



GENERAL TIPS AND RULES

1. Don't forget to get your pastries out to prove the night before. They will not be edible if not- many people have tried and failed!
2. Don't forget to get any meat out of your freezers the night before to thaw; do not try and defrost it in cold water on the day, it doesn't look nice to the guests in your open kitchen.
3. Always deep clean your kitchen and empty and clean your bin after every service; your guests will look in your kitchen when you leave.
4. Always serve hot food on warm plates.
5. Wash your tea towels regularly and on a high heat (60° plus) to get the grease out. Do not leave a dirty or smelly tea towel, or sponges, in your kitchen. This is an open area for guests to access.
6. After mopping your kitchen with your dedicated kitchen mop (not the bedroom mop, see label), always throw away the dirty water immediately and put away your mop bucket out of sight. Don't leave a mop bucket of dirty water for your guests to see.
7. Make sure your fridge is clean, tidy and hygienic at all times. Your guests will look around these.
8. Please do not store products or food at floor level at any time.
9. Do not shut cupboard doors with your feet.
10. Clean up all spillages immediately.
11. Wash knives, chopping boards, work surfaces and hands immediately after preparing raw meat.
12. Remove wrist watches and rings.
13. Do not wear open toe shoes.
14. Wash hands before handling food, or after blowing your nose or going to the loo.
15. Put the plug in the sink when washing up.
16. Do not waste water.
17. Don't tip fat down the sink, allow it to cool and empty into the bin.
18. Use non-stick cooking utensils when cooking with non-stick pans.
19. Turn electrical appliances off at the wall before cleaning them.



20. Please do not cut corners with menus. The guests are told what to expect when they book - don't short-change them.
21. Never leave any sharp objects like knives or blades in the sink, this could seriously injure someone.
22. Do not sit on the work tops in the kitchen.
23. Never cut directly on the work surface.
24. Make sure you are aware of where the fire extinguishers are in your building.
25. Always empty your bin at the end of every service and replace with a fresh new bin bag, ensuring that the bin lid is wiped clean.
26. Cover up open cuts with a waterproof blue plaster, these will be provided in your chalets first aid box.
27. Tie long hair back.
28. Bad language is never acceptable around guests.

BURNING SOMETHING IN YOUR SAUCEPAN

If you happen to burn something in your saucepan, whatever you do please do not stir it. Instead quickly tip the contents into another clean saucepan, leaving the last burnt inch or so in the pan, and then try it to see if you can taste the burnt part. If it tastes burnt you may have to start again, but in most cases if a saucepan has caught and you catch it in time, you will be able to rescue it. To clean the pan, soak it in water, bring it to the boil on top of the cooker and the burn will come away easily. No need to scrub the pan.

CHALET DAY OFF

Please discourage your guests from cooking their own dinner by saying they can't for insurance reasons. Otherwise you may come back to a dirty kitchen, things broken or stock eaten.

FIRE SAFETY

1. Make sure you know where your fire extinguishers or fire blankets are in the chalet.
2. Kitchens are the most common place for fires to start. Don't leave food cooking unattended. If a fire does happen to break out, leave it where it is, place a saucepan lid or damp tea towel over it to cut off the air supply. Never put water on a fat fire or



burning liquid. Leave it for about 30 minutes after the fire has gone out to minimise the risk of your harming yourself.

SUPPLIERS AND COLLEAGUES

Take time to thank suppliers and colleagues, give your delivery man a slice of cake every now and again. The weather can be terrible in resort; snowy, icy and very cold making driving conditions difficult. Build a friendship and this may get your delivery to you first on the bad day and sets a good example of what our company is about.

KITCHEN CLEANDOWN

Every Saturday or Sunday, depending on your chalet changeover day, your kitchen will have a full deep clean. The whole kitchen will be scrubbed from top to bottom so it's gleaming for the new guests arriving. From the walls, to your ovens, fridges, floors, cupboards, microwaves, utensils, appliances, drawers. EVERYTHING! Look after your dishwasher by cleaning the filter out daily and keeping it supplied with salt and rinse aid.

Guests will most certainly come into your kitchen, probably when you're not there, and will have a look through the cupboards and fridges. Therefore it is vital they are always left spotless, food is covered up and stored correctly, and cupboards are clean with no crumbs or spilled food lying about. If the guests think your kitchen is messy and unhygienic, they will think you and your food are the same, so this is something we enforce very strictly. Chefs must always look clean and presentable and their kitchens should be also.

