



## Standard Operating Procedure (SOP)

**Title:** FOH – Health & Safety Compliance  
**Version:** 1  
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### 1. Objective

The objective of this SOP is to establish clear guidelines for ensuring compliance with health and safety regulations at Tamborine Mountain Glades. This includes maintaining high standards of hygiene practices and proper handling of food and beverages to protect the health and safety of both guests and staff.

### 2. Scope

This SOP applies to all staff members at Tamborine Mountain Glades, including kitchen staff, servers, bartenders, and cleaning staff, who are involved in the preparation, handling, and service of food and beverages.

### 3. Responsibilities

- **All Staff:** Responsible for adhering to health and safety regulations, following hygiene practices, and ensuring safe handling of food and beverages at all times.
- **Kitchen Staff:** Responsible for maintaining cleanliness in food preparation areas, following food safety protocols, and ensuring proper storage and cooking of food.
- **Servers/Waitstaff:** Responsible for maintaining hygiene during service, properly handling food and beverages, and ensuring guest safety.
- **Food and Beverage Manager:** Oversees compliance with health and safety regulations, conducts regular inspections, and ensures all staff are trained and informed about best practices.

### 4. Procedure

#### 4.1 Hygiene Practices

##### 1. Personal Hygiene:

- All staff must maintain high levels of personal hygiene. This includes washing hands regularly with soap and water, especially before handling food, after using the restroom, and after touching potentially contaminated surfaces.
- Keep nails short and clean, avoid wearing strong perfumes, and refrain from wearing jewelry (except plain wedding bands) while handling food.
- Staff with illnesses, especially those involving symptoms like vomiting, diarrhea, or contagious infections, must report to their supervisor and avoid handling food until cleared to return to work.

##### 2. Uniform and Appearance:

- Wear clean uniforms and aprons at the start of each shift. Change uniforms or aprons immediately if they become soiled.



- Hair must be tied back or covered with a hairnet or hat. Beards should be covered with a beard net.
- Ensure that footwear is closed-toe, non-slip, and appropriate for a kitchen or service environment.

### 3. Handwashing Protocol:

- Wash hands with soap and warm water for at least 20 seconds. Scrub all parts of the hands, including between fingers and under nails.
- Use hand sanitizers only as a supplement to handwashing, not as a replacement. Handwashing should be performed after handling raw food, using the restroom, touching garbage, or any other activity that could lead to contamination.
- Dry hands with disposable paper towels or a hand dryer. Avoid using shared towels.

## 4.2 Food Safety Practices

### 1. Receiving and Storing Food:

- Inspect all food deliveries upon arrival to ensure they meet quality and safety standards. Reject any items that are spoiled, damaged, or past their expiration date.
- Store food items at the appropriate temperatures. Refrigerated items should be kept at 4°C (40°F) or below, and frozen items should be kept at -18°C (0°F) or below.
- Label and date all food items upon receipt, using the first-in, first-out (FIFO) method to ensure older stock is used first.

### 2. Food Preparation:

- Wash all fruits and vegetables thoroughly before use, even if they will be peeled or cooked.
- Use separate cutting boards and utensils for raw and cooked foods to prevent cross-contamination. Designate specific cutting boards for different types of food (e.g., raw meat, vegetables).
- Ensure that all food is cooked to the proper internal temperature to kill harmful bacteria. Use a food thermometer to verify temperatures: poultry should reach 74°C (165°F), ground meat should reach 71°C (160°F), and seafood should reach 63°C (145°F).

### 3. Food Handling:

- Avoid touching ready-to-eat foods with bare hands. Use utensils, tongs, or gloves to handle food.
- Change gloves frequently, especially after handling raw food, and wash hands between glove changes.
- Keep hot foods hot (above 60°C or 140°F) and cold foods cold (below 4°C or 40°F) during service. Monitor and record temperatures regularly to ensure compliance.

### 4. Food Storage:

- Store raw meat, poultry, and seafood on the lowest shelves in the refrigerator to prevent drips from contaminating other foods.
- Keep all food covered or wrapped to prevent contamination. Store dry goods in airtight containers to protect them from pests and moisture.
- Regularly check expiration dates and discard any expired or spoiled food items. Ensure that storage areas are clean, organized, and pest-free.



#### 4.3 Beverage Safety Practices

##### 1. Handling Beverages:

- Wash hands before handling any beverages, glassware, or utensils. Ensure that all glassware and utensils are clean and free of smudges or residues.
- Use clean and sanitized ice scoops to handle ice. Never use glassware to scoop ice, as it can chip and contaminate the ice.
- Store beverages, including alcohol, in a clean, temperature-controlled environment. Refrigerate perishable drinks as required.

