CYC WAIHOLA

COOKS TRAINING

Updated October 2025

Cook Name:
Date:
Sign Off: Anna Hynds

Introduction to Cooks Training

At CYC Waihola, preparing food safely protects people from illness and ensures everyone can enjoy meals without risk.
This training has been developed from our official Food Control Plan (September 2025), approved under the MPI (Ministry for Primary Industries) Simply Safe & Suitable Template. It explains how cooks, kitchen assistants, and volunteers are expected to handle food safely at CYC Waihola.
Following these procedures keeps food safe, the kitchen clean, and our team compliant with MPI food safety law. Everyone who prepares or handles food is responsible for maintaining these standards each day.

Why this training matters

Unsafe food can cause serious illness and harm the reputation of our camp. Most foodborne illness is preventable when good hygiene, cooking, and temperature control are followed. This training explains what to do, why it matters, and how to demonstrate that it is being done correctly.

Understanding "Know, Do, Show"

Each topic in this training follows the MPI format: Know, Do, and Show.
Know – Explains why the rule exists and what risk it prevents.
Do – Lists the exact actions required every time.
Show – Describes what evidence or records are needed to prove compliance.

By understanding all three, you will not only know the rules but also how to apply them in the kitchen and how to show compliance during verifications or inspections.

Training Structure

This training follows the same colour-coded layout as our official Food Control Plan for your ease of use:

- **Blue: Starting** – Hygiene, health, and pest checks
- **Green: Preparing** – Safe food prep, separation, and cold storage
- **Magenta: Making and Cooking** – Cooking, reheating, cooling, and defrosting
- **Orange: Serving** – Hot holding and allergen management
- **Purple: Closing** – Cleaning up and end-of-day routines
- **Red: Troubleshooting** – What to do when something goes wrong

Each section includes a short quiz to confirm your understanding. You will need to complete every section quiz to show you understand and can apply food safety practices.

BLUE SECTION – STARTING

Managing Personal Hygiene and Health

Good hygiene protects food from contamination and prevents foodborne illness. Germs spread easily through people, clothing, and hands if hygiene rules are not followed.

Know

Germs spread easily from people to food. Washing hands correctly, wearing clean clothing, and staying home when sick all reduces this risk.

Do

- Wash hands with warm soapy water for 20 seconds and dry completely with paper towels.
- Always wash hands:
    - When entering the kitchen
    - Before handling food
    - After touching raw meat or eggs
    - Between handling allergen and non-allergen foods
    - After using the toilet, sneezing, coughing, using a phone, or taking out rubbish
- Keep the handwashing area clean and sanitised at all times:
    - Clean away any debris
    - Wipe with a freshly cleaned cloth using SH2 Multipurpose Spray
    - Apply SH4 Sanitiser, leave for 15 minutes, then wipe off with a new, dry cloth (or paper towel)
- Wear clean kitchen clothing and aprons at the start of every shift. Hair must be tied back or covered.
- Do not handle food if you are sick with vomiting, diarrhoea, or jaundice. You must wait 48 hours after symptoms stop before returning. **Report any illness to the Day-to-Day Manager – Anna Hynds.**
- Cover all cuts and sores completely with waterproof dressings and gloves. If they cannot be covered, do not handle food.
- Change gloves between tasks and after touching anything that could contaminate food. Always wash hands before putting on clean gloves.

Show

- Demonstrate proper handwashing technique.
- Ensure soap, paper towels, and sanitiser are always available.
- Know who to report illness to.
- Keep records of staff illness or absence in your **Food Diary.**

Checking for Pests

Pests such as mice, rats, and insects spread bacteria and can contaminate food or surfaces. Preventing pests begins with daily cleaning and proper food storage.

Know

Keeping the kitchen clean and well maintained prevents pests. Checking for signs daily helps find problems early before contamination occurs.

