



FOOD CONSULTING SERVICES

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| | |
|-------------------|-----------|
| REFERENCE: | ABC 12 14 |
|-------------------|-----------|

Example Report
Super Street
Johannesburg
1871



| | |
|-------------------|-----------------------------------|
| ATTENTION: | Culinary Arts(chef@bighotels.com) |
| COPY: | General Manager() |

| | |
|------------------------|----------------|
| CLIENT | Example Report |
| STORE NAME | 5 Star Hotels |
| MANAGER ON DUTY | C Arts |
| AUDITOR NAME | Adrian Carter |
| SIGNATURE FILE | |
| AUDIT DATE | 11 August 2014 |
| TIME OF SURVEY | 18h18 to 20h58 |
| REPORT TYPE | Hygiene Report |

The following key result areas are covered in this report:

- Statistically-meaningful microbiological evaluation as per standard protocol.
- Thorough scrutiny of visual cleanliness throughout.
- Full appraisal of food safety practices.
- Detailed inspection of facilities, including design, structural and maintenance.
- Investigation of relevant documentation and compliance with the Law.
- Quantification of all of the above into Indices.

General Comments and interpretations of results fall outside the scope of accreditation. These are based on, inter alia, regulation R962 of Act No. 63 of 1967, SANS 10049, our own extensive field experience, and the auditor's professional expertise. This report may not be reproduced except in full. Extracts can be reproduced only with the express written permission of an FCS signatory.

“QUALITY ASSURANCE IS BUSINESS INSURANCE”

INCORPORATING: MICROBIOLOGICAL LABORATORY SERVICES
MEMBERS: T.G. THOMPSON (MANAGING), H.A. THOMPSON, G. LAWRENCE, S. RIMMEL
TESTS PERFORMED AT: FCS; 55 LOURENS DRIVE, HALFWAY HOUSE, MIDRAND, 1685

Score Summary

Actual Non-Conformance Counts and Scores

| | Minor | Major | Critical |
|--------------------------------|-------|-------|----------|
| Number of non-conformances | 12 | 12 | 11 |
| Points lost | 54 | 120 | 215 |
| Percentage of total score lost | 2.4% | 5.4% | 9.7% |

Visual Cleanliness

| Sub-sections | Weight | Score | % |
|---------------------------------------------------|------------|------------|------------|
| Automatic Ware Washer Visual Cleanliness | 77 | 67 | 87% |
| Manual Wash Visual Cleanliness | 55 | 45 | 81% |
| Kitchen Food Prep Areas Visual Cleanliness | 86 | 66 | 76% |
| Front Servery Food Prep Areas Visual Cleanliness | 106 | 104 | 98% |
| Hot Grill Area Visual Cleanliness | 34 | 29 | 85% |
| Hand Washing Basin Visual Cleanliness | 15 | 10 | 66% |
| Ice Machine Visual Cleanliness | 22 | 12 | 54% |
| Small Refrigerator and Freezer Visual Cleanliness | 31 | 21 | 67% |
| Walk-in Fridge and Freezer Visual Cleanliness | 33 | 23 | 69% |
| Dry Storage Visual Cleanliness | 29 | 19 | 65% |
| Receiving Area Visual Cleanliness | 12 | 2 | 16% |
| Kitchen Refuse Cleaning | 25 | 20 | 80% |
| Main Refuse Area Cleaning | 11 | 6 | 54% |
| Staff Toilets Visual Cleanliness | 82 | 80 | 97% |
| Section Total | 618 | 504 | 81% |

Cleaning Procedures

| Sub-sections | Weight | Score | % |
|-------------------------------------------|------------|------------|------------|
| Automatic Ware Washer Cleaning Procedures | 170 | 165 | 97% |
| Manual Wash Cleaning Procedures | 240 | 225 | 93% |
| Cleaning Equipment | 60 | 55 | 91% |
| Chemical Supply and Distribution | 85 | 70 | 82% |
| Chemical Usage | 60 | 30 | 50% |
| Section Total | 615 | 545 | 88% |

Food Safety

| Sub-sections | Weight | Score | % |
|---------------------------------------------|------------|------------|------------|
| Hand Washing Basin Amenities | 100 | 70 | 70% |
| Staff Hygiene Practices | 106 | 96 | 90% |
| Small Refrigeration Food Safety Practices | 110 | 80 | 72% |
| Dry Storage Food Safety Practices | 55 | 45 | 81% |
| Receiving Area Food Safety | 35 | 25 | 71% |
| Pest Control Practices | 40 | 20 | 50% |
| Food Handling | 140 | 125 | 89% |
| Food Temperature Control | 90 | 60 | 66% |
| Walk-in Refrigeration Food Safety Practices | 135 | 120 | 88% |
| Section Total | 811 | 641 | 79% |

Documentation

| Sub-sections | Weight | Score | % |
|-------------------------|------------|------------|------------|
| Legislated Requirements | 22 | 17 | 77% |
| Frying Oil Control | 15 | 10 | 66% |
| Staff Documentation | 20 | 15 | 75% |
| Temperature records | 55 | 45 | 81% |
| Food Delivery Records | 25 | 25 | 100% |
| Pest Control Records | 15 | 15 | 100% |
| Cleaning Records | 30 | 20 | 66% |
| Section Total | 182 | 147 | 80% |

Overall

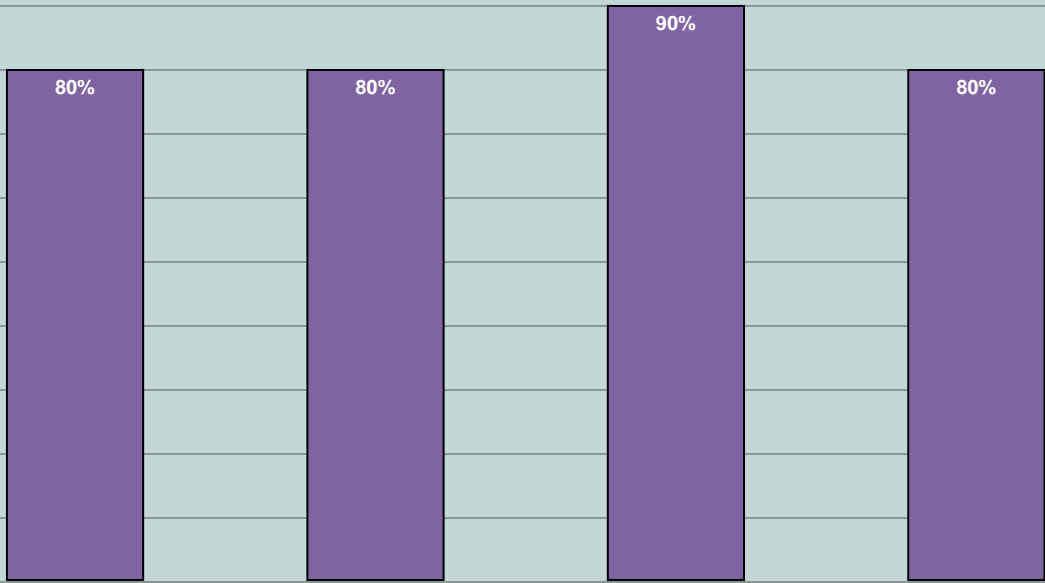
2226 1837 82%

**Example Report at 5 Star Hotels
MICROBIOLOGICAL INDICES**

Symbol

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100%
90%
80%
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30%
20%
10%
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Surface Swabs

