

Food Service & Display

Good Hygiene Practice

Guide No 11

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Food Service & Display

Good Hygiene Practice Guide No: 11



HACCP Chart Reference

Hot Hold / Counter Service / Bar / Hospitality

Legal Requirements & Overview

Cold Display

It is a legal requirement that cold food is kept at +8°C (+5°C in Ireland) or below. To ensure compliance with this requirement it is recommended that fridges and chilled display cabinets are operated at +5°C or below.

Ready-to-eat high risk foods such as sandwiches and salad items being served where the very young, the elderly, immune compromised people and/or pregnant women are present must be held at +5°C or below to minimise the risk of listeriosis. Topping up of ambient displays of refrigerated foods is not permitted as this risks breaching the 4-hour tolerance period.

Exceptions:

The law allows cold food to be displayed out of chilled storage (above +8°C UK / +5°C Ireland) for sale or service, for **a single period only of up to 4 hours** post production.

Pies, where the pastry fully encases the filling (meat, fish, meat substitute and/or vegetables), and sausage rolls that have been cooked in the unit can be displayed at ambient temperatures for the day of production. Any items left at the end of the day must be discarded. (Not applicable in Ireland)

Hot Display and Hot Holding

Food must be cooked/reheated thoroughly and to at least 75°C (82°C in Scotland). Hot holding equipment is designed to keep food hot and must not be used to reheat food. Food in hot holding or display must be kept above +63°C.

Exception:

The law permits hot food to be displayed out of temperature control for **a single period only of up to 2 hours** post cooking. Topping up of ambient displays of hot foods is not permitted as this risk breaching the 2-hour tolerance period.

After this time, either reheat the food until it is piping hot and put it into hot holding above +63°C, chill it down as quickly as possible and refrigerate at below +8°C (+5°C Ireland) or throw it away.

Wooden Boards

Wooden boards may be used for display and service of low risk foods, such as pastries, cakes, cheese boards and deserts. However, they must be smooth, without any cracks, crevices or other damage, to ensure that they can be effectively cleaned and sanitised.

Where possible cellophane, parchment paper or a similar disposable barrier should be placed between the board and the food.

Ideally these should be dishwasher safe and cleaned via the dishwasher



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Cold Food Display

Compass Guidance:

- Ensure all cold display units are switched on and operating to temperature before loading.
- Ensure foods are not above the load line of a chilled food well within a display counter as this will mean the product will not be chilled sufficiently by the cold air circulation
- Allow plenty of space between the food containers within chilled cabinets or food wells to allow air to circulate effectively.
- Open display refrigeration units are not designed to cool foods down to +8°C (+5°C Ireland) but to maintain food at the required temperature. Wherever possible, pre-refrigerate the foods and their containers before placing them on display to ensure correct temperatures are achieved.
- Canned meats, fish, pulses and mayonnaise that are going to be used in cold displayed foods should be pre-chilled overnight.
- Place small quantities of foods on display and replenish, with pre-chilled foods from back up storage. Do not 'top-up' existing containers of composite dishes, such as salads or dressings.
- Always use clean, shallow containers which are made from a material which will allow cold temperatures to transfer easily, e.g. metal, ceramic or food grade plastic bowls or dishes.
- Do not use poor thermal conductive materials such as bricks, wooden crates, wicker baskets, matting etc., to elevate food containers within refrigerated display cabinets as this will prevent transfer of cold temperatures to the food.
- Ensure suitable precautions are taken to minimise the risk of allergen cross contamination on salad bars / deli counters. Use separate knives, chopping boards and equipment for preparing and serving allergen free foods. Use separate tongs, serving spoons etc for different items and in particular for allergen free foods.
- Check electronic fly killers are not located above food displays because debris can be ejected from them into the food below.



Exception:

Where cold foods cannot be displayed at or below +8°C (+5°C Ireland), for example on buffets or where there no refrigerated display equipment is available, the following process must be followed:

- Display for a **maximum of 4 hours**
- Discard any leftover foods after 4 hours. Food may not be returned to refrigeration for further use.
- A monitoring system, e.g. coloured dots, date/time label, must be implemented to ensure that the 4-hours periods is not exceeded. This must be documented in the comments box in the Food Service Temperature Record form or Closing Check form in the HSE Logbook.

