

Front Office Service

Level- I

Based on March 2022, Curriculum Version 1



Module Title: Workplace Grooming, Hygiene and Sanitation

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Acronym

HACCP.....Hazard Analysis Critical Control Point

CCP..... Critical Control Points

PH.....Potential of Hydrogen

ISOInternational Organization for Standardization

JHIJob Hazard Analysis

OSHA.....Occupational Safety and Health Administration

SARS-CoV-2.....Severe Acute Respiratory Syndrome Coronavirus 2

HRHuman Resource

SOPsStandard Operation Procedures

PPE.....Personal Protective Equipment

OSHA.....Occupational Safety and Health Administration

Fig.....Figure

Introduction to the Module

This module describes the knowledge, skills and attitude required to acquire information on the workplace grooming, hygiene and sanitation. It also helps to grooming should build a professional workplace picture, and we must be attentive to our appearance and location. It is to project to our esteemed costumers an image of the culture and ethics of the organization that is our guests. The module will also help the trainees in making yourself look good and clean. The things you do to make yourself tidy and pleasant, and your appearance.

This module is designed to meet the industry requirement under the Front Office Service occupational standard, particularly for the unit of competency: Workplace Grooming, Hygiene, and Sanitation.

This module covers the units:

- Work place grooming and appearance
- Hygiene and sanitation procedures and identify hazards
- Report any personal health issues
- Food and other item contamination
- Cross-contaminations

Learning Objective of the Module

- Follow work place grooming
- Follow hygiene and sanitation procedures
- Identify hazards
- Report any personal health issues
- Prevent food and other item contamination
- Prevent cross-contaminations by washing hands



Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Perform Operation Sheets which were provided at the end of units
4. Read the identified reference book for Examples and exercise
5. Perform Operation Sheets which were provided at the end of units
6. Do the “LAP test” giver at the end of each unit

Unit One: Work place grooming and appearance

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Grooming and appearance
- Improper grooming and appearance
- proper grooming and appearance
- Report improper grooming and appearance

This Unit will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this unit , you will be able to:

- Follow grooming and appearance procedures
- Identify improper grooming and appearance practices
- Correct proper grooming and appearance practices
- Report improper grooming and appearance practices

1.1 Grooming and appearance

1.1.1 Grooming

Grooming it's the method of making yourself look good and clean. The things you do to make yourself tidy and pleasant, and your appearance. Our looks are a sign of who we are. Our grooming should build a professional workplace picture, and we must be attentive to our appearance and location. Grooming is a blend of style and discipline. It is to project to our esteemed costumers an image of the culture and ethics of the organization that is our guests.

Grooming is the combination of style and discipline. It is to project an image of organization's culture and ethics to our esteemed costumers which is our guests. It also enhances the personality of employee, character of an organization and value of the company. All staff must adhere to grooming standards. Grooming is the most important in the hospitality industry. Where ever you will go, for example, the Travel and Tourism industry, the Aviation industry, or in the Cruise and Hotel industry the grooming top most priority.

While grooming requirements will vary between men and women, it is important that both look clean and presentable while they are on the clock. Make sure all your employees know the dress code, and provide them with a clear outline of what is expected.

1.1.2 Appearance

The physical appearance of your hotel staff helps to maintain your overall appearance, but the way they act also contributes to the hotel's reputation. Employees should be encouraged to report for duty five to 10 minutes before their shift starts and to always treat guests with respect. Outline a code of conduct that employees must follow. As a hotelier, you should be constantly incentivizing your employees to perform better. Those who receive high praise from guests or continually meet or exceed expectations should be rewarded for their efforts

First impressions matter and the way you look and carry yourself create impact on people you get along with in the work setting. Proper grooming and professional appearance is important to both men and women. Lack of these may lead to poor image and may interfere with your chance of getting good impression and positive feedbacks from your workmates and superiors. What are importance of etiquette in hospitality industry?

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A/ Understanding of customers and code of behaviour

When you will have to interact with both professional individuals, it's important to follow the code of conduct of the hospitality industry and make certain a memorable experience for the guest and reputed business.

B/ Outlook and Approach

Hospitality Industry needs a clean, composed, and positive attitude. Keep a warm smile always. Personal hygiene and grooming in the hotel industry are very important, it's engaging your guests, understanding what they want, and involving them better to make them happy and comfortable. The physical appearance of your hotel staff helps to maintain your overall appearance, but the way they act also contributes to the hotel's reputation. Employees should be encouraged to report for duty five to 10 minutes before their shift starts and to always treat guests with respect.

1.1.3 Grooming and appearance procedures

In today's competitive and modern business world, it is highly essential to adhere with professional appearance and grooming for the workplace. If you have the desire to look your best at all times in social and professional settings, you need to keep in mind the following basic guidelines for good grooming in the workplace:

- Make sure to wear clean and presentable clothes
- Be clean and neat, including your fingernails, teeth, shoes, hair and face..
- Understand your industry's dressing trend.
- Wear clothes that fit your size.
- Avoid wearing strong perfume.
- Wear polished shoes.
- Carry a trimmed beard and hair.
- Pay attention wrist watch.
- Wear department uniform in a basic colour.
- Sit or stand straight

These are just few of the many ways on how you can achieve ideal professional appearance and grooming for the workplace. Individuals also have to note that personal hygiene must be practiced

in the workplace and not just at home. Professional appearance can further be enhanced by reporting to work early, wearing the best smile often and displaying positive attitude.

1.1.2 Hotel grooming policy

Employees are often the face of the employer's organization, projecting a public image to customers, clients and colleagues. As a result, employers often require certain grooming standards for employees, especially those with significant customer or client contact. A grooming policy should reflect the needs of the employer while not unnecessarily restricting employee individual expression. The more formal or professional the culture, and the more employees interact with individuals outside of the workplace, the greater the need for employers to have a policy governing employee grooming and hygiene.

A policy addressing proper dress and grooming standards for employees in the workplace, including optional clauses for uniform or fragrance-free requirements and permitting or prohibiting slogans, messages, and logos. This policy can be incorporated into an employee handbook or used as a stand-alone policy document. This Standard Document applies only to private workplaces. It is jurisdiction neutral. State or local law may impose additional or different requirements, but this document will be useful and relevant to employers in every state. This Standard Document has integrated notes with important explanations and drafting tips.



Fig.1.1 Hotel grooming policy

Uniform and Name Tag

- Uniform is our company's identity that we have to represent positively. We need to keep our uniform clean, tidy and free of stains and tears.

Nametags make life easier for our guests and for our fellow associates. To guests, our nametags show that we are someone they can ask for assistance. To fellow employees, it helps create a positive environment when we call each other by name.

Hair

- Our haircut must always be properly maintained in a neat condition. We need to shampoo at least once every couple of days and most importantly, we need to keep our natural hair color. Other things that we need to consider are:
 - ✓ Utilization of hair wig is not allowed.
 - ✓ No hair-doing in the working area, especially not in front of our guests.
 - ✓ Hair bangs must be kept above eye-brows, no hair covering your eyes.
 - ✓ Hair accessories must be kept simple and black in color.

