Standard Operating Procedures (SOPs)

for

Food Business Operators
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* Thawing means to change the food from solid, frozen state to liquid and soft one.
1. **Employee Illness and Injury SOP**

**All employees must:**

1) Report to the manager before working, any of the following:
   
   a. Vomiting
   b. Diarrhea
   c. Jaundice
   d. Sore throat with fever

2) If become ill while working, report condition to manager

3) Report any cuts, burns, boils, sores, skin infections or infected wounds to the manager

4) Stop working if food or equipment could become contaminated

5) Cover any open wounds with a clean, dry and leak proof bandage

**Corrective Action:**

1) Restrict the employee from working with or around food if the food handler has a sore throat with fever

2) Exclude the employee from the establishment if the person is vomiting or has diarrhea. Allow the individual to return to work if he or she has been symptom free for twenty four hours or has a written release from a medical practitioner

3) Exclude the employee from the establishment if the person has jaundice. Allow the individual to return to work if he or she has a written release from a medical practitioner

5) Record corrective action in Personnel File

6) Discard food that may have become contaminated due to employee illness and injury

7) Record product name and reason for discarding food on production record

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP

2) Provide gloves and appropriate bandages
3) Monitor employee illness and injury and production record daily
4) Take corrective action as needed
2. **Personal Hygiene SOP**

All employees must:

1) Follow hygienic hand practices:
   a. Keep fingernails short and clean
   b. Do not wear false fingernails
   c. Do not use nail polish
   d. Cover all hand cuts and wounds with clean bandages
2) Maintain personal cleanliness
3) Wear clean and appropriate uniforms and follow dress codes
   a. Wear a clean hair (and beard as necessary) restraint
   b. Wear clean clothing daily
   c. Remove aprons when leaving food-preparation areas (i.e. taking out the garbage or using the restroom)
   d. Remove jewelry before work
   e. Wear clean closed-toe shoes with a nonskid sole
4) Avoid unsanitary habits and actions
   a. Do not chew gum, eat or drink while preparing or serving food, working in food-preparation areas or working in areas used to clean utensils and equipments
   b. Eat, drink or chew gum only in designated areas
   c. If tasting of food is required during preparation, place in a separate dish and taste with a clean utensil
5) Maintain good health
6) Report illnesses and injuries

**Corrective Action:**

1) Send employees to home, who do not follow the guidelines in this SOP
2) Take corrective action for employees who do not follow guidelines when action can be completed on site
3) Restrict or exclude employees who report illness that can be transmitted to food
4) Record corrective action in Personnel file
5) Discard food that may have become contaminated due to poor personal hygiene
6) Record product name and reason for discarding food on production record

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP
2) Model proper behavior at all times
3) Designate area for eating, drinking, chewing gum and smoking
4) Provide hair and beard restraints, gloves, and appropriate bandages
5) Monitor employee hygiene and production record daily
6) Take corrective action as needed
3. **Hand washing and Glove Use SOP**

**Hand washing:**

1) Properly wash hands, following these steps:
   a. Wet hands and forearms with running water
   b. Apply soap
   c. Scrub hands and arms for 10 to 15 second
   d. Rinse thoroughly under running water
   e. Dry hands and arms with a single use paper towel or warm-air hand dryer

2) Wash hands before starting work and after:
   a. Using the Toilet
   b. Handling raw meat, poultry and fish
   c. Touching the hair, face or body
   d. Sneezing, coughing or using a tissue
   e. Smoking, eating, drinking or chewing gum or tobacco
   f. Handling chemicals that might affect the safety of food
   g. Taking out the garbage
   h. Clearing tables or bussing dirty dishes
   i. Touching clothing or aprons
   j. Touching anything else that may contaminate hands, such as un-sanitized equipment, work surfaces, or washcloths

3) Do not apply lotion if handling food or touching food-contact surfaces

**Glove Use:**

1) Never use gloves in place of hand washing
2) Wash hands before putting gloves on and when changing to a new pair
3) Wear gloves when handling ready-to-eat or cooked food
4) Remove gloves by grasping them while avoiding contact with the palm and fingers
5) Change gloves:
   a. As soon as they become dirty
b. Before beginning a different task

c. At least every four hours during continual use or more often when necessary

d. After handling raw meat and before handling cooked or ready-to-eat food

Corrective Action:

