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HORECA

**Strategies to improve the Qualification of
Hotel Restaurant Catering Staff on Food
Safety and Hygiene Practices**

Module 1: Food Safety Management

Guidebook for HORECA VET Trainers

Module 1: Food Safety Management

Duration: 6 hours

Target groups: HORECA employees

Methods: Face to face, e-learning

Objectives

- ✓ Understand the importance and goals of food safety
- ✓ To learn the basic concepts of food safety
- ✓ Understand the different food safety management systems
- ✓ Gain skills in applying HACCP principles
- ✓ Recognize different types of food hazards

TOPICS	DURATION
Food Safety and Basic Concepts (Definitions, Purpose, Principles- Cleaning, chilling, cooking)	3 hours
Food Safety System (HACCP, Hazards, Food Patogens, Allergens, Cross contamination, Critical Control Points)	3 hours

LESSON: Food Safety Management (6 HOURS)

TOPICS	GOALS	MATERIALS	EVALUATION
<ul style="list-style-type: none"> Food Safety and Basic Concepts (Definitions, Purpose, Principles- Cleaning, chilling, cooking) Food Safety System (HACCP, Hazards, Food Patogens, Allergens, Cross contamination, Critical Control Points) 	<ul style="list-style-type: none"> ✓ To understand the basic concepts and definitions related to food safety. ✓ To know the objectives and importance of food safety for public health. ✓ Understand and identify the different types of hazards and pathogens present in food. ✓ To recognize and manage allergens in food to prevent allergic reactions in consumers. ✓ Understanding and applying the HACCP system to identify, evaluate and control hazards in the food production process. ✓ To understand the principles of cleaning, cooling and cooking in the context of food safety and their role in eliminating pathogens. ✓ To develop the ability to analyze risks and take appropriate action to ensure food safety. ✓ Increase awareness and responsibility in complying with food safety laws and standards 	<ul style="list-style-type: none"> Resource 1: PowerPoint presentation Resource 2: E-learning platform Resource 3: In-class discussion sheet Resource 4: External resources such as books, magazines and web pages 	<ul style="list-style-type: none"> In-class Quiz&E-Quiz

Resource #1

First Section

PowerPoint presentation

Resource #2

First Section

E-learning platform.

Resource #3

First Section

In-class discussion sheet

Resource #4

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- Food Safety Definition & Why is Food Safety Important. (n.d.). Food Docs. Retrieved from: <https://www.fooddocs.com/post/why-is-food-safety-important>
- What is Food Safety? - The Importance of Food Safety in Manufacturing. (n.d.). Sesotec.Com. Retrieved from: <https://www.sesotec.com/apac/en/resources/blog/what-is-food-safety>
- DeltaNet. (2022, March 31). What are the Fundamental Principles of Food Safety and Hygiene? Retrieved from: <https://www.deltanet.com/knowledge-base/health-and-safety/food-safety-topic/what-are-the-fundamental-principles-of-food-safety-and-hygiene/>
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- Simons, C. (2021, December 27). How to Monitor Critical Control Points (CCPs). Food Science Toolbox. Retrieved from: <https://cwsimons.com/how-to-monitor-critical-control-points-ccps/>

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**Strategies to improve the Qualification of
Hotel Restaurant Catering Staff on Food
Safety and Hygiene Practices**

Module 2: Personal Hygiene Rules

Guidebook for HORECA VET Trainers

Module 2: Personal Hygiene Rules

Duration: 2 hours

Target groups: HORECA employees

Methods: Face to face, e-learning

Objectives

- ✓ Understanding the importance of personal hygiene rules in safe food production and HORECA operations requires being aware of the hazards arising from the working personnel's health and their behaviors,
- ✓ Having knowledge about the practices for the implementation of the hygiene rules to be followed in the workplace, and creating a production environment free from personal-derived bacteria species

TOPICS	DURATION
Definitions of Hygiene, Sanitation, and the Resident Flora of the Human Body	1 hour
Personal-Related Contamination Cycle	
Staff Health Issues and Porter Examination	
Ensuring Personal Hygiene in the Workplace	1 hour
Summarizing the Personal Hygiene Rules	

LESSON: PERSONAL HYGIENE RULES (2 HOURS)

