

### COMMERCIAL - NON-RESIDENTIAL

- Public houses & bars
- Café & tea rooms
- Restaurant & bistros
- Coffee shop
- Mobile & street food
- Fast food
- Pop up restaurants
- Venue food

### COMMERCIAL - RESIDENTIAL

- Hotel
- Bed & Breakfast
- Air BNB
- Hostel
- Guesthouse
- Campsites & caravan parks
- Holiday parks and lodges
- Cruise ships

### NON-COMMERCIAL - NON-RESIDENTIAL

- Schools, colleges, universities
- Charity-run food providers
- Canteens in working environments
- Meals on wheels

### NON-COMMERCIAL - RESIDENTIAL

- Care Home
- Prison
- Armed Forces
- Hospitals
- Hospices
- Boarding schools
- Colleges & university halls

### TYPES OF FOOD SERVICE

- **COUNTER** – cafeteria, buffet, fast food, seated or bar service, self-service
- **TABLE** – plate/waiter service, family service, silver service, Gueridon, banquet
- **PERSONAL** – tray or trolley, vending, home delivery, take away

#### COUNTER



Cafeteria

#### TABLE



Plate service

#### PERSONAL



Tray or trolley

### TYPES OF CUSTOMER/CLIENTS

#### COMMERCIAL RESIDENTIAL

- Travellers
- Business
- Pleasure

#### NON-COMMERCIAL RESIDENTIAL

- Staff (armed forces)
- Students
- Patients
- Prisoners

#### COMMERCIAL NON-RESIDENTIAL

- Travellers
- Business
- Pleasure

#### NON-COMMERCIAL NON-RESIDENTIAL

- Charity-run food providers; Families, homeless, elderly
- Meals on wheels; those without home care, the elderly, housebound, disabled



Buffet



Family service



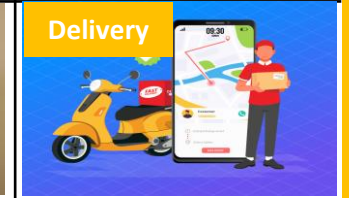
Vending



Fast food



Silver service



Delivery



Bar or seated



Gueridon



Take away



Self service



Banquet



### AWARDS & RATINGS

- **STAR RATING UK** – 9 key ratings; hospitality, service, bedrooms, bathrooms cleanliness, food, exterior, public areas/dining rooms, restaurants.
- **AA ROSETTES** – assess the quality of food service in hotels and restaurants.
- **MICHELIN STAR RATING** – A Michelin star is issued for outstanding food and is the pinnacle that all chefs aim for

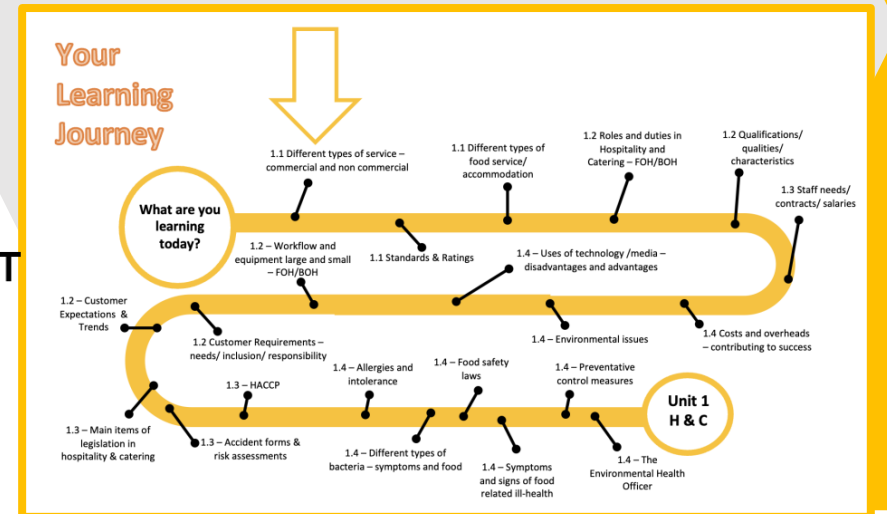
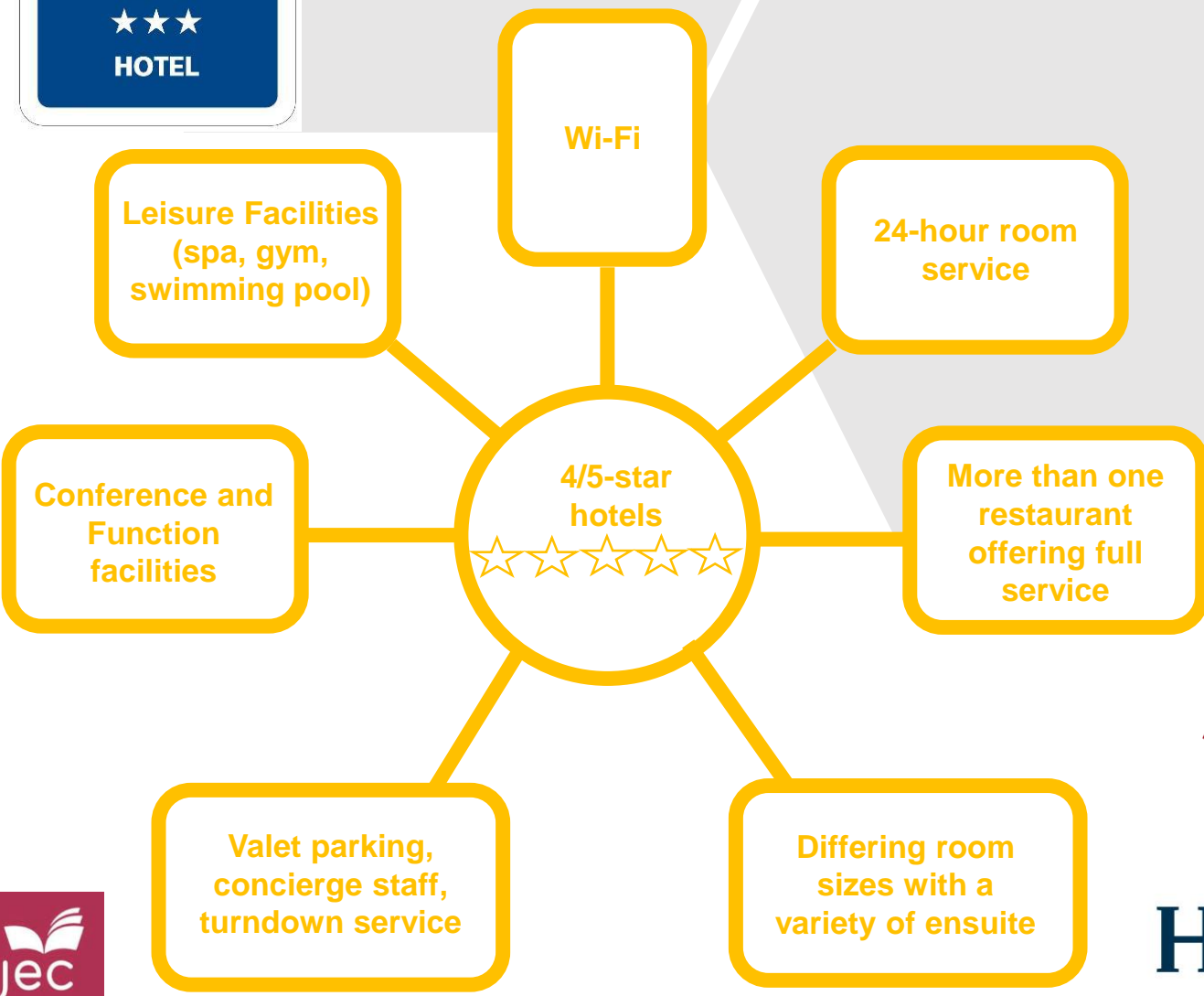


### RESIDENTIAL (ACCOMODATION) SERVICES

- **SINGLE BEDROOM** – used for business or leisure, may have an ensuite
- **DOUBLE ROOMS** - can be used as one person occupancy and the majority will have ensuite
- **KING-SIZE ROOMS** – typically used for double person occupancy and are more spacious
- **FAMILY ROOM** – generally will have fold down or sofa beds for children to stay
- **SUITE** – A luxury option with several rooms having a TV sitting room separate from the bedroom

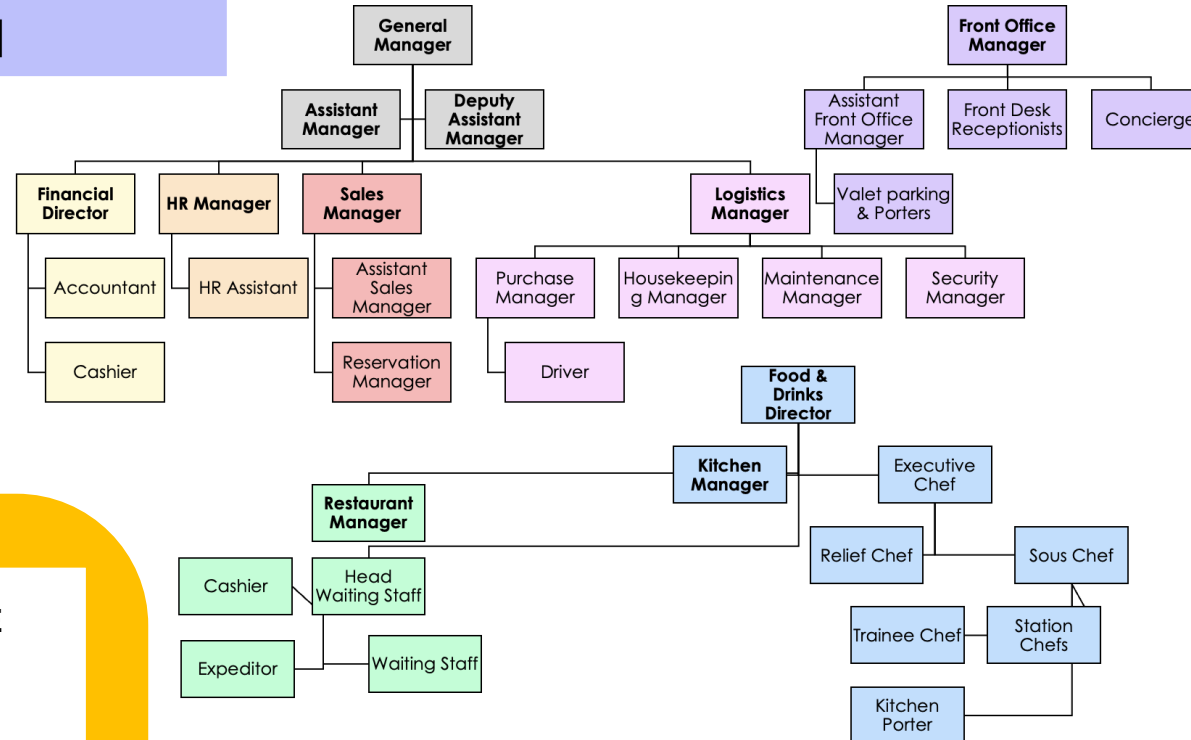
### RESIDENTIAL – OTHER

- **GUESTHOUSE** - may provide breakfast, sometimes at an additional charge, as do low budget hotels with the option of lunch and dinner.
- **24 HOUR ROOM SERVICE** – is only offered at a very few hotels
- **MOTELS & LOW BUDGET HOTELS** – may rely on vending machines for service to customers





