

CH&CO HSE

Guidance for providing after hours take-away service.

Overview

Customers may have the option to purchase food from the unit to eat later (outside of normal catering operating hours) or may place an order via other in-house ordering systems, for a meal to be prepared and held in a suitable location to be collected later by themselves and consumed. This will only be available if previously agreed with the client and the controls within this guidance are met.

This guidance is provided to support a position that ensures the necessary steps are taken to comply with food safety and food standards requirements, this guidance enables customers to take away food items they have selected prior to them being packaged, to support safe storage up until collection and consumption.

Mandatory provision of information to customers

At the point of ordering, customers must have access to allergen information for the food offering, along with precautionary allergen statements. This can be via any appropriate method that provides up to date allergen information e.g. QR code, allergen logs, allergen tablets or if using an app / kiosk system, on the app /kiosk.

Rules to ensure food is safe and kept safe until point of consumption:

Food that is prepared and placed into packaging after an order has been received is not PPDS, regardless of whether it is consumed immediately or picked up later.

The below rules need to be followed for any of the above choices of take- aways.

Food that is cooked and held hot for customers – records must show that the food was cooked to >75oC and held at >63oC until collection by the customer. If the food is left in hot hold after our catering teams have left for the day, processes must be in place to ensure the temperature of the food is checked and recorded before our teams leave site. Foods must be consumed by the customer a maximum of 2 hours after this time. If this cannot be achieved, then the hot hold offer must be removed.

Food that is cooked, then cooled for the customer to reheat later - records must show that the food was cooked to >75oC and cooling records must show that the food was cooled to <8oC within 90 minutes. If the food is left in chilled conditions after our catering teams have left for the day, processes must be in place to ensure the temperature of the food is checked and recorded before our teams leave the site. If the food is stored in a fridge that is not monitored by our team, arrangements must be put into place with the client to ensure that the fridge is maintaining temperature to keep the food <5oC until it is collected by the customer. This would also apply to foods prepared and served chilled such as salads.

All product temperatures must be recorded in the relevant section of the HSE HACCP logbook or on the relevant temperature records check form and retained.

On receiving the order, confirm with the customer the time that the food must be collected by, and advise that it cannot be held after that time to support food safety requirements.

The Takeaway Guest Information Slip must be provided with the meal for the customers information.

What information must be provided with the food?

Customers must be advised that if hot food is not consumed within 2 hours it must be refrigerated, and once refrigerated, if not consumed within 24 hours, food should then be discarded.

Customers should be advised that food to be consumed hot must be thoroughly re-heated to ensure it is piping hot all the way through and that it is only reheated once.



Customers should also be reminded to review nutritional information, the product ingredients and allergen information, including precautionary allergen statements, to ensure that the food is suitable for them and for any individuals they might intend to share the food with.

The Takeaway Guest Information Slip must be provided with the food prior to it being taken off the premises, with the date and time the food is handed to the customer, recorded on the slip.

Other considerations

Food must be packaged in new, unused, and clean food containers; it must be well wrapped to prevent spillages.

Packaged food awaiting collection, must be stored appropriately, to ensure there is no risk of cross-contact between separate food items and food ingredients stored.

All foods which have been cooled and placed for take away to be reheated by the customer cannot be reheated in the business beforehand. The kitchen team need to be careful that they have not already heated the food twice themselves (meaning by the time the customer gets it, it will be reheated for a third time)

Any food not collected?

Any foods not collected at the agreed times, must be destroyed to prevent potential food safety hazards.

Takeaway Guest Information Slip

Takeaway Guest Information Slip		
Dear Guest		
If the food you are taking away with you is not consumed within 2 hours, it should be refrigerated straightway and once refrigerated, if not consumed within 24 hours, it should be discarded. Do not freeze. If you wish to consume the food hot, you must reheat it until it is piping hot all the way through.		
Please be careful when removing hot meals and removing clingfilm /packaging/ plate which can become very hot.		
Food items can only be reheated once and, if not consumed once reheated, they should be disposed of. Please review the relevant ingredients and allergen information for the food products you have selected, to ensure that they are suitable for you, and review this information with anyone else you might intend to share the food with.		
Date:	Time:	Guests name: