



STEAMPLICITY

- JUST FRESHLY COOKED -



# Steamplicity Operational Guide For Multiportion

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## Introduction

The Steamplicity Operational Guide is intended to provide the required information to operate a successful Steamplicity service on a day to day basis.

The Cuisine Centre team's details are listed under the contact information section and are available to support you, please consider your requirements and contact the relevant person or the Cuisine Centre or Brakes Direct.

Guidelines and expectations relating to the operation including feedback, ordering, delivery, invoicing, cooking, equipment, training and Health and Safety have been included in this guide.

Should you require any additional information please do not hesitate to contact us.

## Key Steamplicity Contacts

### To place orders with Brakes

Telesales  
0844 800 4924 Option 1

### Brakes Feedback Line

0844 800 4924

Greg Harrison  
Steamplicity Business Director  
07500 605609  
[Greg.harrison@compass-group.co.uk](mailto:Greg.harrison@compass-group.co.uk)

John Harvey  
National Account Manager  
07841 724411  
[John.harvey@compass-group.co.uk](mailto:John.harvey@compass-group.co.uk)

## Cuisine Centre Contact Details

Steffan Chandler  
General Manager  
07827 307318  
[Steffan.chandler@compass-group.co.uk](mailto:Steffan.chandler@compass-group.co.uk)

Martin Harrington  
Supply Chain Manager  
07827 230912  
[Martin.harrington@compass-group.co.uk](mailto:Martin.harrington@compass-group.co.uk)

Alison Preston  
Technical Manager  
07717 541187  
[Alison.preston@compass-group.co.uk](mailto:Alison.preston@compass-group.co.uk)

## Cuisine Centre site details

Cuisine Centre South (CCS) - Plated  
Unit 14  
Handley Page Way  
Colney Street  
St Albans  
Herts  
AL2 2DQ  
01923 858 600

Cuisine Centre North (CCN) - Multi-portion  
Cuisine Centre North  
Sherdley Industrial Estate  
Roundwood Drive  
St Helens  
WA9 5JD  
01744 766 550

## Steamplicity Feedback

Customer feedback is a critical part of our continuous improvement culture, ensuring we are always improving our products and service to you.

### **How do I record feedback?**

Your comments should be reported to our feedback line 0844 800 4924 Option 3.

### **When will I hear back?**

Our commitment is that you will hear back from a member of the Cuisine Centre team within 2 working days. If the comment requires further investigation we will advise you when this is complete and of the outcome.

### **Where do I report foreign bodies or serious issues?**

In the rare occurrence of a foreign body the agreed practice is to complete report the event via the Air system and inform us of any further details via [Steamplicity@compass-group.co.uk](mailto:Steamplicity@compass-group.co.uk). A thorough investigation will be undertaken and once complete the findings will be forwarded to you.

Alison Preston  
Technical Manager  
07717 541187

[Alison.Preston@compass-group.co.uk](mailto:Alison.Preston@compass-group.co.uk)

## Steamplicity Ordering Process

### Outline

Steamplicity plates are ordered via Brakes telesales on a day 1 for day 7 basis (Monday for the following Monday). Each delivery will be received with a delivery note.

### Creating your order

It is recommended that all units hold a minimum of two days stock at all times and that your order is created after considering your current sales mix, wastage levels and actual ward orders. Assistance from the Cuisine Centre planning department will be provided when first placing your order. An order sheet is available providing codes, descriptions and a guide to the volume of dishes required.

### Product Shelf Life

Steamplicity have a guaranteed 5 days life including day of delivery.

### Placing your order

Each order should be placed with Brakes on a day 1 for day 7 basis, i.e. ordering Monday for a delivery the following Monday. Orders should be placed with Brakes telesales and a read back will be offered, we strongly advise that this is accepted to avoid error. If required a full weeks order can be placed on one call.

Telephone: 0844 800 4924 Option 1

### Delivery Days

Delivery days are on alternate days. Specific arrangements will be made for the Christmas period. Your first delivery day will be agreed with our distribution partner and this will form the basis of your delivery schedule.