Do

- Inspect internal and external areas daily for signs of pests, including storage and rubbish areas.
- Look for droppings, gnawed packaging, insect activity, or holes in walls and floors.
- If pests or droppings are found:
    - Discard any affected food.
    - Clean and sanitise affected areas following the bench and floor cleaning procedures below.
    - Report to the Day-to-Day Manager immediately.
    - Use pest control products safely. Only trained staff or pest control contractors may use sprays or traps.
    - Store pest control chemicals away from food areas and follow the manufacturer's instructions.
- Keep bins closed and rubbish areas clean. Empty rubbish daily.

- Remove rubbish bags daily and reline bins with black bags stored in the hallway cupboard.
- If bins are dirty, spray with SH2, wipe dry, and sanitise.

Show

- Explain how daily pest checks are carried out.
- Demonstrate how contaminated areas are cleaned and sanitised.
- Know where pest control chemicals are stored and how they are used safely.

Cleaning and Sanitation – Start of Day and During Use

Benches and Prep Surfaces

- Clean away any debris.
- Wipe with a clean cloth and SH2 Multipurpose Spray.
- Wipe again to remove moisture.
- Apply SH4 Sanitiser, leave for 15 minutes, then wipe with a clean, dry cloth.
- **Minimum requirement:** before food preparation begins each morning and after every use.

Floors and Rubbish

- Sweep floors and remove mats.
- Mop with hot water and Floor Cleaner Concentrate (1 cup per bucket).
- Empty bins daily; replace liners.
- **Minimum requirement:** at the end of each day.

Tea Towels

- Wash used tea towels in the laundry washing machine with washing powder.
- Dry in the dryer (do not overfill).
- Fold and store clean tea towels neatly.
- **Minimum requirement:** daily.

Fridges

- Clean out debris and wipe shelves weekly with SH2 spray.
- Wipe a second time to remove moisture.
- Apply SH4 Sanitiser, leave for 15 minutes, wipe dry.
- **Minimum requirement:** end of each week.

NOTE This whole cleaning section (and a cleaning checklist) is included in your **food diary**.

QUIZ: BLUE – STARTING

Multiple Choice (circle one answer):

1. How long should you wash your hands for?
   a) 10 seconds b) 20 seconds c) 5 seconds

2. When can a sick staff member return to food handling?
   a) As soon as they feel better
   b) 24 hours after symptoms stop
   c) 48 hours after symptoms stop

3. What should you do if you find mouse droppings near a food shelf?
   a) Ignore them
   b) Clean and sanitise area, discard affected food, and report to manager
   c) Move the food to another shelf

Short Answer:

4. List three times when you must wash your hands.

5. Explain the difference between cleaning and sanitising.

6. Who should be told if a cook becomes unwell during their shift?

7. Why is it important to wear clean clothing and cover cuts?

8. Describe one sign of a pest problem in the kitchen and what action you should take.

GREEN SECTION – PREPARING

Preparing Food Safely

Food can easily become unsafe if harmful bacteria grow or spread from one place to another. Keeping food preparation areas clean, organised, and at the right temperature is essential for preventing illness.

Know

Harmful bacteria spread quickly through dirty surfaces, poor temperature control, and cross-contamination. Clean, sanitised work areas and correct food temperatures keep food safe.

Do

See previous page for any relevant cleaning information

- Check all surfaces, chopping boards, and utensils are clean and sanitised before use.
- Clean and sanitise benches and equipment regularly during food preparation.
- Use separate utensils and cutting boards for raw and cooked foods where possible.
- Wash hands often, following the hygiene rules in the **Blue** section.
- Keep preparation areas uncluttered and free from unnecessary items.
- Follow manufacturer's instructions for food preparation.
- If food is left in the danger zone (between 5°C and 60°C): *This is included in your food diary, and you will need to record probe temperatures of any food you're cooling or reheating.*
    - Less than 2 hours: serve, chill, or reheat to 75°C
    - 2–4 hours: serve or reheat to 75°C, do not chill
    - More than 4 hours: throw out
- Discard any food that may have been contaminated or left out too long.