TOPICS	GOALS	MATERIALS	EVALUATION
<ul style="list-style-type: none">✓ Definitions of Hygiene, Sanitation, and the Resident Flora of the Human Body✓ Personal-Related Contamination Cycle✓ Staff Health Issues and Porter Examination✓ Ensuring Personal Hygiene in the Workplace✓ Summarizing the Personal Hygiene Rules	<ul style="list-style-type: none">✓ Recognize personnel-related contaminations✓ Be aware of working personnel responsibilities in terms of personal health and cleaning rules.✓ Be aware of the necessary precautions in the workplace: Staff room, hand washing areas, hygienic entrances and exits, cleaning materials, and disinfectants used in workplace✓ Know what to do if the staff is sick or wounded	<ul style="list-style-type: none">• <u>Resource 1:</u> PowerPoint presentation• <u>Resource 2:</u> E-learning platform• <u>Resource 3:</u> In-class discussion sheet• <u>Resource 4:</u> External resources such as books, magazines and web pages	<ul style="list-style-type: none">• In-class Quiz&E-Quiz

Resource #1

PowerPoint presentation

URL: <https://horecafs.org/web/outputs/>

Resource #2

E-Learning platform

URL: <https://horecafs.org/web/outputs/>

Resource #3

In-class discussion sheet: Give hygiene tips to prevent food contamination by individuals.

Hygiene Practices	DO	DON'T	Possibility of CCP or OpCP
Personal Health			
Personal Habits			
Protective clothing			
Hand hygiene			

Resource #4

External resources

- Lee, JH, Seo, KH 2020. An Integrative Review of Hygiene Practice Studies in the Food Service Sector. Journal of Food Protection, 83(12):2147-2157.
- FAO&WHO Codex, CXC 1-1969: General Principles of Food Hygiene (revised 2020), <https://www.fao.org/fao-who-codexalimentarius/codex-texts/codes-of-practice/en/>
- Industry Guides to Good Food Hygiene:Catering Guide, www.ukhospitality.org.uk/resource/resmgr/2022/documents/consultations/industry-guide-to-good-hygie.pdf
- Personal Hygiene for Food Handlers, <https://www.health.vic.gov.au/food-safety/personal-hygiene-for-food-handlers>

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**Strategies to improve the Qualification of
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Safety and Hygiene Practices**

Module 3: WORKING PLACE AND EQUIPMENT CLEANING, HYGIENE AND SANITATION

Guidebook for HORECA VET Trainers

Module 3: WORKING PLACE AND EQUIPMENT CLEANING, HYGIENE AND SANITATION

Duration: 4 hours

Target groups: HORECA employees

Methods: Face to face, e-learning

Objectives

- ✓ Understanding, that the cleaning and sanitizing are the basis of good housekeeping. All food contact surfaces must be cleaned and sanitized after every use, when there is service interruption during which contamination is possible, or at regularly scheduled intervals if the surfaces are in constant use.
- ✓ Having knowledge about protection against pests, about strategies for rodent and insect protection,
- ✓ Understanding waste management in food services.

TOPICS	DURATION
Cleaning Principles in Food Services	
Sanitary Principles in Food Services	2 hours
Program of sanitation	
Pest control	1 hour
Waste management	1 hour

LESSON: WORKING PLACE AND EQUIPMENT CLEANING, HYGIENE AND SANITATION

(4 HOURS)

TOPICS	GOALS	MATERIALS	EVALUATION
<ul style="list-style-type: none"> ✓ General hygiene rules and sanitation procedures ✓ Cleaning Principles in Food Services ✓ Sanitary Principles In Food Services ✓ Program of sanitation ✓ Pest control ✓ Rodent Control ✓ Rodent protection strategies ✓ Insect control ✓ Insect protection strategies ✓ Waste management ✓ Waste disposal ✓ Food waste and food loss 	<ul style="list-style-type: none"> ✓ Know the basic principles of sanitation. ✓ Know how to perform cleaning and disinfection in the workplace. ✓ Know cleaning principles in food services. ✓ Know sanitary principles in food services. ✓ To be able to ensure protection against rodents. ✓ Know strategies for rodent protection. ✓ To be able to ensure protection against insects. ✓ Know strategies for insects protection. ✓ Know the waste distribution in the food services. ✓ Know how to reduce the amount of waste. 	<ul style="list-style-type: none"> • <u>Resource 1:</u> PowerPoint presentation • <u>Resource 2:</u> E-learning platform • <u>Resource 3:</u> In-class discussion sheet • <u>Resource 4:</u> External resources such as books, magazines and web pages 	<ul style="list-style-type: none"> • In-class Quiz&E-Quiz

Resource #1

First Section

PowerPoint presentation: Supporting learning material summarizing all the concepts of the Module

Resource #2

First Section

E-learning platform. Available at.....