Hand Swabs

Food Samples

Overall Mirco Index

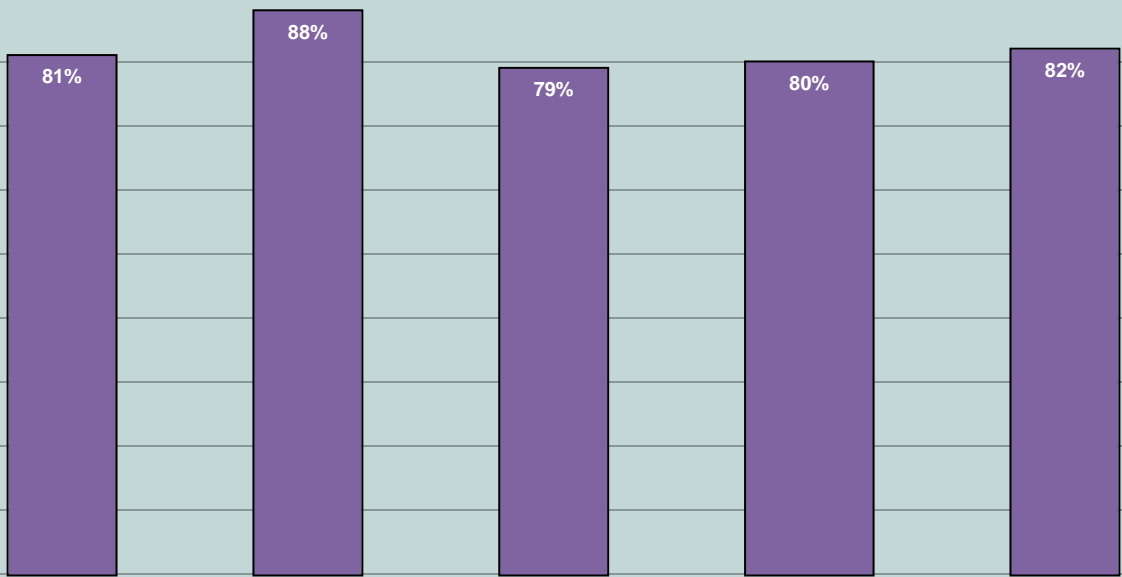
11-Aug-14

**Example Report at 5 Star Hotels
WALKTHROUGH VISUAL INDEX**

Symbol

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Visual Cleanliness

Cleaning Procedures

Food Safety

Documentation

Composite

11-Aug-14

Summary of Non-Conformances

Minor Non-Conformance

Major Non-Conformance

Critical Non-Conformance

Automatic Ware Washer

| # | Department | Section | Comment | Marks |
|---|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-------|
| 1 | Automatic Ware Washer Cleaning Procedures | Glasses must be loaded into glass crates before being placed into the auto washer. This prevents glasses from falling over and breaking in the auto washer. | Glasses were washed in normal flat crates. | 5 |
| 2 | Automatic Ware Washer Visual Cleanliness | The interior of the automatic washer must be kept clean, including the washer arms. | The interior of the machine was dirty. | 10 |

Manual Wash Up Area

| # | Department | Section | Comment | Marks |
|---|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------|
| 3 | Manual Wash Cleaning Procedures | The wash water must be maintained at 45.0°C or above, if there is no wash water, this point is penalised. Allow 1°C variation. | null | 15 |
| 4 | Manual Wash Visual Cleanliness | ALL shelves used for clean manual wash items must be kept clean. | The shelves in the scullery were too dirty. | 10 |

Kitchen Food Prep Areas

| # | Department | Section | Comment | Marks |
|---|--------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------|-------|
| 5 | Kitchen Food Prep Areas Visual Cleanliness | All food contact equipment in food preparation areas must be dismantled and cleaned and sanitised correctly. | The upper areas of the mixer were dirty. | 20 |

Front Servery Food Prep Areas

| # | Department | Section | Comment | Marks |
|---|--------------------------------------------------|------------------------------------------------------------------------|----------------------------------------|-------|
| 6 | Front Servery Food Prep Areas Visual Cleanliness | All table legs and support structures in serveries must be kept clean. | The support structures were too dirty. | 2 |

Hot Grill Areas

| # | Department | Section | Comment | Marks |
|---|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------|
| 7 | Hot Grill Area Visual Cleanliness | Cooking equipment including gas burners, griddles, flat tops and ovens must be free of excessive grease and dirt. No flaking carbon is allowed. | The cookers had excessive flaking carbon. | 5 |

Hand Washing Basin

| # | Department | Section | Comment | Marks |
|---|---------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------|-------|
| 8 | Hand Washing Basin Amenities | Hand washing soap must be available at each hand washing basin. | The soap dispenser was empty no soap was available. | 30 |
| 9 | Hand Washing Basin Visual Cleanliness | The taps to the hand washing basin must be kept clean and sanitary. | The taps were too dirty. | 5 |

Staff Hygiene

| # | Department | Section | Comment | Marks |
|----|-------------------------|-----------------------------------------------------------------------------|------------------------------------|-------|
| 10 | Staff Hygiene Practices | Staff members must keep their finger nails short and free from nail polish. | A few staff had long finger nails. | 10 |

Ice Machines

| # | Department | Section | Comment | Marks |
|----|--------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------|-------|
| 11 | Ice Machine Visual Cleanliness | The interior of the ice machine must be kept visibly clean and free from dirt build up. | The inside of the door was too dirty. | 10 |

| Refrigeration | | | | |
|---------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-------|
| # | Department | Section | Comment | Marks |
| 12 | Walk-in Refrigeration Food Safety Practices | No expired foods can be present in any fridges and freezers. Expired foods awaiting return to supplier must be clearly marked as such. | Several expired foods were seen. | 15 |
| 13 | Small Refrigeration Food Safety Practices | Raw unprocessed foods in all fridges and freezers must be well segregated from ready to eat (RTE) foods. All raw meats (chicken, beef, lamb, pork and fish) must be completely separated from any RTE foods. Raw meats MUST be stored below all other foods. Raw unwashed vegetables must also be kept separate from RTE foods. | Several raw foods were either stored above or next to RTE foods. | 30 |
| 14 | Walk-in Fridge and Freezer Visual Cleanliness | All shelves in walk in fridges and freezers must be clean and free from visible dirt. | Food residue was noted on the shelves. | 10 |
| 15 | Small Refrigerator and Freezer Visual Cleanliness | All shelves in small fridges and freezers must be clean and free from visible dirt. | The shelves were too dirty. | 10 |

| Dry Food Storage | | | | |
|------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------|
| # | Department | Section | Comment | Marks |
| 16 | Dry Storage Food Safety Practices | All dry goods, whether stored in a dry store or production area, must be kept closed. Sealable containers are preferred, but if stored in a packet, it must well sealed or closed. | Open dry goods were noted in the dry store. | 10 |
| 17 | Dry Storage Visual Cleanliness | All shelves in the dry store must be kept clean and free from dirt and food spillages. | Food residue was noted on the shelves. | 10 |

| Receiving Area | | | | |
|----------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-------|
| # | Department | Section | Comment | Marks |
| 18 | Receiving Area Food Safety | All received foods (perishable and non perishable) must have a batch code and or a best before code. Foods with no codes should be returned, or if not possible, the receiving date must be written onto the foods packaging. | Various non perishable received foods had no date codes. | 10 |
| 19 | Receiving Area Visual Cleanliness | The scales used exclusively for the receiving of foods must be clean and free from dirt build up. | The receiving scale was too dirty. | 10 |

| General Cleaning | | | | |
|------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------|
| # | Department | Section | Comment | Marks |
| 20 | Chemical Usage | An appropriate sanitiser must be evenly sprayed across the cleaned area to ensure that the entire area is covered with a fine mist of the sanitiser. | No sanitiser step is was place. | 15 |
| 21 | Chemical Usage | The sanitiser must be left for a suitable contact time to be able to kill the germs. This is usually between 3 and 5 minutes. This is an auto penalty if no sanitiser step is in place, or if the sanitiser is not sprayed. | No sanitiser step is in place. | 15 |
| 22 | Chemical Supply and Distribution | The sanitiser used, must be diluted and available for use in a spray bottle. Sanitisers in buckets ONLY, are not acceptable. | Sanitisers were only in use in buckets. | 15 |
| 23 | Cleaning Equipment | All spray bottles and other chemical containers/ buckets must be kept clean and free from visible dirt. | Spray bottles were too dirty. | 5 |

| Refuse Accumulation | | | | |
|---------------------|------------|---------|---------|-------|
| # | Department | Section | Comment | Marks |

| | | | | |
|----|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|---|
| 24 | Main Refuse Area Cleaning | All main refuse area skips and bins must not be overflowing, and the lids to the skips and bins must be kept closed. This only applies to bins with food refuse. | Food refuse bins were too full and could not be closed. | 5 |
| 25 | Kitchen Refuse Cleaning | All kitchen bins should be emptied before they start overflowing. | The bins were emptied correctly. | 5 |

Staff Toilets

| # | Department | Section | Comment | Marks |
|----|----------------------------------|-------------------------------------------------------------|-------------------------------------------|-------|
| 26 | Staff Toilets Visual Cleanliness | Hard to reach areas in the change rooms must be kept clean. | Hard to reach floor areas were too dirty. | 2 |

Pest Control

| # | Department | Section | Comment | Marks |
|----|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|-------|
| 27 | Pest Control Practices | No live vermin or pests (including but not limited to insects, rodents, birds and cats) should be present in food preparation areas. | Cockroaches were noted. | 15 |
| 28 | Pest Control Practices | Any evidence of pests (e.g. droppings, dead pests, excluding the fly trap) is an indication of possible pest control problems and should be addressed. If point 1 above has been penalised this is an automatic penalty. | Dead insects were noted in the light covers. | 5 |