## Job Structure: Hotel



## PERSONAL ATTRIBUTES

- Pleasant
- Willing to learn/develop
- Flexible
- Punctual
- Organised
- Team player
- Friendly
- Good communicator
- Hardworking
- Calm
- Good people skills
- Hygienic
- Well presented
- Dedicated
- Reliable

## EMPLOYMENT OR JOB STRUCTURE

### MANAGEMENT

- General Manager
- Assistant Manager
- Team Managers:-
  - Food & Beverage Manager
  - Front of House Manager
  - Housekeeping Manager
  - Marketing Manager
  - Maître d'hôtel/Head Waiter

### FRONT OF HOUSE & CRAFT

- Valet
- Receptionist
- Concierge
- Waiter/Server

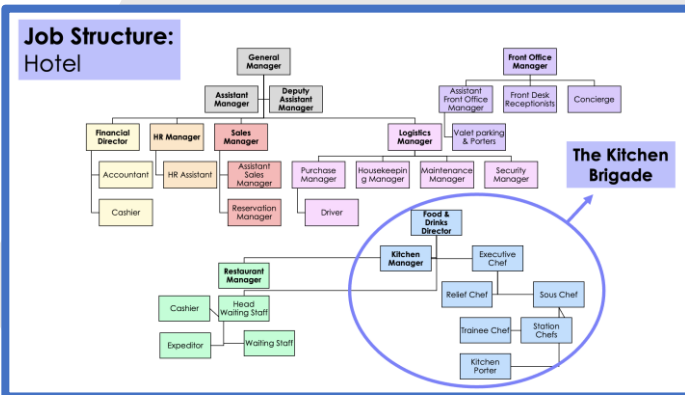
### BACK OF HOUSE & CRAFT

- Housekeeping
- Cleaner
- Maintenance
- Kitchen Brigade



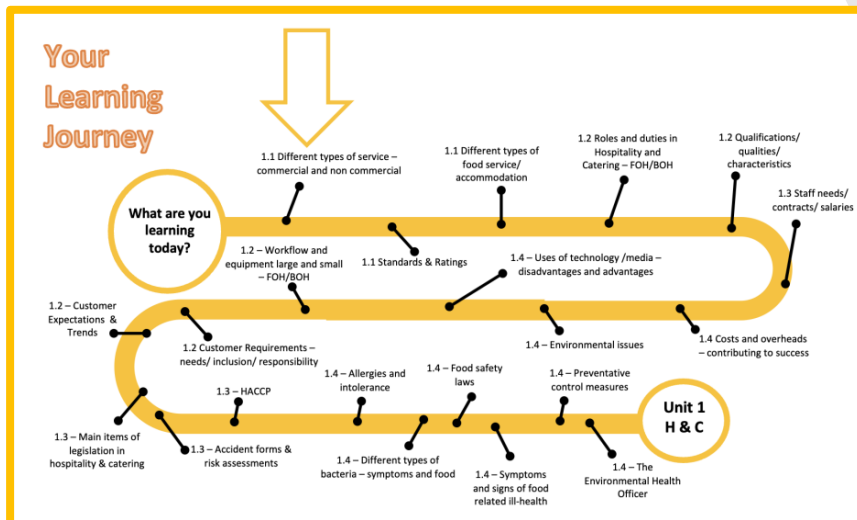
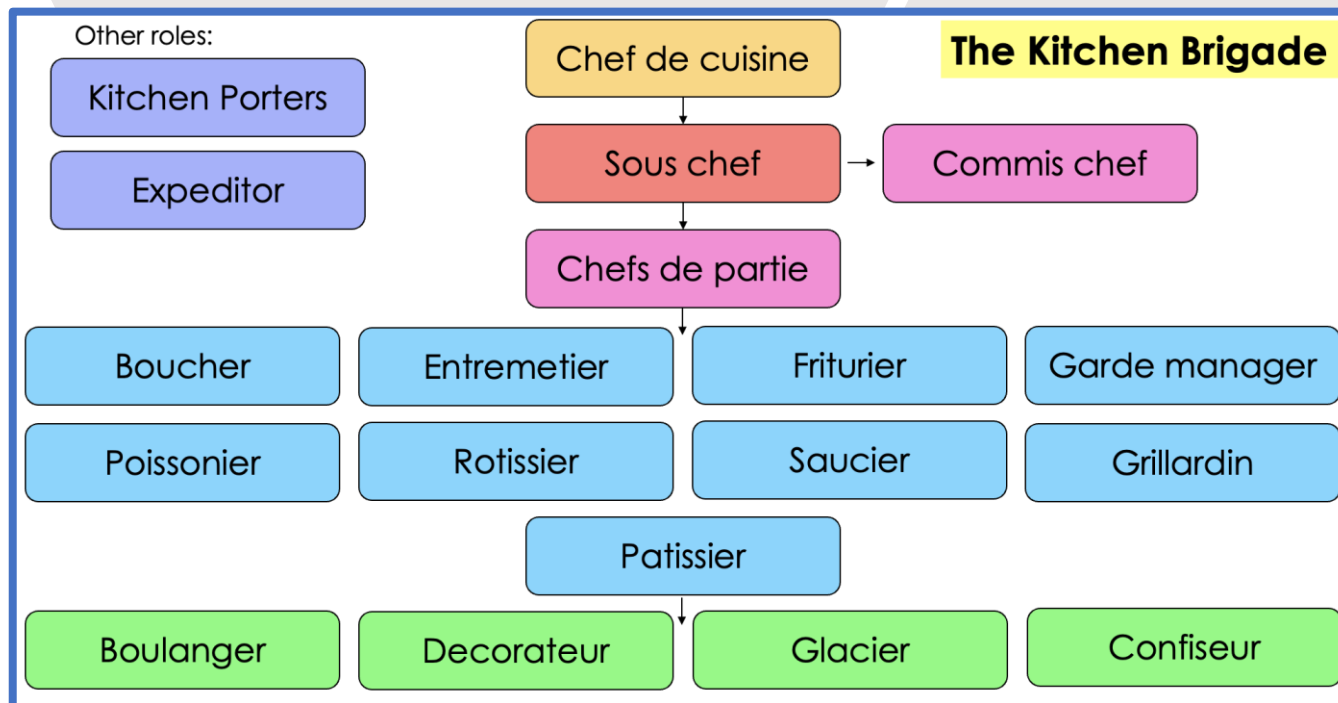
## QUALIFICATIONS

- **SCHOOLS/COLLEGES** – level 2 and level 3 courses in the relevant areas; food & nutrition, hospitality & catering, administration. GCSE/A level/Vocational Awards.
- **APPRENTICESHIP** – on the job training is offered in all areas of hospitality and catering / that can lead to additional qualifications with City & Guilds for instance – level 2, 3 & 4.
- **DEDICATED CATERING COLLEGES** – specialise in back of house and kitchen brigade training and qualification.
- **MANAGEMENT** – can be vocationally trained while working, at a dedicated management school, or studied for up to university level.
- **FOOD HYGIENE** – is mandatory at level 2 for anyone who is involved with the preparation, cooking, serving, or handling of food.



## KITCHEN BRIGADE

- **EXECUTIVE CHEF** – head chef
- **SOUS CHEF** – assistant head chef
- **CHEF DE PARTIE**
  - **BOUCHER** – preparation of meat
  - **POISSONNIER** – preparation of fish dishes
  - **FRITURIER** – fry chef
  - **GRILLARDIN** – grill chef
  - **GARDE MANGER** – pantry chef for cold dishes
  - **DE TOURNANT** – A relief chef
  - **ENTREMETIER** – hors d'oeuvres & vegetable dishes
  - **SAUCIER** – sauce chef
  - **ROTISSIER** – roasting meats and poultry
  - **PATISSIER** – in charge of pastry & baked dishes
- **APPRENTICE OR COMMIS CHEF** – Learning skills
- **KITCHEN ASSISTANT** – preparing ingredients
- **KITCHEN PORTER** – general cleaning, fetching & carrying
- **KITCHEN PLONGEUR** – pot & large equipment washing



## THE KITCHEN BRIGADE SYSTEM

- Is a clear hierarchy of job roles and responsibilities; all staff are answerable to the Executive Chef ultimately.
- Chef de Partie is a station or line chef in charge of that particular area. In larger kitchens they may be in charge of demi chefs beneath them.
- The Commis Chef or Apprentice is learning the skills from a chef de partie or from the Sous Chef directly.
- The Sous Chef is the assistant to the Executive Chef and will carry out all the roles of the Executive Chef.



**WHAT DOES AN AGENCY CHEF DO?**



**TYPES OF EMPLOYMENT CONTRACT**

You can be employed in a **PERMANENT** or **TEMPORARY** capacity

**FULL TIME**

- 35 – 48 hours per week
- 28 days paid holiday a year

**PART TIME**

- Work under 35 hours
- Pay and benefits pro-rata

**SEASONAL**

- Are offered only a peak times of the year
- The contract are for a fixed period of time

**CASUAL**

- Employers do not have offer septic hours
- Employees can decline to work when asked.
- Employees have equality to remunerations



**ZERO HOUR CONTRACT**

BusinessKitz



**Sample waiter/waitress duties**



- Take drink & food orders
- Stay attentive to guest needs
- Make menu recommendations
- Follow health code standards



**ZERO HOURS**

- Employers do not have to offer specific hours
- Employees do not have to work when asked
- Employees have the same equal rights as contracted staff.

### PRO RATA

- This means in proportion to.
- If you work part time than you will be paid for the hours/days that you work in proportion to a full time member of staff.
- You will have the proportional amount holiday entitlement and paid annual leave to a full time member of staff.
- You will be entitled to the proportional amount of a pension depending on the hours/days worked.
- You will still be entitled to sick pay, and maternity/maternity leave and pay.

### REMUNERATION & BENEFITS

If you are in a full time or part time contract you are entitled to:-

- Be paid at the rate appropriate for that role in that particular organisation. Usually this is an hourly rate.
- Sickness pay to cover any absence for illness.
- Annual paid leave or holiday pay.
- Membership of a workplace pension scheme.
- A designated amount of holiday entitlement.
- Maternity, paternity or adoption pay.
- Shared parental pay.

Some employers may offer additional benefits such as:-

- Bonuses and incentives.
- Private health care.

## RENDEZVOUS Café & Bar

We're Recruiting!

### Job Vacancy Rufus Centre Chef

Lead on the preparation of quality food supplied in the Rendezvous Café, and at Rufus Centre meetings, conferences and events.

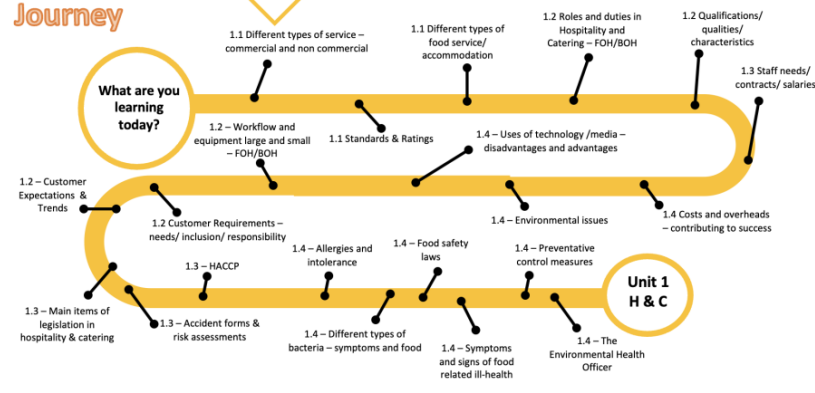
**Chef Experience & Leadership Skills Essential**  
Full time Role - £26,357 per annum

Benefits include generous annual leave and competitive pension scheme. Attractive shifts compared to other Chef roles.

