



SAFETY



CONVERSATION



Topic: Hot Beverage Service

WHAT YOU'RE GOING TO LEARN

In this Safety Conversation you will learn about the safety precautions to take when preparing and serving hot beverages. This will reduce the risk of burn and scald injuries to yourselves, colleagues or customers.

HOW IT WILL HELP YOU IN YOUR JOB

Following this conversation, you will:

- Know the visual checks to carry out when preparing hot beverages
- Understand the hazards associated with hot beverages
- Be aware of the safety precautions to take when serving hot beverages

WHAT YOU NEED TO KNOW

Visual Checks

It is vital that we carry out visual checks to identify defective equipment and damaged cups that are used when preparing hot beverages. Ensure that equipment is safe before using it. If you are using crockery, check that cups have no chips or cracks. If you are using disposable cups, check for any damage to cups or lids. Any damaged items should be disposed of.

Using Hot Beverage Dispensers

There are several types of hot beverage machines that we use, but in most cases the hazards and associated risks are the same: burns from contact with hot surfaces and scalds from hot water or steam.

- Hot water/beverage dispensers vary, and it is important that you have been trained on the specific equipment you are using.
- Most of the surfaces on equipment will be hot to touch - it is safer to treat all surfaces as if they are hot.
- It is important to focus on the task you are doing to ensure you do not spill or overfill containers, which can result in scalds.
- Remember there may be steam generated when using the equipment, and this can cause scalds too.
- Be mindful of your working environment; most incidents occur in the area immediately around the hot beverage dispensers when people preparing hot drinks are knocked by others.

Serving Hot Beverages

Whether you are serving hot beverages for sit down or for take-away there are hazards associated with the task. Although these aren't always within our control, we can take some precautions to avoid injury to ourselves and our customers.

- Do not over-fill the cup; check if the customer is having milk with their drink, and if yes, don't pour as much into the cup.
- Ensure that you fit the lid onto a take-away cup properly - check the lid is secure around entire top of the cup.
- If the customer will be taking the lid off the cup to add their sugar, milk etc, ensure there is appropriate signage in place to remind them to securely fit the lid back onto the cup.

Self-service Hot Beverages

- Make sure there is suitable signage in place to warn customers that surfaces and beverages will be hot.
- Appropriate cups and equipment must be available for the customer to use; this will reduce the likelihood of spillages.
- Ensure that any spillages are cleaned up immediately according to company procedure.

PUTTING WHAT YOU'VE LEARNT INTO PRACTICE

- Check that all hot beverage equipment is in working order and securely positioned
- Identify areas where additional space is required around the hot beverage equipment to ensure it is a safe working environment
- Ensure correct signage is displayed where appropriate



BE MINDFUL

- Be mindful of your surroundings when using hot beverage service equipment and focus on the task you are carrying out.
- Be aware of the people around you and that they don't knock you whilst handling hot beverages.
- Keep checking the area is clear of trip and slip hazards.

SPEAK OUT

- Ask your supervisor or manager if you are unsure of how safely use the equipment in your venue.
- If you see any faulty equipment or spillages warn your colleagues of the hazard and deal with it or report it.

GET INVOLVED

- Be careful around hot beverage dispensers to avoid knocking into people using the equipment.
- Give customers and colleagues walking with hot drinks plenty of space, as they may not be focusing on where they are going.

YOUR VALIDATION

- What checks should be taken on the equipment, crockery and disposable cups before use?
- Where should signage be displayed to warn customers of the hazards associated with hot beverages
- How should we secure the lid on a disposable cup?

MORE INFORMATION

- CAT 5 and 5a Risk Assessments
- Equipment Manufacturer's Guidance
- HSE Website

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