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1. **INTRODUCTION**

1. This training workbook has been designed to be used in conjunction with the Spur Basic & Personal Hygiene training video.

2. The video has been divided into five main sections. The video introduces each section, where after you will participate in a question and discussion session with your trainer.

3. It is important that you take notes (in the space provided in this workbook) and ask your trainer any questions you may have.

4. It is also important that you actively participate in the various discussion sessions, which have been included to ensure that the different sections of the video are well understood.

5. At the end of the training session, you will be required to complete and pass a written test and a multiple-choice questionnaire.

6. Once you have completed this training, your trainer / manager will assess what you have learnt by way of a practical assessment and you will be given feedback on your results.

2. **COURSE OBJECTIVES**

Once you have completed this training course, you will understand:

- Why hygiene is important
- What causes bacteria to multiply
- Ways to destroy bacteria
- How to avoid cross contamination in food
- How to store cold foods and maintain the cold chain.
- How to store dry foods
- Correct dress codes and uniform requirements
3. THE IMPORTANCE OF HYGIENE

Use the space provided below to take notes. Remember to ask questions about anything you are unsure of!

Why is hygiene so important?

______________________________________________________________________________

______________________________________________________________________________

How can bad hygiene affect your stores?

______________________________________________________________________________

______________________________________________________________________________

How can good hygiene practice benefit the equipment?

______________________________________________________________________________

______________________________________________________________________________

How can good hygiene practice benefit our store in general?

______________________________________________________________________________

______________________________________________________________________________

Which 3 factors contribute towards good hygiene?

1. __________________________________________________________________________

2. __________________________________________________________________________

3. __________________________________________________________________________
4. FACTORS THAT ENCOURAGE BACTERIAL MULTIPLICATION

Use the space provided below to take notes. Remember to ask questions about anything you are unsure of!

**What four things do bacteria need in order to multiply?**

1. ______________________________________
2. ______________________________________
3. ______________________________________
4. ______________________________________

List common examples (problems/situations) in store that aid bacteria multiplication and how these situations can be prevented?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

**Remember:**

Salmonella is only destroyed when food is heated above
____________________________________

Bacteria Spores are destroyed when food is heated above
____________________________________

**Remember:**

If we take away just one of the four factors that bacteria needs in order to multiply,

T ________________
T ________________
F ________________
M ________________

then bacteria cannot multiply!
## 5. TEMPERATURE CHART

<table>
<thead>
<tr>
<th>Temperature</th>
<th>Conditions</th>
<th>Bacterial Action</th>
<th>Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>-18°C</td>
<td>Freezers</td>
<td>Dormant – not able to multiply from -3°C</td>
<td>Safe</td>
</tr>
<tr>
<td>4°C</td>
<td>Cold stores and Fridges</td>
<td>Most Bacteria unable to multiply</td>
<td>Safe</td>
</tr>
<tr>
<td>5°C - 63°C</td>
<td>Room temperature</td>
<td>Bacteria able to Multiply</td>
<td>DANGER = TDZ</td>
</tr>
<tr>
<td></td>
<td>(10°C - 36°C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Body Temperature</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(37°C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Warm Food</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(38°C - 63°C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>64°C – 72°C</td>
<td>Keeping food hot</td>
<td>Most bacteria can't multiply</td>
<td>Safe</td>
</tr>
<tr>
<td></td>
<td>(food must be preheated</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>before it is stored at</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>this temp to 90°C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>73°C – 100°C</td>
<td>Cooking temperatures</td>
<td>Most bacteria die (NB Salmonella is destroyed when exposed to temp above 72°C)</td>
<td>Safe</td>
</tr>
<tr>
<td>Above 100°C</td>
<td>Boiling food and pressure</td>
<td>Most bacteria and bacterial spore killed</td>
<td>Safe</td>
</tr>
<tr>
<td></td>
<td>cookers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. WAYS TO DESTROY GERMS

Use the space provided below to take notes. Remember to ask questions about anything you are unsure of!

List 2 methods that can be used to kill germs and bacteria?

1. 
2. 

Germs are killed when products like f__________, c__________ and u______________ are heated to above __________ degrees Celsius.

How can we slow down bacteria growth?

Why is it important to sterilize food, which is going to be eaten raw, like salads and garnish?

What methods can we use to prevent bacteria growth when preparing the above food items?

What are the correct ways to prevent bacteria growth when storing food items?

• Storing food for long periods of time:

• Storing fresh foods:

• Fridge doors:
7. AVOIDING CROSS CONTAMINATION

Use the space provided below to take notes. Remember to ask questions about anything you are unsure of!

