FIRE, HEALTH AND SAFETY INDUCTION

NAME OF EMPLOYEE: __________________________  POSITION: ________________________

STARTING DATE: ________________

(Date & Tick Completion)

1. Health and Safety Policy Statement

2. Responsibility for Health and Safety Reporting & Procedure

3. Food Hygiene and Handling

4. First Aid Procedure

5. Personal Hygiene

6. Fire Precaution/Procedure/Evacuation Drill

7. Electricity/Hazardous Substances/Machinery/Manual Handling

APPENDICES

1. Health Questionnaire for Food Handlers
   Food Handling Procedures
   Legislation Quiz
   Induction Food Quiz

2. Fire – What To Do If
   Fire Safety Induction Checklist

3. Individual Chemical Training Record for:
   Housekeeping/Porter/Kitchen
   Bar
   Laundry

4. Night Workers Questionnaire

5. Bar Staff Declaration Form
INDUCTION
1. Health & Safety Policy Statement

Under the Health and Safety at Work Act 1974. The company accepts without question its full obligations to all employees and members of the public….we all have “duty of care”….

The Company's Health & Safety Policy is available at all times from the main reception desk or any member of the management team.

Employees are required to read and understand it – if they do not then they must make that clear to any management member.

2. Responsibility for Health and Safety/Reporting Procedure

The General Manager and each member of the management team and every employee are responsible for health and safety.

Reporting

General Manager … All Management Team Members
F&B … All Food & Beverage Staff & Porters
Front of House Manager … All Admin & Reception Staff
Housekeeper … All House, Laundry & Leisure Staff
Head Chef … All Kitchen Staff

3. Food Hygiene and Handling Policy

The Food Hygiene Regulation EU 852/2004 and the Food Hygiene (Scotland) Regulations requires the Company to take all reasonable precautions and exercise due diligence to ensure they comply with the current food legislation. We have a legal obligation to comply.

How can we help employees?

By making sure recognised certificated food hygiene courses are provided for existing and new food handlers and by providing “on job” guidance and support.

Appendix 1 – must be completed and signed by you in conjunction with your line manager.

4. First Aid Procedure

If you, your colleague, or one of your guests has an accident or becomes ill then get help from your Manager or First Aider.
- A list of trained First Aiders is displayed at reception.
- Treatment for any accident should be by a qualified First Aider.
- Make sure your head of department or manager knows about any accident...by law they need to enter the details into the accident book.
- If in doubt call the hotel doctor (number at reception) or simply dial 999

5. Personal Hygiene/Appearance

First impressions count, people make their minds up on first sight...so the way employees' look is vital.

Where they are provided, uniforms should be clean, neat, pressed and intact.

Footwear clean, polished, black, in good repair and a traditional dress style. Remember, you'll be on your feet throughout your shift and fashion is not always comfortable.

Hair should be clean, neat, tidy and tied back (if long).

Male employees should be clean-shaven.

Personal hygiene – always wash properly and regularly, certainly before each shift and use deodorants, but not strongly perfumed brands – they can cause offence.

Jewellery other than a wedding/engagement ring must not be worn.

Excessive amounts of make-up, perfume or aftershave can be a food hygiene concern, as well as being overpowering.

If you cut yourself... or have a skin infection, keep it covered with a fresh, blue, waterproof dressing supplied by our First Aiders.

There is no smoking permitted whilst on duty or in uniform.

6. Fire Prevention/Procedures

The Regulatory Reform (Fire Safety (Order 2005 and the Fire (Scotland) Act 2005 give us a legal obligation to ensure the premises are safe. To this end a Fire Risk Assessment MUST be completed and reviewed annually or after any changes
We will provide:

1. Safe means of escape-exit signs, fire doors, emergency lighting etc.
2. Fire procedures training for all staff.
3. Limits on the numbers of people allowed on the premises.
4. Fire alarms.
5. Fire fighting equipment.

You will:

1. Know how to activate the alarm.
2. Keep all fire escape routes clear for emergencies.
3. Report any potential fire hazards.
4. Watch out for faulty electrical equipment and wiring.
5. Make sure fire extinguishers are where they should be and not tampered with.
6. Not allow waste paper or card to stack up.
8. Know how to use fire fighting equipment.
9. Know how to evacuate the building.

Anyone found storing furniture/boxes/rubbish etc. in a fire escape route or tampering with fire fighting equipment will be instant dismissal.

Lives could be at risk...

Appendix 2 must be completed and signed by you in conjunction with your Line Manager

(All employees)
1. Electricity/Hazardous Substances/Machinery/Manual Handling

**Electricity**

- Report frayed wires, broken plugs or casings
- Never run cables across corridors
- Never run cables/plugs through wet areas
- Don’t touch electrical apparatus with wet hands

**COSHH**

Control of Substances Hazardous to Health

Such things as toilet cleaner, Pipe cleaner, dishwasher detergent, oven cleaner, silver dip….are all high risk to your health, if used incorrectly.

These substances are clearly labelled and Chemical Information Data Sheets and COSHH Risk Assessments will be readily available to read.

Before using a hazardous substance you must be given proper instruction on how to use it safely and effectively.

So….when using dangerous substances;

- Always use protective clothing
- Always store safely and securely
- Understand before use
- **Ask, if you are unsure**

Appendix 1 must be completed and signed by you in conjunction with your Line Manager.

(All Employees)
Machinery & Equipment

Equipment is only as good or as safe as you make it.

- Never attempt to use a piece of machinery unless you have received proper training.
- Do not remove safety/protective covers unless authorised to do so…and make sure the machine is turned off at the mains.
- Please treat equipment with respect and report any faults immediately, making sure you secure an “out of order” notice to it until its repaired.
- Wilful damage to any equipment/machinery could seriously injure you and others and will lead to disciplinary procedures, which may involve the police.