Show

- Demonstrate how to clean and sanitise surfaces and equipment.
- Show how food temperatures are checked and recorded.
- Explain what the "danger zone" means and how it is avoided.

Cleaning and Sanitation – While Preparing Food

- Wipe benches and tools between tasks with detergent and sanitiser.
- Rinse cloths regularly and replace them often.
- Keep cleaning chemicals stored separately from food areas.
- Maintain a tidy workspace to prevent cross-contamination.

Separating Food

Keeping raw, cooked, and allergen-containing foods separate prevents cross-contamination and allergic reactions.

Know

Raw meats, unwashed produce, and allergen foods can contaminate cooked or allergen-free foods. Separation prevents illness and protects people with allergies.

Do

- Use separate benches, boards, and utensils for raw and cooked foods, or clean and sanitise them between uses.
- Prepare allergen-free food before preparing foods with allergens.
- Wash hands and change aprons between raw and cooked food handling.
- Store chemicals and cleaning products well away from food.
- Clearly label and store allergen foods separately.
- Keep raw meat, seafood, and eggs on the lowest fridge shelves to prevent drips onto other foods.
- Keep all food covered and labelled.
- Inform customers if food contains any of the common allergens: peanuts, tree nuts, milk, eggs, fish, shellfish, soy, sesame, wheat, gluten, lupin, and sulphites.

Show

- Explain how raw and cooked foods are kept separate.
- Identify where allergens are stored and how they are labelled.
- Demonstrate cleaning and sanitising between tasks.

Cleaning and Sanitation – Between Tasks

- Wash and sanitise cutting boards, knives, and benches after handling raw meat or allergens.
- Use clean cloths and fresh water when wiping surfaces.
- Dispose of any food that comes into contact with raw meat juices or chemical spills.

Keeping Food Cold

Keeping food cold slows or stops the growth of bacteria. Certain foods must always be kept chilled to stay safe.

Know

Cold food must be stored at 5°C or below. Bacteria multiply rapidly between 5°C and 60°C, known as the danger zone. Using a calibrated thermometer ensures temperatures are accurate.

Do

- Check and record fridge temperatures daily. Food must stay at 5°C or below.
- Check frozen food is hard frozen. If it starts to thaw, move it to a working fridge and use promptly.
- Use a calibrated thermometer or automated system to check temperatures.
- Follow the 2-hour/4-hour rule for chilled foods:
    - Less than 2 hours: serve, chill, or reheat to 75°C
    - 2–4 hours: serve or reheat to 75°C, do not chill again
    - More than 4 hours: discard
- Keep fridges clean and not overloaded. Allow space for air to circulate.
- Label and date all stored foods. Use the oldest first.
- Report any fridge faults or temperature issues immediately to the Day-to-Day Manager (Anna Hynds).

Show

- Show temperature records for fridges and chilled foods. *You will need to record daily fridge checks in your food diary.*
- Demonstrate how to use a thermometer correctly.
- Explain what happens if chilled food is left out too long.

Cleaning and Sanitation – Cold Storage Areas

- Wipe fridge handles, shelves, and seals regularly with sanitiser.
- Clean spills immediately to prevent mould or contamination.

QUIZ: GREEN – PREPARING

Multiple Choice (circle one answer):

1. What is the safe temperature for chilled food?

    a) 5°C or below b) 10°C or below c) 8°C or below

2. When can food left in the danger zone be safely served or chilled again?

    a) Anytime within 4 hours

    b) Only if it has been out for less than 2 hours

    c) Never

3. Why must raw and cooked foods be kept separate?

    a) To save space

    b) To prevent cross-contamination

    c) To make cleaning easier

Short Answer:

4. Explain the difference between cleaning and sanitising.

5. List two ways to prevent cross-contamination in the kitchen.

6. What steps should be taken if a fridge temperature is above 5°C?

7. Describe the 2-hour/4-hour rule.

8. Name three examples of foods that must be kept cold.

MAGENTA SECTION – MAKING AND COOKING FOOD

Thoroughly Cooking Food

Cooking food properly kills harmful bacteria that cause illness. Undercooked food can make people sick even if it looks safe.

