurant manager will:



11. Conduct a visual inspection of all equipment to be certain that it is being cleaned properly.
12. Monitor concentration levels of sanitation agents.
13. Follow-up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Machine Warewashing – High Temperature

Policy: All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for warewashing will be checked prior to each meal period to ensure that it is functioning properly.

Procedure: Employees who use the warewashing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

1. Fill dish machine tanks using the automatic filler prior to use.
2. Run dish after being filled, but prior to being, until it reaches 110°F.
3. Verify that soap and rinse additive dispensers have enough products for the day's use.
4. Scrape and rinse all items before placing them in the machine.
5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Run a thermal strip on a tray or intertwined fork once each meal period. Check the thermal strip (or a t-stick reading at 160°F) after it has run through the machine to make sure it has changed to black, indicating that the rinse temperature is adequately hot. The strip should be taped on the **Temperature Monitoring Form** with temperature readings. If final rinse temperature does not meet the standard, do not run anything through the machine and report the problem to the manager immediately.
7. Place rack in machine and close door.
8. Record the temperatures for the wash, rinse, and final rinse cycles and the water pressure on the **Temperature Monitoring Form**. Temperatures should be at least:
 - a. Wash - 150°F with a cycle of at least 2 minutes
 - b. Rinse - 170°F



- c. Final rinse - 180°F. Note that for stationary-rack single tank or 1 compartment, single-temperature machines, water temperature of 160°F when contact with dishware. Final temperature should not exceed 194°F. A temperature sensor should turn black.
- d. Minimum water pressure for final rinse should be 15-25 psi
9. Record the date, temperature, and initial entry on the **Temperature Monitoring Form**.
10. Run racks of dishes and flatware through the dish machine. Sort and transfer flatware to service canister with handles up; run through machine again.
11. Using clean hands, remove dishes from machine, and allow to air dry.

The restaurant manager will:

1. Verify that the warewashing machine is functioning properly.
2. Check the Temperature Monitoring Form to ensure that temperatures and pressure meet standards and that they are recorded daily.
3. Follow-up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: **Temperature Monitor**

Temperature Monitoring Form

1-Compartment High temperature

Restaurant Name: _____; *Month, Year:* _____



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Machine Warewashing – Chemical Sanitizing

Policy: All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for warewashing will be checked prior to each meal period to ensure that it is functioning properly.

Procedure: Employees who use the warewashing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

1. Fill dish machine tanks prior to use, using the automatic filler.
2. Run dish machine after being filled, but prior to being used, until it reaches 110°F.
3. Check that soap and chemical sanitizer dispensers have enough products for the day's use.
4. Scrape and rinse all items before placing them in the machine.
5. Load the dishwasher racks. Avoid overloading or improper loading.
6. Place rack in machine and close door. Check that the wash cycle is maintaining at least 120°F and runs for a minimum of 2 minutes.
7. Record the temperatures for the wash and rinse cycles and the water pressure on the **Chemical Dish Machine Monitoring Form**. Temperatures and pressure should be at least:
 - Wash - 120°F and runs for a minimum of 2 minutes
 - Rinse - 75-120°F
 - Minimum water pressure for final rinse should be at 15-25 psi
8. Check sanitizer concentration using appropriate test strips.
9. Record the date, temperatures, water pressure, and sanitizer concentration and initial the entry on the **Chemical Dish Machine Monitoring Form**.



10. Run racks of trays, dishes, and flatware through the dish machine.
11. Use clean hands, remove dishes from machine, and allow to air dry.

The restaurant manager will:

1. Verify that the warewashing machine is functioning properly.
2. Check the **Chemical Dish Machine Monitoring Form** to ensure that temperatures, sanitizer concentration, and water pressure meet standards and that are recorded daily.
3. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Chemical Dish Machine Monitoring Form

Chemical Dish Machine Monitoring Form

Restaurant Name: _____; *Month, Year:* _____

Date	Meal			Initials	Wash	Final Rinse	Water Press.	Test Strip	Corrective Action
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						
	B	L	D						

Directions:

1. Complete this form prior to each meal.
2. Attach thermal strip to a tray or plate and run through machine.
3. Record date, initials, and temperatures for each compartment.
4. If temperatures are outside the acceptable range, indicate corrective action on form.