What is Cross-contamination?
Cross-contamination is the transfer of b________ from one s________ to another.

How can cross-contamination occur in our stores?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

7.1 PERSONAL HYGIENE

List the personal hygiene habits that you are to practice in order to prevent contamination of food products:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
List the correct ways to handle food in order to prevent cross contamination:

RECAP!

FIFO stands for ____________________, _______________________

➢ Newer food is always packed ____________________ older food, ensuring that the older product is used _________________.
➢ If all food packaging is marked with a received by and use by date before storage, it ensures that _______________________________.
➢ It assists in ____________________ wastage of food products.
➢ It prevents __________ ordering.
➢ It ensures that the guests always receive a _____________________________.
➢ It helps you to keep___________ of the stock you have in store and helps prevent _________________ because people are aware that you check your stock regularly.
➢ It has a ____________________ effect on our food costs.

To prevent cross-contamination when preparing food, different colour-coded chopping boards are used to prepare various products. List the different colour boards & state the type of product that may be prepped on each board?
What is the correct way to clean these boards?

At Spur, we only use T________________________ chopping boards.

Why are wooden chopping boards not to be used?

7.3 **Handling cleaning equipment correctly**

Use the space provided below to take notes. Remember to ask questions about anything you are unsure of!

Why is it important to use the correct color-coded cleaning equipment in the various sections:

List the various items of cleaning equipment that are needed in each section:

What colour cleaning equipment is used in the following sections?

- The Grill Section: __________________________
- The Tex Mex Section: ________________________
- The Making Section: _________________________
- The Back Kitchen: __________________________
- The Toilets: ________________________________
- Front of House: _____________________________
- The Refuse Yard: ___________________________
Why is it necessary to sweep an area before it is mopped?

REMEMBER:
Do not ______________ or ____________ food in cleaning containers!
8. COLD FOOD STORAGE

The best way to store food products and keep them from spoiling is to r______________ or f_____________ them.

What is the correct temperature for fridges?

__________________________________________________________

What is the correct temperature for freezers?

__________________________________________________________

How can we ensure that our refrigeration equipment continues to work effectively and minimizes the risk of bacteria growth?

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

__________________________________________________________

Why is it important to issue the correct amount of product to the front section fridges?

__________________________________________________________

__________________________________________________________
9. MAINTAINING THE COLD CHAIN

What does the term, “The Cold Chain” refer to:

To ensure that food products are kept in a clean and sterile condition, our suppliers are also responsible for maintaining the cold chain.

Which factors should we check, when accepting deliveries, to ensure the cold chain has been maintained?

It is important to maintain the cold chain when defrosting products for prepping!

What methods must be followed in order to ensure:

a) a quality product, and

b) cross contamination is prevented?
10. HYGIENICALLY STORING DRY FOOD PRODUCTS

Examples of “dry food” products found in your store are:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

List the correct conditions for storing dry goods: (to ensure freshness & to prolong shelf life)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
11. CLOTHING AND UNIFORMS

In order for all staff to look clean and neat, Spur has developed a uniform, which all staff members are required to wear.

How should we maintain our uniforms: (To ensure that they are kept clean, neat & hygienic at all times)

All staff are required to wear a n____________ b____________.

A grillers uniform consists of:

Male and female production staff uniforms consist of:
A manager’s uniform consists of:

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

A kitchen manager’s uniform consists of:

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

A waitron’s uniform consists of:

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

All staff uniforms must be clean, ironed and undamaged and their colours must be bold, not faded.
12. CONCLUSION

12.1 Recap

In order to recap and remember what you have just learnt, you will be required to complete a written test and a multiple-choice questionnaire.

12.2 The Last Word

If our restaurants are dirty and unhygienic and our food products are not of the best quality, or fresh, the chances are that somebody is going to get sick. It could be you, a fellow staff member or one of our guests! If our staff get sick we will not be prepared to handle all those busy shifts and this could cause a lot of unnecessary stress!

If our guests get sick, they would not come back to our store. They would also tell other people about their experience and this would result in bad publicity of our store. This bad publicity would stop people from visiting our restaurant and in the end, we will have no business, which would mean that you would not have a job!

Use the information learned from this training session and make good hygiene practice a way of life, at work and at home. Chances are that if our homes are clean and hygienic, we will make sure that our workplace is clean and hygienic too. And don’t forget about personal hygiene – equally important!