Manual Handling

A third of reported accidents are linked to Manual Handling through lifting excessive or awkward loads incorrectly and repeatedly.

So before lifting a heavy or awkward object, always:

- Check the weight and shape of the object.
- If you’re unsure whether you can manage alone, get a colleague to help or use a trolley.
- Take firm hold of the object, bend your knees and keep your back straight.
- Get your balance – feet apart.
- “Hug” the object, arms close to your body.
- Lift slowly – if too heavy/awkward stop and get help.
- Store object safely and securely.

Your manager will have carried out a risk assessment, which identifies any hazards and provides safety precautions to minimise that hazard to you.

You will be asked to sign for training received on correct procedures for Manual Handling.
HEALTH QUESTIONNAIRE FOR FOOD HANDLERS
CONFIDENTIAL PRE-EMPLOYMENT HEALTH QUESTIONNAIRE FOR FOOD HANDLERS

Post Applied for: ________________________________

Dept: _________________________________________

Surname: ________________________ Forename(s): ________________________

(Dr/Mr/Mrs/Miss/Ms)

Date of Birth: ___________________________ Telephone: ___________________________

(Day)      (Month)      (Year)

Address: ________________________________________________________________

________________________________________________________________________

Present Post: ________________________ For How Long: ________________________

Name/Address of General Practitioner: ________________________________

________________________________________________________________________

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<tr>
<th>Question</th>
<th>Yes</th>
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<tr>
<td>1. Any skin disease(s)</td>
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<td>2. Discharge or infection of the ears or hearing defect</td>
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<td>3. Asthma or hayfever of sufficient severity to require time off work</td>
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<td>4. Any allergies (including sensitivity to antibiotics or other drugs)</td>
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<td>5. Recurrent sore throats or sinusitis</td>
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<td>6. Bronchitis or pneumonia</td>
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<td>7. Tuberculosis</td>
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<td>8. Heart disease or high blood pressure</td>
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<td>9. Headache or migraine requiring time off work</td>
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<td>10. Fits, blackouts or epilepsy</td>
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<td>11. Depression, nervous breakdown or mental illness:</td>
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<td>Psychiatric treatment, including anorexia</td>
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<td>12. Backache or sciatica requiring time off work</td>
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<td>13. Rupture, varicose veins or foot ailments</td>
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<td>14. Indigestion or stomach pain requiring time off work</td>
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15. Kidney or bladder infection

16. Eye disease, injury or significant defect of vision not corrected by spectacles

17. Diabetes

18. Serious injury or operation. Have you ever been admitted to Hospital, if yes give details below:

19. Do you suffer from any defect or disability not included in the Above? If yes give details below:

20. Roughly how many days have you had off work or school for illness (including period problems) over the past two years?
   
   Briefly state reason(s):

21. Are you regularly receiving injections, pills, tablets or medicines from a doctor (other than contraception)? If so give details:

22. What is your height? And weight?

23. Please record the last date (if known) that you received immunisation for:

   TETANUS
   POLIOMYELITIS
   RUBELLA (GERMAN MEASLES)
   HEPATITIS B
   BCG
   DATE OF LAST CHEST X-RAY

I understand and acknowledge that should I knowingly make a false statement regarding my medical history either in answering the above questions or to any medical examiner, or should I conceal wilfully any material fact, I will, if engaged, be liable to have my contract terminated. In the event of any health queries I consent to my General Practitioner supplying relevant information to the Medical Examiner.

Signed: ___________________________ Date: ________________
FOOD HANDLING PROCEDURES
Part 1 – Interpretation

Contamination includes contamination by humans, their clothing and by animals and birds.
Equipment includes apparatus and utensils.
Fish includes shellfish.
Food Premises means any premises on or from which a food business is carried on.
Stall includes a marquee or tent.

Also explains:
Sale of food
Food Handler
Risk of Contamination
Food Business
Enforcement

Part 2 – Requirements Relating to Persons Engaged in the Handling of Food

1. A basic requirement – food to be protected from Contamination. Any person engaged in the handling of food shall take such measures as may be reasonably necessary to protect the food from the risk of contamination.

2. Your Responsibility – Personal Cleanliness
   a. Keep hands and fingernails clean
   b. Wash hands after using the toilet
   c. Keep clothing clean
   d. Cover cuts with a blue waterproof dressing
   e. Do not smoke, chew tobacco, spitting or taking snuff

3. You Must Also – Notify certain illnesses to your employer
   These Include:
   a. Typhoid and paratyphoid fever
   b. Salmonella
   c. Dysentery
   d. Staphylococcal infection

4. If any of your family are suffering from any of the above your employer must be notified.
Appendix 1

What are germs?

Germs are tiny organisms, so small they cannot be seen with the human eye. Food poisoning germs are dangerous; they cause illness and can cause death. Germs are everywhere, in the air, the soil and water, on our bodies and sometimes on the food we eat. If we do not look after the food correctly it can become infected with these germs which will grow – this is when the problems start:

How do germs grow?

They grow quickly, under the right conditions they will double every 20 minutes.

The 4 conditions they require are:

1. Food
2. Moisture
3. Warmth
4. Time

1. What foods do germs like?
   Protein foods – meat, fish, dairy products

2. Moisture
   Like most living things germs need moisture to survive.

3. Warmth
   Germs like a warm environment, 37°C. Over 63°C most germs will be killed. Very low temperatures, below 5°C will slow down the growth. Freezing stops germs from growing but it does not kill them.

4. Time
   Germs need time to grow, but not long. In 10 hours one germ can become one million. To stop germs from growing remove their lifeline:

   Food, Moisture, Warmth, Time

Germs can spread – our hands, clothes, surfaces, equipment and utensils can transport them around.

This is called CROSS CONTAMINATION. Handle food as little as possible and keep your hands, equipment, utensils and surfaces clean to help prevent this happening.