Temperature Standards:

- **Wash temperature – 120°F**
- **Final rinse temperature – 75-110°F**
- **Final rinse pressure – 15-25 psi**
- **Chemical sanitation levels:**
 - **Chlorine: 50-100 ppm**
 - **Iodine: 12.5-25 mg/l**
 - **Quaternary Ammonium: 200-220 ppm**



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: **Manual Warewashing**

Policy: All equipment items are washed, rinsed, and sanitized after each use. The ware washing sinks will be checked prior to use to ensure chemical concentrations or sanitizing temperatures are adequate.

Procedure: Employees who use the warewashing sinks will be responsible for knowing how to use them properly, and document concentrations and/or temperatures. Steps include:

2. Rinse, scrape, or soak all items before washing.
3. Record the date, meal, sanitizer water temperature or test strip results, and initial record on **Manual Warewashing Monitoring Form**.
4. Wash items in the first sink in a detergent solution. Water temperature should be at least 110°F. Use a brush, cloth, or scrubber to loosen remaining soil. Replace detergent solution when suds are gone or water is dirty.
5. Immerse or spray-rinse items in second sink. Water temperature should be at least 110°F. Remove all traces of food and detergent. If using immersion method, replace water when it becomes cloudy, dirty, or sudsy.
6. Immerse items in third sink filled with hot water or a chemical-sanitizing solution.
 - i. If hot water immersion is used, the water temperature must be at least 180°F. Items must be immersed for 30 seconds. Proper personal protective equipment should be worn.
 - ii. If chemical sanitizing is used, the sanitizer must be mixed at the proper concentration. (Check at regular intervals with a test kit.) Water must be correct temperature for the sanitizer used.
7. To avoid recontamination of clean and sanitary items:



- i. Air dry all items on a drainboard.
- ii. Wash hands prior to returning to storage.

Proper Warewashing Sink Setup

WASH	RINSE	SANITIZE
110°F Soapy Water	110°F Clear Water	180°F or Chemical Sanitizer

Chemical Solution	Concentration Level	Minimum Temperature	Minimum Immersion Time
Chlorine Solution	25mg/l minimum 50mg/l minimum 100mg/l minimum	120°F 100°F 55°F	10 seconds 10 seconds 10 seconds
Iodine Solution	12.5-25.0mg/l	75°F	30 seconds
Quaternary Ammonium Solution	200 ppm maximum	75°F	30 seconds

The restaurant manager will:

- 1. Verify proper use of the warewashing sinks.
- 2. Check **Manual Warewashing Monitoring Form** to ensure that temperatures or chemical concentrations meet standards and are recorded daily.
- 3. Follow-up and train as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: Ice Machine Usage

Policy: Ice is handled in a manner to ensure safety.

Procedure: Employees involved in production or service must observe the following procedures to ensure the safety of ice used in the restaurant

1. Wash hands before handling scoop or portioning ice.
2. Use a scoop to transfer ice to a clean and sanitized container. The scoop should be stored in a sanitary manner adjacent to the ice machine. It should never be stored in the ice storage bin. Scoop should be cleaned and sanitized daily.
3. Keep the ice machine lid closed when not in use.
4. Avoid using bare hands or inserting a glass directly into the ice storage bin. Cross contamination or introduction of a physical hazard (glass) could occur.
5. Store and transport ice in designated containers only. Do not use containers that formerly held chemicals or potentially hazardous foods.
6. Discard ice used for display (salad bars) or ice baths. Do not use for consumption.
7. Clean and sanitize parts of ice machine considered "food contact surfaces" according to manufacturer's guidelines. Record date of cleaning and employee's initials on **Cleaning Log**.