Shoes, Socks and Hosiery

- Simple plain black socks and hosiery.
- Plain black lace style or plain black slip on style shoes with low heels
- Non-slip sole to avoid injury.
- No sandals, open toed or strap shoes are permitted.
- Well-polished shoes at all time.

Belt

- Only plain simple black leather belts are allowed.

Nail

- Nail longer than the fingertips are not permitted.
- Artificial nails and nail arts are not permitted.
- Only clear or natural nail polish is permitted.

Make Up

- Present a polished, professional, five-star image.
- Look natural, be well applied, with no garish colors.

- Earth and Natural Color is highly recommended.

Teeth Braces

- Only clear and silver braces are allowed.

Eye Glasses and Contact Lenses

- Only plain simple black, brown or silver framed eyeglasses with clear lens are permitted, as well as only clear contact lenses are too.

Jewelry

- Wedding & engagement ring is permitted
- Plain, no stone/ diamond/ other additional material
- Gold, silver, or its combination color only.
- Large bulky rings & rows of rings on each hand are not permitted
- Toe rings are not permitted

Tattoo and piercing

- Visible body piercing and tattoo are not permitted.
- Face or tongue or other visible body piercings must be removed before commencing every shift.

Hospitality industry strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. Department heads may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas, including natural or artificial scents that could be distracting or irritating to others. All staff members are expected to present a professional, business like image to clients, visitors, customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with the organization.

Supervisors should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department's guidelines for attire should be discussed with the employee's immediate supervisor. Any staff member who does not meet the attire or grooming standards will be subject

to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.

1.2 Improper grooming and appearance practices

Poor physical hygiene leads to visible markers of poor health in your body. This makes others see you as a source of infections and diseases. It affects your Presentation

Your presentation is more than your communication skills – it's the total package. Poor hygiene can negatively affect your presentation. It makes people perceive you differently and they may even make wrong judgments about your abilities and performance.

Most workplaces have standards for employee dress, grooming and hygiene. An unprofessional appearance may not only violate your company's policies, but can have tangible and intangible effects on your performance.

Organizations that deal face-to-face with clients and customers typically have higher dress standards for employees. If you look unprofessional, customers may take you less seriously, view you and your company in a negative light and may even complain.

If you violate your company's dress code policy, you could face consequences. A verbal or written warning is often the starting point. If you don't correct your appearance, you could face suspension, demotion, job reduction or even termination. Repeatedly bad dress that violates standards is typically viewed as insubordination. If you lose your job over poor dress, you likely won't get a favourable job referral.

Improper grooming Includes:

- ✓ Poor personal hygiene practice.
- ✓ Unguarded coughing or sneezing.
- ✓ The habit of licking the fingers.
- ✓ Nose picking or fingering the nose.



Fig.2.1 poor personal hygiene

- ✓ Handling of handkerchiefs.

- ✓ Working in street clothing.
- ✓ Wearing neon or flashy colour attires.
- ✓ Spitting in work areas.
- ✓ Unarranged hair.
- ✓ Smoking in work area.
- ✓ Leaning
- ✓ Slouching

1.3 Correct & report proper grooming and appearance practices

While we may all know not to judge a book by its cover, there are a few instances where presentation really does matter. In the hotel industry, polished presentation is vital to success. Everything about your property will be evaluated through photographs and reviews before a guest even decides to purchase a room. They must look professional and presentable because they are an integral part of the property. Though some hotels might be too busy managing their property with no time left for training and grooming of their staff, you should know that the appearance of your staff is just as important as choosing the right property management software or creating a revenue plan. When it comes to your staff's demeanour, uniform and personal grooming habits, employees should follow a strict dress code so they can be the face of the hotel. It can make or break the impression of your hotel.

Conversations regarding appropriate dress and grooming habits with an employee can be very uncomfortable for anyone in a leadership position. However, following a few best practice guidelines can make the conversation go much more smoothly and minimize the impact on your team. Here are **5 steps** to help managers navigate the situation.

- **Address the employee in private.**

This is an embarrassing conversation for anyone. To minimize discomfort and public humiliation, pull the employee aside to a location where you can have a private conversation. Keep in mind, as a leader, you set the tone for your team. Avoid discussing the matter with other employees to prevent the situation from getting bigger than necessary.

- **Know your audience and adjust your approach accordingly.**

Some employees have tough skin and can handle a direct approach. For others, you may want to preface the conversation by letting the employee know, “This may be hard to hear, but something has been brought to my attention...”

- **Be specific and act quickly.**

Be precise and immediate about what has been observed. While talking around the concern may seem more compassionate, providing specific examples and their impact gives the employee clear direction. When possible, address the problem at the time the unprofessional dress or grooming has been brought to your attention, or as soon as it is practical to do so.

- **Explain why.**

Help the employee understand why their dressing or grooming isn’t appropriate, such as how it impacts their representation of the company, how others perceive them as a professional, or even others’ personal comfort.

- **Set expectations and monitor.**

Provide the employee with a clear understanding of expectations going forward and monitor to ensure they are maintained. While the conversation may be difficult initially, most employees will respond favourably to clear guidelines with encouragement and continued positive reinforcement.

PART-III: Read the following questions and give your best answer accordingly.

1. Discuss about the importance of grooming standard & professional appearance in hospitality industry
2. What are proper grooming and improper grooming practices?
3. Explain about the significance of etiquette in hospitality industry?
4. What are professional standard?
5. Write and explain about hotel grooming policy

Unit Two: Work place Grooming and Appearance

This Unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Hygiene and sanitation procedures & policies
- Poor organization practices
- Hygiene hazards
- Hygiene breaches
- Hazard identification tool and templates
- Actual or foreseeable hazardous
- Other personnel and hazard identification
- Record of hazards

This Unit will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Follow hygiene and sanitation procedures & policies
- Identify & report poor health and safety practices
- Identify hygiene hazards
- Minimize /remove hazards according to legal requirements.
- Report hygiene breaches
- Document hazard identification tools and template
- Identify methods to identify actual or foreseeable hazards
- Involve other personnel in hazard identification process
- Records identified hazard

2.1 Hygiene & sanitation procedure & policies

Hygiene

The word “hygiene” is derived from the Greek word “hygieinos” which means healthful, or relating to health. Generally, we use the term hygiene to describe the ‘practice of keeping oneself and their surroundings clean, especially to prevent illness or the spread of disease. Good hygiene is a barrier to many contagious diseases, including fecal-oral diseases. It plays an important role in promoting better health and well-being.

All workplace environments need to be hygienic and safe for both employees and visitors. This applies to all, not just workplaces involved in handling food and personal products. A solid workplace hygiene policy is the best way to ensure employees maintain a clean workplace.

Factors contributing to good hygiene practices

- ✓ Adequate and frequent training
- ✓ Understanding why
- ✓ Teamwork in the work place
- ✓ Good communication skills

Benefits of Good Hygiene Practices

- ✓ Reduced risk of food poisoning
- ✓ Less food wastage
- ✓ Compliance with food safety standards
- ✓ Good reputation
- ✓ Increased production

Each workplace will require different hygiene requirements. Certain tasks, or industries may also create risks which require additional protection than those discussed below.