Low Risk Foods

Certain foods do not normally cause food poisoning because they do not provide bacteria with the nutrients they require for growth and multiplication. Foods with high concentration of sugar, salt, acid, fat or dried foods will not support the growth of food poisoning bacteria.
**Jams, syrup, honey, salted meat and anchovies**, these foods are unlikely to cause food poisoning because the sugar/salty concentration is too high. The sugar and salt present dissolves in the water to form a concentrated solution leaving insufficient moisture for bacterial growth.

**Fatty Foods**, very few types of bacteria can survive in the presence of high concentrations of fat.

**Acid Food**, food poisoning bacteria will not grow in very acid foods such as pickles and citrus foods.

**High Risk Foods**

Foods which encourage the growth of bacteria are usually high in protein and moisture, examples being meats, poultry, eggs, milk and made up products where any of these foods is an ingredient. Special precautions must be taken when preparing these foods ensuring:

1. They are not contaminated during preparation especially if they will be eaten uncooked or after only gentle heating. The most common ways in which food is contaminated are firstly by cross contamination when a type of bacteria may spread onto food and secondly by the food handlers themselves who may spread any type of bacteria into the food, but usually staphylococci.

2. They are not left in a warm temperature for any longer than is absolutely necessary for their preparation so that there will be little time for bacteria to multiply. They should be served hot above 63°C or cold (straight from the fridge).

**CROSS-CONTAMINATION**

Cross contamination is the transfer of the bacteria from one contaminated source to an uncontaminated source. If the food is suitable for bacterial growth and is left for some time in a warm room, the few bacteria transferred will multiply and can cause food poisoning.

If the original contaminated source was raw food, it will not normally cause food poisoning because the bacteria present will be later destroyed in the cooking process.
Causes of Cross-Contamination

Bacteria can be transferred from a contaminated source to an uncontaminated source by:

1. Using a chopping board, or work surface or other kitchen equipment for two different foods without washing it thoroughly between each use.
2. Using a knife or other utensil without washing between each use.
3. The hands of the food handler which are not washed between preparing different types of food or after touching any source of bacteria e.g. nose, mouth, hair, contaminated kitchen equipment and pets.
4. Incorrect positioning of foods in the fridge, for example raw meat MUST always be placed below coked foods so that blood (which often contains pathogenic *bacteria) can not drip on the cooked foods.

Part 3
Methods and Practices in Food Businesses

These are the responsibility of the person in charge of the business.

1. *Food business not to be carried out in certain premises*
   Premises likely to expose the food to the risk of contamination must not be used.

2. *Cleanliness of Equipment*
   Equipment must be kept clean and so constructed and kept in such condition as to enable it to be cleaned, prevent matter being absorbed by it and prevent any risk of contamination of the food.

3. *Cleaning of Utensils*
   Utensils used for the service of food, unless disposal type or drinking vessels, must be cleaned:
   a) By being washed in clean hot water and thereafter rinsed with clean water having a temperature not lower than 60°C
   b) By being washed in clean hot water, washed a second time in clean water containing a bactericidal agent and thereafter rinsed with clean water not lower than 82 °C
   c) By being washed in clean hot water containing a bactericidal agent and thereafter rinsed with clean water and after being rinsed, shall be allowed to air dry.
Drinking Vessels

Other than those used for milk (above method must be used).

Must be cleaned by being:

Washed in clean water containing an efficient bactericidal agent and then either rinsed with clean water or air-dried. The water must be changed regularly:

4. **Cleaning of equipment**
   Equipment used for meat, fish or bakers confectionery shall after cleaning at least once a day be treated with steam or water at a temperature of 75°C or be washed with clean hot water containing a bacterial agent and thereafter rinsed.

5. **Food Wrapping ETC**
   Containers, wrappers and packages used for food shall be clean and shall be of such materials as will not expose the food to the risk of contamination.

6. **Treatment of Certain Foods – Most Important**
   Foods shall not be kept on food premises other than in a refrigerator, freezer, in a cool ventilated area or at a temperature exceeding 63°C.

   Does not apply to:

   a. Is undergoing preparation
   b. Is exposed for sale
   c. Is being cooled following cooking

7. **Reheating of Food – Most important**
   Food which has been heated and which thereafter reheated prior to service shall on reheating be raised to a core temperature of not less than 82°C. This reheating temperature must be recorded. (Food must only be reheated once)

8. **Disposal of Refuse**
   Refuse, other than liquid refuse, must only be deposited in a receptacle constructed of impervious material covered with a tight fitting lid. Such receptacles must be cleaned after being emptied. Liquid refuse shall be correctly drained into a drainage system.

   Cooking Oil MUST NOT be put in to the drainage system but stored in sealed containers and uplifted on a regular basis by a nominated contractor.
Part 4 – Requirements Relating to Food Premises

Some are the responsibility of the owner of the premises and some are the responsibility of the person in charge of the business.

1. **Drainage and Sanitation**
   All food premises must be provided with such a drainage system as may be necessary for the disposal of soil and waste shall not be disposed of otherwise.

2. **Cleanliness & Construction of Forecourts**
   Every forecourt or yard, which is part of food premises, must be constructed as to be capable of being readily cleaned.

3. **Sanitary Conveniences**
   a. Every toilet shall be supplied with suitable flushing apparatus and shall be kept clean and in working order.
   b. Every water closet apartment shall be suitable lit and ventilated.
   c. No water closet shall lead directly onto a food room.
   d. At or near every toilet used by food handlers there shall be a prominent notice reminding them to wash their hands.

4. **Water Supply**
   A supply of wholesome water must be provided and every such supply shall be piped.