The restaurant manager will:

1. Monitor employees to ensure that proper ice handling techniques are being followed.
2. Develop an ice machine cleaning schedule, following manufacturer's guidelines.



- 3. Provide training and tools for employees to properly clean and sanitize.
- 4. Follow up as necessary.
- 5. File logs with HACCP records.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Pest Control

Policy: It is the expectation that the restaurant remain free of pests. Efforts will be made to ensure that if pests are found, they are controlled, including use of a licensed pest control operator (PCO).

Procedure: Employees will use the services of an integrated pest management program (IPM) using the following steps:

Deny access to pests

1. Use reputable suppliers for all deliveries.
2. Check all deliveries before they enter the restaurant.
3. Refuse shipments that have signs of pest infestation, such as gnaw marks on cardboards containers.
4. Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.
5. Report any signs of pests to the restaurant manager.
6. Report any openings, cracks, broken seals, or other opportunities for pest infestation to the restaurant manager.

Deny pests food, water, and a hiding or nesting place

1. Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly.
2. Store recyclables in clean, pest-proof containers away from the building.
3. Place food and supplies after delivery as quickly as possible into storage.



- Keep all food and supplies at least six inches off the floor and six inches away from walls.
- Refrigerate foods such as powdered milk, cocoa, and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 41°F.
- Place other opened packages of cereals and grains in storage containers with tight fitting lids.
- Use FIFO (First In First Out) inventory rotation, so pests do not have time to settle into these products and breed.

4. Clean the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces the number of places pests can safely take shelter.

Use and Storage of Pesticides

The PCO should decide if and when pesticides should be used in your establishment. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it. The PCO should store and dispose of all pesticides used in your establishment. If any over the counter pesticides are stored on-site, follow these guidelines:

1. Keep pesticides in their original containers.
2. Store pesticides in locked cabinets away from food-storage and food-preparation areas.
3. Store aerosol or pressurized spray cans in a cool place. Exposure to temperatures higher than 120°F could cause them to explode.
4. Check local regulations before disposing of pesticides. Many are considered hazardous waste.
5. Dispose of empty containers according to manufacturers' directions and local regulations.
6. Keep a copy of the corresponding Material Safety Data Sheets (MSDS) on the premises.

The restaurant manager will:

1. Supervise daily cleaning routines.
2. Monitor completion of all cleaning tasks daily against the master-cleaning schedule.
3. Review and change the master schedule every time there is a change in menu, procedures, or equipment.



- 4. Request employee input in the cleaning program during staff meetings.
- 5. Conduct routine inspections.
- 6. Review infestation and control issues with PCO, take necessary steps to controlling and/or eliminating pests.
- 7. Follow-up staff's reporting with PCO as necessary.
- 8. File PCO reports and staff observations logs with HACCP records.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: Calibration of Thermometers

Policy: Thermometers will be calibrated routinely to ensure accuracy of temperatures taken and that food is served to customers at safe temperatures.

Procedure: A designated employee will calibrate thermometers on a weekly basis using the following steps:

Calibrating Thermometers – Ice-Point Method

Note: The ice-point method of calibrating thermometers should be used, unless a thermometer can not read 32°F; the boiling-point method is sometimes less reliable due to variations in altitude and atmospheric pressure.

1. Fill a large glass (at least 6" in diameter) with crushed ice. Add cold, clean tap water until the glass is full. Stir the mixture well so that it will be at 32°F.
2. Put the end of the clean thermometer or probe stem into the ice water so that the sensing area is completely submerged, but the stem does not touch the bottom or sides of the glass. Wait 30 seconds. The thermometer stem or probe stem must remain in the ice water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, secure with a small wrench or pliers, and rotate the head of the thermometer until it reads 32°F.
4. Press the reset button on a digital thermometer to adjust the readout.
5. Record in **Calibration Record for Thermometers** that calibration was completed, including date and initials of person verifying.