2.1.1 Types of Hygiene

A/ Personal hygiene

Personal hygiene which involves the cleanliness of one's body and clothing, proper living habits, healthy diet, rest, and exercise, basically means cleanliness of your body. Good personal hygiene means keeping all parts of the physical body clean and healthy. It is an essential part of maintaining both physical and mental health.

The main goal of personal hygiene is to improve or enhance personal standards of cleanliness, within people's living conditions.

B/ Environmental Hygiene

The aim of environmental hygiene is to create safe spaces so as to prevent diseases. In general, environmental hygiene involves disinfection activities (to control the harmful organisms and bacteria that threaten health), rodent control, disinfestation, and fumigation activities. When the environment is polluted with toxic waste through either spitting or vomiting, the State is accountable for the respective cleaning of the environment using companies that are in the field of environmental hygiene. This way, children and other people who use the same street are prevented from falling ill due to exposure to such waste. Environmental hygiene takes care of the health of both current and future generations.

C/ Domestic hygiene

Domestic hygiene which involves cleanliness, the sanitary preparation of food, and ventilation, generally means cleanliness in homes. Domestic hygiene practices include all the work done to keep people's clothes, beddings, and houses clean. These activities include washing clothes and beddings, cleaning the toilet, sweeping and cleaning floors, and washing dishes after meals. It is important to keep the house clean so that it remains a healthy place. In the case where the house and things in it are not often cleaned, dirt and moisture accumulate, making the house ideal for the breeding of parasites, germs, and disease-carrying animals. These germs can cause infection or sickness to the people living in the house.

D/ Food hygiene

One of the greatest risks to the health of a population is contaminated food. It is a leading cause of disease outbreaks and transmission. Food that is kept for too long contains pathogens or toxic chemicals whereas foodstuffs that are consumed raw, such as vegetables and fruits, can get contaminated by flies, dirty hands, or unclean water. Food that has been improperly prepared can

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also lead to chemical poisoning. For instance, improperly pounded and cooked cassava leaves may contain dangerous cyanide levels. Therefore, to promote good health, food should be prepared and stored properly.

2.1.2 Cleaning and Sanitation

Cleaning is necessary to protect against microorganisms. Food-contact surfaces shall be cleaned in this sequence: wash with detergent, rinse with clear water, and then use an approved sanitizer. The sanitizer used should be approved for use on food-contact surfaces and must be mixed according to the manufacturer's directions. Cleaning should be performed before, during and after food preparation.

Each user must properly clean and sanitize the kitchen after their shift and ensure that the kitchen is ready for the next user. Cleaning supplies, brooms and mops are in the [location of the supplies]. You will be given a key to this [location of supplies] once your kitchen reservation is final. Consequences.

Sanitation

Wiping a counter with a bleach solution is an example of sanitizing. Although the words “cleaning” and “sanitizing” are often used interchangeably, there is a big difference between both processes.

Cleaning can be defined as the physical act of removing dirt, grime, and stains from an area. It also includes vacuuming, dusting, and other acts that are meant to make a room or area look good. That doesn't necessarily mean there is any sanitizing going on. Sanitizing is defined as cleaning an object to make it free of bacteria or disease-causing elements.

There are many advantages to maintaining a clean workspace, such as:

- Improving employees health and reducing sick workdays
- Preserving and protecting building assets such as carpets, floors, tile surfaces and equipment
- Creating a welcoming atmosphere, and often subconsciously encouraging hard work and collective effort

Sanitation and housekeeping are important to job site safety. Good housekeeping reduces illnesses and injuries and promotes positive behaviours, habits, and attitudes. An effective housekeeping

program is an important element in workplace safety and health management systems, according to the Occupational Safety and Health Administration (OSHA).

OSHA's minimum housekeeping requirements to protect workers establish employers include:

- Maintaining good housekeeping practices
- Storing materials in a way that hazards are not created for workers
- Solid waste must be cleared at the end of the job or work shift
- Keeping work surfaces clean

Effective housekeeping is an ongoing operation. It is not a one-time act of tidying up done occasionally. For help on keeping your facility clean and germ-free, contact Vanguard Resources.

Cleaning Policy and Procedures

- Refer to manufacturers' cleaning instructions.
- Wear personal protective equipment, i.e. gloves, aprons and/or as appropriate.
- Wipe all surfaces including underneath, paying special attention to 'contact' points.
- Apply colour coding policy.
 - ✓ colour-coded double mop bucket and wringer set;
 - ✓ colour-coded mop handle
 - ✓ colour-coded mop head
 - ✓ colour-coded domestic gloves
 - ✓ black bag & warning signs
- Use specified product, for example:
 - ✓ Detergent wipes
 - ✓ Detergent and disposable cloths.
- Always comply with health and safety policies:
 - ✓ electrical equipment (switch off appliances and unplug)
- Always comply with infection control policies and procedures
 - ✓ Good personal hygiene

- ✓ Safer disposal of clinical waste
- ✓ Adherence to standard infection control precautions
- ✓ Adherence to decontamination policy
- ✓ Seek specialist advice for cleaning of fabric finishes.

DON'TS

- Do not store personal possessions in the cleaning cupboard
- Do not leave the cleaning cupboard open and unattended at any time
- Do not introduce any chemicals into the cleaning cupboard that have not been
Provided through official channels
- Do not decant or mix chemicals, or remove labels from bottles etc

2.1.3 Sanitizing Food Surfaces

Food-contact surfaces shall be cleaned in this sequence: wash with warm water and detergent first, rinse with clear water, and then use an approved sanitizer. The sanitizer used should be approved for use on food-contact surfaces and must be mixed according to the manufacturer's directions. Cleaning and sanitation should be performed as frequently as necessary before, during and after food preparation to prevent contamination.

To ensure the food-contact surface is sanitized pay attention to these factors:

- **Concentration:** Follow the instructions on the sanitizer's label and use proper dilutions and concentrations. Too little sanitizer will not work. Too much can be toxic.
- **Temperature:** Generally, chemical sanitizers work best in water that is between 55°F and 120°F
- **Contact time:** In order for the sanitizer to kill harmful microorganisms, the cleaned item must be in contact with the sanitizer (either heat or approved chemical) for the recommended length of time.
- **Air-drying:** After applying the sanitizer, place utensils in a wire or plastic draining rack where they will not come into contact with any food or food residue and let them sit until dry. For equipment, after applying the sanitizer, let the equipment sit without use until dry. Do not use towels for drying, polishing, or any other purpose because they may re-contaminate equipment and utensils.

2.1.4 Personal Cleanliness and Conduct

In addition to keeping the facility clean personal cleanliness must be maintained while working at the [name of kitchen]:

- Hands shall be washed before starting work, after each absence from the workstation or when they become contaminated (such as with eating, smoking, or taking out the trash)
- Sanitary protective clothing, hair covering, and footwear must be worn and maintained in a clean, sanitary manner. All clothing must be clean.
- Gloves, if worn, must be clean and sanitary
- All food-handling personnel must remove objects (i.e. watches, jewelry) from their person that may fall into or contaminate the food product
- Tobacco, gum, and food are not permitted in food-handling areas
- Individuals who are sick or who exhibit symptoms of illness (including vomiting, diarrhea, fever and skin infections are not allowed in the kitchen.

