

INFORMATION AND KNOWLEDGE BASE

CATERING

- Chapter 11 -

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“Don’t walk in front of me – I may not follow, don’t walk behind me – I might not lead; walk beside me as a friend” – Albert Camus

- Chapter 11 -

CATERING

11.1 General

When food is provided to residents whether prepared on site or offsite by a third party, the food storage, handling, safety, and waste procedures must conform to the local authorities' health department as well as national regulations.

11.2 Acts and By-laws that need to be Obeyed

The following Acts and by-laws must be respected by the facility operating a canteen or kitchen:

- Local authority's health department rules regulations and certification.
- *Labour Act.*
- *Occupational Health and Safety Act.*
- National and local authority building standards and rules.
- *Occupational and Industrial Diseases Act.*

11.3 Operational Matters

The following areas should be focussed and attended to in the normal day-to-day running of the facility:

- Ensure that the appropriate health and safety inspections and certification take place and that all the compliance certificates are obtained and displayed.
- Run the facility as an independent financial department with income and cost to be managed and controlled.
- A good restaurant control system to measure waste and areas of possible pilferage.
- Ensure that all services are paid for and fairly recovered. Meals, snacks, special dietary meals, drinks, takeaways, and house deliveries, selling of food stuffs etc., must all be ensured.
- Purchases of ingredients as a major input cost is extremely important:
 - Have at least two suppliers for each food stuff to be able to compare prices
 - Buy bulk and special offers
 - Ensure freshness
 - Look at alternative suppliers
 - Look at alternatives, fresh vs frozen vs tinned food and do this continuously
 - Compare different menus' cost with each other and change the composition to get to an acceptable cost for that day's meal.

- The menu must be under the guidance of a qualified dietician to ensure balanced meals as well as liquid intake. Changes to the menu on a regular basis are necessary.
- Persons with special dietary needs must be identified and properly catered for.
- The rules of minimum weekly or monthly compulsory meals to be enjoyed by residents need to be established and controlled. If a canteen levy is charged, then this also needs to be controlled.
- Hygiene-related matters as far as staff change rooms, dress code, personal hygiene, handwashing, and the way equipment is cleaned and maintained must be looked at daily.
- Waste disposal procedures.
- All *OHSACT* requirements must be adhered to, and the checks done quarterly. This includes, for example, the cleaning of extract hoods and filters for fire prevention.

11.4 Standard Operating Procedures (SOP)

SOP must be drawn up so staff can follow these to ensure safe working conditions, safe food and quality food and service. The SOP should, *inter alia*, cover:

- The governing body structure showing reporting lines.
- Mission and objectives.
- Budget and monthly management accounts.
- Job specifications of each function.
- Disciplinary code and procedures.
- The invoicing and stock control systems explained with who controls what.
- Canteen purchase procedures and controls.
- Hygiene procedures.
- Resident serving times – weekdays and weekends.
- Menus and their recipes and quantities.
- Menus and preparation instructions for special meals.
- How the control systems work and are applied.
- Waste disposal procedures.
- *OHSACT* checklist and copy of minutes of meetings.
- Customer satisfaction survey templates, objectives, and improvement areas.
- All the points listed in paragraph 11.3 of this document.
- Saving of water, electricity and waste procedures, objectives, and measurements with results.