Calibrating Thermometers – Boiling-Point Method

1. Bring clean tap water to a boil in a deep pan (it will be at 212°F).



2. Put the stem of a clean thermometer or probe into the boiling water so that the sensing area is completely submerged, but does not touch the bottom or sides of the pan. The thermometer or probe stem must remain in the boiling water for 30 seconds. Use a hot pad to hold the thermometer in the boiling water.
3. Hold the adjusting nut on a dial thermometer, located under the indicator head of the thermometer, securely with a small wrench or pliers, and rotate the head of the thermometer until it reads 212°F.
4. Press the reset button on a digital thermometer to adjust the readout.
5. Record in **Calibration Record for Thermometers** that calibration was completed, including date and initials of person verifying.

The restaurant manager will:

1. Review the **Calibration Record for Thermometers** weekly to ensure that thermometers were calibrated.
2. Follow-up as necessary.
3. File logs with HACCP records.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:

Use of Thermometers

Policy: Temperatures will be taken at all steps in the food flow—receiving, storing, preparing, cooking, transporting, and serving—with calibrated thermometers to ensure the safety of food served to customers.

Procedure: Employees involved in the production or service of food must take temperatures at critical steps throughout the flow of food using the following procedures:

How to Measure the Temperature of Food:

1. Use a calibrated thermometer. Calibrate thermometers on a weekly basis, or whenever they are dropped or suffer a shock.
2. Sanitize stem of clean thermometer with an alcohol wipe or insert stem into sanitizing solution for at least 5 seconds, then air dry.
3. Insert the end of the sanitized thermometer into one of the following locations, depending on the type of food:
 - a. the thickest part of the product for meat, poultry, or fish
 - b. the center of the item
 - c. between two packages of refrigerated or frozen packaged foods
 - d. until at least 2 inches are submersed in milk and other liquids
 - e. by folding the bag over the stem of the thermometer or probe for bulk milk or liquids
4. Make sure the tip of the thermometer does not poke through the food.
5. Measure the temperature for at least 15 seconds.
6. Read thermometer and record temperature.
7. Clean and sanitize stem of thermometer and store it in an accessible location.



General Thermometer Guidelines:

1. Keep thermometers and their storage cases clean, stored safely, and easily accessible.
2. Use bi-metallic stemmed thermometers or digital thermometers. Do not use glass thermometers filled with mercury or spirits.
3. Wait at least 15 seconds for the thermometer reading to steady before recording the temperature (bi-metallic).
4. Take two temperatures in different locations, because product temperatures can vary throughout the food item.
5. Insert the thermometer into liquids and hold. Do not allow the thermometer's sensing area or probe to touch the sides or bottom of the container.

The restaurant manager will:

1. Review logs daily to ensure that temperatures and corrective actions are being met.
2. Follow up as necessary.
3. File logs with HACCP records.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Facility and Equipment Maintenance

Policy: The facility and equipment will be maintained to ensure the safety of the food served to customers.

Procedure: The restaurant manager must:

1. Ensure that all handwashing sink areas are supplied with soap dispensers and disposable towels or functioning air dryers at all times.
2. Maintain toilet facilities so that they function properly and are clean.
3. Take temperatures routinely of water to ensure that hot (minimum 110°F) and cold (70°F) running water is available at all sinks.
4. Check to make sure that there is no possibility of back siphonage.
5. Check to make sure that all food waste and rubbish are stored in rodent and insect-proof containers with tight fitting lids.
6. Be sure temperatures of all cooling equipment are taken and recorded routinely to ensure proper calibration of thermometers and proper equipment operation. See Temperature Record for Freezer, Temperature Record for Freezer/Refrigerators, and Temperature Record for Refrigerator.
7. Be sure temperatures of all heating equipment are taken and recorded routinely to ensure proper functioning and thermometer calibration.
8. Record temperatures of holding equipment at least daily to ensure proper functioning and calibration.
9. Monitor the maintenance of ventilation systems, ensuring that systems are adequate and regularly cleaned according to the recommended schedule.