1) Discard any food believed to be contaminated due to poor hand washing or glove use practices

2) Record product name and reason for discarding food on Production Record

Supervisor Responsibilities:

1) Train employees on the procedures in this SOP

2) At each hand washing sink, provide hot and cold running water, soap, single use towels and a waste container

3) Provide disposable gloves in appropriate sizes

4) Monitor hand washing and glove use procedures and Production Record daily

5) Take corrective action as needed
4. Purchasing SOP

Employees involved in purchasing food must:

1) Develop written product specifications to ensure department expectations
2) Make sure supplier is getting products from approved sources
3) Make sure supplier and its sources have a documented Good Manufacturing Practices (GMP) program in place
4) Make sure supplier is reputable
5) Inspect supplier’s warehouse and plant if possible
6) Check condition of supplier’s delivery trucks
7) Require that supplier deliver products when staff have time to receive them

Corrective Action:

1) Discontinue purchasing food from vendor if vendor is purchasing supplies from an unapproved source
2) Discontinue purchasing food from vendor if vendor is not following a GMP program or is not following other food safety and sanitation practices
5. **Receiving Food SOP**

**Employees engaged in receiving of food must:**

1) Only accept deliveries if authorized to accept and have been trained to check product for proper temperatures, expired code date, signs of thawing and refreezing, pest damage, etc.

2) Plan ahead for shipments:
   a. Make space available in storerooms, coolers and freezers
   b. Make workspace available to wash or breakdown and repack products

3) Schedule deliveries to arrive during times that allow for adequate inspection

4) Receive only one delivery at a time, if possible

5) Check delivery invoice against purchase order

6) Inspect deliveries immediately, check for:
   a. Correct product
   b. Quantities
   c. Damaged or mishandled product
   d. Weights

7) Measure the temperature of three items on large deliveries and one item on smaller deliveries

8) Record temperature of delivery, if necessary

9) Put product away as quickly as possible, especially products requiring refrigeration

10) Label the product with the receiving date

11) Keep the receiving area clean and well lighted to discourage pests

12) Set the rejected product aside

13) Tell the delivery person exactly what is wrong with the rejected products

14) Get a signed adjustment or credit slip from the delivery person before allowing the delivery driver remove it or throwing the product away
Corrective Action:

1) Reject food that:
   a. Is not the correct product
   b. Is damaged (spoilage, mold, excessive bruising, etc.)
   c. Shows signs of mishandling (thawing and refreezing)
   d. Shows signs of insect infestation
   e. Has damaged packaging
   f. Is past the expiration date

2) Reject refrigerated food that is above 5°C

3) Reject frozen food that is above -18°C or shows signs of thawing

4) Record rejection on vendor delivery slip

Supervisor Responsibilities:

1) Train employees on the procedures in this SOP
2) Monitor receiving procedure and temperature logs daily
3) Take corrective action as needed.
6. **Storing Food SOP**

**General Storage**

1) Label and date all food  
   a. When they are received  
   b. Label opened or site-prepared ready-to-eat potentially hazardous foods that are held for more than 24 hours, with the discard date  
   c. Indicate the date prepared, the date frozen and the date thawed of any refrigerated ready-to-eat potentially hazardous foods on a separate label  

2) Rotate products to ensure that the oldest inventory is used first. Ensure first in first out (FIFO). Store products with the earliest use-by or expiration dates in front of products with later dates  

3) Follow established schedule to ensure that stored product is depleted on a regular basis. If a food item has not been sold or consumed by a predetermined date, throw it out, clean and sanitize the container and refill the container with the new product  

4) Transfer food between containers properly:  
   a. Store food only in approved containers  
   b. Store food in original packaging, repack foods only when necessary  
   c. If removed from its original package, put food in a clean and sanitized container and cover it  
   d. Expiration date  