**Application Deadline: Monday 7th August**  
Interviews: w/c Monday 14th August

To request an Application Pack email [info@flitwick.gov.uk](mailto:info@flitwick.gov.uk), call 01525 631900 or speak to a member of the team.  
You can also download a full pack from our website [www.flitwick.gov.uk](http://www.flitwick.gov.uk)

### Your Learning Journey



### Taking on an employee

Low Incomes Tax Reform Group

#### Salary Trends and Forecast

Food Hospitality Tourism  
Catering  
United Kingdom



### Statutory sick pay (SSP)

### STATUTORY MATERNITY PAY

Paid to employees who earn on average at least **£112** a week. Paid for up to **39** weeks.

You could get: 90% of your average weekly earnings (before tax) for the first **6** weeks WITH NO MAXIMUM. 90% of your average weekly earnings or **£139.58** (whichever is less) for the next **33** weeks.

### MATERNITY ALLOWANCE

For those who don't qualify for maternity pay, e.g. the self-employed. Paid for up to **39** weeks.

You could get: EITHER 90% of your average weekly earnings or **£139.58** (whichever is less). OR **£27** a week for up to **14** weeks (if you are claiming maternity allowance as the partner of a self-employed person).

### SHARED PARENTAL PAY

If your child was born on or after 5 April 2015, you can share your maternity leave and pay with your partner. 90% of your average weekly earnings or **£139.58** (whichever is less) for up to **37** weeks.

<b>GROSS PROFIT</b>	Total turnover minus the cost of materials; food and beverages etc.	£30,000 - £8,000 = £22,000
<b>NET PROFIT</b>	Total turnover minus <u>ALL</u> the cost; materials, labour & overheads.	£30,000 - £8,000 - £7,000 - £3,000 = £12,000



**ENVIRONMENTAL NEEDS & ENVIRONMENTAL IMPACT**

- **SEASONALITY** buying seasonal food means that less chemicals and less energy is used in the production of food.
- **SUSTAINABILITY** it is really important that all hospitality and catering establishments work to mitigate climate change:-
  - **REDUCE** the amount of food waste
  - **REUSE** left over ingredients.
  - **RECYCLE** packaging and produce packaging from recycled materials.

**CONTRIBUTING FACTORS TO THE SUCCESS IN HOSPITALITY AND CATERING**

**BASIC COSTS**

- Calculate **GROSS PROFIT**
- Calculate **NET PROFIT**

**THE ECONOMY**

- The strength of the economy
- Value of the pound and the exchange rate
- Value added tax

**THE IMPACTS OF THE ENVIRONMENT**

- Seasonality
- Sustainability

**NEW TECHNOLOGY**

- Cashless system
- Apps
- Online booking/digital menus
- AI
- Software

**NEGATIVE & POSITIVE IMPACTS OF THE MEDIA**

- Printed media
- Broadcasting media
- Internet (social media & websites)
- Competitors (other establishments)



**THE ECONOMIC IMPACT OF HOSPITALITY & CATERING**

- 2019 the economic output of the hospitality sector was **£59.3 billion**, which was around 3% of total UK economic output
- We know that circumstances happening elsewhere in the world such as, war, or energy shortages can have very negative effects on the strength of the pound (£). With a weaker pound it can cost more to buy ingredients, which in turn pushes menu prices up, which means people need more money to buy things and need their wages to increase.
- **VAT** – Value Added Taxes – is added to goods and services that are sold to raise money for the government. The current standard rate of VAT on food items is 20%.

## POSITIVE & NEGATIVE IMPACTS OF THE MEDIA

- **PRINTED MEDIA** – can be used to expose bad practice, but also raise awareness and promote.
- **BROADCASTING TELEVISION & RADIO** – can be very expensive and promote bad nutrition through junk food. It can also profile good food and nutrition through cooking shows and other service providers.
- **INTERNET/SOCIAL MEDIA** – Can be used against business through negative customer reviews (some of them can be false). Negative posts and pictures can be damaging. It can be really positive in allowing small/micro enterprise to promote themselves without large costs.



## THE IMPACT OF NEW TECHNOLOGY

- **CASHLESS SYSTEM** – convenient for customers and cost-saving to business:-
  - Secure
  - Convenient
  - Easier for international customers
  - Increased spending
  - Data monitoring
- **DIGITAL TECHNOLOGY** – apps, web booking, key cards, digital menus:-
  - Time & money saving
  - Ease of use
  - Data collection
  - Enables push notifications
- **SOFTWARE MANAGEMENT SYSTEMS** – tracks all aspects of a hospitality and catering business in operation:-
  - Human Resources
  - Customer interactions
  - Payments
  - Ordering
  - Revenues
  - Day to day management

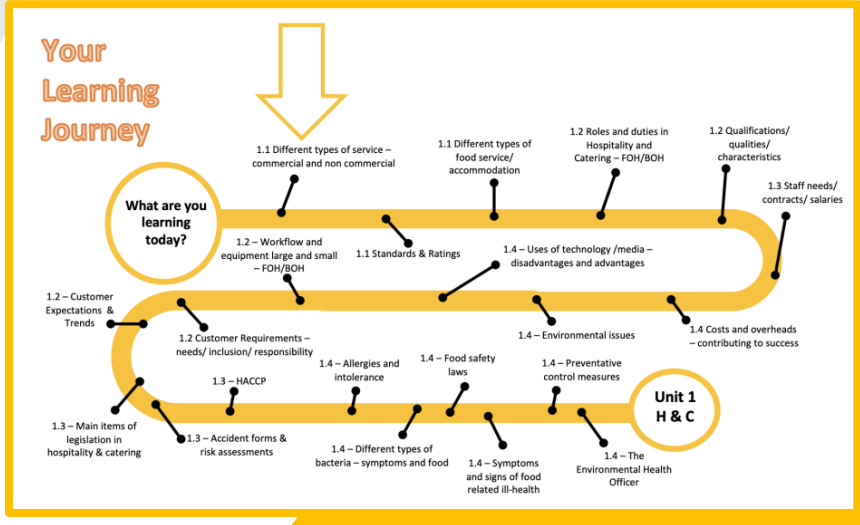


Competitors that charge less are a threat to business

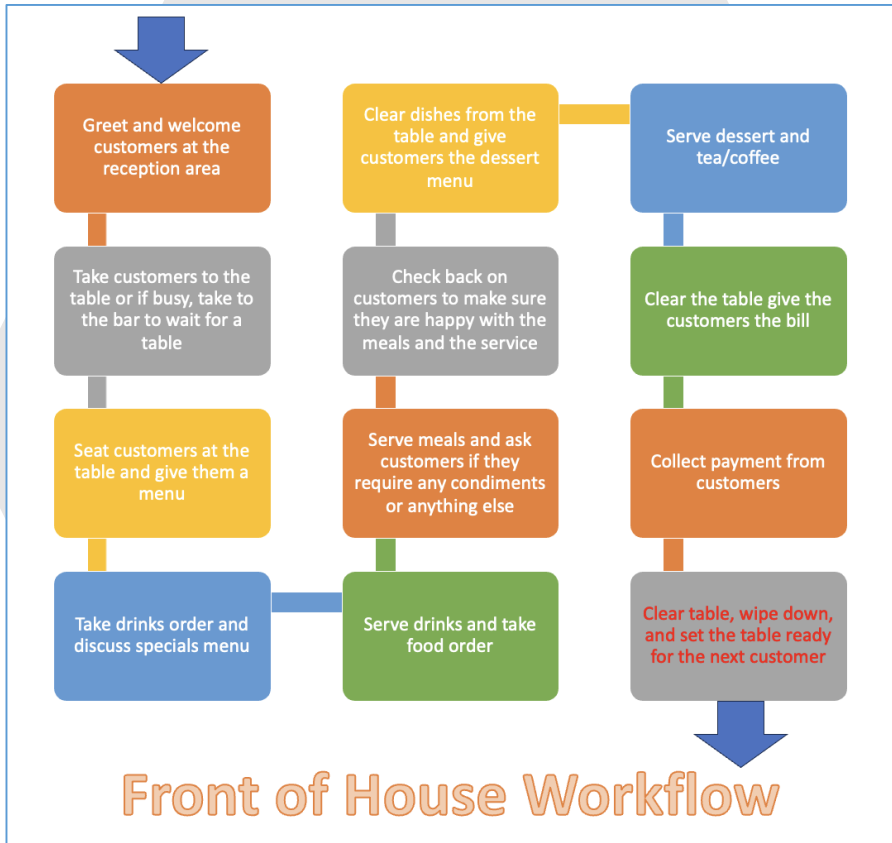
Competitors could produce better quality products

Competitors may have better advertising or are better with social media

Competitors venue may be of a higher standard of appearance and cleanliness







**TOQUE**  
100 folds initially signified status, today worn for protective purposes

**COAT**  
Double-breasted to cover up spills + heavy cotton to insulate from heat

**APRON**  
Added protection from spills and hazards

**PANTS**  
Loose + checkered pattern pants distract from spills and allows movement in the kitchen

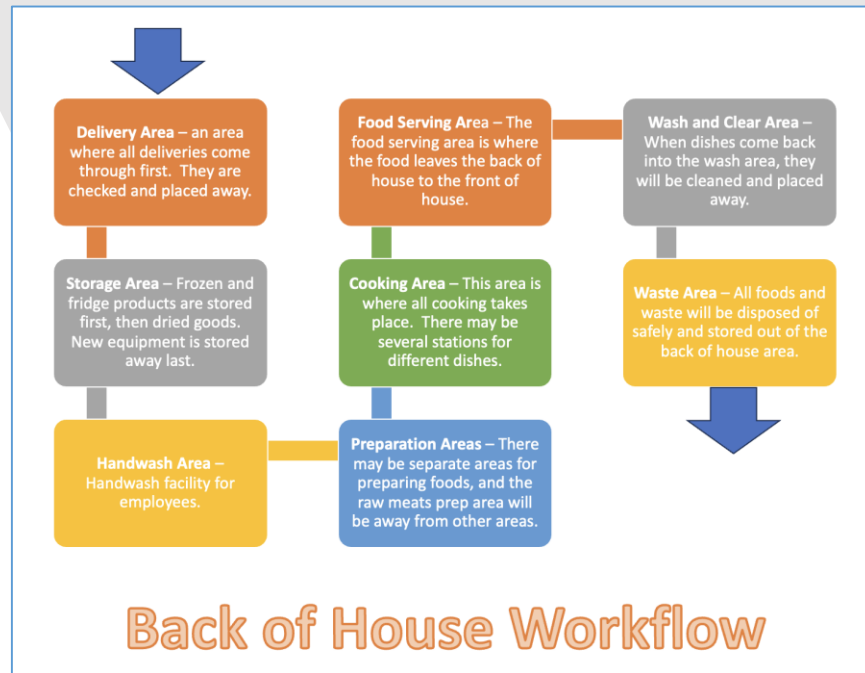
**SHOES**  
Slip-resistant black leather shoes prevent falls



- DRESS CODE FOH & BOH**
- Well-presented, uniform clean and pressed.
  - Hair tied back, no jewellery, minimise perfume.
  - Hygienic, clean nails & hands, no body odour
  - Shoes must be non slip, no sandals or slingbacks.
  - BOH – hat, hair net, or bandana must be worn.