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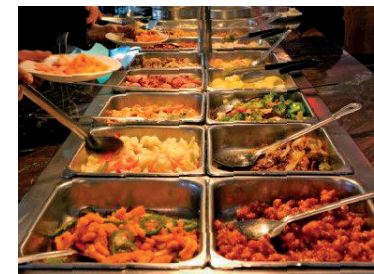
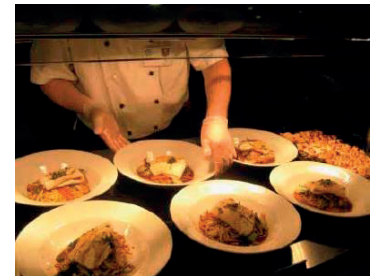
HACCP Chart Reference

Hot Hold / Counter Service / Bar / Hospitality

Hot Food Display

Compass Guidance

- Food must be cooked / reheated thoroughly to at least to at least 75°C (82°C in Scotland).
- Hot food must be displayed and served at +63°C or above
- Preheat hot holding equipment e.g. bain-marie or hot cabinet before you put any food in it, so that hot hold temperatures can be maintained.
- Do not overload hot holding equipment as this will affect the transmission of heat and reduce the effectiveness of the equipment.
- Display small quantities of foods and replenish during service as required, with reheated foods from the kitchen.
- Do not 'top-up' existing containers of foods.
- Do not raise hot food on blocks, crates etc as this will affect the temperature of the food being held
- Protect ready to eat foods displayed on service counters from risk of cross contamination from raw foods, such as raw vegetables displayed around the counter for visual effect.



Exception:

Where hot foods cannot be displayed at or above 63°C, for example on open buffets, the following process must be followed:

- Display hot food for a **maximum of 2 hours**.
- At the end of the 2 hours any leftover food must be:
 - Discarded
 - Quickly chilled to below +8°C (+5°C Ireland) and refrigerated. It must not be reheated a second time.
 - Reheated to at least 75°C (82°C in Scotland) and held above +63°C.
- A monitoring system must be implemented to ensure that the 2-hours period is not exceeded. This must be documented in the comments box in the Food Service Temperature Record form or Closing Check within the HSE logbook.



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Temperature Monitoring – Food Service and Display

Compass Rules:

The Food Service Temperature Record is completed in order to demonstrate that correct food display/service temperatures have been achieved and maintained for hot and cold foods. The following must be undertaken:

- Monitor the temperature of at least one protein food item on each cold / hot display counter and in each display fridge or hot cupboard.
- Take temperature readings at the beginning of each service period and every 90 minutes thereafter until end of service.
- Use a clean and sanitised probe thermometer designated for cook / hot hold temperature readings.
- Probe the centre of the food item ensuring you don't touch the side or bottom of the dish/container/rack etc, as this may give a false reading.
- Where possible a food simulant should be used to monitor the temperature in cold display units. The food simulant must be placed in a location that means it is representative of food in the unit.
- Allow the reading to stabilise before making a recording the temperature.
- Note the food item that is being checked the **Food Service Temperature Record** form.
- Record the time of the temperature check and the temperature of the food or of the food simulant.
- Each entry must be initialled.
- Enter any comments / corrective actions, such as when food was taken off display if it was under or over the required holding temperature.
- Remove any food items that are not within the allowed temperature ranges and either cool down and refrigerate or re-heat as appropriate.
- Managers must check and sign the record before filing.

COMPASS GROUP UK & IRELAND – FOOD SERVICE TEMPERATURE RECORD

Unit: *High Street Bank Ltd*

Unit No: *01234*

DATE	FOOD ITEM	HOT HOLD Min +63°C			HOT FOOD DISPLAY Min +63°C			COLD FOOD DISPLAY Max +8°C			COMMENTS
		Time	Temp	Init	Time	Temp	Init	Time	Temp	Init	
10.09.18	Roast Chicken				11.45	82°C	DS				
10.09.18	Spag. Bol.				11.45	89°C	DS				
10.09.18	Beef Pie				11.45	88°C	DS				
10.09.18	Gravy				11.45	89°C	DS				
10.09.18	Quiche							11.45	3°C	DS	
10.09.18	Coleslaw							11.45	4°C	DS	
10.09.18	Roast Chicken	12.30	81°C	JL	13.15	76°C	DS				
10.09.18	Spag. Bol.				13.15	81°C	DS				
10.09.18	Beef Pie	12.30	81°C	JL	13.15	78°C	DS				
10.09.18	Gravy				13.15	71°C	DS				
10.09.18	Quiche							13.15	7°C	DS	
10.09.18	Coleslaw							13.15	5°C	DS	
10.09.18	Tuna bake				11.45	74°C	DS				
10.09.18	Beef Stew				11.45	84°C	DS				
10.09.18	Pork				11.45	81°C	DS				
10.09.18	Chicken				11.45	89°C	DS				
10.09.18	Quiche							11.45	4°C	DS	
10.09.18	Coleslaw							11.45	4°C	DS	
10.09.18	Tuna bake	12.30	72°C	JL	13.15	70°C	DS				
10.09.18	Beef Stew	12.30	85°C	JL	13.15	81°C	DS				
10.09.18	Pork	12.30	80°C	JL	13.15	79°C	DS				Pork removed from hotplate for blast chilling at 13.30