Resource #3

First Section

In-class discussion sheet

Resource #4

First Section

External resources such as books, magazines and web pages

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BURFOOT, D., MIDDLETON, K.E., HOLAH, J.T. 2009. Removal of biofilms and stubborn soil by pressure washing. *Trends in Food Science & Technology*, 20, S45 – S47.

ERIKSSON, M., OSOWSKI, C.P., MALEFORS, C., BJÖRKMAN, J., ERIKSSON, E. 2017. Quantification of food waste in public catering services—a case study from a Swedish municipality. *Waste Manage.* 61, 415–422.

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HOLAH, J. 2000. Food Processing Equipment Design and Cleanability. Flair-Flow Europe technical Manual F-FE 377A/00, Teagasc The National Food Centre, Dublin.

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Strategies to improve the Qualification of
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Safety and Hygiene Practices

Module 4: ENSURING FOOD SAFETY IN HORECA OPERATIONS

Guidebook for HORECA VET Trainers

Module 4: ENSURING FOOD SAFETY IN HORECA OPERATIONS

Duration: 6 hours

Target groups: HORECA employees

Methods: Face to face, e-learning

Objectives

- ✓ Understanding the importance of Food Safety in food production and HORECA operations requires being aware of the risks arising from unappropriated receiving, handling, storing, producing and serving practices with the main aim to protect customers from food poisoning and foodborne illnesses that can affect human life and business performance for establishment owners.
- ✓ Having knowledge about the practices for the implementation of a complete food safety programm to be followed in the workplace, and creating a production environment with guarantees for the consumer.

TOPICS	DURATION
Hygiene measures when food is received Hygienic measures in the reception, storage and conservation of vegetables	2 hours
Meat and fish: Measures when are received, hygiene measures for preserving and handling Handling and produccion foods and rte´s: preparation and cooking	2 hours
Cooling/freezing, defrosting and reheating Storage of fresh and cooked foods. Serving	2 hours

LESSON: ENSURING FOOD SAFETY IN HORECA OPERATIONS (6 HOURS)

TOPICS	GOALS	MATERIALS	EVALUATION
<ul style="list-style-type: none"> ✓ Hygiene measures when food is received ✓ Hygienic measures in the reception, storage and conservation of vegetables ✓ Meat and fish: Measures when are received, hygiene measures for preserving and handling. ✓ Handling and production foods and RTE's: preparation and cooking ✓ Cooling/freezing, defrosting and reheating ✓ Storage of fresh and cooked foods. Serving 	<ul style="list-style-type: none"> ✓ Be sure that all raw materials received comply with the health and quality requirements laid down to prevent foodstuffs endangering consumers' health. ✓ Be aware of hygiene measures for handling, processing, storing and serving foods. ✓ Know quality controls for foods, mainly meat and fish. ✓ Knowing the importance in food safety of: Engage all personnel, Provide ongoing training, Check water quality, Protect sanitary spaces, etc. ✓ Know critical tips for every food operation. 	<ul style="list-style-type: none"> • Resource 1: PowerPoint presentation • Resource 2: E-learning platform • Resource 3: In-class discussion sheet • Resource 4: External resources such as books, magazines and web pages 	<ul style="list-style-type: none"> • In-class Quiz & E-Quiz

Resource #1

First Section

PowerPoint presentation: Supporting learning material summarizing all the concepts of the Module

Resource #2

First Section

E-learning platform. Available at.....

Resource #3

First Section

In-class discussion sheet

Resource #4

First Section

External resources such as books, magazines and web pages

SOME REFERENCES 1. World Health Organization (WHO). COVID-19 and food safety: guidelines for food companies. Interimguidelines. 2020. 2. Ministry of Industry, Trade and Tourism (2020). Measures to reduce infection by coronavirus SARS-CoV-2. Restaurant services. Guidelines and recommendations. May 2020 3. Spanish Royal Decree 1376/2003, of 7th November, laying down the health requirements for the production, storage and sale of fresh meats and meat products in retail establishments. Official State Gazette, 7th November 2003, no. 273, p. 40094-40101. 4. Government of Catalonia, Spain. Thawing. Catalonia Regional Food Safety Agency. May 2019. 5. Regulation (EC) No. 853/2004 of the European Parliament and of the Council, 29th April 2004, laying down the specific rules on the hygiene of food of animal origin. 6. <https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/food-safety-basics> 7. <https://opentextbc.ca/foodsafety/chapter/storage-temperatures-and-procedures/> 8. www.foodsafety.org 9. <https://www.betterhealth.vic.gov.au/health/healthyliving/food-safety-and-storage> 10. McCurdy, S. (2010). Storing Food for safety and quality

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**Strategies to improve the Qualification of
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Module 5 - FOOD ALLERGY

Module 5: FOOD ALLERGY

Duration: 6 hours

Target groups: HORECA employees

Methods: e-learning

Objectives

- ✓ Understanding the importance of Food Allergy in food production and HORECA operations requires being aware of the risks arising from inappropriate receiving, handling, storing, producing, and serving practices with the main aim to protect customers from food poisoning and foodborne illnesses that can affect human life and business performance for establishment owners.
- ✓ Having knowledge about the practices for the implementation of a complete food allergy programme to be followed in the workplace and creating a production environment with guarantees for the consumer.