The restaurant manager will:

1. Assure all equipment in the restaurant is well maintained.



- 2. Contract with an equipment repair company to have preventive maintenance done for all equipment, including calibration of cooking equipment.
- 3. Log all preventative and repair work maintenance.
- 4. Review temperature logs to ensure that they are being done and to determine problem areas.
- 5. Follow up on any equipment issues or needs.
- 6. Maintain all facility and equipment documentation with HACCP records.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT:
Cleanliness and Sanitation of the Dining Room

Policy: The cleanliness and sanitation of the dining room is to be maintained.

Procedure: Employees involved in the service of food to customers in the dining room must observe the following procedures to ensure its safety:

Before service:

1. Clean and sanitize tables.
2. Wash hands before handling place settings, food, or beverages.
3. If tableware is preset, it should be protected from contamination by being wrapped, covered, or inverted.

During service:

1. Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
2. Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution.
 - a. Quaternary ammonia – 200 ppm
 - b. Iodine – 12.5-25.0 ppm
 - c. Chlorine – 50 ppm-100 ppm.

After service:

1. Remove unused flatware after the meal, clean and sanitize.
2. If tables are covered with linens, remove after meal and replace with clean tablecloths. Cloth linens, tablecloths, and napkins should be taken to the



laundry and kept separate from other linens used in the establishment, such as custodial towels. Treat stains promptly.

3. If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) clean and sanitize tables. Replace materials and reset tables.
4. Wipe table seats if necessary after table tops have been cleaned and sanitized.
5. Sweep and mop floors or vacuum carpet after meals.

The restaurant manager will:

1. Monitor employees to ensure that dining areas are properly maintained and all foods are served safely.
2. Provide supplies needed to maintain the cleanliness and sanitation of dining areas.
3. Follow up as necessary.



STANDARD OPERATING PROCEDURE

Sun Paradise Hotels Management

SUBJECT: Laundry and Linen Use

Policy: All employees will ensure that clean and sanitized cloths, towels, aprons, table linens, and mop heads are used at appropriate intervals during the work period.

Procedure: Linens used in the restaurant for purposes of cleaning and sanitizing are not used in other areas of the establishment. Linens should be kept separate by functional use to minimize risk of cross contamination. All restaurant employees must:

1. Use wiping cloths and other cleaning cloths for purposes of cleaning and sanitizing, as needed.
2. Wiping cloths used for food spills from tableware and carry-out containers shall be maintained dry and used for no other purpose.
3. Wiping cloths used for food contact surfaces shall be held between uses in an appropriate sanitizing solution.
 - a. Quaternary ammonia – 200 ppm
 - b. Iodine – 12.5-25.0 ppm
 - c. Chlorine – 50 ppm-100 ppm.
4. We recommend that wiping cloths and aprons are changed as needed but at least every four hours to minimize the risk of cross contamination. Soiled cleaning linens and aprons should be placed in a designated container by use and taken to the laundry area at the end of each shift.
5. Place soiled table linens in a designated container for transportation to the laundry at the end of each meal period.
6. Transfer wet mop heads to a separate designated container to be taken to the laundry at the end of each shift. This will minimize mold growth and infestation by pests.

In the laundry, the following procedures are recommended:



1. Linens should be washed in temperatures appropriate for color and type of fabric; generally wash water of 120°F is recommended.
2. Detergent appropriate for water type is recommended. Other cleaning agents might include a pre-soak solution and a product to minimize mold growth, particularly in humid conditions.
3. Clean and soiled linens are to be kept separate in the laundry. Employees should wash their hands prior to handling clean linens.
4. Any linen that comes in contact with human blood or other bodily fluids should be earmarked for special treatment in the laundry. This special treatment would include soaking in a chlorine bleach solution and washing in a separate load.
5. Best practice is to avoid direct linen contact with food.

The restaurant manager will:

1. Provide sufficient containers to store clean and soiled linen separately.
2. Provide appropriate cleaning agents to effectively clean all items laundered.
3. Monitor all employees to ensure that they are following procedures.
4. Follow up as necessary.