5. **Wash Hand Basins**
   a. Suitable wash hand basins readily accessible to food handlers must be provided and these must only be used for securing personal cleanliness.
   b. Every wash hand basin must be provided with an adequate supply of hot and cold water.
   c. At every wash hand basin there must be an adequate supply of soap, a nailbrush and hand drying facilities. These must only be used for securing personal hygiene.
   d. Towels should not be used as these harbor bacteria when damp. Hot air dryers or disposable towels should be used.

6. **Sinks for Washing Food**
   a. There shall be provided in all food premises suitable separate and sufficient sinks for washing food and equipment and at every sink an adequate supply of piped water, hot and cold.
   b. All sinks or other facilities shall be kept clean and in working order.
   c. Adequate supplies of soap or detergent and disinfectant, disposable cloths or other hygiene drying facilities must be provided at all required sinks.
   d. Any cloths used should be disposed of after use.
7. **Lighting & Ventilation**
   Every food room shall have adequate lighting and ventilation having regard to the use which it is put.

8. **Cleanliness & Repair**
   The walls, floors, doors, windows, ceiling and other parts of the structure of every food room shall be kept clean and in such a state of repair as will enable effective cleaning and in particular in such condition as to prevent the entry of pests.

9. **Storage of Food**
   All food premises must be provided with accommodation suitable and sufficient to protect food from contamination.

10. **First Aid Equipment**
    An adequate supply of waterproof dressings (blue) bandages and other first aid equipment must be provided.

11. **Accommodation for Clothing**
    Separate cupboards or lockers must be provided for staff outdoor clothing and footwear.

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**THE LAW**

Crerar Management Limited have to show “Due Diligence” with the law, it is the responsibility of the employer and the employees to comply with Regulation EU 852/2004 & the Food Hygiene (Scotland) Regulations. The following text is a very brief outline of the act giving you a quick insight to the law and the reasons for it.

1. To ensure food safety and prevent outbreaks of food poisoning.
2. Gives government ministers powers to add further regulations to achieve the acts, aims and requirements.
3. Covers the whole food chain.
4. Strengthens existing powers.
5. Helps implement EEC changes.
6. Foods now include:
   a. Slimming aids and dietary supplements
   b. Water used in food production
   **BUT does not include**
   a. Animal feeds
   b. Medicines
7. Does not cover food prepared at home and consumed at home.
8. Covers imported food.
Main Offences

1. Selling or possessing for sale food that does not comply with food safety requirements.
2. Rendering food injurious to health.
3. Selling, to prejudice of the purchaser, food that is not of the nature, substance or quality demanded.
4. Falsely or misleadingly describing or presenting food.

Food Safety Requirements

Food Must Not:

a. Have been rendered injurious or unfit.
b. Be Unfit
c. Be so contaminated that it would be unreasonable to expect it to be eaten.

Environmental Health Officer Powers of Responsibility

Enforcement Powers
Enter
Inspect
Detain
Seize
Condemn

Improvement Notice
Served by an EHO on premises or processes. Will always state which regulation has been breached, possible ways to rectify the situation and time allowed.

Prohibition Notice
Served on premises, process equipment and or person. Only issued after proven guilty of offence.

Emergency Prohibition Notice
Served on premises or part premises. Closure can be ordered on the day of inspection. Written notice attached to premises window/door to notify the public. Details of possible appeals procedure given.

Emergency Prohibition Order
Emergency Prohibition Notice must be taken to court within 3 days. If court agrees, notice is made an order. If a court disagrees compensation may be claimed.
SUMMARY

1. The four requirements for bacterial growth are Warmth, Food, Time and Moisture.

2. The bacteria, which cause food poisoning, grow best at 37°C.

3. Bacteria are not killed by the cold but will reproduce slower if kept below 5°C and will be dormant if kept at -18°C.

4. Bacteria in a vegetative state are killed after 2 minutes in boiling water.

5. Some bacteria form spores that are only destroyed by heat.

6. Bacteria grow best in foods that are high in moisture and are not too acid, not too sugary and not too salty.

7. Bacteria cannot grow and multiply without moisture but they can remain dormant in dry foods.

8. The temperature and humidity of the kitchen provide excellent conditions for growth and multiplication of bacteria.

YOUR HEALTH

If you are ill, you will carry more germs than usual, you must not handle food. Employees must notify the management of their supervisor if they do not feel well especially if they have a cold, sore throat, boils, spots, a septic wound, diarrhea and upset stomach.

In particular food poisoning symptoms should be reported immediately so the management can investigate for similar symptoms.

Food poisoning and other illness means that the supervisor can stop food handlers handling food, send them home to see a doctor.

The management must inform head office of any outbreaks of suspected food poisoning.

CLOTHING

Managers should ensure that:

1. Food handlers always wear clean protective clothing.

2. Outdoor and work-wear clothing to be kept separate.

3. Work clothes must not be worn outside the workplace or used for any other purpose.
4. All catering staff must wear headwear and hairnets are to be worn if the hair is long. Restaurant staff to have hair, if long, tied back.

5. Visitors must wear protective clothing in the food production area.

6. Footwear is to be kept clean.

7. PPE is to be worn when cleaning is carried out i.e. Apron, rubber gloves and eye protection.

*PPE – Personal Protective Equipment.

SMOKING

*Smoking is illegal in food production areas and behind the bar – WHY?*

1. Fingers touch lips so infection in the mouth area may be passed to food.
2. Smoking causes coughing and this spreads germs.
3. Cigarette ends are contaminated with saliva, so if they are placed on a work surface, infection could be passed on.
4. Ash, cigarette ends or tobacco could fall in food.

PERSONAL HYGIENE

Ears – do not scratch, any problems with ear discharge should be reported to your supervisor.

Eyes – do not rub, sties and eye infection should be reported to your supervisor.

Nose – do not sniff or sneeze in the kitchen, use disposable handkerchiefs, wash hands afterwards and do not pick your nose.