2.2 Poor hygiene practices

Hygiene involves taking care of your body and mind by following a series of day-to-day cleanliness activities. But what happens if we don't do it? Poor hygiene, whether intentional or situational (where you might be unable to cater to yourself), can have enormous short and long-term health implications. You can fall sick yourself, as well as spread germs to others.

Factors contributing to poor hygiene practices

- Lack of training
- Lack of understanding
- Negligence
- Ignorance

Consequences of poor hygiene practices

- Higher risk of food poisoning
- Increased food wastage
- Lack of compliance
- Bad reputation, unsatisfied customers.
- Less productivity
- contamination of food

- cross-contamination of food and other items

2.2.1 Identify poor hygiene Practice

Poor hygiene can be identify in the workplace by following seven simple steps.

1. **Introduce a hygiene policy.** This policy should clearly explain what you expect of staff. It should also state what the business is willing to provide employees.
2. **Regular cleaning.** Simply, regularly cleaning – of the toilets, workstations and the office – is one of the most effective ways to improve hygiene. If possible, hire external cleaners to clean the office after hours.
3. **Provide toiletries to employees.** Prompt your employees into maintain a hygienic workplace by providing them with toiletries. For example, sanitizer bottles, soap, boxes of tissues, and clean wipes.
4. **Internal communication.** Remind employees of the importance of personal hygiene on a regular basis. Let them know how much it means to your business. Also, it is best practice to lead by example
5. **Write, provide and implement a hygiene policy.** This is the best first step to talking to an employee about personal hygiene. It is also gives you some background and context to support you if a serious conversation is needed.
6. **Generally, remind employees about personal hygiene.** Even if you would like to discuss the issue with one employee, avoid embarrassment by reminding all employees of your expectations. As hygiene is a sensitive issue, make sure your communication is delicate
7. **Talk to employee privately.** If you wish to talk to an employee about a specific issue, pull them aside and speak to them privately.

2.2.2 Managing poor hygiene practice

It is important that any hygiene matters are addressed immediately, not only to protect the practice reputation, but because these cases can quickly escalate into bullying and harassment situations against the offending employee. This, in turn, can result in costly legal claims.

It is important that you tread carefully in these situations; there are many reasons that an employee may not be as fresh as they once were. Particular note should be taken of employees whose hygiene

levels change quickly as this could be an indicator of a deeper problem from issues like alcoholism or depression to certain forms of cancer where aerosol products or certain chemicals cannot be used. With potential for unfair dismissal (including constructive) and discrimination claims, it is understandable that this discussion can be extra daunting.

✓ Holding the meeting

Some managers feel it beneficial to role play these discussions, but sometimes it's better just to go straight into it and 'rip off the plaster'. Find a private meeting room where interruptions are unlikely – the best time to hold the conversation is towards the end of the working day so the employee can go home immediately after and does not have to work feeling self-conscious.

Explain that you have some concerns with the employee's hygiene and it is important that all employees are positive representatives of the practice.

Bear in mind, where disabilities are involved, practices are required to put in place reasonable adjustments to support the employee – this may be allowing them to store roll-on deodorant at work, alter working hours or wear a different uniform where possible. You can also refer to Occupational Health for further support.

✓ Report to your supervisor

The first step you can take is to report to your supervisor. Let them know what you are worried about, and why. They should be able to show you the risk assessment, perhaps even involve you in improving it. If they feel that the work is safe, they should be able to explain the controls in place, and how are adequate to control the risks.

If you are still worried or feel that your supervisor hasn't taken your concerns seriously, report to your health and safety manager, or directly to your employer.

2.3 Hygiene hazards

Hazards in the workplace occur when the working environment can cause injury, illness or death. The hazards can result from many of the different aspects of the working world, including equipment, dangerous materials, unsafe working practices and the behavior of people. For lone workers, hazards often present increased risk because they are less likely to have immediate support from colleagues. Hygiene hazard may include:

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- airborne dust
- items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions
- dirty equipment and utensils
- contaminated garbage
- use of practices not in keeping with current organization

2.3.1 Food contamination

Types of food contamination

A/ Biological Contamination

Biological contamination occurs when food becomes contaminated by living organisms or the substances they produce. This includes biological matter produced by humans, rodents, insects and microorganisms. Biological contamination is the leading cause of food-borne illness and food poisoning*, and a common cause of food spoilage and food waste. There are six types of microorganisms that can cause food-borne illness: bacteria, viruses, parasites, protozoa, fungi and prions.

Food-borne illness occurs when disease-causing microorganisms, also called pathogens, get into food and multiply to unsafe levels before being eaten. This can happen remarkably quickly; in conditions ideal for bacterial growth, one single-cell bacteria can become two million in just seven hours.

Bacteria and other pathogens thrive in foods that are:

- moist
- high in protein or starch
- neutral in acidity

Foods that meet these criteria are called potentially hazardous or high-risk foods. All high-risk foods are teeming with pathogens and other bacteria; it is your responsibility to stop bacteria from multiplying to unsafe levels and, where possible, to destroy them via the cooking process. To slow down the growth of bacteria and prevent food safety risks, you need to follow food safety

best practices designed to control bacterial growth through proper food handling techniques, rigorous cleaning and sanitizing procedures and time and temperature control of food.

To minimize the risk of biological food contamination occurring in your food business, always:

- keep high-risk foods (e.g., meat, poultry, dairy, eggs) out of the Temperature Danger Zone
- purchase, store, thaw, prepare, cook and serve high-risk foods properly
- regularly clean and sanitize all food contact surfaces and equipment
- maintain good overall hygiene and sanitation of the premises
- maintain high standards of personal hygiene (and ensure all employees do the same)

B/ Physical Contamination

Physical contamination occurs when a physical object enters food at some stage of the production or preparation process. Physical objects in food can be a choking hazard and often introduce biological contaminants as well. Even if the object is not likely to injure your customer, finding an object in their food can be very distressing for a customer (who knows that harmful microorganisms on the object could make them ill).

Common examples of physical contaminants in food businesses include:

- hair
- fingernails
- bandages
- jewellery
- broken glass, staples
- plastic wrap/packaging
- dirt from unwashed fruit and vegetables
- pest droppings/rodent hair
- To minimize the risk of physical food contamination occurring in your food business, always:
 - wear hair neatly tied back or wear a hair/beard net
 - keep jewellery to a minimum
 - when necessary, wear brightly coloured bandages that can be easily seen if they fall off

- throw out and replace cracked, chipped or broken dishware, glassware and equipment
- Use a plastic or metal scoop for ice (never use the glass!)
- wash fruits and vegetables thoroughly

C/ Chemical Contamination

Chemical contamination occurs when food comes into contact with or produces toxic chemicals, which can lead to chemical food poisoning. Chemical contaminants fall into one of two categories: natural and artificial.