**DOCUMENTATION & ADMINISTRATION**

- **STOCK CONTROL SYSTEM** – a digital system of stock control that uses FIFO
- **ORDERING** – PoS system that is able to track to stock and order/pay promptly
- **DELIVERY NOTES** – To track the provenance of all food stuff and equipment
- **INVOICES** – contains full financial details – once issued to a client it is a bill
- **FOOD SAFETY DOCUMENTS** - HACCP is a legal requirements and documentation is essential and must be kept up to date.
- **HEALTH & SAFETY DOCUMENTATION** – Risk Assessments have to be kept by law and any associated accident forms



## LARGE EQUIPMENT

## SMALL EQUIPMENT

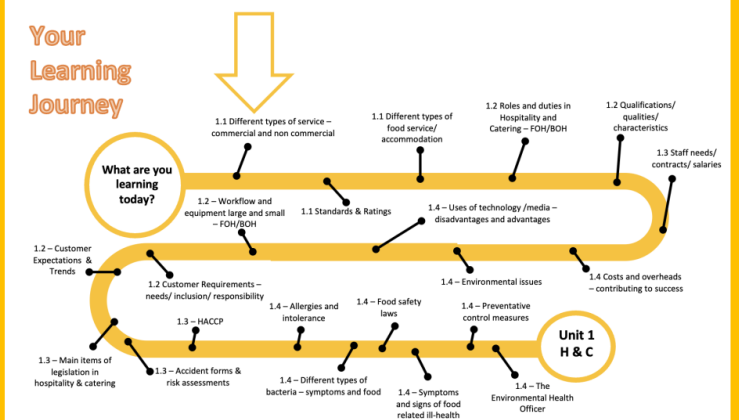
## UTENSILS

Convection Ovens	Hot Plates	Blender	Tabletop Mixer
Glass Chiller	Bain-Marie	Mincer	Food Processor
Free Standing Mixer	Plate Warmer	Rice Cooker	Hand Blender
Deep Fat Fryer	Walk-in Fridge	Steamer	Microwave
Water Urn	Glass Washer	Vacuum Sealer	Sous Vide
Pass-through dishwasher	Ice Cream Maker	Coffee Grinder	

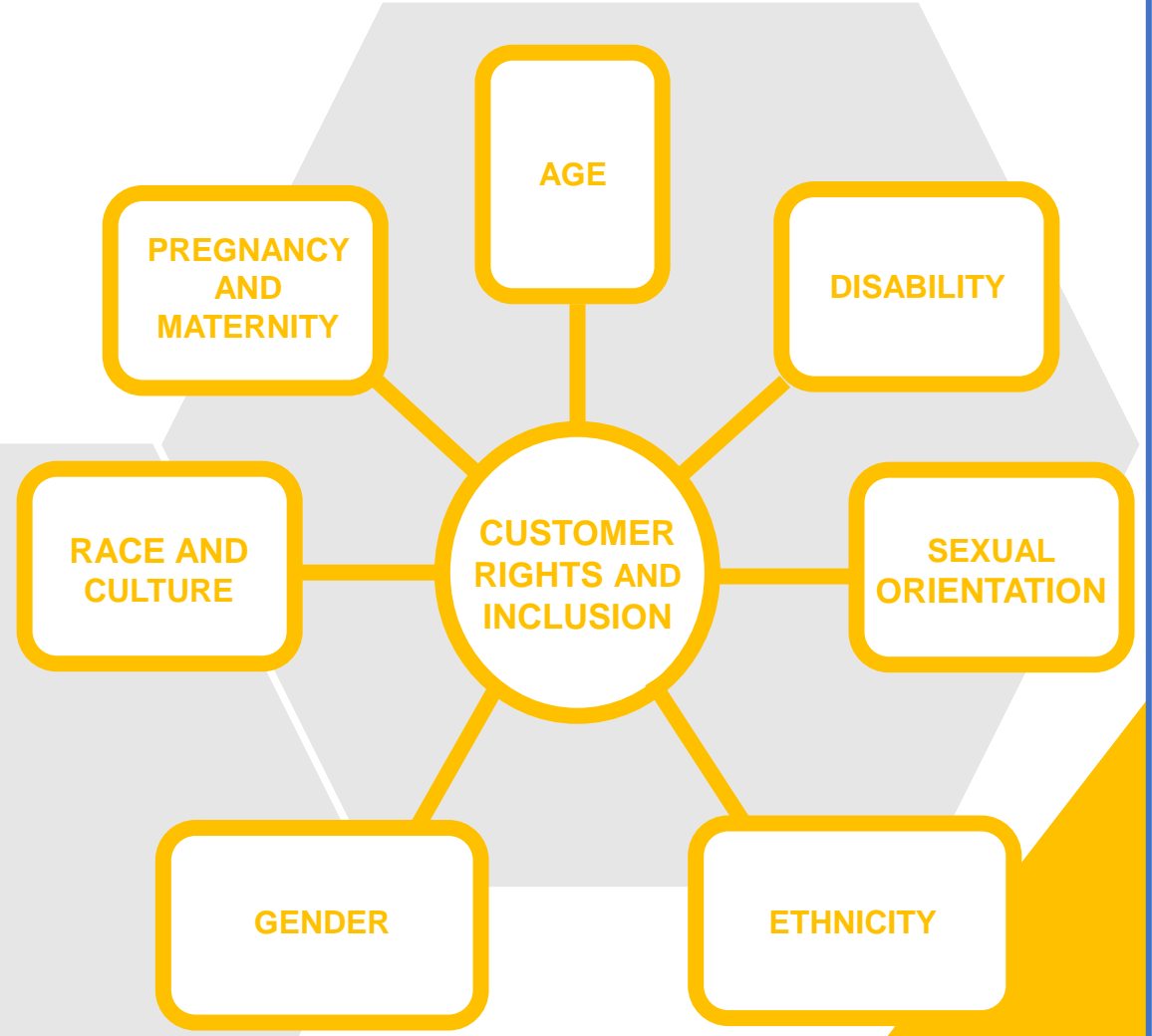

### EQUIPMENT USED IN CATERING

- Large equipment has a larger volume and is more robust. It is designed to deal with much higher quantities of ingredients.
- Small equipment is designed to do things small scale like in the domestic kitchen and is better suited for smaller cafes, tea shops and coffee shops

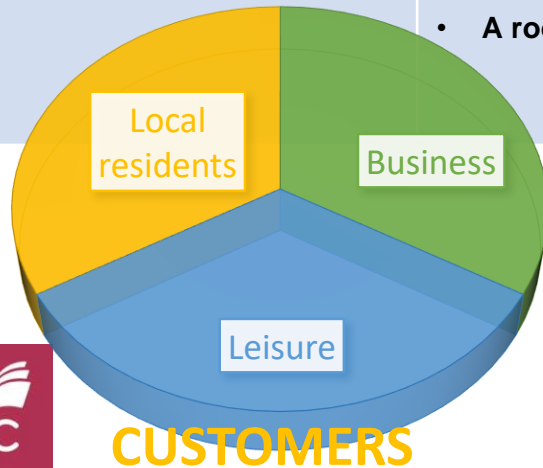
### Your Learning Journey



BUSINESS	LEISURE	LOCAL RESIDENTS
<ul style="list-style-type: none"> <li>• Conference facilities</li> <li>• Pens/paper/desk</li> <li>• Audio/visual and free WIFI/newspaper</li> <li>• Climate control</li> <li>• Parking</li> <li>• Loyalty programme</li> <li>• Tea/coffee</li> <li>• Access to quiet rooms/quiet floor</li> <li>• Express checkout/check in</li> <li>• Ironing board/dry cleaning</li> <li>• Access to leisure facilities</li> <li>• 24-hour room service</li> <li>• Snack bar and drinks facility</li> </ul>	<p><b>Short Stays</b></p> <ul style="list-style-type: none"> <li>• Value for money</li> <li>• Cheap/clean/tidy</li> <li>• Functional</li> <li>• Free WIFI</li> <li>• In-room refreshments</li> <li>• Breakfast at a cost</li> <li>• Different room sizes</li> <li>• Disability access</li> <li>• Family facilities</li> </ul> <p><b>Longer Stays</b></p> <ul style="list-style-type: none"> <li>• Ensuite with bath</li> <li>• Leisure facilities</li> <li>• Included breakfast</li> <li>• Different room sizes</li> </ul> <p><b>Special Occasions</b></p> <ul style="list-style-type: none"> <li>• 24-hour room service</li> <li>• Turndown service</li> <li>• Bar. restaurants</li> <li>• King, queen, suite</li> <li>• Complimentary toiletries/robes</li> <li>• A room with a view</li> </ul>	<p><b>All Customers</b></p> <ul style="list-style-type: none"> <li>• Value for money</li> <li>• Cheap/clean/tidy</li> <li>• Helpful/knowledgeable staff</li> <li>• Good at dealing with complaints</li> </ul> <p><b>Families</b></p> <ul style="list-style-type: none"> <li>• Bottle warming facilities</li> <li>• Children’s menu/portions</li> <li>• Family area/games/activities</li> <li>• Special diets/highchair</li> <li>• Family bathroom/ baby changing facilities</li> </ul> <p><b>Young Customers</b></p> <ul style="list-style-type: none"> <li>• Value for money/meal deals/fast service</li> <li>• Disability access</li> <li>• Special dietary requirements</li> </ul> <p><b>Older Customers</b></p> <ul style="list-style-type: none"> <li>• Comfortable</li> <li>• Quiet areas</li> <li>• Menu choice</li> <li>• Ease of access</li> </ul>



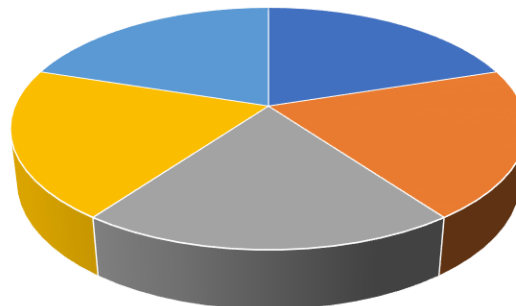
- Customer Rights and Inclusion**
- Staff who are multilingual and can speak clearly
  - Cater for special dietary needs/religious beliefs
  - Prayer room
  - Disabled access – ramps, wide automated doors
  - Low level beds and wet rooms
  - All-gender bathroom facilities be available
  - Breastfeeding and baby-changing facilities
  - Large print and Braille available on request



SPECIFIC ISSUES	EXPECTATIONS & DEMOGRAPHICS
<b>FAMILIES</b>	Families that eat out once a week, will use the same table/provision. Their age group is 30-50. They will require the facilities and menus for all age groups in families.
<b>BUSINESS CUSTOMERS</b>	Business customers will eat out 2 or 3 times a week for 1.5-2 hours. The average customer is in their mid-twenties to mid-forties. Exclusive business clients need an excellent standard of service.
<b>AWARENESS OF COMPETITION FROM OTHER PROVIDERS</b>	Knowing who and what your competition does is essential to be able to match and improve the provision that your competitors offer to attract customers.
<b>SOCIAL MEDIA INFLUENCE</b>	Being able to use social media effectively to promote hospitality and catering is something that all hospitality and catering providers must master.
<b>TRENDS</b>	It is essential to keep up to date with new trends. For instance, the use of a smartphone to book, order and pay for services has gone from a trend to normal.
<b>OTHER NEW TRENDS IN HOSPITALITY &amp; CATERING</b>	<ul style="list-style-type: none"> <li>Voice software</li> <li>Delivery experience</li> <li>Chatbots</li> <li>Virtual tours</li> <li>Mobile check-in/checkout</li> <li>Sustainability</li> </ul>
<b>ENVIRONMENTAL CONCERNS</b>	Ensuring that your business is recycling and reusing as much as possible, and if that is not possible to reduce consumption of resources and save energy.
<b>SEASONALITY</b>	Customers are more aware of the impact of sourcing food locally and seasonally, even from organic providers. To support the local economy and reduce CO2.