Your delivery window is from 7.30am - 5.30pm

### Receiving your order

Your order will be received with a priced delivery note, please take this opportunity to reconcile your delivery with the delivery note. Any discrepancies should be reported to the feedback line on the day of delivery. Any claims after that will not be accepted.

### Future Deliveries

We are constantly working to reduce food miles and consequently cost to our customers and this may result in change. A change will only be implemented after discussion with yourselves.

## Nutritional Information Allergen and Special Diet provision

All Steamplicity products are fully labelled with nutritional breakdown and allergens underlined

A summary of all our dishes is available on request

Our Steamplicity range come with a number of special diet meals eliminating most of the 14 allergens to be declared, details are available on request

## Steamplicity Invoice Process

Each accounting period you will receive an invoice and statement covering the goods you have purchased from the nominated suppliers. The following points cover the background and requirements for this invoice.

### Daily

A delivery note will be received with each delivery and should be retained for your records.

### Monthly

An invoice, operating statement and schedule of purchases will be posted to the nominated invoice address (first invoice will be presented). This should then be checked against your retained delivery notes. Payment terms are 30 days from the date of invoice and payment should be in the form of an electronic BACS payment.

### Queries

Any queries should be raised in the first place with the National Account Manager at the Cuisine Centre.

## Steamplicity Microwaves - fault reporting

All microwaves must be ordered by the local operations team via Compass Equipment Sales at Rivermead (Tel 01895 554433).

Steamplicity requires a dedicated microwave oven and only these microwaves should be used for Steamplicity approved products.

Any faults covered by the 3 year warranty should be raised by emailing Marren [service@marren.co.uk](mailto:service@marren.co.uk)

A follow up phone call can be made on Tel 0844 3711 071.

If further assistance is required please contact your account manager.

### Microwave Maintenance

As with all electrical equipment we recommend that a regular inspection is completed for microwaves used to support the Steamplicity cooking process. The following points should be covered:

1. Check all wiring, contractors, relays, transformers, switches and cable connections (warning: great care should be exercised when checking capacitor)
2. Check condition of ceramic base/rotary table and internal covers
3. Check the operation of mode stirrer motor/motors
4. Check the condition of power cable and that the appliance is correctly fused
5. Carry out power check
6. Check for microwave emissions leakage
7. Check the machine for correct operation
8. Carry out electrical safety tests
9. Complete and affix test label

We recommend that these checks are carried out on an annual basis by an approved supplier.

## Steamplicity Microwaving Programming

Samsung CM1929 - Multi portion

The correct programming is a critical stage of the implementation of Steamplicity within a hospital.

Please follow the following guidelines provided by Samsung to programme the CM1929. Once programming has been completed please check timings are correct against the chart provided.

We recommend that a log is kept of the serial number, locations and the date of programming.

Samsung CM1929 Programme times

Symbol	Time
1	5.00
2	5.30
3	6:00
4	6:30
5	7:00
6	7:30
7	1:00
8	
9 [BOOST COOK]	1:00
0 [BOOST COOK]	1:00

## Health and Safety

The following areas should be considered alongside your existing systems and procedures.

### Avoiding Burns

- Handling Steamplicity food containers after cooking presents risks of burns and scalds from contact with hot surfaces and from steam escaping as the film is removed from the container.
- To avoid burns; containers should be handled with care and a clean cloth used.
- The film must be carefully removed by first allowing the container to rest for sixty seconds. Then peel the film open slightly to allow any steam to escape and then removing the film completely taking care to avoid splashing from hot food.

### Electrical Safety

- All electrical equipment should be checked visually before use.
- The Steamplicity oven should be checked for damage to the plug or socket E.g. cracks, loose wires, damage to the cable and damage to the microwave oven. Portable appliance testing should be carried out in accordance with unit procedures.

