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**Principles of Management**

**Q:1**

**Answer:**

# **Standard Operating Procedures (SOP's) for Restaurant**

# **Little Bite**

###  **Personal Hygiene**

* All food service employees will communicate health concerns and maintain good personal hygiene practices to safety of food.
* Certified food protection manager.
* All food production and service person will follow the proper hand-washing practices to ensure the safety of food served to customer.
* Gloves or utensils will be used for handling all ready-to-eat foods, except for those added to foods that contain raw animal foods which will be fully cooked, or other foods that are heated to 165°F.Gloves or utensils must be used when there are cuts, sores, burns, or lesions on the hands of food handlers.
* All restaurant employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.
* Restaurant employees will eat and drink in designated areas outside of the kitchen.
* Restaurant employees will take breaks and eat meals in a specified area(s) away from production and service.
* Cleaning and dis-infestation after incidents involving bodily fluids.

 **Facility and Equipment**

* Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to customers.
* All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for ware washing will be checked prior to each meal period to ensure that it is functioning properly.
* All equipment items are washed, rinsed, and sanitized after each use. Procedures ensure proper water temperatures and chemical concentrations are used and there is no re-contamination of clean and sanitized ware. The ware washing sinks will be checked prior to use to ensure chemical concentrations or sanitizing temperatures are adequate.
* The dining room is to be kept clean. Food contact surfaces are to be cleaned and sanitized to minimize risk of cross contamination.

 **Flow of Food**

* Purchasing (Food is purchased only from approved vendors to assure the safety of food served to customers).
* Food from outside (Managers must be informed and approve all foods brought by a customer for consumption in the restaurant, a birthday cake made at home. Customers bringing food into the restaurant for consumption must complete an Outside Food Request Form that identifies where the food was prepared, the use of any common allergen, and name and address of the food prepare. Any foods brought into the restaurant for on site consumption must be in ready-to-eat form)
* Temperatures of all Temperature Controlled for Safety (TCS) cold foods will be monitored during preparation to ensure quality and safety of food. All food will be prepared using Sops based on best practices to ensure safety and sanitation. Some methods of preparation such as smoking, curing, and canning may require a waiver or authorization from local regulatory authorities. Restaurants that use these preparation methods should check with their health inspector.
* Daily Menu Production Worksheet

### **Communications**

* All restaurant employees will respond to a complaint of a food-borne illness promptly and will show concern for the individual making the complaint.
* All restaurant personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.
* Visitors in the kitchen are kept to a minimum, and when visitors are present, they must adhere to the food safety practices followed in the kitchen.
* Facility emergency plans contain specific procedures to ensure the safety of customers and staff in emergency situations. In case of facility emergencies, food-service personnel will be knowledgeable about handling procedures affecting food safety.
* In the event of a food recall, all employees will take proper steps to prevent food borne illness.

### **Employee Orientation and Training**

* All restaurant employees will receive training on fundamental food safety procedures prior to or during the first day of employment.
* New Food service Employee Orientation-Food Safety Checklist

### **Food Safety and HACCP Training and Monitoring**

* The restaurant will provide initial training in food safety, including food allergy awareness. Training will be on going to ensure that employees are aware of safe food handling and cleaning and sanitizing practices consistent with the restaurant’s food safety program.
* The restaurant will have an on-going process in place for self-inspection/evaluation for the purposes of continued quality improvement.
* The restaurant will have an on-going process in place for verification that the food safety program is functioning as planned.
* Records will be kept to document how food is handled during its flow through the restaurant.