Lifestyle Segmentation



■ Lifestyles ■ Budgets ■ Eating Patterns ■ Sports ■ Hobbies

## Meeting Customers Requirements/Needs

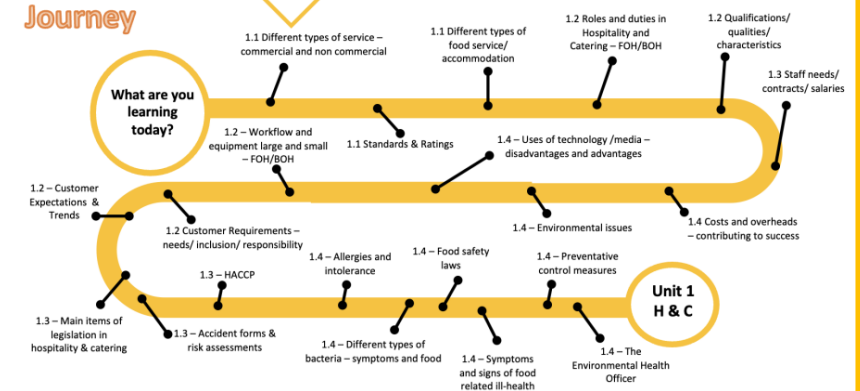
### LIFESTYLE

- Hospitality and catering provision analyse their potential customers through lifestyle segmentation; lifestyles budgets, eating patterns, sports and hobbies.

### NUTRITIONAL AND DIETARY NEEDS

- Hospitality and catering provision must offer a wide-range of food choice. Most menus will offer vegan and vegetarian choices. There is an essential requirement to ensure that food on offer is nutritionally balanced and low in salt and sugar. Additionally, menus have to reflect the diversity in customer needs from the very young and small children, to the elderly. From those who may suffer from a nutritional intolerance or an allergy. Equally, there are many more with specific nutritional needs such as, women who are pregnant, or breastfeeding, or who are in the menopause. Some people will have immune-compromised constitutions due to illness or medical treatment. All of this diversity of need demands that the hospitality and catering providers must ensure that the many specific customer requirements can be addressed.

## Your Learning Journey





# Health and Safety at Work etc Act 1974



## Food and Drink - Manual handling

### Injury statistics

Over 30% of food and drink industry injuries reported to HSE are manual handling injuries such as back injuries, this represents around 1700 acute injuries per year. Manual handling injuries are caused by handling and lifting -60% of the injuries involve lifting heavy objects.

### Main causes of injury

In the food and drink industries, most musculoskeletal injuries arise from just 5 causes:

- stacking/unstacking containers (such as boxes, crates and sacks)
- pushing wheeled racks (such as oven racks and trolleys of produce)
- handling drinks containers (such as delivery of casks, kegs and crates).
- packing products (such as cheese, confectionery and biscuits)
- cutting, boning, jointing, trussing and evisceration (such as meat and poultry)

These are key tasks to which attention should be paid when carrying out risk assessments.



### LEGISLATION FOR HOSPITALITY AND CATERING

- Health and Safety at Work Act (HASAWA) – 1974
- Control of Substances Hazardous to Health COSHH – 2002
- Personal Protective Equipment at Work Regulations – 1992
- Manual Handling Operations Regulations – 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations – 2013

## COSHH AND FOOD SAFETY

Potato, Parsnips, Celery, Chillies, Citrus Fruits, Pineapple, Apple  
Irritate the skin

- Solution:
- Single use gloves
  - Dispose properly everytime you remove them
  - Wash and dry hands after handling food
  - Use non-fragranced nut-oil free hand cream during service
  - Intensive cream after shift to retain moisture

Powdered/Dusty Foods like Flour, Ground Spices  
Cause Asthma and Allergies

- Solution:
- PPE like masks/respirators during dusty tasks
  - Wet-wipe surfaces
  - Use vacuum/dust extractor
  - Work carefully to avoid raising dust clouds

Cooking Fumes from oil and smoke and CO2 from gas  
Harm lungs

- Solution:
- Turn on hood extractors
  - Check extraction and exhaust systems for damage and leaks regularly
  - Keep ventilation and filtration systems clean



## RIDDOR 2013

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

### What is RIDDOR?

RIDDOR is the law that requires employers and people in control of work premises, to report and keep records of work related accidents which cause death or serious injuries, occupational diseases or dangerous occurrences.

### Why report?

Reporting certain incidents is a legal requirement. The report informs the enforcing authorities (HSE, local authorities and the ORR) so they can identify how risks arise and whether they need to be investigated. This allows them to provide advice about how to avoid work-related deaths, injuries, ill health and accidental loss.

### What must be reported?

- Deaths.
- Serious injuries.
- Over-seven-day injuries.
- Occupational diseases.
- Dangerous occurrences.
- Gas incidents.

Go to [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) for further details or to submit a report.

### Recording requirements...

You must keep a record of any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR; and any other accident that result in a worker being incapacitated for more than three consecutive days including weekends. You do not have to report over-three-day injuries, unless the incapacitation period goes on to exceed seven days.

You must produce RIDDOR records when asked by HSE, local authority or ORR inspectors.



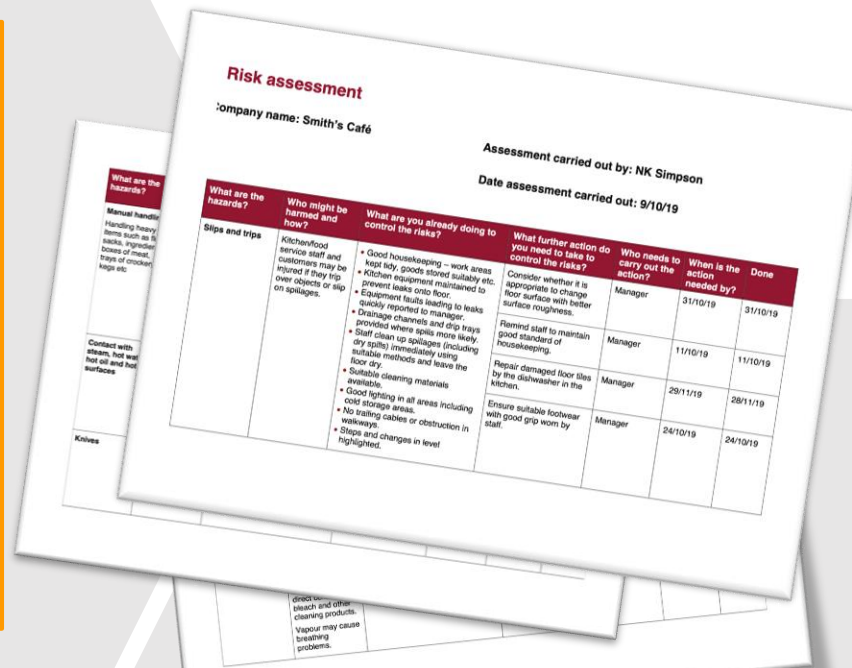
## Personal protective equipment at work

The Personal Protective Equipment at Work Regulations 1992 (as amended)

Guidance on Regulations

## RISK ASSESSMENT

- Need to be done before undertaking any activity to identify hazards that may pose a risk to any employee, associate, or to the general public
- In a RISK ASSESSMENT you should:-
  - Identify the hazard(s)
  - Evaluate who might be at risk
  - Calculate the level of risk
  - Introduce safe guards
  - Specify the control measures
  - Review and evaluate frequently



## ACCIDENT REPORTING

- Is a very important part of the risk assessment process, as it is the accidents that must inform process improvement in the hospitality and catering provision.
- It is a legal requirement that any provision that employ 10 or more people must report any accident and keep the record Social Security (Claims and Payment) Regulation - 1979 requires this information of the injured person:-
  - Name
  - Address
  - Job role
  - Date and place of the accident
  - The injury, and the hazards that caused the injury
  - Detailed information of the person filling in the accident form
- s for 3 years.
- Recording the circumstances of the accident help the management to take actions to make sure that accident does not happen again.
- Ensuring adequate first aid is in place and if necessary reporting to the Health & Safety Executive as RIDDOR.
- Witness statements may also be required to support as evidence.

# Accident Reporting

### Overview

Employees are under a legal obligation to record injuries to employees and certain other persons:

- Detailed accident records can be vital in highlighting safety issues and trends, which may be addressed to prevent further accidents or claims.
- Accidents may trigger a review of relevant risk assessments and good records may be of assistance when devising solutions.
- Detailed records may form the basis for subsequent reporting to the enforcing Authorities under RIDDOR, should the incident be, or become, notifiable.
- A record should be made for every injury in the workplace. This will assist in the event of a civil claim situation or subsequent inquiry, possibly some considerable time after the event.

### Accidents

An accident is an unplanned, unforeseen event resulting in injury, damage to property or machinery or some other form of loss. Recording injuries in an accident book is required under Social Security Regulations. This applies to employees injured on the premises or elsewhere, while going about their work. More serious accidents must be reported under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR).

### Accidents That Must Be Reported Under RIDDOR

**Fatalities** - work-related deaths to employees and non-employees must be reported. This excludes suicides.

**Specified injuries** - these are listed in RIDDOR and include:

- Fractures (not thumb, finger or toe)
- Amputation
- Permanent loss or damage to sight
- Crushing leading to major organ injury
- Severe burns
- Scalding requiring hospital treatment
- Unconsciousness due to injury or asphyxiation
- Confined space work leading to heat sickness, hypothermia, resuscitation or hospitalisation for over 24 hours

**Over 7 day incapacity** - where an employee or self-employed person is unable to work due to injury for a period of 7 days. The incident must be recorded in an accident book where the absence lasts over 3 days but is RIDDOR-reportable after 7 days absence. The RIDDOR report must be made within 15 days of the accident.

**Non-workers** - where a person not at work (eg. member of the public) is injured in a work-related incident, taken to hospital AND receives treatment, this is reportable under RIDDOR if the hospital visit is more than precautionary. RIDDOR does not apply.

**Occupational Diseases** - certain diseases, fully noted in the RIDDOR schedules, are reportable when diagnosed by a medical practitioner. These include hand arm vibration, asthma and dermatitis.

### THE IMPORTANCE OF HAVING KITCHEN RISK ASSESSMENT CHECKLIST

### RISK ASSESSMENT

### Completing the Accident Book

Accident reports should be consecutively numbered on the stubs of the page and the top of the detachable report.

The record carries details on the following areas:

- Details relating to the injured person.
- Details on the person filling in the record.
- The circumstances of the accident.
- The signature and date of the entry for the victim and the person making the record.
- Confirmation of RIDDOR reporting, if applicable.

The completed record should be detached and sent to the company's designated responsible person, whose details should be noted on the front of the accident book.