General Food Safety Practices

| # | Department | Section | Comment | Marks |
|----|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-------|
| 29 | Food Temperature Control | No high-risk foods should have a core temperature between 20°C and 45°C. Allow 1°C variation. | null | 30 |
| 30 | Food Handling | No high risk perishable foods should be left out unheated or unrefrigerated, unless the foods are being prepared OR hot foods initially cooled, or frozen foods defrosted. If foods are being cooled or defrosted, then this point will not be applicable. | High-risk (product) was left out unheated or unrefrigerated for an extended period of time. | 15 |

Food Safety Documentation

| # | Department | Section | Comment | Marks |
|----|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------|
| 31 | Cleaning Records | Detailed cleaning checklists must be available and conducted at least weekly to ensure that the kitchen is cleaned as per the master cleaning schedule, and that all these areas are acceptably clean. | No cleaning checklists were noted. | 10 |
| 32 | Temperature records | The temperatures of each and every fridge and freezer used to hold food must be measured for temperature at least twice a day (morning and noon). The digital thermometer must be used for this purpose, and temperatures must be accurately recorded. | Various fridges did not have any records. | 10 |
| 33 | Staff Documentation | Staff hygiene checklists need to be kept on at least a weekly basis, whereby each staff member is inspected for personal hygiene and PPE requirements, and records are kept. | No staff hygiene checklists were available. | 5 |
| 34 | Frying Oil Control | Records need to be kept of when the oil has been changed and if the test kits are used, the result thereof. | No records were noted. | 5 |
| 35 | Legislated Requirements | An extraction hood cleaning certificate must be available for the kitchen extraction system, and the certificate must not be expired. | No certificate could be found. | 5 |

Audit Photographs



Automatic Ware Washer

Automatic Ware Washer Visual Cleanliness - The interior of the automatic washer must be kept clean, including the washer arms.

Comment

The interior of the machine was dirty.



Automatic Ware Washer

Automatic Ware Washer Cleaning Procedures - Glasses must be loaded into glass crates before being placed into the auto washer. This prevents glasses from falling over and breaking in the auto washer.

Comment

Glasses were washed in normal flat crates.



Manual Wash Up Area

Manual Wash Visual Cleanliness - ALL shelves used for clean manual wash items must be kept clean.

Comment

The shelves in the scullery were too dirty.



Kitchen Food Prep Areas

Kitchen Food Prep Areas Visual Cleanliness - All food contact equipment in food preparation areas must be dismantled and cleaned and sanitised correctly.

Comment

The upper areas of the mixer were dirty.



Hot Grill Areas

Hot Grill Area Visual Cleanliness - Cooking equipment including gas burners, griddles, flat tops and ovens must be free of excessive grease and dirt. No flaking carbon is allowed.

Comment

The cookers had excessive flaking carbon.

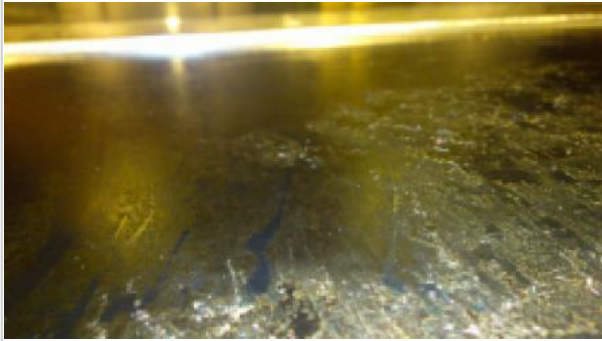


Hand Washing Basin

Hand Washing Basin Visual Cleanliness - The taps to the hand washing basin must be kept clean and sanitary.

Comment

The taps were too dirty.





Refrigeration

Small Refrigerator and Freezer Visual Cleanliness - All shelves in small fridges and freezers must be clean and free from visible dirt.

Comment

The shelves were too dirty.















Automatic Ware Washer

| Automatic Ware Washer Visual Cleanliness | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The exterior of the automatic washer machine and the handle must be kept clean. | 2 |  | | The exterior and handle were visually clean. |
| The interior of the automatic washer must be kept clean, including the washer arms. | 10 | |  | The interior of the machine was dirty. |
| The interior of the automatic ware washer must be kept free of scale build up. | 2 |  | | No lime-scale build-up was noted. |
| The dirty goods receiving tables and shelves in the auto washer area must be kept free of excessive dirt and dirty items build up. Working dirt allowed. | 2 |  | | The dirty goods receiving area was neat and clean. |
| The prewash spray handle, taps and basins in the auto washer area must be kept clean. | 5 |  | | The prewash area was visibly clean. |
| The exit tables/ areas of the auto washer must be kept clean and sanitised. | 10 |  | | The exit tables were clean. |
| All legs and support structures to the auto washer and associated tables must be clean. | 2 |  | | All legs and supports were clean. |
| All shelves used for the storage of clean crockery, cutlery and glassware must be clean. This includes shelves in the kitchen, store area, pass shelves and plate warmers. | 10 |  | | All shelves used for clean items were clean. |
| All containers used for the storage of clean cutlery must be kept clean. | 10 |  | | Cutlery containers were clean. |
| The washing crates for the auto washer must be kept clean and free of dirt build up. | 10 |  | | Washing crates were clean. |
| The floors ONLY (not grouting, cracks etc.) in the auto wash areas must be kept clean. | 2 |  | | Floor areas were clean. |
| Floor drains in the auto washer area must be kept clean and free of blockages. | 2 |  | | Floor drains were clean. |
| Walls in the auto washer area must be kept clean. | 2 |  | | General walls were clean. |
| Ceilings in the auto washer area must be kept clean. | 2 |  | | Ceiling areas were clean. |
| Lights in the auto washer area must be kept clean and free of dead insects. | 2 |  | | Lights were clean. |
| All hard to reach areas in the auto washer area, including drain pipes and chemical containers must be kept clean. | 2 |  | | All hard to reach areas were clean. |
| All grouting, holes, cracks and chips in the auto wash areas must be kept clean and free of dirt build up. | 2 |  | | Floor grouting was clean. |

Automatic Ware Washer Cleaning Procedures

| | Marks | Conforms | Non-conformance | Comment |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------------------------|
| The correct auto washer detergent must be available. | 15 | ✔ | | Auto detergent was available. |
| The correct auto washer rinse agent must be available. | 10 | ✔ | | Auto rinse agent was available. |
| The detergent and rinse agent must be dispensed into the auto washer. | 15 | ✔ | | Chemicals were correctly dispensed into the machine. |
| All dirty items must be pre-washed before being placed into the machine using the prewash spray or basin. There should be no excessive build up of food residue in the machine. | 10 | ✔ | | The correct prewashing practices were noted. |
| The wash tank must be kept clean and the wash water replenished at least after each shift. | 10 | ✔ | | The wash tank was clean. |
| All plates and bowls must be correctly loaded into the wash crates so as to ensure effective washing. Plates must be spaced, no items must be on top of each other. | 10 | ✔ | | Plates and bowls were correctly loaded. |
| Glasses must be loaded into glass crates before being placed into the auto washer. This prevents glasses from falling over and breaking in the auto washer. | 5 | | ✘ | Glasses were washed in normal flat crates. |
| Cutlery must be correctly loaded into cutlery baskets before being placed into the auto washer. | 10 | ✔ | | Cutlery was loaded into cutlery baskets when washed in the machine. |
| All items washed through the auto washer must be visibly clean once having exited the machine. All items must be stored visibly clean in all areas. | 15 | ✔ | | All inspected items were visually clean through the machine and stored clean. |
| All items washed through the auto washer must dry correctly after exiting the machine. Water must not form droplets, and should run off and evaporate after the items have exited the machine. | 10 | ✔ | | Items run through the machine dried correctly upon exit. |
| Clean crockery, cutlery and glassware must be stored dry, and all shelves must be dry and free of any water build up. | 10 | ✔ | | All clean items were stored dry and all shelves were dry too. |
| All hollow glassware and crockery must be stored upside down to ensure drainage and prevent water build up. | 10 | ✔ | | All hollow items were stored upside down. |
| Clean crockery, cutlery and glassware must be stored off of the floor. | 15 | ✔ | | No clean items were stored on the floor. |
| All washing crates must be stored off the floor and away from potential contamination. | 10 | ✔ | | No washing crates were stored on the floor. |
| There must be no possibility of any additional cross contamination of clean items (excluding the points above). | 15 | ✔ | | No possibility of cross contamination was noted. |