Common chemical contaminants include:

- cleaning products (e.g., detergent, sanitizer)
- pesticides/herbicides
- toxic chemicals in metals and plastic
- preservatives
- naturally occurring toxins

Naturally occurring toxins are toxic compounds that are produced by living organisms, some of which are staples of the human diet (e.g. shellfish, potatoes, and fish). These toxins are not harmful to the organisms themselves but can be harmful to us if we eat them.

There are many ways that food can become contaminated by artificial/synthetic chemicals in a commercial kitchen. Food Handlers can accidentally cause chemical contamination if they

- Don't store cleaning products and other chemicals properly
- Use too much detergent or sanitizer to clean food preparation surfaces, glassware, dishes or cutlery (follow the manufacturer's instructions!)
- Don't rinse surfaces, glassware, dishes or cutlery properly after cleaning and sanitizing (if applicable)
- Properly wash fruits and vegetables to remove pesticides
- Use kitchen equipment or containers made from materials that are not suitable for food or not designed to be reused (use only food-grade plastic and metals)
- Use pest control products (e.g. spray, poisonous bait) improperly

2.4. Minimize/remove hazards according to legal requirements

Generate a list of possible risks with the entire staff. Ask your staff to come up with possible or hidden risks and hazard types within the office about which everyone should be aware. Some possible hazard types for staff to consider are boxes blocking paths in corridors, power cables lying in a pathway, loose floor tile, frayed carpeting, burned-out light bulbs, unstable handrails and improper ventilation.

Designate safety wardens within each department. Find an employee who has an eye for detail, and ask her to maintain her department's safety log. She doesn't need to be the manager, but she must be committed to the safety of her co-workers and coordinate with her supervisor on a regular basis, and she must immediately report any risk in her area.

Rotating this position will give each employee a sense of ownership of their co-workers' and their own health and safety, and it will make them more aware at all times. Include responsibility for the regular inspection of machinery, outlets, plumbing, kitchen appliances and stairwells

4-Steps for Effective Performing Hazard Identification

1. **Look** – Walk around the facility and look for out-of-place items. Identify potential or existing hazards. Learn how to identify common workplace hazards.
2. **Think** – Evaluate identified hazards and determine their underlying causes. Set appropriate controls to mitigate the likelihood of recurrence.
3. **Act** – Implement corrective actions or controls.
4. **Monitor** – Perform regular inspections and reviews to ensure that standard operating procedures and safety control measures are followed.

2.4.1 Main ways to control for hazards

The hierarchy of controls should always be used to eliminate or reduce exposure to hazards.

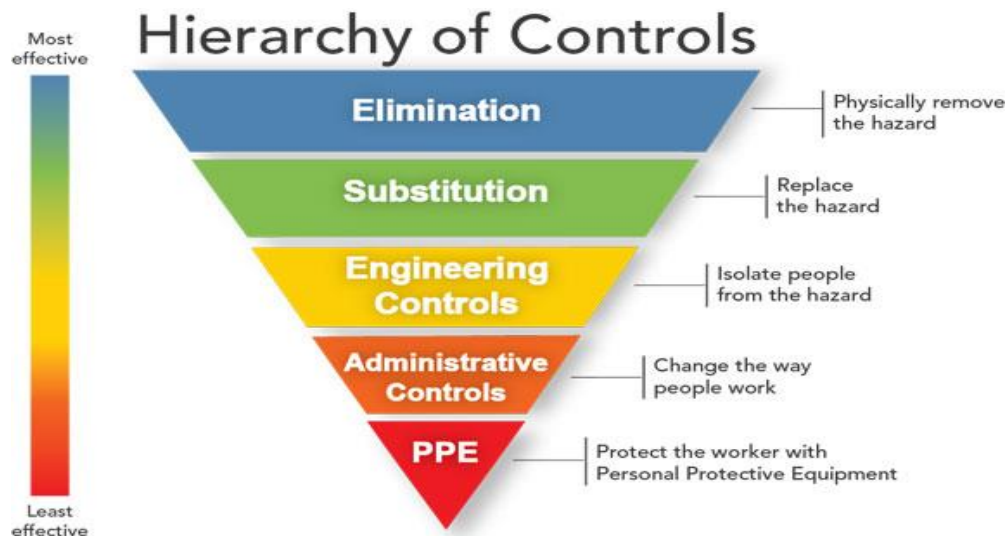


Fig.2.4.1 control for hazards

Table: 2.4.1 Control Type

CONTROL TYPE	EXAMPLES
Elimination/Substitution	Remove the hazard from the work site or replace the hazardous material and/or equipment with less hazardous ones
Engineering Controls	Introducing designs or modifications to buildings, equipment, ventilation systems, and/or process to reduce exposure levels
Administrative Controls	Introducing policies, guidelines, safe operating procedures and/or exposure control plans
Personal Protective Equipment	Introducing gloves, respirators, hearing protection, lab coats, and/or steel toed shoes

2.4.2 Building a HACCP System

Implementing a HACCP System requires that both Prerequisite Programs and HACCP Plans are implemented. HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. For successful implementation of a HACCP plan, management must be strongly committed to the HACCP concept. A firm commitment to HACCP by top management provides company employees with a sense of the importance of producing safe food.

Prerequisite programs are programs that are put in place in the facility to control hazards in the environment, preventing contamination of the product. Prerequisite programs ensure a hygienic

environment, and good manufacturing processes for personnel that reduce the risk of contamination of the food product.

7. Principles of HACCP:

1. Conduct a Hazard Analysis

This is where you evaluate your processes and identify where hazards can be introduced. Hazards can be physical (i.e. metal contamination), chemical (i.e. can a cleaning product contaminate the product, are there toxins that could contaminate the product?) or biological (at what points could bacteria or virus contaminate your product?). You will need to make sure that you have the expertise to make an accurate evaluation of the hazards. This means that if you do not have sufficient expertise in your organization you will need to identify external resources that you can use to perform the hazard analysis. The hazard identification is done in two steps, first the identification of hazards, then an evaluation of the hazard. The hazard evaluation is a determination of the degree of risk to the user from the identified hazard. Once the hazard is identified and evaluated the team must identify critical control points. These are points where the hazard must be controlled or it will present a risk to the end user.

2. Identify the Critical Control Points (CCP)

At what steps in your process can controls be applied to prevent or eliminate the hazards that have been identified? These are your critical control points. For each critical control point you will identify the preventive measure. How will you prevent the hazard? Use of specific Temperature, procedures

3. Establish Critical Limits

Your next step is to establish criteria for each critical control point. What criteria must be met to control the hazard at that point? Is it a minimum temperature? Are there regulatory limits that you must meet for this control point? Establish a maximum or minimum limit for temperature, time, pH, salt level, chlorine level or other processing characteristic that will control the hazard. This is the critical limit for the CCP. If this limit is ever exceeded corrective action must be taken, and all affected product controlled

4. Establish Monitoring Procedures

What will you measure and how will you measure it? You need to monitor the process at the critical control point and keep records to show that the critical limits have been met. Can you do continuous monitoring of the control point? If not, how often will the measurements need to be

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Performed to show that the process is under control? The monitoring that takes place at the critical control points is essential to the effectiveness of the HACCP program. The monitoring program will be made up of physical measurement or observations that can be done in a timely manner, to provide the information in a time frame that allows you to take action and control product if an out of control situation occurs.