At the end of every service your kitchen must be cleaned down and left spotless.

FINAL STEPS OF SERVICE

1. Fully clean down kitchen – all surfaces, including oven properly wiped down inside and out.
2. No dishes left out drying/soaking, sink clear of any food debris.
3. Fridge is organised and wiped out, with all food correctly covered.
4. Floor thoroughly swept and mopped, brushes and mops must be left out of sight from the guests and always empty the dirty mop water after the floors have been cleaned (this is a public area, guests will come into your kitchen after you leave for the evening).



5. Empty all bins and put the rubbish and recycling out for collection at 10.30am and 8.45pm. Replace with a fresh bin bag and make sure the actual bin is wiped of all food debris and the lid on.
6. Do not leave any rubbish in your chalet after service, always take empty wine and beer bottles, don't allow these to build up before recycling. This needs to be done every shift
7. If your rubbish and recycling is not ready at the set pick up place and time, you must walk it down to the poubelles yourself – there should never be any rubbish or recycling left in your chalets, garages or recycling drop off point once you leave the chalet
8. EVENING - Get pastries out of the freezer to prove for the next day, place on a tray with greaseproof paper. Use two trays depending on guest numbers; they will double in size so don't squeeze them on.
9. Before you leave let your guests know you are going and check if they need anything else.

FOOD STORAGE

Raw materials and ingredients stored in your dry store and fridges should be kept in appropriate conditions, designed to prevent harmful deterioration and to protect them from contamination.

You should store items such as cleaning chemicals and any other chemicals, such as insect deterrents, in separate areas to food and food packaging.

Storing dry food off the floor and in cupboards or shelving is the legal standard and will reduce the chances of foreign body contamination and prevent attracting pests.

Part-used packs or broken stock should be adequately resealed to prevent contamination. It may be better to transfer the stock to containers with lids. Part-used tinned food should not be kept in the tin.

Chilled stores, fridges and freezers must be run at suitable temperatures to comply with temperature control regulations. Generally, refrigerators should be between 1°C and 4°C, and freezers should be below -18°C. Ideally, foods that do not need to be heated (such as cooked foods or prepared salads) should be stored in separate fridges. If this is not possible, store raw food (meats, unprepared vegetables) on lower shelves and cooked food on the upper shelves. You must cover raw food with appropriate food safe material, such as cling film, foil, lids or grease proof paper. Do not use cloths.

All foods that are kept in refrigerators and freezers should be securely and completely wrapped to prevent cross-contamination and to maintain quality. Use containers with lids, cling film or freezer bags and, for frozen goods, squeeze out as much air as possible.

Trays or containers used in fridges should be large enough to contain any liquid from defrosting items, or blood from meat and fish. If you have open-top refrigeration or freezer



cabinets, make sure foods are kept well below the load line, as an adequate refrigeration/freezing temperature is only maintained below this mark.

A build-up of ice in freezers prevents the effective operation of these units. They must be defrosted and thoroughly cleaned as necessary; a good idea is to clean your freezer the day before delivery day as it will be at its lowest with food products, or on a changeover day when there is ample time.

STOCK ROTATION

You should use a suitable system of stock rotation to make sure older foods are used first and therefore avoid spoilage. This applies to chilled and frozen foods, as well as other products. In general, you should apply the first-in first-out rule. Foods which have a relatively long shelf life (such as tinned products, cereals and biscuits) are labelled with a BEST BEFORE date. It is not in itself illegal to serve these foods beyond the best before date, but you may not be aware of any deterioration of the product inside the packaging, so please check this when opening. Food with a short shelf life, in which food poisoning organisms can grow, e.g. sliced hams and chicken, are labelled with a USE BY date. It is an offence to use these after the used by date has expired, even if it appears to still be fit to eat. The use by date expires at midnight on the date given. Although at times you may be supplied with an item that was frozen immediately on delivery in the main store and therefore could be past its USE BY date but is perfectly fine, if you have any reservations ask your manager for clarification.

COLOUR CODED CHOPPING BOARDS

Using a **colour coded chopping board** will help prevent cross-contamination between food groups, which could potentially cause food poisoning in your dining establishment.

If you do not have these boards then don't worry; so long as you have two boards and use one for meats and then the other for vegetables, bread etc. This will reduce the chances of cross-contamination. Always let the rest of your chalet team know about the two boards as they will most certainly assist with cutting bread or any other help you may require during service.