Mouth – Spitting is forbidden, tasting food must always be done using a clean spoon. Sore throats should be reported.

Skin – Report all skin infections, keep skin clean all over.

Hair – Keep clean and covered.

Open cuts – cover with a blue waterproof dressing.

Hands – Keep hands clean and wash in between each activity. Always wash your hands after using the toilet.

*A high standard of personal hygiene is the only reliable method of control.*
BAD HABITS

The following are examples of bad habits:

1. Tasting food with your finger
2. Washing hands in food sinks
3. Washing food in hand wash sinks
4. Breathing on glass and cutlery to polish them
5. Failing to wash your hands after using the toilet

All these practices cause cross contamination

More Personal Hygiene

1. Wash frequently
2. Keep nails short, clean and free from varnish
3. Cover all cuts
4. Wear no jewelry (gold band wedding ring is the only exception)

Wash Hands

1. On entering food rooms and before handling food
2. After visiting the toilet
3. After smoking
4. After blowing your nose
5. After handling raw foods
6. After handling refuse
7. After eating
8. Throughout the working day

Hair Care

1. Wash frequently
2. Keep covered
3. Do not comb in a room where food is prepared or stored
4. After combing – wash your hands
5. Do not touch during food preparation or service

The need for and the benefits of high standards of hygiene

*Good hygiene is needed because the costs of poor hygiene are:*
1. Food poisoning outbreaks and sometimes death
2. Food contamination and food complaints
3. Pest infestation
4. Waste food due to spoilage
5. Closure of premises by the EHO
6. Fines (up to £20,000) and costs and civic action
7. Loss of production
8. Job losses
The benefits of good hygiene are:

1. Satisfied customers, a good reputation and an increase in business.
2. Compliance with the law.
3. Increased shelf life of food.
4. Good working conditions
5. High staff morale and lower staff turnover.

All these factors contribute to a good turnover.

Construction & Design

The law requires that “A food business must not be carried on in any premises where the conditions or construction expose the food to the risk of contamination”.

Ceilings – must be smooth, fire resistant, durable, light-colored, covered at the wall joints and be easy to clean.

Walls – finishes should be smooth, impervious, non-flaking, durable, light colored and easy to clean. May need to be heat resistant. Internal walls should be solid as cavities may harbor pests.

Floors – surfaces should be durable, impervious, anti slip without cracks and crevices and easily cleaned. The joints between floor and walls should be coved.

Windows – open able windows should be fitted with fly screens. Wood should not normally be used in food rooms but if unavoidable it should be given three coats of gloss paint.

Waste Disposal

Suitable bins or containers should be provided inside and out for the safe disposal of waste. Black bags in a suitable holder are acceptable for internal use and metal bins and skips for external use. All types of bins MUST have tight fitting lids.

The bins used internally must be emptied regularly and always at the end of each shift. After emptying internal bins they should be cleaned before being used again in food preparation areas. Waste disposal units are preferred for the removal of food waste. External refuse areas must be cleaned daily and kept tidy with the bin lids shut so not to attract pests.
Equipment

All equipment, work surfaces and utensils must be designed and constructed to avoid the harborage of dirt, bacteria and pests and to enable them to be easily cleaned and sterilized. Equipment in contact with food must be smooth, impervious, non-toxic, non-flaking, resistant to corrosion and be durable.

Stainless steel is most suitable for the majority of equipment but wooden surfaces should not be used, as they are absorbent and not easily cleaned and sterilised. Boards, knives and brush handles should be made from plastic or other synthetic material.

Where practical, equipment should be moveable to make cleaning easy bearing in mind the regard to safety.

If the design and construction of food premises and equipment is satisfactory then with adequate care and attention the cleanliness should be similarly satisfactory.

Checklist for a Clean Environment

- Clean as you go.
- Use clean hot water and detergent solution of correct quantities, following manufacturer instructions.
- Change water regularly
- Use disposable cloths
- Air dry or dry with disposable cloths
- Follow the cleaning schedule laid down in your department.

CHECK
  i. Frequency
  ii. Method
  iii. Materials to be used
  iv. Equipment to be used

- Store cleaning materials away from food
- Never mix different cleaning agents
- Wipe up spillages immediately
- Leave no food debris on the floor
- Keep bins and bin area clean and tidy
  
  i. Always replace lids
  ii. Do not overfill bins
  iii. Empty bins regularly

SUMMARY

1. Detergents remove dirt and grease but do not kill bacteria.
2. Disinfectants remove the majority of bacteria on surfaces and equipment.
3. Washing-up can be done by hand or machine. In both cases the articles to be cleaned are subject to a detergent wash and then rinsed in either hot water or water containing disinfectant.
4. Crockery and utensils should be covered and allow to drain dry or should be wiped with a disposable paper.
5. Glassware, pots and pans should be washed separately from the main wash.
6. Surfaces and equipment in contact with food should be cleaned after each use. Those not in contact should be cleaned as per the schedule.
7. A well-planned, easily cleaned kitchen will not only save time and effort in food preparation but will also reduce the risk of cross contamination of food.
8. The kitchen should be well lit and ventilated.
9. Floors, walls and work surfaces should be made of smooth hard wearing and non-absorbent materials.
10. Waste disposal units, incinerators or disposable plastic sacks, which are removed from the kitchen at regular intervals, are the most hygienic method of waste disposal.