13. ANNEXURES

1. Spur Basic & Personal Hygiene Test Question Sheet
2. Multiple Choice Questionnaire
3. Practical Assessment Sheet
### SPUR BASIC AND PERSONAL HYGIENE TEST QUESTION SHEET

Compiled 26 May 03 BF

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<tbody>
<tr>
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<tr>
<td>Contact Number:</td>
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<tr>
<td>Store:</td>
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<tr>
<td>Marker:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>% Awarded:</td>
<td></td>
</tr>
</tbody>
</table>

Test total = 60

**Note:**
1. Please answer in point form.
2. Ensure that your writing is legible.
3. Spelling is not an issue
4. Abbreviations are not accepted

**Note:** This exam is compiled from the Spur Basic & Personal Hygiene Video & Trainer’s Guide: May 03
1. How can hygiene affect your business? List 5 factors
   - 
   - 
   - 
   - 
   - 

2. List 3 factors that contribute to good hygiene.
   - 
   - 
   - 

3. List the 4 factors that encourage bacteria to multiply?
   - 
   - 
   - 
   - 

4. What temperature do we need to heat food to, in order to destroy Salmonella?
   - 

5. What temperature do we need to heat food to, in order to destroy Bacteria Spores
   - 

   - 
   - 

7. What is the ideal temperature for a fridge?
   - 

8. At which temperature do bacteria become dormant (go into a deep sleep OR freeze)?
   - 

9. What do we mean by ‘Cross-contamination’?
   - 

10. What is one of the most common ways that bacteria are transported?
    - 

11. What is not permitted on hands when working with food, list 2 items?
    - 

12. What kind of soap is to be used for hand washing?
    - 

13. Why are caps to be worn by ALL food handlers?
    - 

Total for this page ........../25
14. What kind of towels must be used for hand drying purposes? [1]

15. List 2 procedures to practice when storing raw & cooked food, to prevent cross-contamination? [2]

16. Why is it important to wash root vegetables before storing them? [1]

17. What does ‘FIFO’ stand for? [1]

18. When packing food away in a storeroom or in a fridge, explain what you would do, in order to practice FIFO. [1]

19. What type of containers may not be used to store foodstuffs? [1]

20. Explain the procedure for weighing different types of products on a scale e.g. raw steaks & cooked chickens, in order to avoid cross-contamination. [1]

21. Please indicate what type of food may be prepared on each of the different colour coded boards? [5]

22. What type of chopping boards may not be used in Spurs? [1]

23. List 5 procedures to follow in order to maintain the correct temperatures in cold storage. [5]

Total for this page …………/19
24. When we speak of the ‘Cold Chain’, what are we referring to? [3]
   
   
25. Please complete the following sentence: [1]
   
   
26. List 2 procedures to follow when thawing food. [2]
   
   
27. List 10 conditions that are to be maintained in the dry stores. [10]
   
   
Total for this page …………/16

Test Totals

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<tr>
<td>Total of page 4 – 16</td>
<td>Trainee’s Score</td>
<td>=</td>
<td>marks</td>
</tr>
</tbody>
</table>

Test Total: /60

= _________ %
Tick the correct option only.

1. **It is important to practice good hygiene because?**
   (a) Bad hygiene practice can make staff and guests sick. ☐
   (b) Your manager will give you the best shifts. ☐
   (c) Otherwise your store will get a ‘C’ grading from the area manager. ☐

2. **When keeping the store clean and hygienic, we must:**
   (a) Only clean the items and areas that our guests can see. ☐
   (b) Clean chopping boards and utensils once a day. ☐
   (c) Make sure that *everything* in the store is dirt free & sterilized ☐

3. **The following three factors contribute towards good hygiene:**
   (a) Moisture, food & temperature (5 to 65 degrees Celsius). ☐
   (b) Be clean, be hygienic and get organized. ☐

4. **Bacteria are able to multiply at the following temperatures:**
   (a) Between 5 and 65 degrees Celsius ☐
   (b) Between -3 and -6 degrees Celsius ☐
   (c) Above 100 degrees Celsius ☐

5. **Which statement is incorrect?**
   (a) Regular cleaning and drying of drip trays will prevent bacteria growth. ☐
   (b) Regularly sanitizing and drying of placemats will prevent bacteria growth. ☐
   (c) Placing sauces from the fridge straight into the bain marie will prevent bacteria growth. ☐
6. **Which temperature/s represents the TDZ (temperature danger zone)?**
   - (a) -18°C
   - (b) 5°C - 63°C
   - (c) 73°C - 100°C

7. **Which statement is incorrect?**
   **Germs and bacteria can be killed by:**
   - (a) Heating food products and utensils to above 75 degrees Celsius.
   - (b) Sterilizing (with anti-bacterial chemicals).
   - (c) Wiping down surfaces with a damp cloth.