Know

Food must reach a high enough internal temperature to destroy bacteria. The safest way to check this is by using a calibrated thermometer.

Do

- Cook food thoroughly to an internal temperature of **at least 75°C.**
- Always check temperatures at the thickest part of the food.
- Stir or turn food during cooking to ensure even heating.
- Do not rely on colour alone to judge if food is cooked.
- Avoid overcrowding ovens, pans, or trays as it prevents even cooking.
- Keep cooked food covered and separate from raw food.

Show

- Demonstrate how to use and clean a food thermometer.
- Record and show cooking temperatures when required.
- Explain why thorough cooking is important.

Cleaning and Sanitation – Cooking Area

- Clean and sanitise benches, cooking equipment, and utensils before and after each use.
- Remove spills and food waste immediately to prevent build-up.
- Wash thermometers after every use with warm soapy water and sanitiser.

Cooking Poultry, Minced Meat (Including Sausages), and Liver

These foods are high-risk because bacteria are found throughout the meat, not just on the surface. They must always be fully cooked.

Know

Poultry, minced meat, and liver can carry dangerous bacteria such as Salmonella and Campylobacter. These bacteria are destroyed only when cooked to 75°C or higher.

Do

- Cook poultry, mince, and liver until the thickest part reaches at least 75°C.
- Check the internal temperature with a clean thermometer.
- Poultry and mince must never be served rare or pink inside.
- Juices from cooked poultry and mince meat should run clear.
- Cook liver until it is no longer bloody in the centre.
- Keep raw poultry and mince completely separate from cooked or ready-to-eat foods.
- Wash hands, utensils, and surfaces after handling raw meat.

Show

- Demonstrate safe cooking methods for poultry and mince.
- Show temperature readings and how they are recorded.
- Explain the difference between safe and unsafe cooking temperatures.

Cleaning and Sanitation – After Handling Raw Meat

- Wash and sanitise benches, knives, and boards after each use.
- Store sanitiser and cleaning products safely away from food.
- Replace cloths and gloves used on raw meat before handling cooked food.

Reheating Food

Reheating must be done quickly and safely to prevent bacteria from growing. Food must be steaming hot all the way through.

Know

Bacteria can grow quickly if food is reheated slowly or kept warm for too long.

Do

- Reheat food to at least 75°C before serving.
- Reheat food only once. If not used, discard.
- Use equipment designed for reheating, not for holding food hot (for example, do not reheat food in a bain-marie).
- Stir food during reheating for even temperature.
- Serve immediately after reheating or keep hot at 60°C or above.

Show

- Demonstrate how to check temperatures during reheating. *You will need to record all reheating information in your food diary.*
- Explain why food should only be reheated once.
- Record reheating temperatures where required.

Cleaning and Sanitation – After Reheating

- Clean microwave and reheat equipment daily.
- Remove spills immediately and sanitise handles and surfaces.

Cooling Freshly Cooked Food – *These checks will need to be completed in your food diary*

Cooling food safely prevents bacteria from growing as the food passes through the danger zone (5°C to 60°C).

Know

Bacteria multiply rapidly while food is cooling if not cooled fast enough. Cooling must happen within set time limits.

Do

- Cool food from 60°C to 21°C within 2 hours, then from 21°C to 5°C within the next 4 hours.
- Divide large batches into shallow containers or smaller portions to help food cool faster.
- Leave lids off or slightly open while cooling to let heat escape, then cover once cooled.
- Do not stack hot containers in the fridge or freezer.
- Use fans or an ice bath if necessary to speed cooling.
- Label cooled food with the date and time it was cooked.

Show

- Record cooling times and temperatures if required.
- Demonstrate how to check that food is cooled quickly enough.

Cleaning and Sanitation – Cooling Areas

- Keep cooling racks, trays, and containers clean and sanitised.
- Discard any food that has not cooled within the safe time limits. *Make a note of this in your food diary.*

Defrosting Food

Defrosting must be done safely so food does not spend too long in the danger zone.