Food temperatures to be checked at commencement of each service and then every 90 minutes. Manager to check the record form and sign before filing

Enter time of checking temperature and sign off legibly with initials. Retain for 6 months

CHECKED BY: *D Smith*

DATE: *11.09.18*

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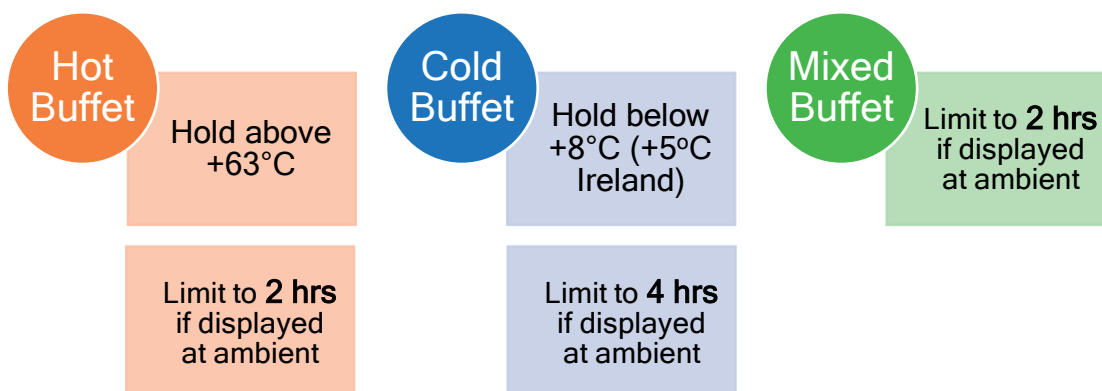
HACCP Chart Reference

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Buffets & Hospitality

Compass Rules:

- Keep food hot (above +63°C) or cold (below +8°C / +5°C Ireland) until immediately before service.
- Record the food service temperature on the **Food Production Temperature Record**.
- Record that the food was for a buffet or a trolley round in the comments section.



Compass Guidance:

- For practicality reasons it is recommended that any mixed food buffet i.e. a buffet with both hot and cold food items, is displayed for a maximum period of 2 hours
- Where appropriate display a courtesy notice beside the buffet advising consumers as to when the food should be eaten.
- Any unused food that has not been refrigerated or held hot whilst on display must be discarded if not consumed.

Your buffet was placed on display at **.** hours
In order to ensure that the quality of the food is maintained, please consume within 2 hours

Food Vending Units

Records of vending machine checks show that the equipment is being regularly serviced and that the operating temperature is monitored. Use the **Vending Record** form to record temperatures daily. Vending machines holding ready to eat protein items such as sandwiches, salads or pasties must be operated at temperatures of +5°C or below

Compass Rules:

- Check the operating temperature of each vending machine daily.
- Ensure stock rotation is undertaken by placing products with the shortest shelf life at the front.
- Remove and discard any out of date foods or foods that will be out of date before the unit is next serviced / restocked.
- Record the date, name of the vending machine and I.D. code or its location.
- Record the time of the 'fill and clean' service, the food shelf life check and the temperature of the machine.
- Manager must check the record and sign it before filling.



