



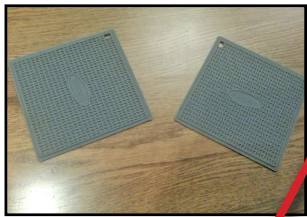
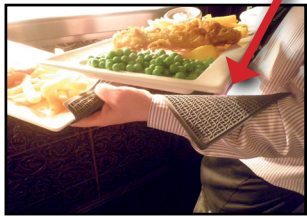


Cloth	Blue
PPE	N/A
Chemicals	• Sanitiser
Reference	<ul style="list-style-type: none"> • Safety policies • COSHH manual • Risk assessment manual • SOP K0062 - Handling and carrying hot food & hot liquid (kitchen) • SOP B0010 - Cleaning and resetting a table • SOP B0011 - Welcoming children in our pubs • SOP B0034 - Cleaning the filter coffee grinder, brewer and server
Equipment	• Heat resistant pads • Utility belt or apron • Large service tray • Tray frame • Hot water warning sign
VideoSOP	<p>To be used together with this written SOP.</p> <p>'Handling and carrying hot food & hot liquids' video. Tap here to play </p> <p>'Carrying a large tray' video. Tap here to play </p>

Step 1		<ul style="list-style-type: none"> • If applicable, ensure that the correct entry and exit door is in use when carrying food to and from the kitchen. • Ensure that food service routes are clear at all times.
Step 2		<ul style="list-style-type: none"> • When collecting food from the heated gantry, keep hands away from the heated light bulbs.
Step 3	 	<ul style="list-style-type: none"> • Ensure clean, heat resistant pads are available for use when carrying hot plates. • Carry only two plates at once, unless specific training has been provided on the correct technique to carry three. • Use a heat resistant pad to protect arms when carrying multiple hot plates. • Heat resistant pads must be cleaned in the dishwasher a minimum of once per hour. • Heat resistant pads must not be shared between employees without first being cleaned in the dishwasher.

**Step
4**

- A large tray and tray frame can be used to carry multiple plates at once.
- Employees must be fully trained prior to using a large tray and tray frame.
- When loading the tray, place the heaviest items towards the centre, and ensure that nothing overhangs the edge of the tray.
- Before setting off with a loaded tray, check that the route is clear.
- When setting the tray down, either use a tray frame, or place the tray fully on to the table. Unload the tray from the outer edge inwards.
- Large trays and tray frame must be cleaned using a blue cloth and sanitiser after every use, and at the end of the day.
- Ensure that tray frames are stored in a location which does not create a trip hazard.

**Step
5**

- Do not place hot food or hot drinks within reach of young children.
- Do not serve hot food or hot drinks over the head of seated customers.
- The employee must always place the plate on the table and never pass to a customer to handle.
- Advise the customers that the plates are hot.

**Step
6**

- When handling or preparing hot drinks:
- When using the hot water boiler, hold the cup up to the tap to avoid splashes.
 - Use a tray to carry multiple hot drinks.
 - Trays must be available to customers who order hot drinks.
 - Ensure the centre cap is securely closed on the filter coffee Thermoserve flask prior to removing from the brew unit.
 - Always use the handle to carry the flask.

**Step
7**

- Thermos flasks must be available for customers to warm through feeding bottles and baby food jars.
- Thermos flasks must be cleaned using a blue cloth and sanitiser before and after every use.
- On request, fill the thermos flask approximately 3/4 full using hot water from the water boiler.
- Replace lid.
- Check condition of the thermos flask before and after use. If any damage is noted, do not use. Dispose of the flask in general waste and order a replacement.
- Rinse in hot soapy water after use and allow to air dry before replacing the lid and cup.
- Do not wash the thermos flask in the glasswasher or dishwasher.

**Step
8**

- Heat resistant pads, large trays and tray frames can be ordered via the non consumable order.
- Heat resistant pads must be washed in the dishwasher or in hot soapy water at regular intervals throughout the day.
- Large service trays and tray frames must be cleaned using a blue cloth and sanitiser after every use. at regular intervals throughout the day.
- A fully stocked utility belt or apron must be worn by all employees when working on the floor. Refer to SOPS B0010 - Cleaning and resetting a table.
- The hot water boiler must only be used to fill mugs for hot drinks or to fill Thermos flasks.
- Do not use the water boiler to provide water for any cleaning tasks.
- Ensure that a hot water warning sign is displayed on the boiler.