### Fire Safety

- The nominated microwaves have several safety features however; if a fire occurs in the microwave, follow your own fire procedures.
- **Under no circumstances open the door to the microwave.**

### Super boiling of liquids

- Microwaves should not be used for the heating or boiling of liquids, as there is a danger of super boiling.



# **MANAGING FOOD SAFETY**

## **HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP)**

**This booklet contains the HACCP information required for operating Steamplicity Multiportion Meals. You must check that they cover the food safety requirements of your operation and review compliance every six months.**

## WHAT IS HACCP?

It's now a legal requirement that caterers have considered the risks involved in the food they produce and have ensured appropriate control measures are in place.

**HACCP** is a systematic preventive approach to food safety that addresses physical, chemical, and biological hazards as a means of prevention, rather than finished product inspection. It is used in the food industry to identify potential food safety hazards at Critical Control Points (CCP's) to reduce or eliminate food safety risks. The system is used at all stages of food production and preparation.

### HOW TO COMPLETE THE HACCP REVIEW FOR YOUR SITE

1. Enter your name and location in the section provided below.

<b>Your Name:</b>			
<b>Unit Name:</b>			
<b>Unit Number:</b>			
<b>Location:</b>			
<b>Date HACCP Review First Completed:</b>		<b>Signature:</b>	
<b>Date 6 Month Review Completed:</b>		<b>Signature:</b>	
<b>Date 12 Month Review Completed:</b>		<b>Signature:</b>	

2. Identify the type(s) of catering/food service operation employed by ticking all applicable boxes in the right hand section below. Tick all applicable

TYPE OF CATERING OPERATION	TICK
Steamplicity Multi Portion Meal service	!

3. Identify all the food process steps used by ticking all applicable boxes in the right hand section below. Refer to the HACCP Sheets within this document if clarification is required.

#### HACCP Process Steps used in this Unit (*Tick all steps used*):

NUMBER	PROCESS	TICK
1	Planning Food Service	
2	Purchase & Food Delivery	
3	Chilled Food Storage	
6	Preparation	
8	Cooking	
11	Hot Food Service	
14	Transport of Food	

## WHAT IS HACCP? (Continued)

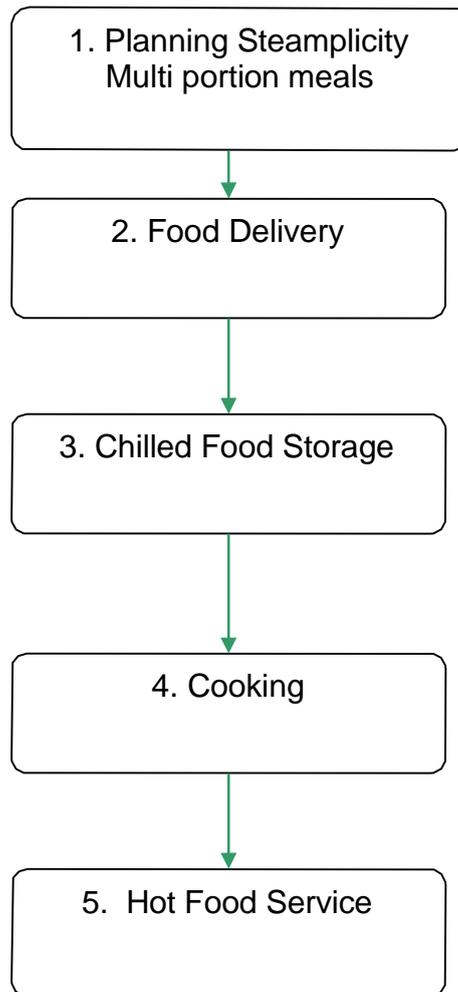
4. INITIAL the right hand column in the Records section of each HACCP sheet to confirm that the controls, monitoring and records are implemented and in use.
5. Record any actions you need to take on the action plan at the end of this booklet.
6. Review the HACCP sheets every 6 months. Enter your name, job title and date you carried out the review.