- All but the most insignificant accidents should be investigated and details of that investigation retained along with any statements taken.
- When the accident book has been fully used the cover along with the stubs should be stored safely so that stubs and records can be re-used.
- Records and covers should be retained for at least 3 years after the last report.
- Personal information should be stored securely in line with the Data Protection Act 1998.

### RIDDOR

Under RIDDOR, certain injuries, occurrences and incidents of ill health must be reported to the enforcing authorities and records relating to the accident and investigation must be retained.

The relevant categories for reporting are:

- Work related fatalities
- Specified injuries to workers
- Over 7 day incapacitation of a worker
- Accidents resulting in transport to hospital and treatment of non-workers
- Occupational diseases listed in RIDDOR schedules
- Dangerous Occurrences listed in schedules
- Other incidents related to the gas or offshore sector and exposure to carcinogens or radiation.

If a self-employed person has a RIDDOR-reportable incident on your premises you are responsible for reporting it. If the injured party is an employee of another company you should note the accident in the accident book but the other employer is responsible for any RIDDOR obligations.

### How To Make a RIDDOR Report

The HSE website ([www.hse.gov.uk/riddor/](http://www.hse.gov.uk/riddor/)) contains a range of templates for reporting various categories of incidents notifiable under the regulations. When submitted, these will be divided to the appropriate enforcing officers, whether HSE or Local Authority.

Fatal and scheduled injuries only may be reported on a dedicated phone line by calling 0800 330 1923. Again, this is sufficient, irrespective of the enforcing authority, the Incident Reporting Centre line is open weekdays 8.30 am - 5 pm.

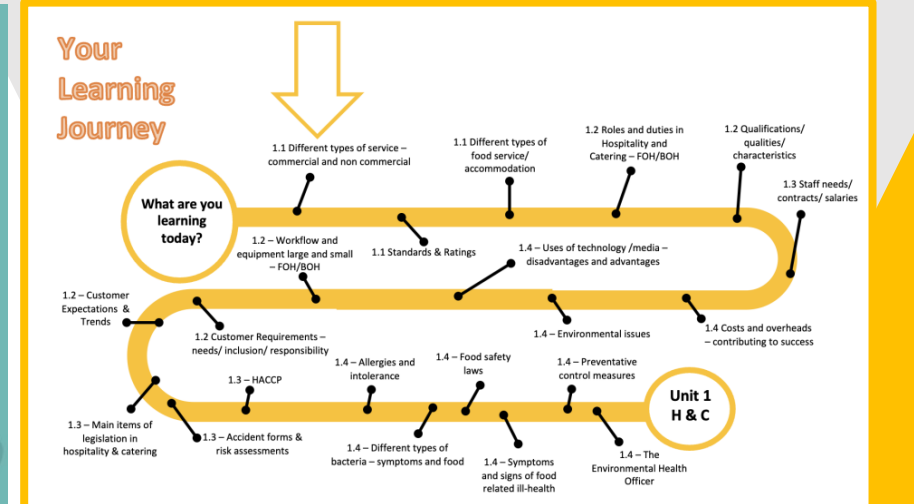
### Who Should Report Accidents?

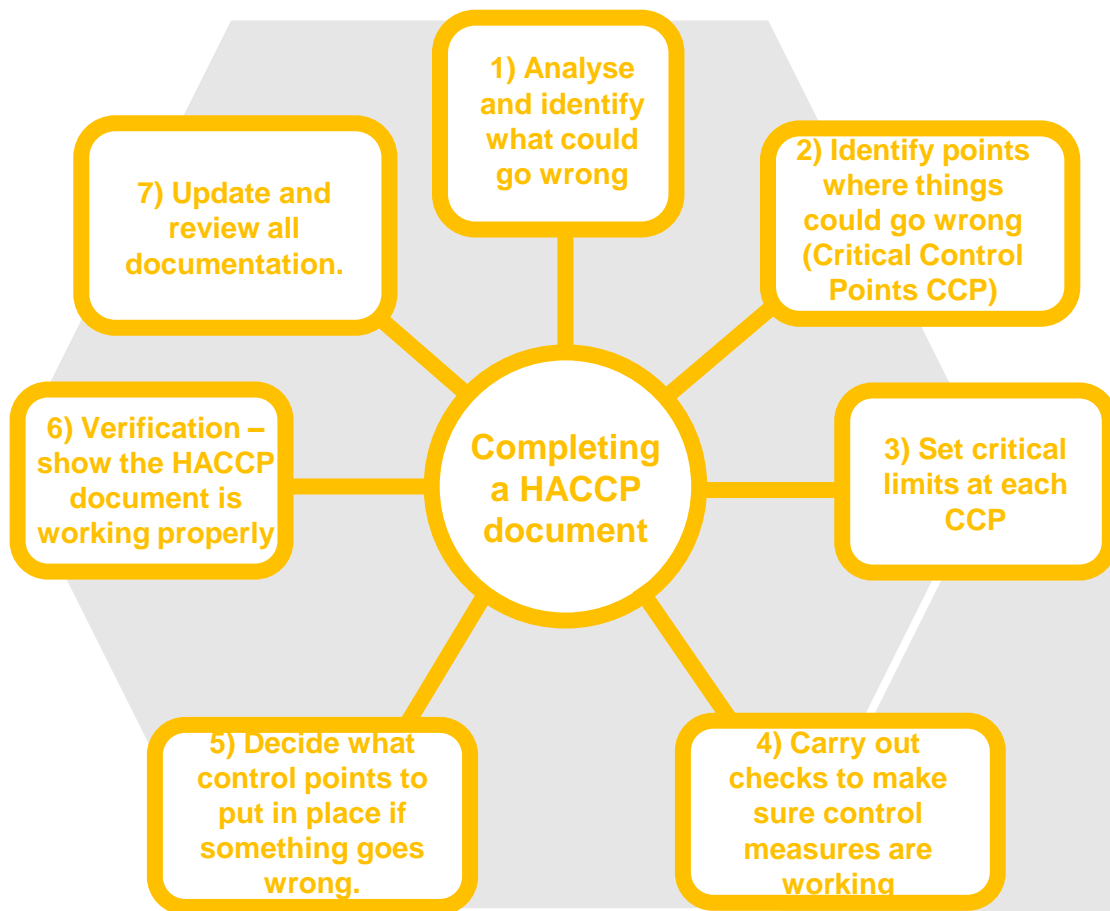
Employers have an obligation to report injuries in accordance with Social Security Regulations. Inside the cover of most accident books it states "It is the Employer's duty to report any accidents to your employees. You may do so by recording the accident in this book or by having someone else do this".

In many cases it may be impractical for the employee to record the accident immediately and the employer should have a designated responsible person to do so. Often this person may be a First Aider. It may also be the person named on the Health & Safety Law poster.

RIDDOR reports must be made by a "responsible person" designated by the employer to carry this out. It is not appropriate for an employee or member of the public to make a RIDDOR report.

### Accident report





**HACCP – HAZARD ANALYSIS & CRITICAL CONTROL POINTS**

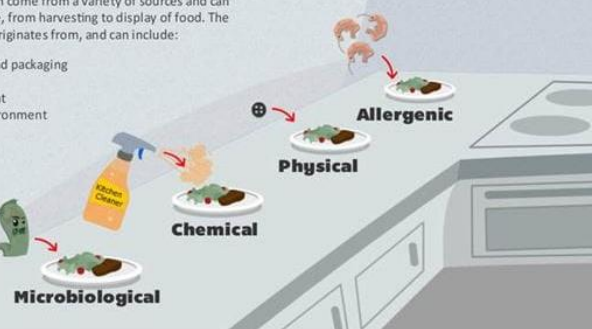
- HACCP is a legal requirement for any business that, prepares, serves or sells food.
- There can be 10 stages in a HACCP document:-
  - Purchase
  - Delivery
  - Storage
  - Preparation
  - Cooking
  - Cooling
  - Hot holding
  - Reheating
  - Chilled storage
  - Serving

Stages	Hazards	Control Points
PURCHASE	food contamination – biological/chemical/physical/allergenic	Check suppliers, food production/hygiene/traceability HACCP documentation Allergen information/ correct labelling
DELIVERY	high-risk food - pathogenic bacteria physical contamination	Check temperatures of high-risk foods Spot check for damage and dates/rejection process High-risk food stored separately. Delivery hygiene
STORAGE	pathogenic bacteria mould Pests	Fridges should be between 0°C and 5°C Freezers should be between -18°C and -21°C Temperatures of fridges/freezers checked/logged Expiry dates clearly labelled. Use FIFO Fridges and freezers yearly maintenance check Separate ready to eat from cooked foods Dry goods – containers to have a sealing lid Keep food off the floor in a ventilated room Spot check for infestation Maintain good hygiene Pest control to assess/evaluate if required
PREPARATION	cross contamination pathogenic bacteria	Colour-coded separate equipment raw/cooked Staff food/hygiene training up to date Separate food production areas for cooked/raw Controlled defrosting of high-risk foods Staff must hold a personal hygiene certificate Do not leave food out unnecessarily Make sure equipment is clean Staff to follow uniform rules
COOKING	pathogenic bacteria physical contamination	All high-risk foods must be cooked to 70°C for two minutes use a temperature probe Staff must hold a personal hygiene certificate Prepare high risk foods separate to all other foods
COOLING	pathogenic bacteria	Cool food as fast as possible (blast chill) Don't leave food out at room temperature Keep cooked foods at 63°C or hotter
HOT HOLDING		
REHEATING	pathogenic bacteria	Use temperature probe and reheat to 70°C for two minutes – do not keep out for more than 2 hours. Food should be piping hot when served Only reheat once
CHILLED STORAGE	pathogenic bacteria	Keep high risks food below 5°C Rotate stock
SERVING	pathogenic bacteria physical contamination	Personal Hygiene Delivery of cold and hot food promptly

### Sources of hazards and contamination

Hazards and contamination come from a variety of sources and can be introduced at any stage, from harvesting to display of food. The 'source' means where it originates from, and can include:

- Ingredients, raw food and packaging
- People
- Machines and equipment
- Food premises and environment



### The Food Hygiene Regulations 2006

#### Guidance on Temperature Control Legislation in the United Kingdom

This information is provided as a guide only and is not a substitute for the actual Regulations. If in doubt contact the Environmental Health Officer

**75°C** Hot cooked / reheated food

Food Standards Agency recommends that food is cooked to a temperature of 70°C for at least 2 minutes or an equivalent temperature and time eg. 75°C for 30 seconds. (In Scotland reheated food must reach at least 82°C)

**63°C** Hot - hold food service

Hot food should be stored at a temperature of 63°C or above. Hot food on display for service can be out of temperature control for a period of two hours. After this time, the food should be discarded or reheat it to 63°C or above, or cool as quickly as possible to 8°C or below.

**Cold / Chilled food service** **8°C**

Cold foods must be kept at 8°C or below. Cold food on display for service can be out of temperature control for one period up to a maximum of 4 hours. After this time, you should throw it away or keep it chilled at 8°C or below until it is used.

#### Monitoring / Recording of Temperatures

Make a record of checks to food when received, in cold storage, on chill and hot display and cooked food. The record should show when the check was made, what the temperature was and any remarks or actions taken when the result does not comply with the Regulations.