5) Keep potentially hazardous food out of the temperature danger zone  
   a. Store deliveries as soon as they have been inspected  
   b. Take out only as much food as you can prepare at one time, and put prepared food away until needed  
   c. Properly cool and store cooked food as soon as it is no longer needed  

6) Check temperatures of stored food and storage areas:  
   a. At the beginning and end of the day check the temperature of each cooler and freezers. The temperature should be:
i. Refrigerator: 5°C or lower
ii. Freezer: -18°C or lower
7) Store product in designated storage areas
   d. Do not store food near chemicals or cleaning supplies
   e. Do not store product at home or in a vehicle
8) Keep all storage areas clean and dry

Dry Goods
1) Store food away from walls and at least 6 inches above the floor
2) Store items out of direct sunlight
3) Check for signs of insects or rodents
4) Do not overload coolers and freezers
5) Do not line shelves with foil or paper
6) Never place hot food in coolers, use caution when placing warm food into freezers
7) Keep doors closed as much as possible
8) Wrap all foods properly
9) Defrost freezers on a regular basis
10) Store refrigerated raw meat, poultry and fish separately from cooked and ready-to-eat food to prevent cross-contamination:

Corrective Action:
1) Discard any food that was not properly stored, appears spoiled or is believed to have been contaminated
2) Discard any open ready-to-eat food that has not been labeled with expiry date
3) Discard food that has passed the manufacturers’ expiration date
4) Discard any cold food items that exceed 5°C for an unknown time
5) Record product name and reason for discarding on Production Record
6) Properly store any misplaced items immediately

Supervisor Responsibilities:
1) Train employees on the procedures in this SOP
2) Provide employees with materials to label and date food items
3) Provide food approved storage containers and remove non-approved containers from the facility
4) Ensure that storage areas are equipped with thermometers and refrigerated equipment is set at the proper temperature to maintain food at safe internal temperatures
5) Take corrective action as needed
7. **Thawing Food SOP**

1) Thaw foods by only using one of four approved methods:
   a. Thaw foods in the refrigerator at 5°C or below
   b. Submerge the food under running potable water at 21°C or lower; clean and sanitize the sink and work area before and after thawing food this way
   c. Thaw food in the microwave if the product will be cooked immediately afterward
   d. Thaw food as part of the cooking process as long as the product reaches the required minimum internal cooking temperature

2) Use appropriate shelves in the refrigerator for thawing products

3) Label the food with the date of frozen, the date of thawed and the expiration date

4) Avoid refreezing of thawed foods to minimize loss of quality

**Corrective Action:**

1) Discard any foods not thawed properly

2) Record product name and reason for discarding food on Production Record

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP

2) Monitor thawing procedure and Production Record daily

3) Take corrective action as needed
8. **Preparing Food SOP**

1) Use clean and sanitized work areas, cutting boards, knives and utensils
2) Wash hands and use gloves appropriately
3) Prepare food in small batches
4) Return food to refrigeration or cook it as quickly as possible
5) Make sure potentially hazardous leftovers have been handled safely during cooking, cooling and storage
6) Make sure fruit and vegetables do not come in contact with surfaces exposed to raw meat and poultry
7) Wash fruit and vegetables thoroughly under running potable water to remove dirt and other contaminants before cutting, cooking or combining with other ingredients
8) When soaking or storing produce in standing water or an ice-water slurry, do not mix different items or multiple batches of the same item
9) Refrigerate and hold cut fruits and vegetables at 5°C or lower
10) Use ice made from potable water if it is to be consumed or used to chill food
11) Do not reuse ice that has been used to chill food
12) Use a clean, sanitized scoop to transfer ice from the ice machine
13) Never transfer ice in containers that have been used to store raw meat, poultry, fish or chemicals
14) Store ice scoops outside of the ice machine in a sanitary, protected location

**Corrective Action:**

1) Remove any unwashed fruits and vegetables from service area
2) Discard any food and ice that has been mishandled during preparation or touched nonfood contact surfaces
3) Record product name and reason for discarding food on Production Record