### IMPORTANT NOTES

7. For all applicable Food Process Steps ensure that the Food Safety Controls and Critical Limits are achieved and that monitoring takes place to comply with Company policy.
8. Where Critical Limits are not achieved Corrective Actions must be taken as described in each HACCP sheet to ensure food safety.
9. All applicable Records must be completed and retained to demonstrate compliance and to show Corrective Actions taken when required.
10. The Steamplicity meals are not suitable for freezing.

# 1. HAZARD ANALYSIS AND CRITICAL CONTROL POINTS FLOW CHART

## Steamplicity Multi Portion Meals



PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS	Initial
<p><b>NUMBER 1</b> <b>PLANNING</b> <b>FOOD SERVICE</b></p>	<p>Microbiological <i>Inherent contamination</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p>Register food business establishment with Local Authority.</p> <p>Purchase Esteem products from authorised vendor i.e. Cuisine Centre.</p> <p>Refrigerated food storage is adequate for maximum stock levels and capable of meeting temperature control requirements.</p> <p>Premises maintained in good repair and condition</p> <p><b>TRAINING – Managers:</b> Complete level 3 Food Safety Management.</p> <p><b>TRAINING – Team Members:</b> Briefed in the “Essentials of Food Hygiene”</p> <p>Completed Level 2 Food Safety for caterers: E- learning on learning portal.</p> <p>Premises to be maintained free from pest infestation.</p>		<p>Check Registration</p> <p>Vendor QA Questionnaire. Vendor audits</p> <p>Visual inspection.</p> <p>Visual inspection</p> <p>Training records</p> <p>Check pest control survey reports and that premises are free from pest activity</p>	<p>Complete Registration forms</p> <p>Request additional equipment.</p> <p>Carry out repairs</p> <p>Carry out food safety training. For advice on latest training contact Cuisine centre.</p> <p>Request specialist pest control contract</p>	<p>Food business establishment registration form</p> <p>Supplier audit records (held by Purchasing Dept)</p> <p>New Unit Assessment record</p> <p>Monthly safety Walk /statutory compliance document</p> <p>Unit menus</p> <p>Pest Control company survey record.</p> <p>Induction records.</p> <p>Training records. <b>Other Information</b> <b>References:</b> Allergies &amp; Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p>	

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS
<p><b>NUMBER 2</b></p> <p><b>PURCHASE &amp; FOOD DELIVERY</b></p>	<p>Microbiological <i>Bacterial growth. Cross contamination.</i></p> <p>Physical contamination.</p> <p>Chemical contamination.</p>	<p>Steamplicity products delivered by authorised vendor. Driver will report to the store person before opening the vehicle.</p> <p>Nominated store person to examine temperature print out before authorising delivery.</p> <p><b>(CCP) Temperature Control: All food deliveries on receipt must be received between +0°C to +5°C</b></p> <p><b>(CCP) Visual Inspection:</b></p> <ul style="list-style-type: none"> <li>-Identify signs of spoilage or deterioration.</li> <li>-Identify damaged or unsound packaging.</li> <li>-Identify pest damage or infestation.</li> <li>-Ensure accurate labelling (shelf life, ingredients, ensure allergens are highlighted)</li> </ul> <p>Place goods immediately into storage.</p> <p>Ensure adequate segregation of food products and cleaning products</p> <p>Inspect delivery vehicles/delivery personnel.</p>	<p><b>Steamplicity Chilled Foods: +0°C to +5°C</b></p>	<p>Food delivery checks</p> <p>Check and record temperature of all chilled food deliveries using either a food simulant / infra-red thermometer or between pack probe (for the latter, a tolerance of 2 °C should be allowed).</p> <p>Check and record condition of food and packaging on all deliveries. Check shelf life dates.</p>	<p>Correct or inform Manager.</p> <p>Chilled Foods above 0°C but below 5°C. Where the temperature is above +5°C (+7 °C for between pack) a destructive product test shall be undertaken using a calibrated sanitised probe thermometer.</p> <p>Accept if below +8°C and it can be shown that this has only occurred for a short period of time.</p> <p>Product delivered above +8°C but below +10°C can only be accepted if it is used within 12 hours. If this is not possible it must be rejected.</p> <p>The chilled holding facility must be capable of reducing the temperature rapidly to below +5°C.</p> <p>Product delivered above +10°C must be rejected</p> <p>Damaged packaging rejects delivery. Insufficient shelf life, expired date code reject delivery.</p> <p>Advise Cuisine Centre and complete vendor complaint log</p>	<p>Delivery vehicle printout</p> <p>Training record</p> <p>Steamplicity Food Delivery Record.</p> <p>Probe Thermometer Accuracy record.</p> <p>Steamplicity Plated Food Delivery Record.</p> <p>Steamplicity Food Delivery Record. Vendor Complaint record</p> <hr/> <p><b>Other Information References:</b></p> <p>Allergies &amp; Food Intolerances;</p> <p>Menu Planning;</p> <p>Pest Control Training;</p> <p>E.coli O157 Guidance</p>