**ALL DELIVERIES TO YOUR PREMISES SHOULD BE CHECKED TO ENSURE THAT THEY ARE AT THE CORRECT TEMPERATURE ON RECEIPT**

**Ideal fridge temperature / storage** **+5°C**

**-18°C** Ideal freezer temperature / storage

### FOOD LABELLING REGULATIONS 2022

All prepacked food requires a food label that displays certain mandatory information. All food is subject to general food labelling requirements and any labelling provided must be accurate and not misleading.

A label must include:-

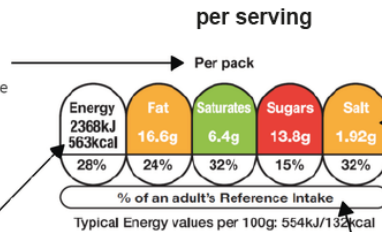
- The name of the food
- List of ingredients
- Allergen information
- Quantitative declaration of ingredients – QUID
- Net quantity
- Storage instructions & date labelling
- Name and address of manufacturer
- Country of origin or place of provenance
- Preparation instructions

### KNOW YOUR LABEL

Checking the nutrition label is a good way to compare products, make healthier choices and eat a balanced diet.

#### KNOW YOUR PORTIONS

Check the pack for the portion size, this is what the numbers on the nutrition label are based on.



#### KNOW YOUR COLOURS

The red, amber and green colours show at a glance whether a product is high, medium or low for fat, saturates, sugars or salt.

#### KNOW YOUR CALORIES

To make the choice that is right for you, use the calorie information to compare products.

#### KNOW YOUR DAILY ALLOWANCE

Reference Intake (RI) has replaced the term Guideline Daily Amount or GDA



### FOOD HYGIENE RATING



### THE FOOD SAFETY ACT

- businesses do not include anything in food, remove anything from food or treat food in any way which means it would be damaging to the health of people eating it
  - the food businesses serve or sell is of the nature, substance or quality which consumers would expect
  - the food is labelled, advertised and presented in a way that is not false or misleading

### The Food Safety Act.

This covers:

- Food quality
- Food safety
- Food composition
- Food labelling and advertising.



Under the Food Safety Act- **Environmental Health Officer (EHO)** can:

- **Close down** dirty premises on the spot
- Impose **fin**es of £20,000 or imprisonment
- Take **legal action** for manslaughter.

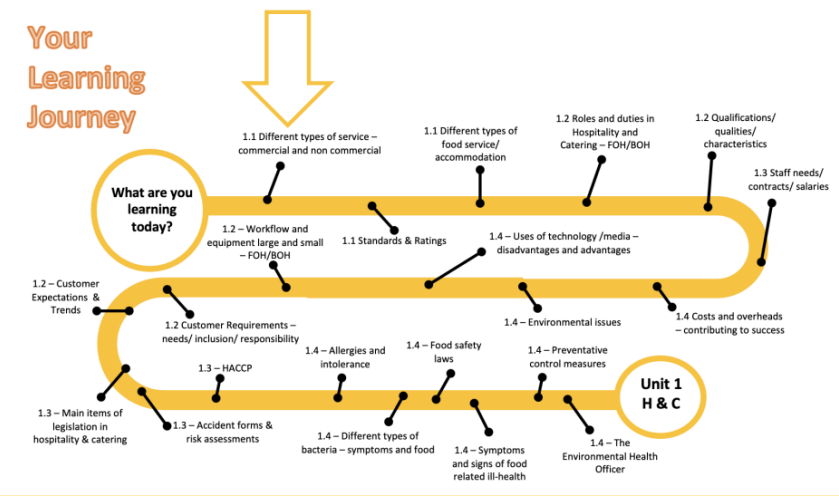
Premises can be inspected at anytime.

### Natasha's Law

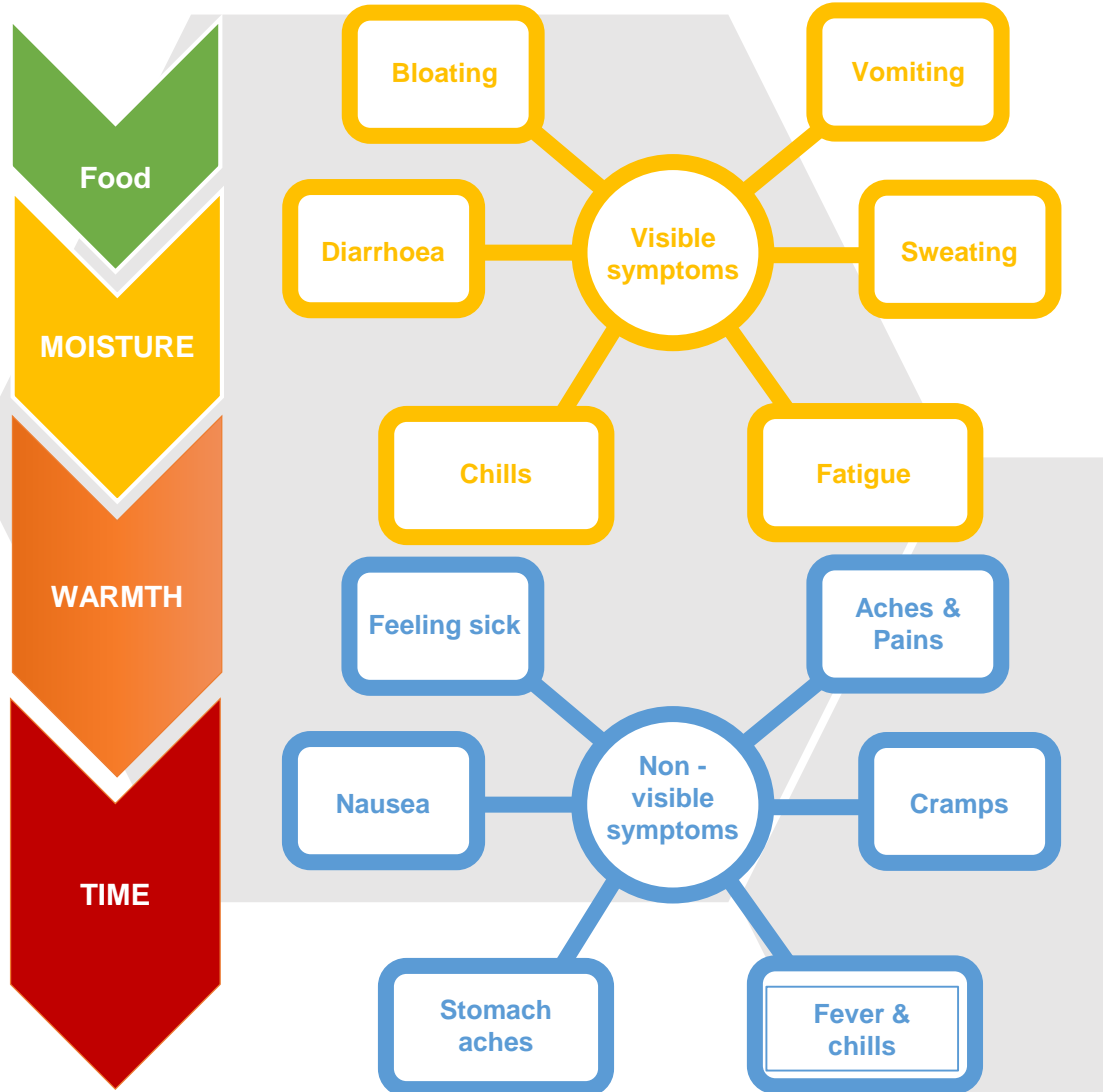
Any business that produces prepacked for direct sale (PPDS) food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list.

This labelling helps protect your consumers by providing potentially life-saving allergen information on the packaging.

### Your Learning Journey



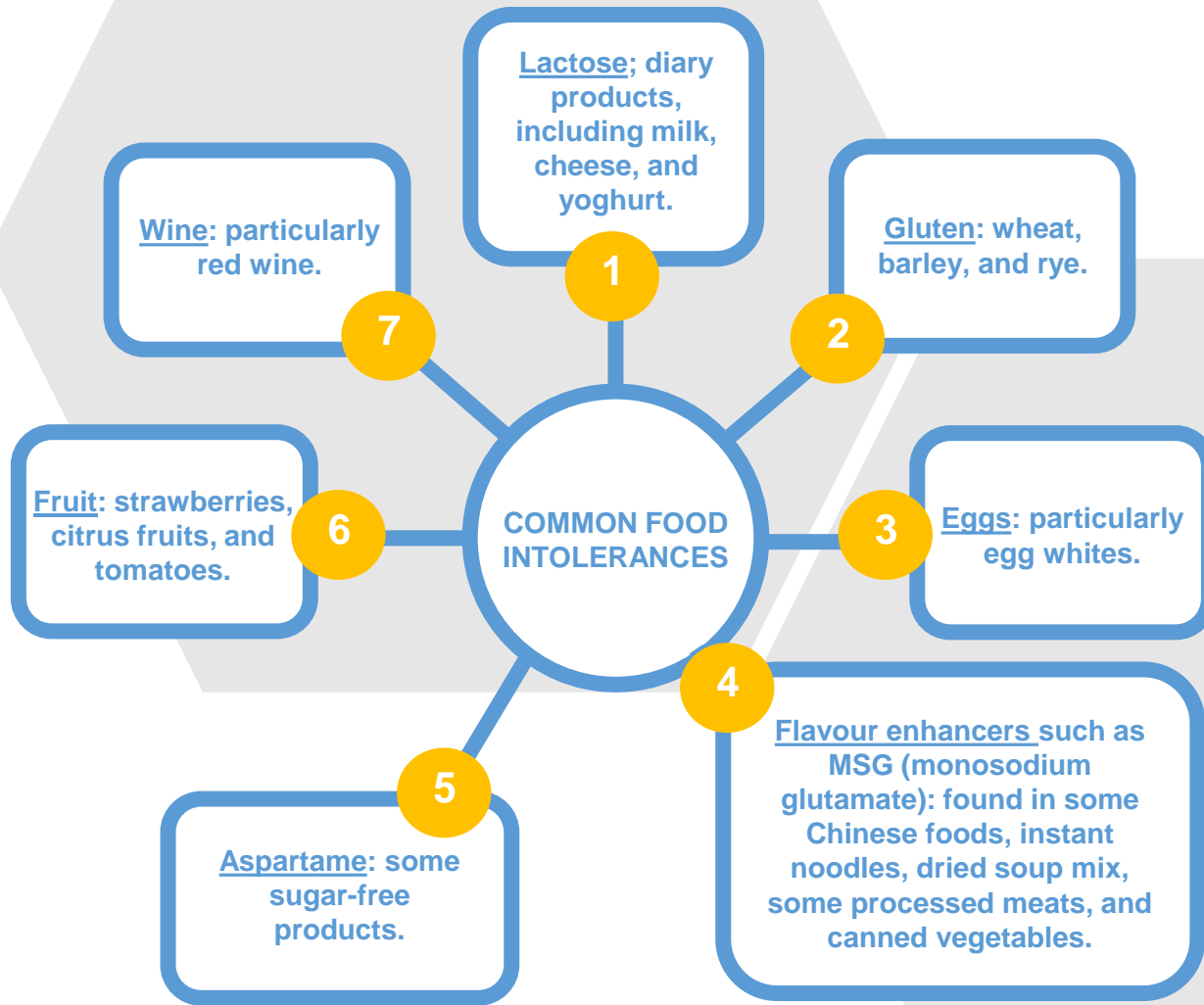




Pathogenic bacteria	Non-visible symptoms and signs	Visible symptoms and signs	Found in
 Bacillus cereus	Cramps and nausea	Vomiting and diarrhoea	Reheated rice and dried goods: cereal, sauces, herbs, and spices. Raw meats: beef, turkey and seafood.
 Campylobacter	Cramps, abdominal pain, fatigue	Vomiting and diarrhoea	The intestines of animals and poultry. Raw and uncooked meats unpasteurised milk, and contaminated water.
 Clostridium perfringens	Cramps	Diarrhoea	Raw meats, poultry, and food cooked in large batches. Soil on root vegetables. Intestines of animals.
 E. coli	Cramps and fever	Vomiting and diarrhoea	Raw and undercooked meats and poultry. Unpasteurised milk and dairy products. Contaminated milk and water.
 Listeria	Aches and pains	Diarrhoea and fever	Ready to eat foods, prepacked sandwiches, pâté and delicatessen foods. Unpasteurised milk and dairy products, soft cheeses. Soil, sewage and contaminated water.
 Salmonella	Cramps, abdominal pain, aches and pains	Diarrhoea and fever	Raw eggs and undercooked poultry. Processed foods. Unpasteurised milk and dairy products. Pets. Poor sanitation.
 Staphylococcus aureus	Nausea	Diarrhoea Lumps and sores on the skin	Unpasteurised milk and dairy products. Raw meats. Found on skin and in the nose.