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP
2) Provide appropriate cutting boards, knives, and utensils for use in food
preparation
3) Monitor food preparation procedure and Production Record daily
4) Take corrective action as needed
9. **Cooking Food SOP**

1) Cook foods that include multiple ingredients to the highest internal temperature of individual ingredients
2) Record product name, time and temperature
3) Avoid overloading ovens and other cooking equipments
4) Allow equipment temperature to recover between batches
5) Use utensil or gloves to handle food after cooking
8) Taste foods correctly to avoid cross-contamination
   a. Label a small amount of food into a dish
   b. Taste the food in the dish with a clean utensil
   c. Remove the dish and utensil from the preparation area

**Corrective Action:**

1) Continue cooking food until the internal temperature reaches the required temperature
2) Discard food that does not reach minimum internal cooking temperatures
3) Discard food that was tasted incorrectly

**Supervisor Responsibilities:**

6) Train employees on the procedures in this SOP
7) Monitor cooking procedure and temperature logs daily
8) Take corrective action as needed
10. **Cooking Food in a Microwave SOP**

1) Follow requirements regarding internal cooking temperatures:

<table>
<thead>
<tr>
<th>Internal Temperature</th>
<th>Product</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>74°C</td>
<td>Foods cooked in the microwave</td>
<td>Temperature Must Be Held For:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>15 Seconds</td>
</tr>
</tbody>
</table>

3) Record product name, time, and temperature

4) Avoid overcooking of meals

**Corrective Action:**

1) Continue cooking food until the internal temperature reaches the required temperature

2) Discard food that does not reach minimum internal cooking temperatures

3) Document temperatures and corrective action on the Cooking Temperature Log

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP

2) Monitor cooking procedure and Cooking Temperature Log daily
11. **Holding Food SOP**

1) Before each lunch mod, measure and record the internal temperature of the food
2) Cover food and hold under sneeze guards to protect food from contamination
3) Prepare food in small batches so it will be used faster to minimize the potential for time-temperature abuse
4) Freshly prepared foods may be mixed with foods being held for service

**Hot Foods:**
1) Hold hot food at an internal temperature of 57°C or higher
2) Only use hot-holding equipments that can keep foods at the proper temperature
3) Never use hot-holding equipment to reheat food if it is not designed to do so
4) Stir food at regular intervals to distribute heat evenly

**Cold Foods:**
1) Hold cold food at an internal temperature of 5°C or below
2) Only use cold-holding equipments that can keep foods at the proper temperature
3) Do not store food directly on ice

**Corrective Action:**

**Hot Foods:**
1) Discard the food if it was held in the danger zone for more than 4 hours or if it cannot be determined how long the food was below 57°C
2) Document temperatures and corrective action

**Cold Foods:**
1) Discard the food if it was held in the danger zone for more than 4 hours or if it cannot be determined how long the food was above 5°C
2) Document temperatures and corrective action

**Supervisor Responsibilities:**
1) Train employees on the procedures in this SOP
2) Monitor holding procedure and temperature logs daily
3) Take corrective action as needed
12. **Serving Food SOP**

1) Practice good personal hygiene, wash hands and use glove appropriately
2) Protect all food on display with sneeze guards
3) Do not touch cooked or ready-to-eat food with bare hands; handle food with tongs or gloves
4) Use clean and sanitized utensils for serving
   a. Use separate utensils for each food item
   b. Clean and sanitize utensils after each serving task and at least once every four hours during continuous use
5) Use serving utensils with long handles to keep hands away from food
6) Store serving utensils properly
   a. Store utensils in the food with the handle extended above the rim of the container or
   b. Place utensil on a clean, sanitized food-contact surface
7) Use wiping cloths stored in sanitizer solution to clean food spills on the serving line
8) Do not re-serve food that was previously served to customers
9) Monitor self-service areas to prevent contamination of food and utensils by customers
10) Monitor student servers to ensure that they are handling food and utensils properly

**Corrective Action:**
1) Clean any serving line utensils and dishes that were not handled properly
2) Discard food that is believed to have been mishandled or contamination