Know

When frozen food thaws at room temperature, bacteria begin to grow quickly.

Do

- Defrost food in the fridge, under cold running water, or in a microwave on the defrost setting.
- Keep defrosted food in the fridge until used.
- Cook food immediately after defrosting if using a microwave or water method.
- Do not refreeze thawed food.
- Keep raw meat separated from other foods while defrosting.
- Collect any liquid from thawing meat and dispose of it carefully.

Show

- Explain how to safely defrost food.
- Show where defrosting takes place and how cross-contamination is prevented.

Cleaning and Sanitation – Defrosting Area

- Clean and sanitise trays, sinks, and benches used for defrosting after each use.
- Wash hands and replace gloves after handling thawed raw meat.

QUIZ: MAGENTA – MAKING AND COOKING FOOD

Multiple Choice (circle one answer):

1. What internal temperature must all cooked food reach to be safe?
   a) 60°C b) 70°C c) 75°C

2. How many times can food be reheated safely?
   a) Once b) Twice c) As many times as needed

3. How quickly must food cool from 60°C to 21°C?
   a) Within 4 hours b) Within 2 hours c) Within 6 hours

4. What is the best way to defrost meat safely?
   a) On the bench overnight
   b) In the fridge
   c) In warm water

Short Answer:

5. Why must poultry and mince always be cooked right through?

6. Describe two safe methods of reheating food.

7. What should you do if cooled food has not reached 5°C after 6 hours?

8. List two safe ways to defrost food.

ORANGE SECTION – SERVING

Keeping Food Hot

Hot food must be kept at a safe temperature to prevent bacteria from growing. Once food has been cooked or reheated, it must be held hot until served.

Know

Bacteria multiply quickly in food that cools below 60°C. Keeping food hot and covered prevents contamination and maintains food safety.

Do

- Keep cooked food at 60°C or above until it is served.
- Use equipment such as a slow cooker or oven designed for holding food hot.
- Check temperatures regularly with a clean, calibrated thermometer.
- Stir food occasionally to ensure even heat distribution.
- Do not top up old food with freshly cooked batches. Always empty, clean, and refill equipment with new food.
- Discard any food held below 60°C for more than 4 hours. *Record this in your food diary.*
- Keep hot-holding areas clean and free from food spills.

Show

- Demonstrate how you check and record food temperatures.
- Explain how long food can be safely kept hot.
- Show that hot-holding equipment is cleaned and maintained.

Cleaning and Sanitation – Hot-Holding Equipment

- Clean and sanitise equipment daily after use.
- Remove food spills immediately.

Knowing What is in Your Food (Allergens)

Customers must be informed if food contains ingredients that may cause allergic reactions. Allergic reactions can be severe and life-threatening.

Know

You must always know what ingredients are in the food you prepare. There are 11 common allergens that must be clearly identified if present:

1. Peanuts
2. Tree nuts (such as almonds, cashews, and walnuts)
3. Milk
4. Eggs
5. Fish
6. Shellfish
7. Soy
8. Sesame
9. Wheat and gluten
10. Lupin
11. Sulphites

Do

- Keep allergen information for every recipe used.
- Label or identify foods containing allergens.
- Prepare allergen-free meals separately using clean, sanitised surfaces, utensils, and equipment.
- Wash hands, benches, and tools before preparing allergen-free food.
- Do not reuse oil, water, or utensils used for allergen foods when preparing allergen-free food.
- Store allergen ingredients separately and clearly marked.
- Be honest and clear with anyone asking about allergens. Never guess or assume. If unsure, say you will check before giving an answer.

Show

- Identify which foods contain allergens.
- Show where allergen ingredients are stored and labelled.

- Demonstrate safe preparation of allergen-free meals.

Cleaning and Sanitation – Allergen Control

- Clean and sanitise surfaces and utensils between allergen and non-allergen foods.
- Replace cloths, gloves, and aprons after handling allergen ingredients.
- Wipe down serving areas frequently during meal service.