Manual Wash Up Area

| Manual Wash Visual Cleanliness | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The dirty goods receiving tables and shelves in the manual wash area must be kept free of excessive dirt and dirty items build up. Working dirt allowed. | 2 |  | | The shelves were clean. |
| The manual wash basins in the manual wash area must be kept clean and free of dirt, unless obviously in use. | 2 |  | | The basins were clean. |
| All taps in the manual wash area must be kept clean. | 5 |  | | The taps were clean. |
| The table legs and support structures in the manual wash area must be kept clean. | 2 |  | | Table legs and supports were clean. |
| ALL shelves used for clean manual wash items must be kept clean. | 10 | |  | The shelves in the scullery were too dirty. |
| The rack or shelves used for storing the nylon cutting boards must be kept clean. | 10 |  | | The cutting board racks and shelves were clean. |
| All items that have been washed and rinsed must be visibly clean and free from dirt and grease build up. | 10 |  | | All clean items stored were visibly clean. |
| The floors ONLY (not grouting, cracks etc.) in the manual wash areas must be kept clean. | 2 |  | | The floors were clean. |
| The floor drains in the manual wash area must be kept clean and free of blockages. | 2 |  | | The floor drains were clean and free of blockages. |
| The general wall areas in the manual wash area must be kept clean. | 2 |  | | The walls were clean. |
| The ceilings in the manual wash area must be kept clean. | 2 |  | | Ceiling areas were clean. |
| The lights and/ or light covers in the manual wash area must be kept clean, and free from dead insects. | 2 |  | | The lights were clean. |
| The hard to reach areas and drain pipes in the manual wash area must be kept clean. | 2 |  | | All hard to reach areas were clean. |
| All grouting, holes, cracks and chips in the manual wash areas must be kept clean and free of dirt build up. | 2 |  | | The floor grouting was clean. |

| Manual Wash Cleaning Procedures | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All items must be washed in a filled wash basin. Items must not be washed under running water. | 10 | ✓ | | Items are washed in a wash basin. |
| The wash water must be maintained at 45.0°C or above, if there is no wash water, this point is penalised. Allow 1°C variation. | 15 | | ✗ | null |
| An appropriate detergent must be added to the wash water. | 15 | ✓ | | A detergent was added to the wash water. |
| The dosage of the detergent must be correctly controlled. If no detergent is used, this point is penalised. | 10 | ✓ | | The dosage of the detergent was correctly controlled. |
| All items must be rinsed in a filled rinse basin. | 10 | ✓ | | Items were rinsed in a filled rinse basin. |
| The rinse water must be maintained at 45°C or above, if there is no rinse water, this point is penalised. Allow 1°C variation. | 15 | ✓ | | null |
| A heat stable sanitiser must be added to the rinse water, preferably a QAC sanitiser. If there is no rinse water, this point is penalised. | 15 | ✓ | | The rinse water was dosed with a sanitiser. |
| The dosage of the sanitiser must be correctly controlled. If there is no rinse water, this point is penalised. | 10 | ✓ | | The dosage of the sanitiser was correctly controlled. |
| Nylon cutting boards must be scrubbed with a nylon bristled brush. | 15 | ✓ | | The cutting boards were scrubbed with a nylon bristled brush. |
| Detergent must be used when scrubbing the nylon cutting boards. | 15 | ✓ | | A detergent was used to clean the cutting boards. |
| Nylon cutting boards must be sanitised correctly after each cleaning, either by spraying them with a sanitiser, soaking them in a sanitiser or putting them through an auto dishwasher. | 15 | ✓ | | The nylon cutting boards were correctly sanitised. |
| The concentration of the sanitiser used for the nylon cutting boards (spray or soaking) must be controlled. If a non heat stable sanitiser is used, the solution must not be hot. If there is no sanitiser step at all, then this point is automatically penalised. | 10 | ✓ | | The dilution of the sanitiser was correctly controlled. |
| If the nylon cutting boards are soaked in a sanitiser, the sanitiser must be kept clean, and the cutting boards correctly submerged in the sanitiser. If there is no sanitiser step at all, then this point is automatically penalised. | 10 | ✓ | | The sanitiser solution was clean and cutting boards were submerged in the solution. |
| Nylon cutting boards must be correctly stored, either upright in a rack (not touching each other), or left in the sanitiser until used. Nylon cutting boards must not be stored on surfaces awaiting use, and cannot be stored in a pile! | 10 | ✓ | | The cutting boards were correctly stored. |
| All cleaned manual wash items must be correctly dried, and must not be stored wet. There must be no water build up on the shelves. | 10 | ✓ | | All items were stored dry. |
| All hollow manual wash items must be stored upside down to prevent contamination and water build up. | 10 | ✓ | | The hollow items were stored upside down. |
| Smalls, including knives, must be correctly stored, either hung up dry, stored in a clean dry container or stored in a clean sanitiser. If smalls are put into a container wet, the container must be perforated. | 10 | ✓ | | Smalls were correctly stored. |
| All manual wash items must be free from excessive carbon build up. The majority of any type of item must be free of carbon build up. Pot bases are allowed moderate carbon build up. | 5 | ✓ | | The items were free from excessive carbon build up. |
| All clean manual wash items must be stored off of the floor. | 15 | ✓ | | No clean items were stored on the floor. |
| There must be no possibility of any additional cross contamination of clean manual wash items (excluding the points above). | 15 | ✓ | | No other possibility of cross contamination was noted. |

Kitchen Food Prep Areas

| Kitchen Food Prep Areas Visual Cleanliness | | | | |
|-----------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All food contact equipment in food preparation areas must be dismantled and cleaned and sanitised correctly. | 20 | | ✘ | The upper areas of the mixer were dirty. |
| All food preparation surfaces in food preparation areas must be kept clean when not in use. | 15 | ✔ | | The surfaces were clean. |
| All food preparation basins and taps to the basins, must be kept clean and sanitary when not in use. | 10 | ✔ | | The basins and taps were clean. |
| All shelves in food preparation areas must be kept clean. | 10 | ✔ | | The shelves were clean. |
| All table legs and support structures in food preparation areas must be kept clean. | 2 | ✔ | | The table legs and supports were clean. |
| The floors ONLY (not grouting, cracks etc) in food preparation areas must be kept clean. | 2 | ✔ | | The floors were clean. |
| All grouting, holes, cracks and chips in the food preparation areas must be kept clean and free of dirt build up. | 2 | ✔ | | Floor grouting was clean. |
| The floor drains in food preparation areas must be kept clean and free from blockages. | 2 | ✔ | | The floor drains were clean and free from blockages. |
| Walls in food preparation areas must be kept clean. | 2 | ✔ | | The walls were clean. |
| Wall grouting in the food preparation areas must be free from physical dirt build up. Staining of the grouting is OK. | 2 | ✔ | | The wall grouting was clean. |
| Ceilings in food preparation areas must be kept clean. | 2 | ✔ | | Ceiling areas were clean. |
| Lights in food preparation areas must be kept clean and free of dead insects. | 2 | ✔ | | The lights were clean. |
| Windows and window sills in food preparation areas must be kept clean. | 2 | ✔ | | The windows and sills were clean. |
| Any air vents, aircon units or fans in food preparation areas must be kept clean. | 2 | ✔ | | The air vents were clean. |
| Electrical switches and plugs in food preparation areas must be kept clean. | 5 | ✔ | | The electrical plugs and switches were clean. |
| All signs on the walls must be kept clean. | 2 | ✔ | | The wall signs were clean. |
| Any doors, doorways and or plastic curtains must be kept clean. | 2 | ✔ | | The doors and doorways were clean. |
| All hard to reach areas must be kept clean. | 2 | ✔ | | All hard to reach areas were clean. |