**CHEMICALS**

- PESTICIDES – Herbicides and pesticides sprayed on crops. Some of these pesticides can cause nerve damage, dermatitis, and harm unborn children – crops in the EU are regularly tested.
- FERTILISER – Fertiliser is used on crops to increase yield.
- ADDITIVES – Are used to increase shelf life of food; chemical/natural.
- PACKAGING – Chemicals from packaging can seep into food; BPA
- CLEANING – Chemical cleaners are used on equipment/machinery and can leave as residue that gets into the food chain.



**COMMON FOOD ALLERGIES**

- Molluscs: clams, scallops, oysters, squid, snails and cockles.
- Fruits and vegetables
- Fish
- Peanuts
- Sesame seeds
- Eggs
- Crustaceans: crab, lobster, shrimp, krill, and prawns.
- Lupin, which can be found in pasta, chocolate, spreads, and sauces.
- Gluten, wheat, barley, rye.
- Dairy products.
- Nuts: walnuts, hazelnuts, almonds, cashews, pecans, Brazil nuts, and pistachios
- Soya

**FOOD INTOLERANCE**

- The human body has a chemical reaction to a specific food that then causes digestive problems.

**FOOD ALLERGIES**

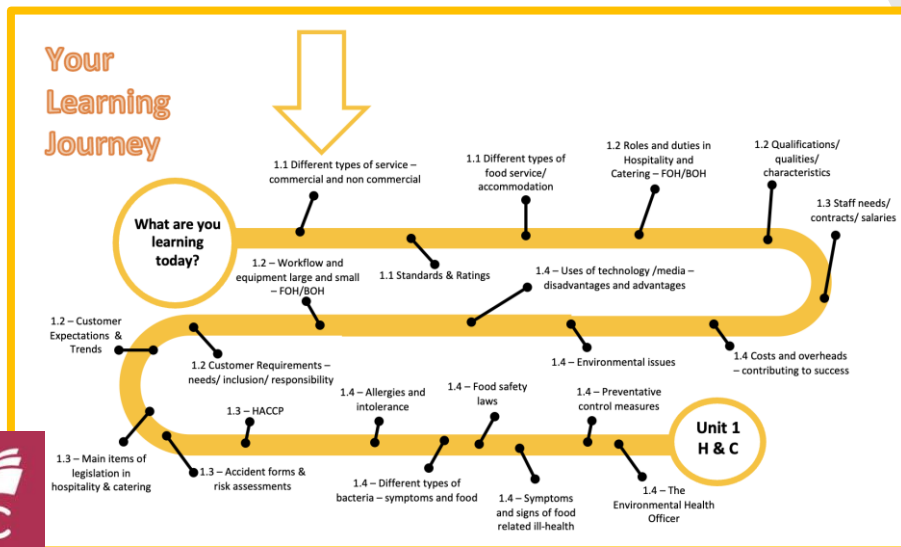
- Is a response from the body's immune system, which is usually evident within minutes of eating. The response can be delayed and can be mild to anaphylactic shock, and in some cases fatal.

**Visible signs of food allergies**

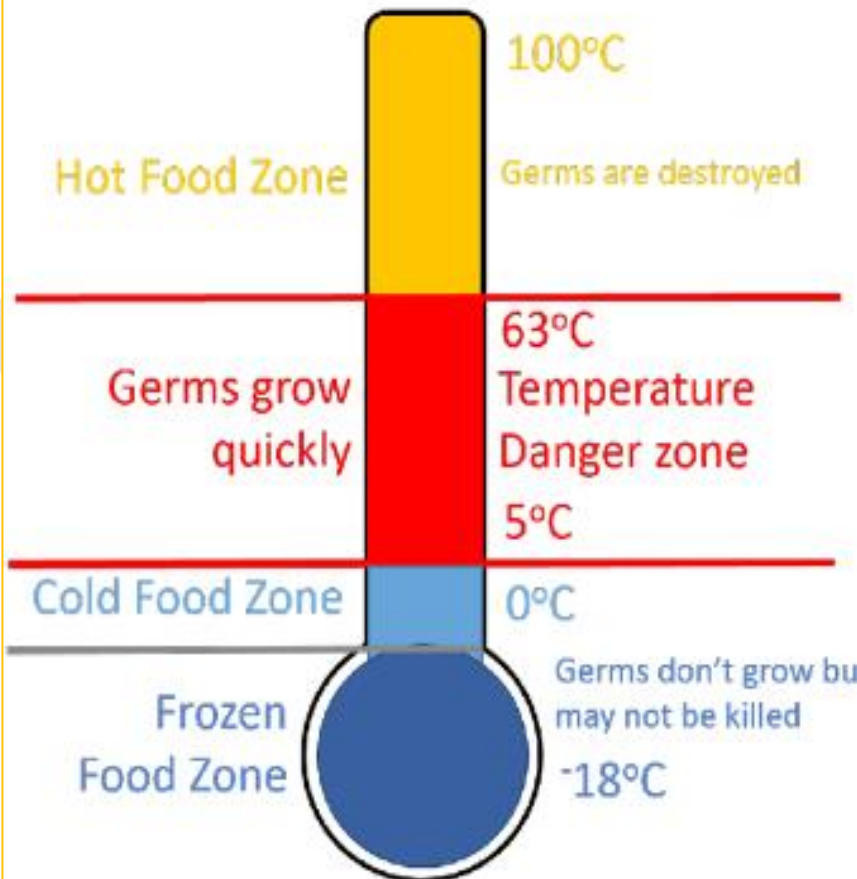
- Swollen tongue
- Bloating stomach
- Swelling of the face, lips, and throat
- Rash
- Vomiting
- Coughing
- Breathing difficulties and wheezing
- Chills

**Non-visible signs of food allergies**

- Dry, itchy tongue and throat
- Nausea
- Painful stomach cramps
- Feeling faint or lightheaded



**CORRECT TEMPERATURES IN DELIVERY, STORAGE, PREPARATION, AND SERVICE OF FOOD.**

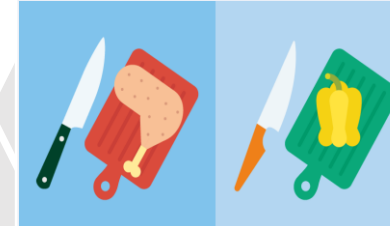


- use a temperature probe to check the core temperature of foods
- ensure that the core temperature is 70°C for two minutes or 75°C for 30 seconds
- Keep foods out of the danger zone (between 8°C and 60°C)
- hot holding must be kept at 63°C or above
- food deliveries for should be checked o damage and correct temperature
- foods should be labelled, with chilled and frozen foods being stored away first
- raw meats and cooked meats should be stored separately or, if this is not possible, raw meats should be covered and stored at the bottom of the fridge
- fridge temperature should be between 2°C and 5°C
- freezer temperature should be at -18°C or below

**PREVENTING CROSS CONTAMINATION**



Wash hands and surfaces frequently



Separating raw and cooked foods when storing  
Preparing raw and cooked foods using color coded boards and separate equipment



Thoroughly wash all vegetables and fruit



Food Temperature Danger Zone: The Complete Food Safety Guide

Cooking foods to the correct temperatures and storing away from ready to eat foods



Checking the 'best before' and 'use by' dates  
Checking stock rotation labels and using FIFO



If in doubt and you suspect that a food might be contaminated or out of date, then throw it out

**PREVENTING PHYSICAL CONTAMINATION**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• ensure staff have adequate training in food safety</li> <li>• ensure all staff wash their hands regularly, especially after touching raw meats, going to the toilet, &amp; blowing their nose</li> <li>• ensure staff are wearing clean uniform</li> <li>• ensure have their hair tied up/are wearing hair and beard nets</li> <li>• no coughing or sneezing near food</li> </ul> | <ul style="list-style-type: none"> <li>• ensure staff are not wearing jewellery</li> <li>• staff must stay away from work till 48 hours after symptoms have stopped if they have diarrhoea or vomiting</li> <li>• Cuts, sores, open wounds must be covered by blue plaster/dressings</li> <li>• Ensure staff have short, clean nails (no nail polish or false nails)</li> <li>• ensure uniform (whites) policy is followed</li> </ul> |
|--|---|

### ENVIRONMENTAL HEALTH OFFICER

- Use their powers to make checks and implement food safety, health, and hygiene legislation:-
  - The Food Safety (General Food Hygiene) Regulations
  - Food Safety Act
- An EHO can issue hygiene rating between 0 to 5



### POWERS OF THE EHO

- Detain and seize foods
- Take samples
- Issue licenses for food provisions
- Serve notices
- Take photos/drawings of the provision that can be used as evidence
- Remove samples
- Interview employees
- Close the premises (Hygiene Emergency Prohibition Notice)
- Give warnings (Hygiene Improvement Notice)
- Enforce
- Prosecute
- Give evidence in court

### THE ROLE OF THE EHO

- visit food premises and make recommendations to owners
- offer training
- investigate complaints
- check that premises are hygienic and are following food safety legislation
- check the layout, structure and staff facilities
- check the lighting, ventilation, make sure that they are adequate and safe
- check that the equipment is and being maintained
- check that pest control in place and monitors its effectiveness
- check waste control and storage
- check employees' knowledge of identify and reporting pest contamination
- check the temperature of the fridge and freezers
- check that foods are labelled correctly, and that allergens are labelled
- check shelf-life, 'use by' and 'best before' dates of ingredients
- review records and make recommendations
- review methods for preventing contamination
- monitor cleaning schedules, including use of chemicals and storage
- check dry storage
- check storage and preparation of raw meats and ready to eat foods
- check first aid box

### RECORD KEEPING

- check pest control boxes
- check cleaning products storage and documents – COSHH
- look at HACCP documentation and risk assessment
- review records of fridge and freezer temperature
- review training records
- review stock rotation and temperature records

### EMPLOYEES

- inspect personal hygiene standards
- review hand washing procedures, check that hygiene practices are being followed
- check that uniform/dress code is being followed
- advise on PPE if required
- check training and knowledge of employees
- inspect handling of food
- check and watch how food is prepared, cooked and served
- check waste disposal
- inspect the temperature of foods being cooked and served
- ask employees questions about hygiene standards



### Your Learning Journey