Compass Group UK & Ireland Food Safety Hazard Analysis and Critical Control Points (HACCP)

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS
<p><b>NUMBER 3</b></p> <p><b>CHILLED FOOD STORAGE</b></p>	<p>Microbiological <i>Inherent contamination. Bacterial growth. Cross contamination.</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p><b>(CCP) Temperature Control:</b></p> <p><b>Chilled Foods Storage Area to maintain products at between 0°C to +5°C</b></p> <p>Ensure all Steamplicity foods are correctly labelled and within date.</p> <p>Rotate stock using oldest first.</p> <p><b>(CCP) Use foods within shelf life - Do not exceed "use by" dates.</b></p> <p>Maintain refrigerators and containers in clean condition.</p>	<p><b>Chilled Foods</b></p> <p><b>+0°C to +5° C</b></p> <p><b>Do not exceed "Use By" dates</b></p>	<p>Check and record refrigerator temperatures twice daily (3 times if night shift operates) using accurate probe thermometer and food simulant or electronic monitoring system</p> <p>Visually check storage areas daily.</p> <p>Complete Food Storage record weekly.</p> <p>Complete Cleaning Record daily.</p>	<p><b>+5°C to +8°C:</b> permitted for short periods of time e.g. defrost cycle</p> <p><b>+8 °C to 10 °C</b> use within 12 hours of delivery.</p> <p><b>Above 10 °C</b> destroy food, do not use</p> <p>Request maintenance for defective equipment</p> <p>Excess stock not to be frozen for future use. All to be destroyed food, do not use.</p>	<p>Temperature monitoring log.</p> <p>Probe Thermometer Accuracy record</p> <p>Maintenance and Repairs Record</p> <p>Food Storage record</p> <p>Cleaning record.</p> <p>Training records.</p> <p>Allergies &amp; Food Intolerances;</p> <p>Menu Planning;</p> <p>Pest Control Training;</p> <p>E.coli O157 Guidance</p>

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS
<p><b>NUMBER 4</b> <b>COOKING</b></p>	<p>Microbiological <i>Bacterial survival</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p><b>Temperature Control</b></p> <p>Multi portion has been moved from the chilled store to the cooking area within 15 minutes of start of cooking it will not be returned to the chilled store unless it can be demonstrated that the product has been maintained at +5°C or colder throughout.</p> <p>Use Steamplicity Microwaves cooked to 75C.</p> <p>Probe wipes used before and after each meal.</p> <p>Follow easy steps through process.</p> <p>After achieving temperature tip into ceramic tray for service.</p>	<p><b>Core temperature of +75 °C in all meals served.</b></p>	<p>Check and record core cooking temperature of <b>ALL</b> Steamplicity multi portion meals on completion of cooking cycle.</p> <p>Allow 1 minute for stabilise temperature before probing Check the following:</p> <ul style="list-style-type: none"> <li>• Product temperature above 75°C</li> <li>• If below 75°C return to oven and boost on 0 for 1 minute</li> </ul>	<p>Correct or Inform Manager.</p> <p>Boost once to achieve +75°C if not achieved inform manager and replace meal.</p> <p>Request maintenance for defective equipment or if missing order additional equipment</p> <hr/> <p><b>Other Information References:</b></p> <p>Temperature Monitoring;</p>	<p>Steamplicity Cooking Temperature Record.</p> <p>Training Records</p> <p>Probe Thermometer Accuracy Record.</p> <p>Maintenance and Repairs Record</p> <p>Cleaning Record</p> <hr/> <p>Allergies &amp; Food Intolerances; Menu Planning; Pest Control Training; E.coli O157 Guidance</p> <p>Refer to the Steamplicity /Esteem microwave risk assessment</p> <p>Refer to conventional HACCP for all other meals.</p>