Front Servery Food Prep Areas






| Front Servery Food Prep Areas Visual Cleanliness | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All food contact equipment in serveries must be dismantled and cleaned and sanitised correctly. | 20 |  | | The food contact equipment was clean. |
| All food preparation surfaces in serveries must be kept clean when not in use. | 15 |  | | The surfaces were clean. |
| All food preparation basins must be kept clean and sanitary when not in use. | 10 |  | | The basins and taps were clean. |
| All shelves in serveries must be kept clean. | 10 |  | | The shelves were clean. |
| All table legs and support structures in serveries must be kept clean. | 2 | |  | The support structures were too dirty. |
| The floors ONLY (not grouting, cracks etc.) in servery areas must be kept clean. | 2 |  | | The floors were clean. |
| All Floor grouting, holes, cracks and chips in the servery areas must be kept clean and free of dirt build up. | 2 |  | | Floor grouting was clean. |
| The floor drains in serveries must be kept clean and free from blockages. | 2 |  | | The floor drains were clean and free from blockages. |
| Walls in serveries must be kept clean. | 2 |  | | The walls were clean. |
| Wall grouting in the food preparation areas must be free from physical dirt build up. Staining of the grouting is OK. | 2 |  | | The wall grouting was clean. |
| Ceilings in serveries must be kept clean. | 2 |  | | Ceiling areas were clean. |
| Lights in serveries must be kept clean and free of dead insects. | 2 |  | | Lights were clean. |
| Windows and window sills in serveries must be kept clean. | 2 |  | | The windows and sills were clean. |
| Any air vents, aircon units or fans in serveries must be kept clean. | 2 |  | | The air vents were clean. |
| Electrical switches and plugs in serveries must be kept clean. | 5 |  | | The electrical plugs and switches were clean. |
| All signs on the walls in serveries must be kept clean. | 2 |  | | The wall signs were clean. |
| Any doors, doorways and or plastic curtains in serveries must be kept clean. | 2 |  | | The doors and doorways were clean. |
| All hard to reach areas in serveries must be kept clean. These are usually hard to reach floors and walls beneath equipment and tables. | 2 |  | | All hard to reach areas were clean. |
| Hot food servery equipment in serveries such as warmers, bain maries and hot tops must be kept clean. | 10 |  | | The hot food servery equipment was clean. |
| Cold food servery equipment in serveries must be kept clean. | 10 |  | | The cold food servery equipment was clean. |

Hot Grill Areas













| Hot Grill Area Visual Cleanliness | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|---------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The extractor hood must be kept clean. A thin clear film of working grease is acceptable. Black discoloured grease and or dripping grease is not acceptable. | 2 | ✔ | | The extractor hood was acceptably clean. |
| The filters must be kept clean of dark grease deposits. A thin film of clear or slightly discoloured grease is acceptable. | 2 | ✔ | | The filters were acceptably clean. |
| Lights in the extractor hood must be kept clean and free from grease build up, dead insects and debris. A thin clear film of working grease is acceptable. | 2 | ✔ | | The lights in the extractor hood were acceptably clean. |
| The grease traps must be cleaned regularly and should be no more than 25% full. | 2 | ✔ | | The grease traps were acceptably clean. |
| Cooking equipment including gas burners, griddles, flat tops and ovens must be free of excessive grease and dirt. No flaking carbon is allowed. | 5 | | ✘ | The cookers had excessive flaking carbon. |
| All support structures and hard to reach areas of the cooking equipment such as legs, cross bars, lower shelves etc., must be kept clean. | 2 | ✔ | | Hard to reach areas of the cooking equipment was clean. |
| All food warming equipment at the grill such as bain maries and warmers must be kept clean and free from carbon and scale build up. | 10 | ✔ | | The food warming equipment was clean. |
| All piped services as electrical cords, water and gas pipes must be kept free from excessive grease and dirt build up. Working dirt and clear grease is acceptable. | 2 | ✔ | | All piped services were clean. |
| Hard to reach areas of the cooking range must be kept clean. Working dirt is acceptable. | 2 | ✔ | | All hard to reach areas were clean. |
| Fryers must be drained and cleaned daily, and fryers must be free from carbon build up. | 5 | ✔ | | The fryers were clean. |

Hand Washing Basin




| Hand Washing Basin Visual Cleanliness | | | | |
|------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The hand washing basin should be kept clean and sanitary and should not have any food residue in or on it. | 5 |  | | The hand washing basin was clean. |
| The taps to the hand washing basin must be kept clean and sanitary. | 5 | |  | The taps were too dirty. |
| All soap and sanitiser dispensers must be kept clean and sanitary. | 5 |  | | All dispensers were clean. |

| Hand Washing Basin Amenities | | | | |
|-----------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| Hand washing soap must be available at each hand washing basin. | 30 | |  | The soap dispenser was empty no soap was available. |
| Each hand washing basin must have hand drying facilities in the form of disposable paper towel or a hand dryer. | 30 |  | | Hand drying facilities were available. |
| Hand sanitiser must be available at each hand washing basin, and servery areas with no hand washing basins. | 20 |  | | Hand sanitiser was available. |
| If disposable paper towel is used for hand drying, then a bin must be available for disposing the paper towel. | 15 |  | | A paper towel bin was available. |
| Each hand washing basin must have signs to encourage staff to wash their hands. | 5 |  | | Hand washing signs were available at each hand washing basin. |







Staff Hygiene

| Staff Hygiene Practices | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| Staff must wear suitable protective uniforms, with at least a full length apron worn by any staff working with food. | 10 |  | | The correct uniforms/ aprons were worn. |
| Staff uniforms must be kept clean. Working dirt is allowable, old dirt build up is not acceptable. | 10 |  | | Uniforms were acceptably clean. |
| Uniforms must be laundered by the facilities and staff must not launder the uniforms themselves. | 2 |  | | The uniforms were correctly laundered. |
| All staff must wear the correct safety shoes, clogs and or boots. | 2 |  | | The correct safety shoes were worn. |
| All staff with head and or facial hair must wear appropriate head and or beard covering to prevent hair from falling into the food. Hair sticking out of coverings is not acceptable. | 10 |  | | The correct hair covering was worn. |
| Staff members must keep their finger nails short and free from nail polish. | 10 | |  | A few staff had long finger nails. |
| Staff members must not wear any jewellery except for a plain wedding band and ear studs. | 5 |  | | No jewellery was worn. |
| One staff member is selected at random and assessed if they wash their hands correctly. | 20 |  | | Staff were washing their hands correctly. |
| Staff members must wash their hands between tasks that could cause cross contamination. | 20 |  | | Staff members were washing their hands at the correct intervals. |
| No clothing should be kept in food production or storage areas. | 2 |  | | No clothing was noted in food production areas. |
| Staff must not eat, drink or smoke in the kitchen or storage areas. | 5 |  | | No eating drinking or smoking was noted in the kitchen areas. |
| Any open wounds must be correctly dressed and covered. | 10 |  | | No open wounds were noted. |

Ice Machines

| Ice Machine Visual Cleanliness | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The general areas in and around the ice machine, as well as the exterior of the ice machine must be visibly clean and free from dirt build up. | 2 |  | | Ice machine areas were visibly clean. |
| The interior of the ice machine must be kept visibly clean and free from dirt build up. | 10 | |  | The inside of the door was too dirty. |
| The ice scoop must be visibly clean and free from dirt build up, and stored away from any contamination. The scoop should preferably be kept in a sanitiser, or hung up on the side of the ice machine. The ice scoop must not be left on top of the ice machine. | 10 |  | | The ice scoop was clean and correctly stored. |

Refrigeration

| Small Refrigerator and Freezer Visual Cleanliness | | | | |
|----------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| Both interior and exterior of small fridge and freezer doors must be kept clean and free from visible dirt build up. | 2 |  | | The doors were clean. |
| Door seals of small fridge and freezers must be kept clean and free from visible dirt residue. | 2 |  | | The door seals were clean. |
| Door handles of small fridge and freezers must be kept clean and free of visible dirt and grease build up. | 5 |  | | The door handles were clean. |
| The interior surfaces of the small fridges and freezers must be kept clean and free of visible dirt. | 10 |  | | The refrigerator interiors were clean. |
| All shelves in small fridges and freezers must be clean and free from visible dirt. | 10 | |  | The shelves were too dirty. |
| The cooling units and fan covers of small fridge and freezers must be kept clean and defrosted. | 2 |  | | The cooling units and fan covers were clean. |