QUIZ: ORANGE – SERVING

Multiple Choice (circle one answer):

1. What is the minimum safe temperature for hot food?
   a) 50°C b) 55°C c) 60°C

2. How long can food be kept hot before it must be discarded?
   a) 2 hours b) 4 hours c) 6 hours

3. What should you do if you are unsure whether food contains an allergen?
   a) Guess the answer
   b) Check the recipe or ingredient list before answering
   c) Say it does not contain any allergens

Short Answer:

4. List three examples of common food allergens.

5. What must you do before preparing an allergen-free meal?

6. Why should you not top up old food in a bain-marie with new food?

7. How can you keep hot food above 60°C until service?

8. What should be done if a spill occurs in the hot-holding area?

PURPLE SECTION – CLOSING (CLEANING)

Cleaning Up and Closing

Thorough cleaning and sanitising prevent contamination, pests, and build-up of bacteria. CYC Waihola follows a structured cleaning schedule using SH2 Multipurpose Spray and SH4 Sanitiser to ensure the kitchen is safe for the next day.

Know

Cleaning removes dirt, grease, and food residue. Sanitising kills germs that cleaning alone cannot remove. Both steps are needed to keep food safe. Cleaning without sanitising leaves bacteria behind. Sanitising without cleaning is ineffective because dirt blocks the sanitiser from working.

Do

Step 1: Prepare for Cleaning

- Turn off and unplug necessary equipment before cleaning.
- Dispose of food waste and empty bins.

Step 2: Clean (Remove Dirt and Grease)

- Benches and Prep Surfaces
    - Clean away any debris.
    - Wipe with a clean cloth and SH2 Multipurpose Spray.
    - Wipe again to clear moisture.
    - Apply SH4 Sanitiser. Leave for 15 minutes, then wipe with a clean, dry cloth.
    - Minimum requirements: **after every use, before morning preparation, and at end of each day.**
- Hand Washing Basin
    - Clean away any debris.
    - Wipe with a clean cloth and SH2 Multipurpose Spray.
    - Wipe again to clear moisture.
    - Apply SH4 Sanitiser. Leave for 15 minutes, then wipe with a clean, dry cloth.
    - Minimum requirements: **after every use, before morning preparation, and at end of each day.**
- Sweep and Mop Floors
    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Wash and Put Away Used Tea Towels
    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Empty Rubbish Bins
    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Clean Fridges
    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Clean Steam Ovens

    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Clean Standard Ovens (If used)
    - Remove mats and sweep the floor clean.
    - Locate kitchen mop and bucket in laundry.
    - Use 1 cup of Floor Cleaner Concentrate per bucket of hot water.
    - Mop floors thoroughly and allow to dry.
    - Minimum requirement: **at end of each day.**
- Final Check Before Closing
    - Ensure all food is labelled, covered, and stored in the correct area.
    - Turn off all lights, gas, and electrical appliances (except fridges and freezers).
    - Make sure bins are emptied and cleaned.
    - Confirm that all surfaces are clean, sanitised, and dry.
    - Lock all doors and windows.

Show

- Demonstrate the difference between cleaning and sanitising.
- Show that benches, utensils, and equipment are clean and dry.
- Identify where cleaning chemicals are stored and how they are labelled.
- Keep a cleaning checklist or log signed off after each service. *This can be found in your food diary under "Cleaning Register"*

Cleaning and Sanitation – Key Points

- Always clean first, then sanitise.
- Use the correct cleaning product for the surface.
- Use only food-safe sanitiser (SH4) for areas that touch food.
- Replace cleaning cloths daily and wash mop heads regularly.
- Store cleaning chemicals away from food and label them clearly.
- Never mix different cleaning chemicals.
- Check expiry dates on sanitiser and replace when necessary.

