

# IN FOOD SERVICE



## 1. FOOD ALLERGENS

- Train all staff about food allergen management
- Take customer requests about food allergens seriously and follow a specific protocol
- Only accept labelled foods or foods supplied with ingredient information
- Avoid ingredient substitution and garnishes that include allergens
- Set up a menu matrix for each menu item
- Clean and sanitise work surfaces and equipment before preparing food for someone with food allergy
- Avoid cross contamination of food allergens when storing, preparing and serving food
- Store food safely in labelled containers
- Check the correct allergen free meal is given to the customer with food allergy

## 2. PERSONAL HYGIENE

- Wash hands before and after handling food
- Regularly change gloves (if using) – use latex free gloves for customers with latex allergy
- No nail polish or false nails
- Cover cuts with brightly coloured waterproof bandaids
- Wear clean protective clothing (e.g. apron and hat)
- Ensure long hair is tied back, preferably covered (e.g. hat or hairnet)
- If unwell, go home



## 3. FOOD HANDLING AND STORAGE

- Keep food OUT of the temperature DANGER ZONE – keep cold food under 5°C and hot food above 60°C
- Ensure all equipment is in good working order
- Clean, sanitise and calibrate probe thermometer (range of -50°C to +150°C)
- Only accept food protected from possible contamination; packages must be sealed
- Thaw food in the lowest part of the fridge

## 4. CLEANING

- Keep equipment clean and stored correctly
- Store cleaning equipment and chemicals away from food and preparation areas
- Use clean and disposable cloths to wipe the work bench
- Sanitise all food contact surfaces



## 5. PEST CONTROL

- Cover all food and/or store in containers
- Monitor building maintenance (e.g. fix holes in fly screen, dripping taps etc)
- Keep bin areas clean (ensure lids are tight fitting)
- Call pest control services for a check-up

Free All about Allergens online food allergy training: [www.foodallergytraining.org.au](http://www.foodallergytraining.org.au)

FoodSafe training: [www.eh.org.au/resources/foodsafetraining](http://www.eh.org.au/resources/foodsafetraining). Contact your state or territory Food Safety Unit or Authority: <http://www.foodstandards.gov.au/about/foodenforcementcontacts/Pages/default.aspx>