5. **Establish Corrective Actions**

You will establish what actions need to be taken if a critical limit is not met. This will be identified ahead of time for each CCP. The action must make sure that no unsafe product is released. There must also be an evaluation of the process to determine the cause of the problem and an elimination of the cause. The action or actions taken have two purposes, to control any nonconforming product resulting from the loss of control, and to identify the cause, eliminate it and prevent the situation from reoccurring. By identifying the corrective action before an out of control situation occurs, you are prepared to take action quickly if and when it does occur.

6. **Establish Record Keeping Procedures**

you will determine what records are needed to show that the critical limits have been met, and the system is in control. Address regulatory requirements and include records from the development of the system and the operation of the system.

7. **Establish Verification Procedures**

The HACCP plan must be validated. Once the plan is in place, make sure it is effective in preventing the hazards identified. Test the end product, verify that the controls are working as planned. Perform ongoing verification of the system. Are measuring and monitoring equipment in control? What are corrective actions showing? Are records being maintained as required?

The Food Safety Management Systems reaches beyond the hazard analysis critical control point and also incorporates management systems principles similar to those found in ISO 9001. You will be building a system to manage quality and continual improvement throughout your organization. It will reach beyond the control systems that we have discussed above and into how you plan and manage quality into your organization.

2.5 Reporting hygiene breaches promptly to appropriate person

If you identify food or hygiene hazards you need to report this issue to your supervisor. Another way is to remove or minimize the hygiene hazard to assist in the prevention of unhygienic practices

and help to keep food safe. If you identify something that you believe is a food or hygiene hazard, remove it or minimize the potential for the hazard to have an impact on the safety of the food.

- Remove or minimize the hygiene hazard and report to appropriate person for follow up

Remember if you see something that breaches hygiene procedures or identify any food hazard that potentially could impact the health and safety of other parties, you must report it and where possible correct the hazard to prevent it from reoccurring.

- Report personal health issues

As discussed in the previous section there are laws, policy and procedures that outline standards of personal hygiene for all workers within the Hospitality industry. This section looks at what needs to take place if a worker has a personal health issue that is likely to cause a hygiene risk or if food has been contaminated as a result of a personal health issue.

2.6 Identify and use hazard tools and template documents

2.6.1 Identification and using hazard tools

There Are Two Important Tools to Identify Hygiene/ Hazards

Your ability to identify hazardous conditions and unsafe work practices can be very effective if given the correct tools. We'll talk about two such tools below.

A/ **The Safety Inspection...**An Effective Tool

The first important tool is rather obvious: It's a safety inspection or audit. Three important points should be remembered when conducting the safety inspection.

- **Know what you are doing.** Only trained individuals should conduct safety inspections. They should be aware of the different types of hazards in the workplace. Unsafe materials, tools, equipment, work station design, noise, atmospheres, temperature extremes, and work practices should be evaluated. The inspector should know what to look for and how to look for it. Get trained.
- **Allow enough time to conduct a thorough inspection.** The more time you give to complete the safety inspection, the more likely you'll uncover that hazard waiting to injure someone. A short inspection conducted once a quarter by an untrained safety committee member or supervisor may not be worth the time spent conducting it.
- ✓ **Use a checklist.**

Safety Inspection Checklist

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- ✓ **Advantages:** Checklists, when properly constructed, help you inspect for hazardous conditions and unsafe work procedures in a structured, systematic manner. If a checklist is not used, it's more likely that quality will suffer over time. Without a checklist, the inspection process will vary widely from person to person, depending on their expertise.
- ✓ **Disadvantages:** Simply put, checklists take time to construct: time you may not have. But the long-term advantages far outweigh the short-term effort. A second disadvantage is that using a checklist might cause the dreaded "tunnel vision" syndrome when an inspector overlooks a hazard in the workplace because it was not addressed in the checklist.

B/ Job Hazard Analysis Tool - It's a great training tool too!

The Job Hazard Analysis or "JHA" is a less used procedure to identify and control hazards in the workplace, but it is considered far more effective in reducing injuries and illnesses.

The JHA procedures go something like this:

- The supervisor and employee get together and talk about doing a JHA.
- The employee works through about five or more cycles of a task;
- The supervisor records what the employee does;
- The supervisor and employee break the job distinct steps;
- They analyze each step for unsafe conditions, behaviors, and practices;
- They think up ways to correct the hazards in each step;
- They devise ways to work safely in each step;
- They write an improved safe work procedure for the job.

The JHA is far more effective than the walk-around inspection because it systematically identifies unsafe work conditions, behaviors, and practices.

2.6.2 Hazard Identification Template

Use this basic hazard identification template to perform general hazard assessments. Safety officers can also use this template during walkthroughs to easily document potential hazards in the facility.

Maximize the use of this template by following these points:

- 1) Identify potential hazards, provide a description, and determine the risk rating depending on the hazard's severity;

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- 2) Take or attach a photo of the hazard (if possible);
- 3) Add notes or comments where necessary;
- 4) Assign corrective actions to appropriate personnel, set priority level, and
Indicate the due date; and
- 5) Provide additional comments and sign off with a digital signature

Table: 2.6.2 Hazard Identification Template

Use this Template
Specify hazard
<input type="text"/>
Hazard type
<input type="text" value="Select"/>
Please specify
<input type="text"/>
Describe hazard
<input type="text"/>
Risk rating
Major
Serious
Minor
Take or attach photo of hazard
Media
Completion
Comments / Recommendations
<input type="text"/>
Name & Signature of Safety Inspector
Sign

2.7. Methods to identify actual or foreseeable hazards

Take a look at four ways you can control foreseeable hazards and risks in the workplace to protect employees and your company.

1. Strengthen Your Safety Culture

A strong safety culture is at the heart of any safety-conscious organization. You can't promote a safe workplace by yourself, so it's essential you build a company culture around safe practices. When everyone participates in maintaining a risk-free environment, everyone wins.

2. Get Leadership Buy-In

Company leaders should be at the core of your safety initiatives. Their positions as leaders set the example for the rest of your team. Keep in mind they also have the potential ability to thwart or support your efforts. They need to see the value behind your ideas and initiatives in order to give you their total support.

3. Implement a Hazard Identification and Assessment Plan

One of the most effective ways you can find and manage workplace risks and hazards, build your safety culture, and gain support from company leaders is to implement a hazard identification and assessment plan. This plan is an actionable step-by-step process devoted specifically to helping you find and mitigate potential workplace health and safety risks.

According to OSHA, steps of the plan include the following:

- **Collect and Review Existing Information on Workplace Hazards**

Take some time to review your records of previously noted hazards and incidents. This information should give you a good starting point for your ongoing investigations.

- **Inspect the Workplace for New or Existing Hazards**

The workplace is an evolving dynamic. New hazards can present themselves at any time, especially at your company brings in new equipment, employees, or processes.