Walk-in Fridge and Freezer Visual Cleanliness

| | Marks | Conforms | Non-conformance | Comment |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|----------------------------------------------|
| Both interior and exterior of walk in fridge and freezer doors must be kept clean and free from visible dirt build up. | 2 | ✓ | | The doors were clean. |
| Door seals of walk in fridges must be kept clean and free from visible dirt residue. | 2 | ✓ | | The door seals were clean. |
| Door handles must be kept clean and free of visible dirt and grease build up. | 5 | ✓ | | The door handles were clean. |
| All shelves in walk in fridges and freezers must be clean and free from visible dirt. | 10 | | ✗ | Food residue was noted on the shelves. |
| The cooling units and fan covers of walk in fridges must be kept clean and defrosted. | 2 | ✓ | | The cooling units and fan covers were clean. |
| The floors and grouting in the walk in fridges and freezers must be kept clean and free from dirt build up. | 2 | ✓ | | The floors were clean. |
| All hard to reach areas of walk in fridges (mostly floors beneath the shelves, and walls behind shelves), must be kept clean and free from dirt build up. | 2 | ✓ | | All hard to reach areas were clean. |
| General walls of walk in fridges which are easy to reach must be kept clean and free from dirt build up. | 2 | ✓ | | General walls were clean. |
| The ceilings in the walk in fridges must be kept clean and free from dirt build up. | 2 | ✓ | | Ceiling areas were clean. |
| All light bulbs in the walk in fridges must be kept clean and free from dirt build up. | 2 | ✓ | | The lights were clean. |
| All plastic and air curtains of walk in fridges must be kept clean and free from dirt build up. | 2 | ✓ | | The curtains were clean. |










Small Refrigeration Food Safety Practices

| | Marks | Conforms | Non-conformance | Comment |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|------------------------------------------------------------------|
| No foods should be stored in opened tins. Once a tin is opened, all the contents should be transferred to a suitable food storage container. | 15 | | | No open tins were noted. |
| Raw unprocessed foods in all fridges and freezers must be well segregated from ready to eat (RTE) foods. All raw meats (chicken, beef, lamb, pork and fish) must be completely separated from any RTE foods. Raw meats MUST be stored below all other foods. Raw unwashed vegetables must also be kept separate from RTE foods. | 30 | | | Several raw foods were either stored above or next to RTE foods. |
| ALL prepared foods stored in fridges and freezers must be covered. The only foods which don't have to be covered are raw whole unprocessed fruit and vegetables. Bulk foods being cooled must be left uncovered, but must be clearly marked as such. | 20 | | | All foods were correctly covered. |
| All food containers in fridges and freezers must be kept clean and free from dirt and food residue build up. This includes supplier foods and prepared food containers. | 10 | | | All food containers were clean. |
| All food containers in fridges and freezers must be in a good physical condition, and free from general damage. This includes supplier foods and prepared food containers, as well as boxes in the freezer. | 10 | | | All food containers were in a good physical condition. |
| NO boxes should be used for the storage of foods in ANY fridges, except for foods that are easily damaged and need to remain in their original boxes. (e.g. Mushrooms, peaches etc.) All foods must be decanted to suitable plastic or stainless steel containers. Boxed foods in freezers are acceptable. | 10 | | | No unnecessary boxes were used to store foods. |
| No expired foods can be present in any fridges and freezers. Expired foods awaiting return to supplier must be clearly marked as such. | 15 | | | No expired foods were noted. |










Walk-in Refrigeration Food Safety Practices

| | Marks | Conforms | Non-conformance | Comment |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|--------------------------------------------------------|
| No foods should be stored in opened tins. Once a tin is opened, all the contents should be transferred to a suitable food storage container. | 15 | ✔ | | No open tins were noted. |
| Raw unprocessed foods in all fridges and freezers must be well segregated from ready to eat (RTE) foods. All raw meats (chicken, beef, lamb, pork and fish) must be completely separated from any RTE foods. Raw meats MUST be stored below all other foods. Raw unwashed vegetables must also be kept separate from RTE foods. | 30 | ✔ | | All foods were correctly segregated. |
| ALL prepared foods stored in fridges and freezers must be covered. The only foods which don't have to be covered are raw whole unprocessed fruit and vegetables. Bulk foods being cooled must be left uncovered, but must be clearly marked as such. | 20 | ✔ | | All foods were correctly covered. |
| All foods stored in fridges and freezers must be stored off the floor, except for a few large bins with handles that are easy to move. | 15 | ✔ | | No foods were stored on the floors. |
| All food containers in fridges and freezers must be kept clean and free from dirt and food residue build up. This includes supplier foods and prepared food containers. | 10 | ✔ | | All food containers were clean. |
| All food containers in fridges and freezers must be in a good physical condition, and free from general damage. This includes supplier foods and prepared food containers, as well as boxes in the freezer. | 10 | ✔ | | All food containers were in a good physical condition. |
| NO boxes should be used for the storage of foods in ANY fridges, except for foods that are easily damaged and need to remain in their original boxes. (e.g. Mushrooms, peaches etc.) All foods must be decanted to suitable plastic or stainless steel containers. Boxed foods in freezers are acceptable. | 10 | ✔ | | No unnecessary boxes were used to store foods. |
| No expired foods can be present in any fridges and freezers. Expired foods awaiting return to supplier must be clearly marked as such. | 15 | | ✘ | Several expired foods were seen. |
| Fridges and freezers must not be overstocked so as to hamper proper air circulation. No stacking from the floor to the ceiling! | 10 | ✔ | | Walk in refrigerators were not over stocked. |



Dry Food Storage




| Dry Storage Visual Cleanliness | | | | |
|---------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The doors to the dry store must be kept clean and free from dirt build up, this includes security doors. | 2 |  | | The doors were clean. |
| The handles to the doors and security doors of the dry store must be kept clean and free from dirt build up. | 5 |  | | The door handles were clean. |
| The floors and floor grouting in the dry store must be kept clean and free from dirt build up. | 2 |  | | The floors were clean. |
| All general easy to reach walls and light switches in the dry store must be kept clean and free from dirt build up. | 2 |  | | The walls were clean. |
| All ceilings in the dry store must be kept clean and free from dirt build up. | 2 |  | | Ceiling areas were clean. |
| All ventilation units in the dry store must be kept clean. | 2 |  | | The ventilation units were clean. |
| The lights to the dry store must be kept clean and free from dead insects. | 2 |  | | Lights were clean. |
| All shelves in the dry store must be kept clean and free from dirt and food spillages. | 10 | |  | Food residue was noted on the shelves. |
| All hard to reach walls, floors and skirting in the dry store must be kept clean and free from dirt build up. | 2 |  | | All hard to reach areas were clean. |

Dry Storage Food Safety Practices










| | Marks | Conforms | Non-conformance | Comment |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| All dry goods, whether stored in a dry store or production area, must be kept closed. Sealable containers are preferred, but if stored in a packet, it must well sealed or closed. | 10 | |  | Open dry goods were noted in the dry store. |
| No dry goods should be expired in the kitchen unless clearly indicated as such and stored separately. | 5 |  | | No expired goods were noted. |
| All foods must be stored away from any potential sources of microbiological, physical and chemical cross contamination. As such, foods should generally be stored away from non foods, chemicals and equipment unless there is no risk of cross contamination. | 5 |  | | Foods were correctly stored away from potential sources of cross contamination. |
| All dry goods must be stored off of the floor, with the exception of a few large bin containers. | 5 |  | | No foods were stored on the floor. |
| No foods requiring refrigeration should be stored in the dry store or other areas. All sauces which require refrigeration once opened must be placed in the fridge. | 10 |  | | No goods requiring refrigeration were stored in dry storage areas. |
| All dry goods storage containers must be kept clean and free from dirt build up. This includes original containers and decanted containers. | 5 |  | | All dry goods containers were visibly clean. |
| All dry goods containers, including tins, must be in a good physical condition and free from general damage, dents, cracks, rust and flaking paint. | 5 |  | | All dry goods containers were in a good condition. |
| All dry goods which are decanted into containers must have the date on which they were decanted put onto the container, or the original expiry date put onto the container. If the food is put into a container but left in the original packaging, then the code on the original packaging is acceptable. | 5 |  | | All decanted or repackaged dry goods were correctly coded. |
| The dry store can only be used to store food, cleaning chemicals, operational equipment and packaging. No unused/ old/ or broken equipment should be stored in the dry store. No paperwork, empty drums, or any other items which are not food, packaging or segregated chemicals should be stored in the dry store. | 5 |  | | No inappropriate items were stored in the dry store. |

Receiving Area

| Receiving Area Visual Cleanliness | | | | |
|------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The receiving area must be kept clean and free from dirt build up. No clutter should be present in the receiving area. | 2 |  | | The receiving area was visibly clean. |
| The scales used exclusively for the receiving of foods must be clean and free from dirt build up. | 10 | |  | The receiving scale was too dirty. |

| Receiving Area Food Safety | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All received perishable foods should be packed away as quickly as possible, and should not be left out for more than 30 minutes. | 15 |  | | No received perishable foods were left out necessarily. |
| No foods should be received on the floors to prevent cross contamination. | 10 |  | | No foods were received on the floor. |
| All received foods (perishable and non perishable) must have a batch code and or a best before code. Foods with no codes should be returned, or if not possible, the receiving date must be written onto the foods packaging. | 10 | |  | Various non perishable received foods had no date codes. |