TOPICS	DURATION
Food allergies	2 hours
Food intolerances	2 hours
How to prevent food allergies	2 hours

LESSON: ENSURING FOOD SAFETY IN HORECA OPERATIONS (6 HOURS)

TOPICS	GOALS	MATERIALS	EVALUATION
<ul style="list-style-type: none">✓ Food allergy definition;✓ The most common food allergens;✓ Food allergy symptoms;✓ How to help with na allergic reaction;✓ Food allergy vs Food intolerances;✓ “Contains” vs “May contain”;✓ Eating outsider;✓ Cross-contamination vs Cross-contact.	<ul style="list-style-type: none">✓ Understanding Food Allergies explaining what food allergies are and how they differ from food intolerances;✓ Grasp the concept of an immune system response to specific food proteins;✓ Identifying Common Food Allergens;✓ Emphasize the importance of reading food labels and recognizing hidden allergens;✓ Recognize Allergic Reactions;✓ How to proper administration of epinephrine auto-injectors in case of anaphylactic reactions;✓ How to prevent exposure to allergenic foods, especially for those with severe allergies.	<ul style="list-style-type: none">• <u>Resource 1:</u> PowerPoint presentation• <u>Resource 2:</u> E-learning platform• <u>Resource 3:</u> External resources such as books, magazines and web pages	<p>E-Quiz</p>

#1

Food Allergies

- Food allergy definition;
- The most common food allergens;
- Food allergy symptoms;
- How to help with an allergic reaction.

#2

Food Intolerances

- Food allergy vs Food intolerance;

#3

How to Prevent Food Allergies

- “Contains” vs “May contain”;
- Eating outside;
- Cross-contamination vs Cross-contact

References

#01

FOOD ALLERGIES

Food allergy definition

Food allergy affects both adults and children, and it is a health condition that can lead to significant, damaging, and even life-threatening complications. It has been found that allergies affecting infants and children diminish significantly or vanish once the adult age is reached (Dupont, 2019). Certain allergies are more persistent than others by Rich et al. (2019).

The Most Common Food Allergens



Food allergy symptoms

Symptoms of allergies may range from mild to severe, depending on a person's weight, height, and allergen amount consumed. The onset in time is almost always a few minutes from the food's consumption (NHS, 2022).

The well-known symptoms can affect many parts of the body, indicatively the skin, GI (gastrointestinal) tract, CV System (Cardiovascular), or the Respiratory tract.

Anaphylaxis

- The symptoms of a severe allergic reaction can be sudden and worsen by the second (NHS, 2022), affecting different parts of the body, and causing breathing and blood circulation issues. It can begin seconds or minutes after consumption of the allergen.

Non-IgE-mediated food allergy

- The symptoms of this type of allergy can take much longer to develop – sometimes up to several days.

Mixed reaction

- Some children can have a mixed reaction where they experience both IgE symptoms, such as swelling, and non-IgE symptoms, such as constipation. This can happen to children who have a milk allergy (NHS, 2022).

How to help with an allergic reaction

1. Use an adrenaline auto-injector if the person has one
2. Call the National Emergency Number mentioning that you or another person close to you has anaphylaxis
3. Lie the person down and raise their legs
4. Give another injection after 5 minutes if the symptoms do not improve

At the hospital, the person affected by anaphylaxis will be monitored and treated

Anaphylaxis is a medical emergency. It can be very serious if not treated quickly.