Make time to regularly inspect the workplace for any new hazards that may have arisen. Even the simple moving around of equipment can lead to potential risks that weren't there the day before.

- **Identify Potential Health Hazards**

Finding potential health risks is more complicated than safety risks because you're not always able to physically view them. Rather, you must consider environmental concerns, chemical risks, ergonomic risks, and other factors that could have an effect on someone's health days, weeks, or even years later.

- **Conduct Thorough Incident Investigations**

You should already have a plan in place to conduct incident investigations, but reviewing this information can also help you mitigate future risks and safety hazards. These reports can give you better insight into locating risks and understanding what's already being done to combat them from occurring again.

- **Identify Hazards for No routine or Emergency Occurrences**

Every company has the one-in-a-million type risks that aren't likely to occur, but could. It's important you don't neglect such risks, because in the rare event they do happen, you'll need an action plan to handle them. These might include fires or explosions, hazardous spills, medical emergencies, or even violence between employees.

- **Identify the Nature of Hazards and How to Prioritize Them**

The final part is understanding how certain risks can lead to additional hazards. You should evaluate each risk and hazard by determining the severity of the outcome, how many workers will be exposed, and the likelihood of the event occurring.

4. Measure Your Plan's impact over Time

Finally, you should be prepared to measure the effectiveness of your plan and activities over time. Your goal should be to make a difference in your company's safety, so measuring your success over time can help you know where you need to fill any gaps

2.8. Record identified hazard

What to be documented on the field includes:

- The identified hazards, assessed risks and chosen control measures. This includes any hazard checklists and forms, worksheets and assessment tools you used
- Hazards, incidents, near misses and injuries that your workers tell you about
- How and when the control measures were implemented, monitored and reviewed
- Who you consulted with?
- Training records, currency and refresher requirements
- Any proposed plans for change in your workplace.

To keep it safety documents

Your key safety documents must be easily accessible to everyone at your workplace.

A central collection or single manual in your office or online is great for audit purposes, but it might not be practical for your workers.

So spread them around your workplace:

- Display policies on your noticeboard
- Keep a register of the chemicals used on your worksite printed out in their main storage area together with the Safety Data Sheets
- Make safe work procedures into posters that are positioned near each piece of equipment.

Part-III Give you're the best answer for the following accordingly question

1. What are the 7 principles of HACCP?
2. What are the steps you do if you identify food or hygiene hazards?
4. Write and discuss about types of food contamination
5. What factors that contributing for good hygiene practices?

Unit Three: Personal Health Issues

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Report health issues
- Incidents of food contamination

This unit will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Report health issues
- Report incidents of food contamination

3.1 Personal health issues

Personal health refers to the wellness of the individual. While personal health care is provided to people those who are not able to take care of themselves. It involves people with certain mental disorder, physically challenged people, etc.

Personal Health is the ability to take charge of your health by making conscious decisions to be healthy. It not only refers to the physical wellbeing of an individual but it also comprises the wellness of It's not possible to remove all risks completely. Sometimes, we have to react to problems. Reactive health and safety management deals with problems before they get out of hand. By reporting a problem, you can help get it sorted. That protects you, and others too!

- **Report to your supervisor**

The first step you can take is to report to your supervisor. Let them know what you are worried about, and why. They should be able to show you the risk assessment, perhaps even involve you in improving it. If they feel that the work is safe, they should be able to explain the controls in place, and how are adequate to control the risks.

- **Submit a written report**

Many workplaces have a formal reporting system for health and safety concerns, near misses or dangerous situations. Even if yours doesn't, putting your concerns in writing can help make sure any issues get resolved. If you spot a hazard or witness a near miss, you should submit a near miss report. Not every workplace has a formal system in place, but you can use this free near miss report template to get started. Near miss reporting has many benefits, the biggest being, it stops accidents before they happen! Once you have submitted your report, you should expect to hear back on what action has been taken, and why. Not all risks need to be addressed right away, they are usually prioritised. Anything high risk should be dealt with as a matter of urgency.

- **Report to union or health and safety representative**

Some workers are represented by unions. If your employer recognises a trade union, safety representatives are appointed. A safety representative will be able to give you confidential help and advice with health and safety concerns or complaints.

3.1.1 Airborne Diseases

- **Coronavirus and COVID-19**

Spreading coronavirus, SARS-CoV-2, the most common symptoms of COVID-19 include fever, cough, fatigue, and shortness of breath. If you experience these symptoms, see a doctor immediately.

- **The common cold**

Most adults get two or three colds a year. Children tend to get them more frequently.

The common cold is the top reason for absences at school and work. There are many viruses that can cause a cold, but it's usually a rhinovirus.

- **Influenza**

Most of us have some experience with the flu. It spreads so easily because it's contagious about a day before you notice the first symptoms. It remains contagious for another 5 to 7 days. If you have a weakened immune system for any reason, you can spread it to others longer than that.

- **Measles**

Measles is a very contagious disease, particularly in crowded conditions.

The virus that causes measles can remain active in the air or on surfaces for up to 2 hours. You're able to transmit it to others up to 4 days before and 4 days after the measles rash appears.

- **Tuberculosis (TB)**

TB, also known as consumption, is an airborne disease. This is a bacterial infection that doesn't spread easily. You generally have to be in close contact with a person who has it for a long time. You can contract TB without becoming ill or transmitting it to others.

3.1.2 Non airborne Infectious

- **Bacteria.** These one-cell organisms are responsible for illnesses such as strep throat, urinary tract infections and tuberculosis.
- **Viruses.** Even smaller than bacteria, viruses cause a multitude of diseases ranging from the common cold to AIDS.
- **Fungi.** Many skin diseases, such as ringworm and athlete's foot, are caused by fungi. Other types of fungi can infect your lungs or nervous system.

- **Parasites.** Malaria is caused by a tiny parasite that is transmitted by a mosquito bite.

Other parasites may be transmitted to humans from animal feces.

Ways of transmission:

- **Direct contact**

An easy way to catch most infectious diseases is by coming in contact with a person or an animal with the infection. Infectious diseases can be spread through direct contact such as:

- **Person to person.** Infectious diseases commonly spread through the direct transfer of bacteria, viruses or other germs from one person to another. This can happen when an individual with the bacterium or virus touches, kisses, or coughs or sneezes on someone who isn't infected.
- **Animal to person.** Being bitten or scratched by an infected animal — even a pet — can make you sick and, in extreme circumstances, can be fatal. Handling animal waste can be hazardous, too.
- **Mother to unborn child.** A pregnant woman may pass germs that cause infectious diseases to her unborn baby. Some germs can pass through the placenta or through breast milk. Germs in the vagina can also be transmitted to the baby during birth.
- **Indirect contact**

Disease-causing organisms also can be passed by indirect contact. Many germs can linger on an inanimate object, such as a table top, doorknob or faucet handle.

When you touch a doorknob handled by someone ill with the flu or a cold, for example, you can pick up the germs he or she left behind. If you then touch your eyes, mouth or nose before washing your hands, you may become infected.