8. **Which statement is incorrect?**
   **Cross-contamination can occur:**
   - (a) By chopping garnish with the same knife which has just been used to chop meat.
   - (b) By tasting or stirring food products with the same spoon.
   - (c) By keeping meat and chicken products stored in separate containers, well covered, in the fridge.

9. **When washing our hands, it is important to:**
   - (a) Use hot running water and antibacterial soap from a soap dispenser.
   - (b) Dry your hands thoroughly on a cloth or on your apron.
   - (c) Wash them once a day, at the end of your shift.

10. **Which statement is incorrect?**
    **When working with food, it is important to:**
    - (a) Always wear a cap to prevent hair from falling into the food.
    - (b) Paint your nails and wear lots of jewellery.
    - (c) Smoke while prepping food products.

11. **Food products may not be stored in:**
    - (a) Plastic or stainless steel containers.
    - (b) Cardboard or paper containers.

12. **We don’t use wooden chopping boards at Spur, because:**
    - (a) They are too expensive.
    - (b) They need cleaning too often.
    - (c) They cannot be cleaned properly and house bacteria.
13. Each section in the store has its own colour coded cleaning equipment because:
   (a) It helps the staff to remember what section they are working in. ☐
   (b) It helps to prevent the spread of bacteria by ensuring that we do not use the same mop used to clean the toilet, in the kitchen. ☐
   (c) It makes the cleaning equipment easier to find. ☐

14. The best way to store meat, chicken and veggies to prevent spoiling is:
   (a) To refrigerate or freeze them. ☐
   (b) To boil them. ☐
   (c) To store them in the storeroom with the dry goods. ☐

15. Maintaining the “cold-chain” means:
   (a) Keeping food at the correct temperature all the time, under hygienic conditions, to ensure that it remains fresh until served to our guests. ☐
   (b) Serving cold food to our guests. ☐

16. Which of the following categories are classified as “dry-foods”?
   (a) Sugar, coffee, flour and rice ☐
   (b) Ice cream, milk and BBQ sauce ☐
   (c) Chips, chicken and calamari ☐

17. Which statement is correct?
   When storing dry goods, always ensure that:
   (a) There is no moisture or water in the area where they are being stored. ☐
   (b) There is lots of sunlight shining through the window. ☐
   (c) They are stored in the same area as chemicals and cleaning products. ☐

18. Which statement is correct?
   (a) All staff uniforms must be clean, ironed and undamaged. ☐
   (b) All staff must make sure they arrive at work in their uniforms. ☐

Trainee’s score = ________ marks out of 18
% = ____________________
<p>| | | | | | |</p>
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<tr>
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<tbody>
<tr>
<td>1.</td>
<td><strong>Does the Trainee keep his working environment clean?</strong></td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td><strong>Notes:</strong></td>
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<tr>
<td>2.</td>
<td><strong>Does the trainee keep his working environment germ free?</strong></td>
<td></td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>3.</td>
<td><strong>Does the trainee keep his working environment organised?</strong></td>
<td></td>
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<td>No</td>
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<tr>
<td>4.</td>
<td><strong>Does he/she practice good habits when working with food to prevent cross-contamination?</strong></td>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
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<tr>
<td></td>
<td>- Washes &amp; Sterilizes hands when ever necessary:</td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>- Uses correct utensils, cleans after each use:</td>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
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<tr>
<td></td>
<td>- Uses correct chopping boards, cleans after each use:</td>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
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<tr>
<td></td>
<td>- Keeps fridge doors closed:</td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>- Stores food correctly:</td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>- Washes all garnish &amp; food before prepping:</td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>- Practices FIFO:</td>
<td></td>
<td>Yes</td>
<td>No</td>
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<td></td>
<td>- Handles food, plates, utensils, glassware hygienically:</td>
<td></td>
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<td>No</td>
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<td></td>
<td>- Uses correct cleaning equipment – correctly, cleans after use:</td>
<td></td>
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<td>No</td>
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</tbody>
</table>
5. **Does he/she comply with Spur's uniform requirements?**

- Hair:  
- Cap:  
- Hands & Nails:  
- Uniform:  
- Apron & contents:  
- Footwear:  
- Name Badge:  
- Clothing is always neat, clean & in good repair:  

**Notes:**

- 
- 
- 

Feedback was given to the trainee on: Date____________________

Signed: Assessor:______________  Trainee:__________________

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