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Specialist Groups

Patient Dining

The service of food to residents and patients in a healthcare setting may be subject to additional controls due to the vulnerability of the individuals. As such the following controls must be implemented:

- All ward refrigerators used to store both in unit prepared and bought in food must operate at +5°C or below in order to adequately control the risk of Listeria.
- Meals brought in by visitors for patients must be purchased from a recognised supermarket, who will comply with agreed standards of food safety: Tesco, Waitrose, Sainsbury's etc. Once meals arrive, they can be stored in Ward pantry fridges under the following criteria:
 - Clearly marked with date of delivery and use by date
 - Clearly marked with patient name
 - Must be fully sealed
- Once stored they will be monitored by catering staff to ensure:
 - Any dishes that are expired /due to expire will be disposed of and patient informed.
 - Any opened meals will be disposed of and patient informed
 - Any meals not clearly labelled will be disposed of
- Heating of bought in meals will be recorded on the service temperature record clearly marked with dish/patient name and temperature achieved
- Home cooked food is not permitted to be re-heated or served by the on-site catering team



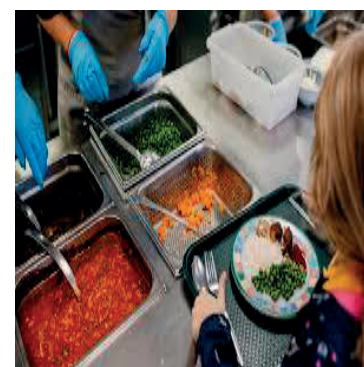
Please refer to additional guidance around the service of medical diet meals within a healthcare setting

Pupil Medical Diet Meals

The service of school meals, particularly within a primary school setting will need to operate in conjunction with the Chartwells Medical Diet Policy to ensure all dietary requirements and allergens are properly accounted for and the correct meals are served to the correct pupils.

The following process should be followed:

- Medical diet request form completed, signed by the parents / guardians and returned to the catering team
- Request validated by Chartwells medical diets team and appropriate menu plan assigned
- Menu validation signed and returned by parent / guardian with consent
- Medical diet identification system implemented
- Medical diet pupil information held in unit and displayed via "Hello My Name is..." poster
- All colleagues and agency trained on Medical Diet procedures
- Double check process completed to verify the plated medical diet meal is labelled correctly and given to the right pupil



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Preventing Allergen Cross Contamination

Compass Guidance:

Under the Food Information Regulations 2014 food businesses are required to provide accurate information to customers of any known allergens.

Compass Rules:

- Ensure all colleagues and temporary agency staff have received the Compass allergen training before they commence work
- Ensure that allergen reports are always available to customers in order that they may make informed choices about the food they wish to eat.
- Never place foods that can cause allergic reactions directly next to other foods. For example, do not place a pastry with nut topping on the same display platter as pastries without nuts.
- Provide separate serving utensils to prevent cross contamination.
- You may wish to display signage, requesting customers to use the utensils provided for each individual product.
- Monitor the buffet and replace serving utensils as necessary, (ideally every 30 mins).
- Follow the Good Hygiene Practice Guide on Food Allergies for further guidance.



Preventing Glass Contamination

Compass Rules:

- Where glass serving dishes cannot be avoided on self-service counters, provide plastic serving utensils for customers to use.
- If glass or crockery breaks near an open salad bar or cold/hot food display, suspend service while the breakage is cleared, and all food removed.
- Never take a chance - glass and crockery fragments can spread over a wide area and can cause serious injury if consumed.
- Lightbulbs and fluorescent light tubes should be shatter-proof, sleeved or protected by a shade or diffuser to prevent contamination if they break.
- Screens fitted to food display equipment should be manufactured in Perspex or other shatter-proof material.





Additional Guidance

1. Cross Contamination
 - Refer to **Good Hygiene Practice Guide No: 4 - Cross Contamination** for guidance on how to minimise cross contamination risks
2. Personal Hygiene
 - Refer to **Good Hygiene Practice Guide No: 2 - Personal Hygiene** for additional guidance on good personal hygiene, hand washing technique, uniform and PPE standards
3. Shelf Life & Day Dot Labelling
 - Refer to **Good Hygiene Practice Guide No: 5 - Shelf Life & Food Labelling** for additional guidance on labelling food within display counters
4. Probe Thermometer Accuracy Check
 - Refer to **Good Hygiene Practice Guide No: 9 - Cooking** for guidance on how to check the accuracy of your probe thermometers used for checking food display temperatures
5. Allergens
 - Refer to **Good Hygiene Practice Guide No: 13 - Allergens** for guidance on the 14 known allergens and the back of house and front of house processes to manage and inform customers of allergen information
6. Glass policy
 - Refer to **Good Hygiene Practice Guide No:7 - Food Preparation** for more detail on the glass policy.