General Cleaning





| Cleaning Equipment | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| No wooden cleaning equipment should be used, which includes brooms, squeegees, mops and brushes and any other types of equipment used to clean. | 5 |  | | No wooden cleaning equipment was in use. |
| All cleaning equipment should be kept in a good condition and free from general damage. Mop heads, broom brushes and squeegee rubbers must be in a good condition and able to clean. | 5 |  | | The cleaning equipment was in a good physical condition. |
| All mops must be used in conjunction with a mop buck which as a squeezing devise to squeeze water and dirt from the mop. | 5 |  | | The correct mop buckets with squeezing devices were available and in use. |
| All cleaning equipment must be kept clean and free from excessive dirt build up. Working dirt is acceptable. Daily cleaning and soaking in a sanitiser is recommended. Mops must not be left in dirty mop bucket water! | 10 |  | | All cleaning equipment was in an acceptably clean condition. |
| All cleaning equipment must be stored in a spate area where they will not cause cross contamination. A separate room is recommended, wall racks are acceptable if away from clean items and food. No cleaning equipment should be left lying around in the kitchen areas. | 5 |  | | Cleaning equipment was correctly stored when not in use. |
| All spray bottles and other chemical containers/ buckets must be kept clean and free from visible dirt. | 5 | |  | Spray bottles were too dirty. |
| Dedicated cleaning cloths should be used to clean the kitchen. No mutton cloths are allowed, and using paper towel only for the cleaning step is not acceptable. | 10 |  | | The correct cloths were available and in use. |
| All cleaning/ sanitising cloths should be in a good physical condition, with no fraying, holes or loose strands. If no cleaning cloths are available, then this point is an automatic penalty. | 5 |  | | The cleaning cloths were in an acceptable condition. |
| Any cleaning and sanitising cloths used should be kept clean and free from excessive dirt build up. Disposable cloths are recommended. It is recommended that clean cloths are stored in a clean, labeled sanitiser bucket. | 10 |  | | All cloths were acceptably clean. |

| Chemical Supply and Distribution | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| A reputable chemical supplier should be used (only a food-grade and NRCS-approved sanitiser may be used). Domestic products are not recommended. | 15 | ✓ | | A reputable acceptable chemical supplier was used. |
| Material Safety Data Sheets should be available for all the chemicals used in the kitchen. | 5 | ✓ | | The correct material safety data sheets were available. |
| There must be an adequate supply of chemicals for the needs of the kitchen. No chemicals should have run out of stock. | 15 | ✓ | | An adequate supply of chemicals was noted. |
| All chemicals must be diluted as per the manufacturers instructions. Automatic dispenser units are preferred, but if not used, an accurate method of dilution must be proved. | 15 | ✓ | | The chemicals were correctly diluted. |
| Chemicals must be distributed and made available to be used in each area where they are required. At least a detergent and sanitiser must be available in each area of the kitchen. | 5 | ✓ | | The chemicals were correctly available throughout the kitchen areas. |
| The sanitiser used, must be diluted and available for use in a spray bottle. Sanitisers in buckets ONLY, are not acceptable. | 15 | | ✗ | Sanitisers were only in use in buckets. |
| All spray bottles must be equipped with a spray nozzle able to produce a fine spray that can adequately cover the area to be sanitised with a fine mist. Direct jets out of the spray bottle are not acceptable. | 10 | ✓ | | The spray bottles produced an acceptable spray able to adequately cover the area being sprayed. |
| All chemical containers must be correctly labelled with the chemical inside the container. This includes any spray bottles, buckets, stock drums and sanitiser baths. | 5 | ✓ | | All chemical containers were correctly labelled. |












| Chemical Usage | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| An appropriate detergent must be applied to the area to be cleaned, and a CLOTH must be used to clean the area in conjunction with the detergent, until the area is visibly clean and free from dirt and grease build up. | 15 | ✓ | | A cloth and detergent was used to clean. |
| An appropriate sanitiser must be evenly sprayed across the cleaned area to ensure that the entire area is covered with a fine mist of the sanitiser. | 15 | | ✗ | No sanitiser step is in place. |
| The sanitiser must be left for a suitable contact time to be able to kill the germs. This is usually between 3 and 5 minutes. This is an auto penalty if no sanitiser step is in place, or if the sanitiser is not sprayed. | 15 | | ✗ | No sanitiser step is in place. |
| After the contact time above, the sanitiser can either be left to dry, or wiped off with a dedicated sanitiser cloth/ disposable paper towel. NO cleaning cloths should be used in this step. This is an auto penalty if no sanitiser step is in place, or if the sanitiser is not sprayed. | 15 | ✓ | | The surface sanitiser was correctly applied with a sufficient contact time. The surface sanitiser was correctly applied with a sufficient contact time before being wiped off with paper towel. |

Refuse Accumulation

| Kitchen Refuse Cleaning | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All kitchen bins used for general waste must be lined with bin liners. Bins specifically for recycling of paper, plastic or tin do not have to be lined. | 5 | ✓ | | General waste bins were correctly lined. |
| All kitchen bins should be emptied before they start overflowing. | 5 | | ✗ | The bins were emptied correctly. |
| All kitchen bins must be kept closed when the kitchen is quiet and the bins are not in constant use. When the kitchen is busy, and the bins are in use, they can be left open. | 5 | ✓ | | The bins were kept closed at the correct times. |
| All kitchen bins must be clean and free from dirt build up. Fresh food splashes are acceptable. | 10 | ✓ | | All bins were acceptably clean. |

| Main Refuse Area Cleaning | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The main refuse accumulation area must be in a clean and orderly state, making reasonable allowances for dirt build up in a refuse area. | 2 |  | | The main refuse area was acceptably clean. |
| All main refuse area skips and bins must not be overflowing, and the lids to the skips and bins must be kept closed. This only applies to bins with food refuse. | 5 | |  | Food refuse bins were too full and could not be closed. |
| All refuse must be kept off of the floor, except for well managed cardboard boxes and plastic, which if neat and tidy, can be stored on the floor. | 2 |  | | General refuse was kept off the floor areas. |
| All main refuse area skips and bins must be kept clean and free from dirt build up making allowances for the fact that it is a refuse area. | 2 |  | | The main refuse skips and bins were acceptably clean. |










Staff Toilets

| Staff Toilets Visual Cleanliness | | | | |
|----------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All general walls in the staff toilets and change rooms must be kept clean. | 2 |  | | The walls were clean. |
| The ceilings and vents in the staff toilets and change rooms must be kept clean. | 2 |  | | The ceilings and vents were clean. |
| The lights in the staff change room must be kept clean and free from dead insects. | 2 |  | | The lights were clean. |
| The floors to the staff change rooms must be kept clean. | 2 |  | | The floors were clean. |
| Hard to reach areas in the change rooms must be kept clean. | 2 | |  | Hard to reach floor areas were too dirty. |
| The actual toilet cubicle must be kept clean and free from litter | 2 |  | | The toilet cubicles were clean. |
| The actual toilets and urinals, including and seats and flushers in the staff toilets must be kept clean. | 2 |  | | The toilets and urinals were clean. |
| The basins and taps in the staff change rooms and toilets must be kept clean. | 5 |  | | The basins and taps were clean. |
| There must not be any bad odours present in the staff change rooms and toilets. | 2 |  | | No bad odours were noted. |
| Hand washing soap must be available at the basin in the staff toilets and change rooms, in a soap dispenser. | 20 |  | | Hand washing soap was available. |
| Hand drying facilities must be available at the hand washing basis in the staff toilets and change rooms. | 15 |  | | Hand drying facilities were available. |
| Toilet paper must be available to the staff members using the toilets. | 15 |  | | Toilet paper was available. |
| Hand washing signs must be available in the staff change rooms and toilets to encourage staff members to wash their hands. | 5 |  | | Hand washing signs were available. |
| At least one dustbin should be available in each staff change room and toilet for the disposal of any waste. | 2 |  | | Waste bins were available. |
| Sanitary bins should be available in each of the ladies toilet cubicles. | 2 |  | | Sanitary bins were present. |
| All showers must be in a clean condition and free from soap scum, scale and general dirt build up. | 2 |  | | Showers were visually clean. |