**Supervisor Responsibilities:**
1) Train employees and student servers on the procedures in this SOP
2) Provide proper utensils and equipment to serve food safely
3) Monitor student servers, serving procedure and Production Record daily
4) Take corrective action as needed
13. **Cleaning and Sanitizing the Kitchen SOP**

The kitchen should be cleaned and sanitized each day and as needed to prevent cross-contamination:

1) Follow manufacturer’s instructions to prepare detergent and sanitizer spray bottles and buckets. Test every prepared spray bottle
2) Test and record sanitizer concentration range
3) While not in use, store wiping cloths in prepared buckets with sanitizer solution
   a. Keep cloths used for wiping surfaces that have come in contact with raw meat, fish or poultry separate from other cleaning cloths
   b. Change sanitizer buckets as necessary when solution becomes dirty
4) Never clean mops, brushes or other tools in sinks designated for hand washing, food preparation or dishwashing
5) Clean, rinse, sanitize and air-dry buckets at the end of the day

**Food-contact Surfaces:**

1) Wash, rinse, and sanitize all food-contact surfaces:
   a. After each use
   b. Any time you begin working with another type of food
   c. Any time you are interrupted during a task and the tools or items you have been working with may have been contaminated
2) Wash, rinse, and sanitize all equipment (Cleaning and Sanitizing Equipment SOP)
3) Clean and sanitize trays and carts used to carry clean dishes and utensils, daily or as often as necessary

**Tables and Serving Areas:**

1) Clean and sanitize tables, counters, and all other serving areas
2) Clean up spills immediately
3) Wash, rinse and sanitize sinks and countertops daily

**Floors**

1) Sweep kitchen floor daily
2) Clean up spills immediately
   a) Mop toward the floor drain
   b) Soak the mop in a bucket of detergent solution and wring it out
   c) Remove excess water with a damp mop or squeegee, working toward the floor drain
   d) Rinse the floor thoroughly with clean water, using the same mopping procedure

Walls and Shelves
   1) Clean and sanitize drawers and shelves before cleaning items are stored
   2) Clean tiles and stainless-steel surfaces by spraying or sponging with a detergent solution
   3) Use a wet cloth to clean other wall surfaces, such as painted drywalls

Ceilings and Light Fixtures
   1) Check ceilings and light fixtures routinely to ensure that cobwebs, dust, dirt or condensation will not fall and contaminate food or food-contact surfaces below
   2) Wipe and rinse ceilings and light fixtures with a cloth

Restrooms:
   1) Clean sinks, mirrors, walls, floors, counters, dispensers, toilets, urinals and waste receptacles daily. Sanitize toilets and urinals at least once daily
   2) Remove trash at least once daily or as often as necessary

Exterior Premises
   1) Clean windows, walls, and fixtures on a regular basis
   2) Clean garbage areas as often as necessary to prevent odors or trash from attracting pests

Corrective Action:
   1) Re-mix any sanitizing solution that does not meet proper concentration strength
   2) Discard any food that has been prepared on dirty surfaces or has been contaminated
   3) Record product name and reason for discarding food on Production Record
4) Re-wash dirty surfaces correctly

**Supervisor Responsibilities:**

1) Train employees on the procedures in this SOP
2) Create a master cleaning schedule that specifies:
   a. **What should be cleaned?**
      i. Includes all areas of the kitchen, cafeteria, and storage areas
      ii. Identify all surfaces, tools and equipments in the facility that need cleaning
   b. **Who should clean it?**
   c. **When it should be cleaned?**
      i. Employees should clean as they go and clean and sanitize at the end of the shift
      ii. Schedule major cleaning when food will not be contaminated or service interrupted
      iii. Schedule enough time to clean
   d. **How it should be cleaned?**
      i. Teach employees to safely and properly take apart and reassemble equipment
3) Provide tools and cleaning agents according to needs on the master cleaning schedule
   a. Replace worn tools
   b. Provide employees with the right protective gears (gloves, aprons, goggles, etc.)
4) Provide employees with appropriate tools, cleaning agent, and protective gears
5) Ensure that a utility sink is available for filling buckets and cleaning tools, as well as a floor drain for dumping dirty water
14. Cleaning and Sanitizing Equipment SOP