Preparing Food Checklist

- Prepare food as close as possible to the service time.
- Maintain good personal hygiene.
- Handle food as little as possible.
- Check food for freshness – use by date, smell and visual.
- Prepare raw and cooked food separately.
- Use clean surfaces, equipment and utensils.
- Thaw frozen food thoroughly:
  i. In a Refrigerator
  ii. Discard thawing liquid
  iii. Thaw raw meats away from cooked or high-risk foods
- Clean as you go
- Immediately after you have prepared food either:
  i. Cook it, store it
  ii. Covered and refrigerated or serve it
- Leave work area, utensils and equipment clean following preparation
- Leave no food debris or spillages in the production area
Cooking & Serving Food Checklist

- Cook food as close as possible to service time
- Ensure food is thoroughly cooked above 75°C
- Serve food immediately after cooking. Food not immediately served must be held above 63°C. Any food held and not consumed within two hours should be discarded.
- Ensure that cook-chilled, prepared chilled or frozen meals reach a temperature of 82°C during reheating. A temperature probe should be used to confirm temperature.

Serving

- Food should not be handled directly, use tongs or disposable gloves.
- Ensure that fingers do not touch the eating/drinking surface of crockery or glassware.
- Ensure all crockery and glassware is free from cracks and chips.
- Keep food covered.
- Keep hot food above 63°C, cold food below 5°C.
- Discard any leftover food.
- Clean up spillages and collect waste regularly.

Delivery and Storage Checklist

On Delivery – Check:

- Use by/Sell by/best before dates.
- Packaging intact
- Sealed
- Smell fresh
- Visually sound
- Frozen food below -18°C (Tolerance level of -15°C)
- Chilled food between 1°C and 5°C (Tolerance level of 8°C)
- Food items not stored with non-food items
- Raw and cooked separate
- Labeled correctly
- Canned products un-blow – no sign of rust

Always store goods immediately after delivery, record temperatures. This will prevent spoilage and contamination.
In Storage

- Keep food covered
- Keep raw and cooked foods separate
- Keep stocks rotated – first in/first out
- Keep food off the floor – 250mm minimum
- Keep storage areas clean
- Keep refrigerator and freezer doors shut
- Keep pests out – do not encourage them by leaving debris on the floor and shelves. Keep food covered.
- Keep the temperature correct and record three times daily.

<table>
<thead>
<tr>
<th>Store</th>
<th>Temperature</th>
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<tbody>
<tr>
<td>Deep freeze</td>
<td>-18°C to -21°C</td>
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<tr>
<td>Refrigerator</td>
<td>1°C to 4°C</td>
</tr>
<tr>
<td>Dry store</td>
<td>10°C to 20°C</td>
</tr>
<tr>
<td>Cellar</td>
<td>11°C to 15°C</td>
</tr>
</tbody>
</table>

Keep cleaning materials away from food.
LEGISLATION QUIZ
Legislation Quiz

1. The main objective of the Food Hygiene (Scotland) regulations is to prevent outbreaks of food poisoning. **TRUE/FALSE**
2. One sink of hot water with detergent is all that is required to wash utensils. **TRUE/FALSE**
3. Only the employer is responsible for the cleanliness and hygiene of the hotel. **TRUE/FALSE**
4. When reheating food, it must be to at least 63°C. **TRUE/FALSE**
5. The danger zone for bacteria is between 5°C and 63°C. **TRUE/FALSE**
6. There are no first aid requirements in the food hygiene regulations. **TRUE/FALSE**
7. As long as there is only one sink in the kitchen then you can make sure food, equipment and hands are kept clean. **TRUE/FALSE**
8. It is implied in the Food Hygiene (Scotland) Regulations that premises MUST be clean. **TRUE/FALSE**
9. You cannot be prosecuted if a customer finds mould or an object in his food; but you have replaced or refunded his meal. **TRUE/FALSE**
10. An Environmental Health Officer must fix an appointment before inspecting the hotel. **TRUE/FALSE**
NOTES
INDUCTION FOOD QUIZ
Any questions with regards to Food Safety should be directed to the Head Chef or Food & Beverage Manager.
STAFF INDUCTION

FOOD HYGIENE TEST

This test comprises of 20 multi choice questions, which are based on the induction pamphlet you received on joining Crerar Management Limited.

All 20 questions must be answered and there is no time limit. You must get at least 15 correct answers.

Q1. What are the 4 requirements that bacteria require to grow?

   a. Time, moisture, food, temperature
   b. pH, fat, time, temperature
   c. Cold temperatures, food, moisture, time
   d. Very hot temperatures, food, moisture, time

Q2. Which 4 are all high-risk foods?

   a. Rice, eggs, onions, cheese
   b. Chicken, eggs, cheese, pickles
   c. Chicken, eggs, cooked rice, dairy produce
   d. Chicken, eggs, cooked rice, jam

Q3. What is the optimum temperature for the growth of bacteria?

   a. 30°C
   b. 33°C
   c. 35°C
   d. 37°C

Q4. Smoking is against the law in food production areas?

   a. True
   b. False
   c. Depends on location
   d. Depends on time of day

Q5. What color plaster must be used to cover a cut?

   a. Red
   b. Green
   c. Blue
   d. Yellow
Q6. Crockery and utensils, after washing should be?
   a. Air dried
   b. Sterilised
   c. Dried with a cloth
   d. Placed in detergent

Q7. Food being hot held on the hotplate must be at least?
   a. 53°C
   b. 33°C
   c. 43°C
   d. 63°C

Q8. The danger zone for bacterial growth is?
   a. 5°C to 63°C
   b. 10°C to 63°C
   c. 5°C to 53°C
   d. 10°C to 53°C

Q9. Upon delivery frozen food must have a minimum temperature on?
   a. -9°C
   b. -12°C
   c. -15°C
   d. -18°C

Q10. When reheating food the core temperature must reach?
    a. 63°C
    b. 75°C
    c. 82°C
    d. 58°C

Q11. Regulation EU 8523/2004 came in to effect in?
    a. 2002
    b. 2004
    c. 2005
    d. 2006

Q12. Cats
    a. Are allowed in a food production area
    b. Not allowed in a food production area
    c. Allowed in a food production area when infested by mice
    d. When it is the hotel pet, it is allowed in the food production area
Q13. An environment health officer

a. Can enter the hotel at any time
b. Can enter the hotel only when they have made an appointment
   c. Can only enter when the manager is present
d. Can never enter the hotel