#02

FOOD INTOLERANCES

Immune system



Digestive system

Typically a fast onset, within minutes, but up to ~2 hours



Not always immediate, can take hours

Rash
Hives
Itchy Skin
Shortness of Breath
Swelling
Trouble Swallowing
Chest Pain
Nausea
Diarrhea
Vomiting



Gas
Cramps
Bloating
Heartburn
Headaches
Irritability
Nausea
Diarrhea
Vomiting

Most food allergies in infancy are mild, such as hives or vomiting, but on rare occasions, they can be severe or life threatening



Mostly mild and not life threatening

Every time the allergenic food is eaten



Differs

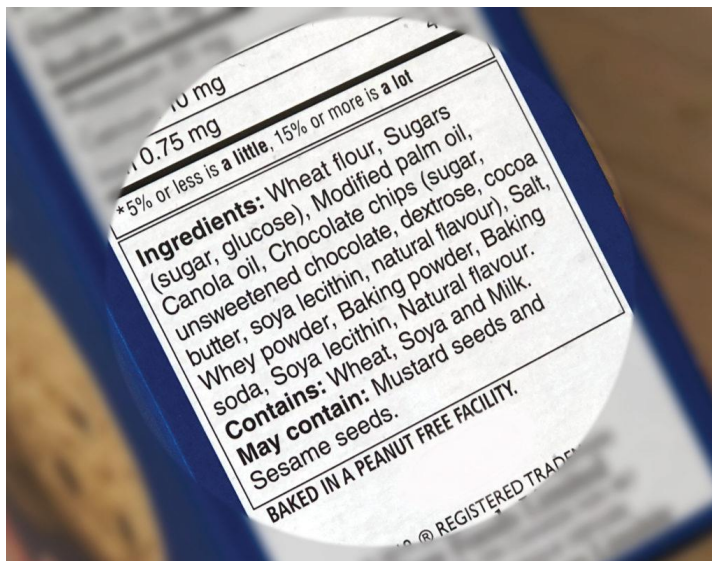
#03

HOW TO PREVENT FOOD ALLERGIES

Difference between “Contain” vs “May contain”

Contain

Every time that a “contains” statement appears on a food label, it must include the food source names of all major food allergens used as ingredients.



May contain

When there is a chance that a food allergen could be present, these food labels must include “may contain” or “produced in a facility where X is handled”, because manufacturers may use the same equipment to handle different products.

There is very important to have all allergens in **BOLD** on labels

Eating outside

Waiters and kitchen staff may not know all the allergens present on the menu.
Therefore, it is important to:

Check the ingredient list!

Every public space has an obligation to show the ingredients and allergens present on all dishes on its menu.

Difference between Cross-contamination and Cross-contact

Cross-contamination

Is a common factor in the cause of foodborne illnesses.

Microorganisms from different sources can contaminate foods during preparation and storage.

Proper cooking of the contaminated food will, in most cases, reduce or eliminate the chances of a foodborne illness.

Cross-contact

Occurs when an allergen is inadvertently transferred from a food containing an allergen to a food that does not contain the allergen. Cooking does not reduce or eliminate the chances of a person with a food allergy having a reaction to the food eaten.

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Any questions?

Here you can add text, with contact details, thank notes, etc.



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Module 6: FOOD SAFETY AUDIT AND REGULATION

Guidebook for HORECA VET Trainers

Module 6: FOOD SAFETY AUDIT AND REGULATION

Duration: 2 hours

Target Groups: HORECA employee

Methodst: Face2Face, , e-learning

Objectives

- ✓ Understand audits are an important component of maintaining food safety standards and certification by providing transparency and assurance that standards are maintained.
- ✓ Understand the transparency of audits increases the collaborative capacity of stakeholders throughout the supply chain and improves safety, efficiency and continuous improvement within individual organizations

TOPICS	DURATION
Food Safety Audit	1 hour
Food Safety Audit Process	1 hour

Lesson: FOOD SAFETY AUDIT AND REGULATION

(2 HOURS)

TOPICS	OBJECTIVES	MATERIALS	EVALUATION
<ul style="list-style-type: none">✓ Food Safety Audit✓ Food Safety Audit Process	<ul style="list-style-type: none">✓ To Define the Food Safety Audit.✓ To Know the Food Safety Audit Structure.✓ To Know the Food Safety Audit Process.	<ul style="list-style-type: none">• <u>Resource 1: PowerPoint presentation</u>• <u>Resource 2: E-learning platform</u>• <u>Resource 3: In-class discussion sheet</u>• <u>Resource 4: External resources such as books, magazine and web pages</u>	<ul style="list-style-type: none">• In Class Quiz&E-Quiz

Resource #1

First Section

PowerPoint Presentation: Supportive learning material summarizing all the concepts of the module

Resource #2

First Section

E-learning platform.

Resource #3

First Section

In-class discussion sheet

Resource #4

First Section

External resources such as books, magazines and web pages

SOME REFERANCES

Acheson, D. (2010). Opportunities for private third party auditors. Leavitt partners blog. Retrieved 21.06.10 from. <http://leavittpartnersblog.com/2010/06/opportunities-for-private-third-party-auditors/>.

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Ortaklar



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