Pest Control

| Pest Control Practices | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------------------------------------------------|------------------------------------------------------|------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| No live vermin or pests (including but not limited to insects, rodents, birds and cats) should be present in food preparation areas. | 15 | | ✘ | Cockroaches were noted. |
| Any evidence of pests (e.g. droppings, dead pests, excluding the fly trap) is an indication of possible pest control problems and should be addressed. If point 1 above has been penalised this is an automatic penalty. | 5 | | ✘ | Dead insects were noted in the light covers. |
| Electronic fly killing devices should be cleaned regularly to ensure that they are free of excessive insect debris build up. | 5 | ✔ | | The fly killers were adequately cleaned. |
| No clutter (non-operational equipment, boxes, crates etc.) that may harbour pests should be present in kitchen areas. | 5 | ✔ | | No clutter was noted. |
| The use of domestic (retail) pest control products is not allowed. | 10 | ✔ | | No domestic pest control products were in use. |

General Food Safety Practices

| Food Handling | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All prepared food must be date coded with the date of manufacture, and should not be kept longer than 2 days. | 15 |  | | All prepared foods were dated coded and within expiry. |
| All hot holding equipment must be correctly preheated before foods are placed into them. Bain maries must be heated with the lids on. | 15 |  | | Hot holding equipment were correctly preheated. |
| There must be no food preparation or storage practices which could lead to the cross contamination of the food being prepared. | 20 |  | | No food preparation problems were noted. |
| A colour coded nylon cutting board chart must be available in the kitchen, and this chart must be strictly followed for foods being prepared on cutting boards. | 20 |  | | A colour coded chart was available and correctly followed. |
| No high risk perishable foods should be left out unheated or unrefrigerated, unless the foods are being prepared OR hot foods initially cooled, or frozen foods defrosted. If foods are being cooled or defrosted, then this point will not be applicable. | 15 | |  | High-risk (product) was left out unheated or unrefrigerated for an extended period of time. |
| All hot foods that are being cooled can be left out unrefrigerated and uncovered for the initial heat to dissipate. The recommended time is 15 to 20 minutes, but the food must be >45°C. If the food is | 15 |  | | No food cooling problems were noted. |
| Frozen food must be correctly defrosted. The temperature of the defrosting food must not rise above 4°C. The suggested method for defrosting is to leave the food in the cold room overnight. Food must not be defrosted in warm water. Allow 1°C variation. | 15 |  | | No food defrosting problems were noted. |
| Food should be properly cooked and/or reheated by cooking it to a core temperature of above 70°C for at least 10 min, or by bringing liquids to the boil. Warmers and bain maries CANNOT be used to reheat food! | 20 |  | | No food reheating problems were noted. |
| The frying oil must be correctly filtered each time the fryer is drained. | 5 |  | | The frying oil was correctly filtered each time the fryer was drained. |

| Food Temperature Control | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| All hot foods intended to be held hot must be kept at a temperature above 65°C. Any foods above 60°C but below 65°C will be awarded half marks. Allow 1°C variation. | 20 | ✓ | | null |
| No high-risk foods should have a core temperature between 20°C and 45°C. Allow 1°C variation. | 30 | | ✗ | null |
| Meat, poultry, seafood and milk in cold displays should be held at temperatures of less than 4°C. All other cold foods should be below 7°C. Any foods less than 10°C will be awarded half marks. Allow 1°C variation. | 20 | ✓ | | Cold displayed foods were held at the correct temperatures. |
| All foods stored in fridges that are not cooling or have been the fridge for less than 30 minutes, must be held below 15°C. Allow 1°C variation. | 20 | ✓ | | No problems were found regarding critical temperatures. |

Food Safety Documentation

| Legislated Requirements | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|---------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| As required by R962, a valid certificate of acceptability must be available, and in the name of a person who is in charge of the kitchen. | 5 | ✓ | | A valid certificate of acceptability was noted. |
| The certificate of acceptability must be displayed, or if not practical to display, must be immediately available. If no certificate of acceptability is available, then this point is also penalised. | 5 | ✓ | | The certificate of acceptability was readily available. |
| An extraction hood cleaning certificate must be available for the kitchen extraction system, and the certificate must not be expired. | 5 | | ✗ | No certificate could be found. |
| A first aid kit must be available for the kitchen, and must be well stocked. | 5 | ✓ | | The first aid kit was correctly stocked. |
| An inventory list for the first aid box must be available, and this list must be kept up to date. | 2 | ✓ | | An up to date inventory list was noted. |

| Frying Oil Control | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|----------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| Oil test kits, or at least an oil colour chart, must be used to determine when the frying oil should be changed. Test kits must be within expiry. | 10 | ✓ | | The correct oil testing devise was available and in use. |
| Records need to be kept of when the oil has been changed and if the test kits are used, the result thereof. | 5 | | ✗ | No records were noted. |

| Staff Documentation | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|---------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| Staff need to be trained on all aspects food safety, hygiene and cleaning. Chemical supplier training alone is not sufficient, unless all aspects of food safety have been covered. Records of what, when and who must be kept. | 15 | ✓ | | The correct food safety training records were in place. |
| Staff hygiene checklists need to be kept on at least a weekly basis, whereby each staff member is inspected for personal hygiene and PPE requirements, and records are kept. | 5 | | ✗ | No staff hygiene checklists were available. |

| Temperature records | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|----------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| An operational digital thermometer must be available and used for all temperature records. | 10 | | | A operational digital thermometer was available. |
| The thermometer must be verified working by measuring and recording the temperature of ice water (0 - 3°C) and boiling water (91°C reef - 98°C sea level). This should be done monthly. | 5 | | | Monthly thermometer verification records were available. |
| The temperatures of each and every fridge and freezer used to hold food must be measured for temperature at least twice a day (morning and noon). The digital thermometer must be used for this purpose, and temperatures must be accurately recorded. | 10 | | | Various fridges did not have any records. |
| Any warm temperatures recorded, must have a corrective action reported. This is to ensure that problem temperatures are actioned and food is not held in warm fridges. | 10 | | | Corrective actions were noted for out of specification temperatures. |
| Any foods that are kept hot in the kitchen or in a servery/ buffet must have their temperatures recorded to ensure they are above 65°C. This must be done at least once per serving period (breakfast/ lunch/ supper as necessary). At least 4 hot foods must be recorded (unless there are less than 4 foods) Records of these foods and temperatures must be kept. | 10 | | | The correct hot food temperature records were noted. |
| Any foods that are displayed cold on a servery/ buffet must have their temperatures recorded to ensure they are | 10 | | | The correct cold food temperature records were available. |

| Food Delivery Records | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|---------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| ALL foods received into the kitchen (both perishable and non perishable) must be correctly inspected and recorded for the following: condition of product, batch numbers, condition of the truck and pest infestation. | 10 | | | The correct up to date receiving records were noted. |
| All perishable foods received into the kitchen must have their temperatures recorded. | 10 | | | The temperatures of received perishable foods were measured and recorded. |
| All received food (both perishable and non perishable) must have a batch or best before code, and if this is not possible, a receiving date must be placed onto the food. | 5 | | | The correct coding was noted. |

| Pest Control Records | | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|-------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| The pest control company must supply the relevant certificates of registration for the company and pest control personnel, and these must be kept on file. | 5 | ✓ | | The relevant valid certificates were noted. |
| A service report from the pest control company must be kept on file each time the pest control company services the kitchen. The frequency of pest control servicing should be a minimum of 6 weeks, with monthly services preferred. | 10 | ✓ | | Up to date service records were noted for the pest control. |

| Cleaning Records | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------|-----------------|------------------------------------------------------------------------------------------------------------|
| | Marks | Conforms | Non-conformance | Comment |
| A master cleaning schedule must be available for the entire kitchen, which must include all areas of the kitchen, sections and equipment to be cleaned, and how often they must be cleaned. | 5 | ✓ | | A master cleaning schedule was in place. |
| Detailed cleaning procedures must be available for the various areas and equipment in a kitchen. These must include how to clean and what equipment and chemicals are needed to clean. | 10 | ✓ | | Detailed cleaning procedures were in place. |
| Detailed cleaning checklists must be available and conducted at least weekly to ensure that the kitchen is cleaned as per the master cleaning schedule, and that all these areas are acceptably clean. | 10 | | ✗ | No cleaning checklists were noted. |
| If automatic dilution/ dispense equipment is used to dispense or dilute chemicals, then the chemical supplier must service this equipment at least every two months, and reports of these services must be kept on file. | 5 | ✓ | | Up to date dispenser service reports were available for the chemical supplier and last serviced on (date). |

-- END OF REPORT --