Q14. Defrosting should be carried out

a. In the steamer
b. Under the table
c. In the fridge
d. In a sink of water

Q15. Jewelry

a. Can be worn in a food production area
b. Can be worn only with permission of the manager
c. Must never be worn
d. Must never be worn with the exception of solid gold band wedding ring

Q16. After visiting the toilet you must?

a. Return immediately to work
b. Wash your hands
c. Take a tea break
d. Go home

Q17. The correct method of washing pots and pans is by the

a. Single sink method
b. Double sink method
c. Treble sink method
d. Quad sink method

Q18. The golden rule for food stock is

a. Last in, first out
b. First in, last out
c. First in, first out
d. Last out, first in

Q19. What height should food be stored of the floor?

a. 175mm
b. 200mm
c. 225mm
d. 250mm
Q20. The maximum fine for each offence committed is

a. £30,000
b. £10,000
c. £20,000
d. £15,000
FIRE...
WHAT TO DO IF?
FIRE
WHAT TO DO

1. IN THE EVENT OF A FIRE

- Follow published emergency procedures that are posted in all rooms and work places.
- On hearing the alarm evacuate the hotel.
- Do not return to the building until permitted to do so.
- It is essential for the fire brigade to be certain that the premises have been evacuated and that all persons have been accounted for. If anyone is known to be missing the Fire Brigade MUST be informed immediately upon arrival.

2. HOW TO DEAL WITH A FIRE

- Shut all doors and if possible all windows in the room which the fire is discovered. This reduces the oxygen source and the risk of the fire spreading.
- Use the correct type of extinguisher, NO WATER on petrol, oil, fats or electrical fires. Make certain the electric current is switched off.
- If a persons clothing is on fire, use a blanket or something similar and wrap it around the person, who should be laid on the ground to prevent the flames reaching the head.
- Remember that a life is more important than property – DO NOT TAKE RISKS

3. IT IS YOUR DUTY

- To study this notice and know what to do in the event of a fire. You should be aware where all the hotels fire appliances are, all alarm call points and know how they are operated.
- Ensure you are familiar with all means of escape in case of fire. Ensure all landings, doorways and staircases and other exits are kept clear from obstructions at all times. A closed door can hold back the fire for up to 30 minutes and help reduce smoke.
- To do everything in your power to prevent possible causes of fire.
- When an appliance is not in use switch it off and unplug.

4. MISUSE OF FIRE EXTINGUISHERS

- Anyone who discharges a fire extinguisher without good cause will be liable to disciplinary action and possible dismissal from Crerar Management Limited. They will also be liable for meeting the full cost of any cleaning or repairs.

5. MALICIOUS USE OF FIRE ALARMS

- Anyone using a fire alarm maliciously is liable to prosecution. Also faces instant dismissal from Crerar Management Limited.
FIRE

What To Do If?
GOOD HOUSKEEPING

1. Keep escape routes clear of combustibles

2. Do Not wedge open fire doors

3. Do Not conceal “Exit Notices”

4. Ensure “Exits” are not obstructed i.e. tables, chairs and other furniture

5. Keep portable heating appliances away from combustible materials i.e. Curtains, bed linen etc

6. DO NOT overload electrical sockets

7. Ensure that the correct fuse rating is used on electrical appliances
These are examples and you should ensure that the correct fuses are fitted, by consulting the manufacturers instructions

**Up to 750 Watts 3 Amp Fuse**
- 100w Lamp
- 150w Television
- 400w Food Mixer
- 100w Stereo
- 150w Fridge Freezer

**750 - 1200 Watts 5 Amp Fuse**
- 1000w Iron
- 1000w Vacuum Cleaner
- 900w Toaster
- 900w Microwave

**1200 - 3000 Watts 13 Amp Fuse**
- 3000w Fan Heater
- 3000w Tumble Drier
- 2000w Kettle
- 2000w Washing Machine
- 2000w Dish Washer
- 1500w Hair Drier

To calculate the correct fuse rating of an appliance and the amount of current being drawn the following equation should be used:

\[ A = \frac{W}{V} \]

**A datasheet on Fuses**
Fires are still caused by people using the wrong size fuse or even wrapping silver foil around fuse when they don’t have a spare. These practices are extremely dangerous. The fuse is a safety device designed to limit the electricity carried by the circuit to a safe level.
KNOWING YOUR RESPONSIBILITIES

1. Raising the Alarm
2. Evacuation of Premises (Use nearest emergency exit)
3. First Aid Fire Fighting only
4. Assembly Point
5. Roll Call
6. Liaison with Fire Brigade

NIGHTLY FIRE CHECK

1. Check all doors are closed
2. Remove all plugs from sockets that are not in use
3. Check kitchen
4. Check all bins and ashtrays for smouldering cigarettes
5. Remove all rubbish to external bin area

SLEEP WELL!!
EVACUATION PROCEDURES

1. Raising the alarm
   a. Know the location of call points
   b. Know how to operate these call points
   c. Call the Fire Brigade

2. Escape Routes
   a. Know your way out using escape routes
   b. Know how to open emergency exit doors
   c. If in doubt follow signs
   d. Do not use lifts

3. Assembly points
   a. Know where it is
   b. It should be well lit
   c. Out with the premises
   d. Ensure you report to assembly point

4. Roll Call
   a. A responsible person will take a roll call of all personnel leaving the premises
   b. Senior person to liaise with Fire Brigade

DO NOT RE ENTER BUILDING UNTIL TOLD TO DO SO
The Fire Triangle

Only when all three components of the fire triangle are present can a fire start.