##### 2. Serving Beverages:

- Serve drinks by holding the glass by the stem or base to avoid contact with the rim, which comes into contact with the guest's mouth.
- Check glassware for chips, cracks, or other damage before serving beverages. Discard or remove damaged glassware immediately.
- Clean and sanitize beverage dispensers, taps, and other equipment regularly to prevent the buildup of harmful bacteria or mold.

##### 3. Preventing Contamination:

- Cover and store garnishes (e.g., lemons, limes) in clean, covered containers. Use tongs or gloves to handle garnishes, avoiding direct hand contact.
- Do not touch the inside of glasses or ice bins when preparing or serving drinks.
- Clean spills immediately and ensure that all surfaces, including bars and counters, are wiped down and sanitized regularly.

#### 4.4 Cleaning and Sanitizing

##### 1. Cleaning Procedures:

- Clean all surfaces, equipment, and utensils regularly using hot, soapy water. Focus on high-touch areas, such as countertops, handles, and door knobs.
- Clean as you go, ensuring that workstations remain tidy and free of debris throughout the shift. Remove trash regularly and replace with clean liners.

##### 2. Sanitizing Procedures:

- After cleaning, sanitize surfaces and equipment using an approved food-safe sanitizer. Follow the manufacturer's instructions for dilution and contact time.
- Sanitize cutting boards, knives, and other utensils after each use, especially when switching between raw and cooked foods.
- Ensure that dishwashers are operating at the correct temperature (at least 82°C or 180°F) for the final rinse cycle to effectively sanitize dishes and utensils.

##### 3. Deep Cleaning:

- Conduct deep cleaning of the kitchen, dining area, and bar regularly, including cleaning behind and under equipment, in storage areas, and in hard-to-reach places.
- Schedule deep cleaning tasks at the end of each day or during low-traffic periods to minimize disruption to operations.

#### 4.5 Health and Safety Compliance

##### 1. Regular Inspections:



- Conduct regular internal inspections of the kitchen, dining area, and storage areas to ensure compliance with health and safety regulations.
- Use a checklist to document inspections and address any issues or areas of non-compliance immediately.

### 2. **Training and Certification:**

- Ensure that all staff receive regular training on food safety, hygiene practices, and health and safety regulations. Provide additional training for new hires and refresher courses as needed.
- Encourage staff to obtain relevant certifications, such as a food handler's permit or ServSafe certification, to demonstrate their knowledge and commitment to food safety.

### 3. **Record Keeping:**

- Maintain accurate records of food temperatures, cleaning schedules, pest control measures, and staff training. Ensure that these records are easily accessible for review by health inspectors or management.
- Document any incidents of non-compliance, corrective actions taken, and any follow-up inspections or training provided.

### 4. **Compliance with Regulations:**

- Stay informed about local, state, and federal health and safety regulations, and ensure that the venue complies with all applicable laws.
- Update SOPs and training programs as needed to reflect changes in regulations or best practices.

## 5. **General Policies**

### 1. **Guest Safety:**

- Prioritize the health and safety of guests by adhering strictly to food safety, hygiene, and health regulations. Take immediate action to address any potential risks or hazards.
- Ensure that all food and beverages served to guests are safe, of high quality, and free from contamination.

### 2. **Staff Safety:**

- Protect the health and safety of staff by enforcing hygiene and safety protocols. Provide appropriate personal protective equipment (PPE) and ensure that staff are trained in its proper use.
- Encourage staff to report any health or safety concerns to their supervisor immediately.

### 3. **Continuous Improvement:**

- Regularly review health and safety practices to identify areas for improvement. Implement changes as needed to enhance compliance and ensure the highest standards of safety.
- Foster a culture of safety and hygiene, encouraging all staff to take responsibility for maintaining a clean, safe, and healthy work environment.

## 6. **Training and Review**

### 1. **Ongoing Training:**



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- Participate in regular training sessions on food safety, hygiene practices, and health and safety regulations. Ensure that all staff are knowledgeable about the procedures outlined in this SOP.
- Provide refresher courses and updates on any changes in health and safety regulations to ensure ongoing compliance.

## 2. **Review and Improvement:**

- Regularly review the health and safety procedures to identify areas for improvement, based on inspection results, guest feedback, and staff input.
- Implement changes as needed to enhance the effectiveness of health and safety measures and to ensure compliance with regulations.