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS	Initial
<b>NUMBER 5</b> <b>HOT FOOD SERVICE</b>	<p>Microbiological <i>Cross contamination</i>  <i>Bacterial growth</i></p> <p>Physical contamination</p> <p>Chemical contamination</p>	<p><b>Temperature Control</b>  Display/Serve hot food at +63°C or hotter.</p> <p>Provide appropriate serving utensils.</p> <p>Observe personal hygiene rules particularly on hand washing.</p> <p>Maintain service areas and equipment in clean condition.</p> <p>Maintain premises free from pest infestation.</p> <p>Discard any meals / food not consumed. Do not return to storage.</p>	<p>Serve hot food at +63°C or hotter.</p>	<p>Cook as close to service time and display Steamplicity multi portion meals immediately after cooking.</p> <p>Visually check service standards daily.</p> <p>Specialist pest control surveys.</p> <p>Check that areas are free from pest activity</p>	<p>Correct or inform Manager.</p> <p>At end of service period discard food.</p> <p>Request maintenance for defective equipment</p> <p>Contact specialist pest control company</p>	<p>Training Records.</p> <p>Cleaning Record.</p> <p>Maintenance and Repairs Record</p> <p>Pest Control Company Survey Record</p> <p>Service temperature record</p> <p><b>Other Information References:</b>  Allergies and Food Intolerances:  Contamination - Physical and Chemical;  Cross Contamination;  Glass Contamination;  Employee Illness;  Personal Hygiene;  Pest Control  Temperature Monitoring</p>	

Compass Group UK & Ireland Food Safety Hazard Analysis and Critical Control Points (HACCP)

PROCESS STEP	HAZARD(S)	CONTROL(S)	CRITICAL LIMITS	MONITORING	CORRECTIVE ACTION	RECORDS	Initial
<p><b>NUMBER 15</b></p> <p><b>SITE SPECIFIC OR CLIENT SPECIFIC REQUIREMENTS</b></p> <p>(Use this sheet for recording any site-specific requirements not covered by the Process Steps in the HACCP sheets)</p>							

## INITIAL ACTION PLAN

NUMBER	PROCESS	ACTION REQUIRED	BY WHOM	BY WHEN	DATE COMPLETED
1	Planning Food Service				
2	Purchase & Food Delivery				
3	Chilled Food Storage				
4	Frozen Food Storage				
5	Dry Food Storage				
6	Food Preparation				
7	Defrosting Food				
8	Cooking				
9	Cooling Food				
10	Reheating Food				
11	Hot Food Service				
12	Cold Food Display				
13	Vending				
14	Transport of Food				
15	Site / Client Specific Requirements				

# 1<sup>ST</sup> SIX MONTH REVIEW ACTION PLAN

NUMBER	PROCESS	ACTION REQUIRED	BY WHOM	BY WHEN	DATE COMPLETED
1	Planning Food Service				
2	Purchase & Food Delivery				
3	Chilled Food Storage				
4	Frozen Food Storage				
5	Dry Food Storage				
6	Food Preparation				
7	Defrosting Food				
8	Cooking				
9	Cooling Food				
10	Reheating Food				
11	Hot Food Service				
12	Cold Food Display				
13	Vending				
14	Transport of Food				
15	Site / Client Specific Requirements				