Employees using equipment must:

1) Follow manufacturer’s instructions to prepare detergent and sanitizer spray bottles and buckets
2) Test and record sanitizer concentration strength
3) While not in use, store wiping cloths in prepared buckets with sanitizer solution
4) Never clean brushes or other tools in sinks designated for hand washing, food preparation or dishwashing
5) Clean, rinse, sanitize and air-dry buckets at the end of the day
6) Record on Equipment Cleaning Log when equipment is cleaned

Food-contact Surfaces:

1) Wash, rinse and sanitize all food-contact surfaces:
   a. After each use
   b. Any time you begin working with another type of food
   c. Any time you are interrupted during a task and the tools or items you have been working with may have been contaminated
   d. At four-hour intervals, if the items are in constant use

Stationary Equipment:

1) Follow equipment manufacturer’s instruction to clean equipment
2) Turn off and unplug equipment before cleaning
3) Remove food and soil underneath and around equipment
4) Remove detachable parts and manually wash, rinse and sanitize them or run them through a dishwasher if permitted
5) Wash and rinse fixed, food-contact surfaces then wipe or spray them with a chemical-sanitizing solution
6) Wash and rinse fixed, food-contact surfaces, then wipe or spray them with a chemical-sanitizing solution
7) Air-dry all parts, then reassemble according to directions
8) Re-sanitize the food-contact surfaces handled when putting the unit back together by wiping with a cloth that has been submerged in sanitizing solution

**Refrigerated Units:**
1) Clean up spills in refrigerators and freezers immediately
2) Clean units regularly to remove soil, mold and odors
3) Clean before storing deliveries so less food has to be moved
4) Move food to another unit before starting cleaning

**Corrective Action:**
1) Re-mix any sanitizing solution that does not meet proper concentration strength
2) Discard any food or ice that has been prepared on dirty equipment
3) Record product name and reason for discarding food on Production Record
4) Re-wash dirty equipment correctly

**Supervisor Responsibilities:**
1) Train employees on the procedures in this SOP
2) Include equipment on Master Cleaning schedule
3) Provide employees with appropriate tools, cleaning agent and protective gear
15. **Controlling Pests SOP**

**To reduce pests, employees must:**

1) Keep all exterior openings closed tightly

2) Report any damaged screens, openings around pipes and cracks or broken seals in floors and walls to the Manager

3) Dispose of garbage quickly and correctly:
   a. Keep garbage containers clean, in good condition and tightly covered in all areas
   b. Clean up spills around garbage containers immediately
   c. Wash and rinse garbage containers regularly

4) Store all food and supplies properly and as quickly as possible
   a. Keep all food and supplies away from walls and at least six inches off the floor
   b. Rotate products so pests do not have time to settle into them and breed

5) Clean the facility regularly
   a. Clean up food and beverage spills immediately
   b. Remove dirty dishes and uneaten food from tables, cleaning them as quickly as possible
   c. Clean toilets and restrooms as often as necessary
   d. Keep lockers and break areas clean
   e. Keep cleaning tools and supplies clean and dry

6) Cover outdoor garbage containers

9) Rely on the Pest Control Officer to use and store pesticides. Do not store pesticides in the facility

10) When pesticides will be applied, prepare the area by removing all food and movable food-contact surfaces and cover equipment and food-contact surfaces that cannot be moved. Wash, rinse, and sanitize food-contact surfaces after the area has been sprayed
Corrective Action:

1) Close external doors and windows and cover garbage containers immediately
2) Refuse shipments in which you find pests or signs of infestation, such as egg cases and body parts
3) Discard any food that appears to have been infested by pests or was prepared on un-sanitized equipment
4) Record product name and reason for discarding food on Production Record
5) Store food correctly. Remove product from original cardboard packaging and discard packaging immediately, if signs of infestation are present
6) Clean and sanitize areas that have been neglected
7) Record on Equipment Cleaning Log when equipment is cleaned
8) Close external doors and windows and cover garbage containers immediately