Remove any part of the triangle and the fire dies.
Keep these three apart and the fire can’t start.
STARVING THE FIRE:

The removal of the fuel. This can be a simple process like turning off a gas tap,

SMOTHERING THE FIRE

The removal of oxygen I.E Use of Fire Blanket

COOLING THE FIRE

Can be a simple process i.e. the use of water on an “A” class fire

IN EVERY INSTANCE FIRE OCCURS

CALL THE FIRE BRIGADE

999 OR 112

ENSURE BEYOND DOUBT THAT THE FIRE BRIGADE HAVE BEEN CALLED IF SO CALL THEM YOURSELF
FIRE CLASSIFICATIONS

“A” Class Fire
Cloth, Wood, Paper, Textiles

“B” Class Fire
Flammable Liquids

“C” Class Fires
Flammable Gases

“F” Class Fires
Cooking Oil Fires

“Electrical”
FIRE EXTINGUISHERS

“A” Class Fire

Water
AFFF Spray Foam
ABC Powder

“B” Class Fire

AFFFF Foam
ABC Powder
CO2

“C” Class Fires

ABC Powder

“F” Class Fires

Fry Fighter

“Electrical”

ABC Powder
CO2
FIRE SAFETY INDUCTION CHECKLIST
# FIRE SAFETY INSTRUCTION TO INDIVIDUAL STAFF MEMBERS

The instruction shown below has been provided to staff member:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Job Title:</th>
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<tbody>
<tr>
<td>Date:</td>
<td>Duration:</td>
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</table>

Instruction was provided by (Insert name):

Subjects covered (Tick box as necessary)

1. Good Housekeeping

2. Knowing Your Responsibilities

3. Evacuation Procedures

4. The Fire Triangle

5. Fire Classifications and Fire Extinguishers

6. Show around escape routes (location, use & keeping clear) and assembly point

7. Fire – What To Do

8. Need to report hazards, faults, dangers etc.

9. Particular instruction related to hotel/specific duties

Comments by instructor and/or instructed:

I confirm that I have received instruction on the topics ticked above on the date given:

| Name: | Signature: |

(A copy of this record to be placed in the fire log book and a copy in the employee’s personnel record)
DEPARTMENT CHEMICAL TRAINING RECORDS
INDIVIDUAL CHEMICAL TRAINING RECORD

Name of Employee: 

Department: Housekeeping/Porter/Kitchen/Restaurant

Position: 

Chemical/Product Training in accordance with COSHH Regulations and Crerar Management Limited Health & Safety Policy

Chemical data sheets are available for you to read in the chemical storage area and in the Health & Safety Policy. You must ensure that these are read and clearly understood. If there are any doubts they must be raised immediately with your department head.

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<td>R1</td>
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</table>

This is to certify that the above employee has been instructed in the safe use of those chemicals listed.

Signed: 

Head of Department: 

Signed: 

Employee:
INDIVIDUAL CHEMICAL TRAINING RECORD

Name of Employee: 

Department: Kitchen

Position: 

Chemical/Product Training in accordance with COSHH Regulations and Crerar Management Limited Health & Safety Policy

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</table>

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Signed:
General Manager:
INDIVIDUAL CHEMICAL TRAINING RECORD

Name of Employee: 

Department: Bar 

Position: 

Chemical/Product Training in accordance with COSHH Regulations and Crerar Management Limited Health & Safety Policy

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Signed:

General Manager:
INDIVIDUAL CHEMICAL TRAINING RECORD

Name of Employee:

Department: Laundry

Position:

Chemical/Product Training in accordance with COSHH Regulations and Crerar Management Limited Health & Safety Policy

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<td>Clax Perfect</td>
<td>7LL1</td>
<td>Safe handling and use</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

This is to certify that the above employee has been instructed in the safe use of those chemicals listed.

Signed:

General Manager:
NIGHT WORKERS QUESTIONNAIRE
NIGHT WORKERS HEALTH QUESTIONNAIRE

ARE YOU FIT TO WORK NIGHTS?

The purpose of this questionnaire is to ensure that you are suited to working at night, all the information will be kept confidential.

**Type of work/duration of night work**

1. Surname………………………………  2. Christian Name ……………………………….
3. Sex                        Male   Female
4. Date of Birth …………………………
5. Permanent Address……………………………………………………………………………
6.  Job Title………………………………………………………………………………………
7. National Insurance Number…………………………………………………………………
8. Department ………………………………………………………………………………………

**DO YOU SUFFER FROM ANY OF THE FOLLOWING HEALTH CONDITIONS:**

- Diabetes Yes/No
- Epilepsy Yes/No
- Asthma Yes/No
- Heart or circulatory disorders Yes/No
- Stomach or intestinal disorders Yes/No
- Any condition which causes difficulty sleeping Yes/No
- Chronic chest disorder, especially if night time symptoms are troublesome Yes/No
- Back disorder Yes/No
- Any medical condition requiring medication to a strict regime Yes/No
- Any other health factors that might affect fitness at work Yes/No

If you have answered yes to any of the above questions you may be asked to see a doctor or nurse for further assessment.
BAR DECLARATION FORM
BAR DECLARATION FORM

1. At the beginning of a shift either AM or PM I am aware that I must count the float at reception the same time as receiving the till key.

2. I also agree that before the end of ANY shift I have to come to receipt to count the till again, leaving a full breakdown of till contents. This must also be checked and verified by a suitable member of staff. I must also return my till key at this time.

3. Any shortages exceeding the value of £2.00 must be paid before leaving the reception. If this is a consistent pattern this will lead to disciplinary action being taken.

4. When I am on my break the till and stock is still my responsibility

5. I must hand in all bar checks to reception when working in the Lounge Bar and understand that if any guest leaves without paying their bill due to me not handing in the checks it will be my responsibility and payment will be required.

EMPLOYEE SIGNATURE: .................................................................

GENERAL MANAGER: .................................................................