**2<sup>ND</sup> SIX MONTH REVIEW ACTION PLAN**

<b>NUMBER</b>	<b>PROCESS</b>	<b>ACTION REQUIRED</b>	<b>BY WHOM</b>	<b>BY WHEN</b>	<b>DATE COMPLETED</b>
1	Planning Food Service				
2	Purchase & Food Delivery				
3	Chilled Food Storage				
4	Frozen Food Storage				
5	Dry Food Storage				
6	Food Preparation				
7	Defrosting Food				
8	Cooking				
9	Cooling Food				
10	Reheating Food				
11	Hot Food Service				
12	Cold Food Display				
13	Vending				
14	Transport of Food				
15	Site / Client Specific Requirements				

## What To Do If?

The following information is intended to provide a guide as to who to speak to and what action can be taken where assistance is required. As you would anticipate we cannot cover every situation and the notes below should be seen as a guide.

*Please note that all contact numbers are located in the second section of the operations manual.*

### **What do I do if the expected Steamplicity delivery does not arrive due to poor weather or traffic etc?**

- In the event of delayed delivery due to exceptional circumstances such as bad weather or vehicle breakdown, Brakes customer service will be in touch to advise and update accordingly.
- If you have concerns please contact Brakes Customer service.
- Please do not order food for use on the day of delivery.

### **What happens if I forget to place my order or miss the order deadline?**

- Contact Brakes to establish if the order can be processed.

### **What happens if I have a complete stock out, due to chillier failure or service failure?**

- In the unlikely event of a complete stock loss please contact Brakes and your account manager to arrange for support
- Due to the nature of our products this will be a limited range and subject to some product alterations.
- Any additional distribution costs for this service will be invoiced to the customer.

### **How do I provide feedback - Complaints and compliments?**

- All feedback is reported via the Brakes feedback line; please consult the Operating manual for further guidance.

### **How do I report a foreign Body?**

- This procedure along with a form to complete is located in the “feedback” section of the manual.
- Contact your account manager if you require assistance in the reporting of this event.

### **What to do if the Steamplicity product does not consistently reach the required temperature.**

- No Steamplicity product should be served unless it has reached the required 75C
- In the unlikely event that a particular product line repeatedly does not reach the required temperature, please report this via the Brakes feedback line and you will be contacted by the Cuisine Centre Quality department.

# Cooking with Steamplicity – Chartwells children’s menu



Ensure the microwave is plugged in and working.



Look to check that the seal is intact and the meal is in date



Place one tray at a time in the microwave.



Press the correct button according to the programme number on the label



After cooking, leave for 60 seconds then temperature probe every tray. If above 75°C temperature, record and go to step 8.



If the temperature is below 75°C return tray meal to microwave and press "0" for a 1 minute boost cycle. Alternatively press B0 for a 30 second boost cycle.



Probe again to ensure temperature is 75°C or more, if this is not reached repeat up to 3 times before rejecting.



Place gastronorm serving dishes on the serving counter



Tray into gastronorm serving dish



Holding the lip, carefully peel the film. Keep fingers away from escaping steam, Repeat for all trays on the counter before service  
**FINALLY**  
 Probe the food on the counter to check holding temperature

# Step by Step Guide Multi-portion ten easy steps



Ensure the Steamplicity microwave is plugged in.



Look to check that the seal and valves are intact. Check the date of the product found along the side of the packaging.



Place one tray at a time in the microwave.



Press the correct button according to the programme number on the label.



After cooking, leave to stand for 1 minute, then temperature probe the food. If above 75°C Temperature, record on daily Steamplicity record sheet and go to Step 8. (82°C Scotland). If not go to Step 6.



Press button 0 for 60 seconds further cooking.



Probe again to ensure temperature is above 75°C. (82°C Scotland)



Holding the tray, carefully peel the film keeping fingers away from escaping steam.



Decant the food into the required serving dish



Garnish the food to the agreed unit or sector standard.