QUIZ: CLOSING (CLEANING)

Multiple Choice (circle one answer):

1. What is the correct order for end-of-day cleaning?
    a) Sanitise, then clean
    b) Clean, then sanitise
    c) Clean and sanitise at the same time

2. What must you always do before sanitising?
    a) Dry the surface
    b) Remove all food and dirt by cleaning
    c) Spray sanitiser directly over food

3. How long should sanitiser stay on a surface before wiping or drying?
    a) 5–10 seconds
    b) As long as the product label states
    c) Immediately wipe it off

Short Answer:

4. Explain the difference between cleaning and sanitising.

5. List three surfaces that must be sanitised at the end of each day.

6. What should you do if your sanitiser has expired or no label?

7. Describe two reasons why daily cleaning prevents pests.

8. Write the steps you follow before locking up the kitchen.

RED SECTION – TROUBLESHOOTING

When Something Goes Wrong

Even with good systems in place, mistakes or unexpected events can happen. Acting quickly and correctly prevents unsafe food from being served and helps identify what went wrong.

Know

Food safety issues can include power outages, fridge or freezer failures, pests, broken equipment, contamination, or illness during service. Recording and reporting these problems ensures they are fixed and do not happen again.

Do

Step 1: Identify and Isolate the Problem

- Stop handling or serving food immediately if something goes wrong.
- Identify what the issue is (for example: temperature problem, contamination, illness, or equipment failure).
- Keep affected food separate and label it "DO NOT USE."
- If food safety is uncertain, throw it out. Never guess if food is safe. *Log this in your food diary.*

Step 2: Report the Issue

- Inform the Day-to-Day Manager (Anna Hynds) or the Camp Manager immediately.
- Write down what happened, when, and what action was taken in your food diary.
- Do not try to hide or fix a major issue without reporting it first.

Step 3: Take Corrective Action

Depending on the problem:

- Power outage:
  - Keep fridge and freezer doors closed as much as possible.
  - Use a thermometer to check food temperatures.
  - Discard any food that rises above 5°C for more than 4 hours.
- Fridge or freezer breakdown:
  - Move food to another working unit if possible.
  - Record the fault and call for maintenance.
  - Throw out unsafe food.
- Contamination (e.g. chemical, glass, pest):
  - Discard all affected food.
  - Clean and sanitise all equipment and surfaces.
  - Find and fix the source of contamination.
- Illness:
  - If a staff member becomes unwell, they must stop handling food immediately.
  - Notify the manager and leave the kitchen.
  - Clean and sanitise all areas and equipment they were using.
- Allergen mix-up:
  - Stop service immediately.
  - Inform the affected person and the manager.
  - Record the incident and review procedures to prevent repeat errors.

Step 4: Record and Review

- Record what happened, what was done, and who was involved.
- Identify what changes or retraining are needed to prevent it happening again.
- Manager to review and file the incident report as part of the Food Control Plan records.

Show

- Explain what actions you take when something goes wrong.
- Show that unsafe food is identified and disposed of correctly.
- Demonstrate how to fill out an incident or corrective action record.

- Show temperature logs, cleaning records, or other proof that problems were handled properly.

Cleaning and Sanitation – After an Incident

- Always clean and sanitise the area where the problem occurred before resuming work.
- Use sanitiser solution and new cleaning cloths.
- Wash hands thoroughly after handling contaminated food or cleaning chemicals.
- Discard any food, packaging, or disposable items that may have been exposed.

QUIZ: RED – TROUBLESHOOTING

Multiple Choice (circle one answer):

1. What should you do first if something goes wrong while preparing food?
   a) Keep cooking and fix it later
   b) Stop and report the issue immediately
   c) Ignore it if it seems small

2. How long can food be above 5°C before it must be thrown out?
   a) 2 hours b) 3 hours c) 4 hours

3. What should you do with food that might be contaminated but you are unsure?
   a) Serve it to avoid waste
   b) Check it visually and decide
   c) Throw it out

Short Answer:

4. Who should you report any food safety issues to?

5. What should you do if a fridge stops working?

6. List two situations where food must be discarded.

7. Describe what to do if someone becomes unwell while working in the kitchen.

8. Why is it important to record incidents and corrective actions?