- **Insect bites**

Some germs rely on insect carriers — such as mosquitoes, fleas, lice or ticks — to move from host to host. These carriers are known as vectors. Mosquitoes can carry the malaria parasite or West Nile virus. Deer ticks may carry the bacterium that causes Lyme disease.

Way of Prevention health issues

- **Wash your hands.** This is especially important before and after preparing food, before eating, and after using the toilet. And try not to touch your eyes, nose or mouth with your hands, as that's common way germs enter the body.
- **Get vaccinated.** Vaccination can drastically reduce your chances of contracting many diseases. Make sure to keep up to date on your recommended vaccinations, as well as your children's.
- **Stay home when ill.** Don't go to work if you are vomiting, have diarrhea or have a fever. Don't send your child to school if he or she has these signs, either.
- **Prepare food safely.** Keep counters and other kitchen surfaces clean when preparing meals. Cook foods to the proper temperature, using a food thermometer to check for doneness. For ground meats, that means at least 160 F (71 C); for poultry, 165 F (74 C); and for most other meats, at least 145 F (63 C).
- **Also promptly refrigerate leftovers** — don't let cooked foods remain at room temperature for long periods of time.
- **Practice safe sex.** Always use condoms if you or your partner has a history of sexually transmitted infections or high-risk behaviour.
- **Don't share personal items.** Use your own toothbrush, comb and razor. Avoid sharing drinking glasses or dining utensils.
- **Travel wisely.** If you're traveling out of the country, talk to your doctor about any special vaccinations — such as yellow fever, cholera, hepatitis A or B, or typhoid fever.

3.1.3 Foodborne Illness and Disease

It is an illness that comes from eating contaminated food. The onset of symptoms may occur within minutes to weeks and often presents itself as flu-like symptoms, as the ill person may experience symptoms such as nausea, vomiting, diarrhea, or fever. Because the symptoms are often flu-like, many people may not recognize that the illness is caused by harmful bacteria or other pathogens in food.

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High-risk food

Bacteria grow and multiply on some types of food more easily than on others. High-risk foods include:

- Meat
- Poultry
- Dairy products
- Eggs
- Small goods
- Seafood
- Cooked rice
- Cooked pasta
- Prepared salads, including coleslaws, pasta salads and fruit salads.

Top 7 Causes of Food Poisoning

1. Salmonella

Food can become contaminated with salmonella in many different ways, some of which are:

- ✓ From coming into contact with an infected food handler
- ✓ From faecal matter, both human and animal, transferred from unwashed hands, utensils or surfaces
- ✓ From handling food after touching small rodents, reptiles and some birds

Beef, dairy, eggs and poultry are foods most likely to be contaminated with salmonella; however other foods, like fruits or vegetable, can also carry the bacteria.

2. Listeria

Some examples of foods with a high risk of contamination are:

- Raw and cooked seafood

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- Precooked deli meats
- Premixed raw vegetables
- Unpasteurized milk
- Soft cheeses and soft-serve ice cream

3. E. coli

- ✓ This usually occurs when contaminated water or food is consumed. E. coli can contaminate food throughout all stages of the food processing supply-chain and is often caused by poor food safety.
- ✓ Particular high-risk foods are meat, poultry, dairy, fruits and vegetables. In some cases, entire towns have become ill after their water supply became infected with E. coli.

4. Clostridium

- Clostridium, often-called C. diff, is a bacterium that lives in the digestive tract. In small quantities it is often harmless however, if the bacteria overgrow, they can cause the release of a toxin that attacks the host's intestines. This condition is called Clostridium difficilecolitis or C. difficult.

5. Trichinosis

- Trichinosis is a roundworm infection that lives and reproduces inside a host body. The worms are usually found in meat-eating animals and can spread to humans through the consumption of trichinosis eggs found on raw or undercooked meats.
- If the trichinosis eggs are ingested, they can live in the intestines and hatch into adult worms. The adult worms then produce more eggs that can travel to various different types of tissue in the body.

6. Shigella

Though meats are commonly thought of as the transmitters of food poisoning germs, shigella is typically passed along via vegetables, often related to breakdowns in food safety. "Transmission is most often associated with infected food handlers who pass the bacteria from person to person due to poor hygiene practices," Mena says. "It has also been

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suggested that flies may have a role in its transmission." Symptoms typically include abdominal cramps and bloody stools.

7. Botulism

One of the most serious causes of food poisoning is botulism, which is most commonly associated with improperly canned vegetables or cured pork and ham. "This bacterium produces a neurotoxin that results in paralysis," Mena says. "Besides paralysis, symptoms may include body aches, nausea, vomiting, weakness, and an inability to swallow. People who are not treated immediately have a much higher chance of dying."

Food Poisoning

The foods that cause food poisoning may vary, but many of the food safety tips for preventing them are the same.

- Wash your hands thoroughly with soap and hot water before and after preparing food, as well as after handling each different kind of food.
- Keep raw and cooked food separate at all times.
- Use separate cutting boards for raw meats and vegetables.
- Hot foods should be maintained above 140 degrees F, and cold foods should be stored below 40 degrees.
- Use a food thermometer and be sure to cook meat thoroughly and at adequately high temperatures (165 degrees F for chicken and turkey, for example).
- Refrigerate leftovers promptly.
- Avoid foods that have been kept at room temperature for more than two hours.
- Be wary of potlucks, especially involving perishable foods and in instances when you are uncertain when the food was prepared and for how long it has been stored at potentially improper temperatures.

3.2 Report food contamination incidents & Unhygienic Practices

Food contamination doesn't just make food taste bad, but it's also dangerous. It can lead to food poisoning, allergic reactions and even deadly diseases.

Any time an employee or customer witness's food contamination or unhygienic practices where food is prepared or served, it's vital to report it. Otherwise, these unethical practices could continue and hurt customers.

You have multiple options for reporting these issues. The sooner you do so, the sooner the issue can be resolved.

- **Report to Management or HR**

The easiest way to report food contamination and unhygienic practices as an employee is to go straight to your manager or HR. If the issue is coming from a manager, go directly to HR. The business should have a reporting process in place that explains who to talk to, what evidence to provide and how long an investigation should take.

The restaurant or other food-related business should also have an anonymous hotline set up so you can report issues without fearing any retribution. By reporting anonymously, you can even report your manager without anyone knowing you did so.

- **Filing a Customer Complaint**

If you notice something as a customer, it's just as important to let someone know. If the manager isn't involved in the incident, ask to speak with them immediately and explain what happened. The manager needs to know if an employee isn't following the correct food handling and preparation guidelines. This could be a simple mistake, a lack of training or a complete disregard for hygienic practices.

If the manager isn't available or they're the one causing the issue, contact corporate if possible. This information should be available at the location and on the business's website.

Self-Check -3	Written Questions
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Part -I select the best answer from the given alternatives

1/ one of the following is included in high-risk of food

A/ Cooked rice B/ Poultry C/ Bread D/ The answer is A & B

2/ one of the following is helps to decrease the risk of infections

A/ Stay home when you ill B/ Prepare food safely C/ Get vaccinated D/ All

3/ which one is the following occur from airborne diseases

A/ COVID -19 B/ Influenza C/ Common cold D /All

4/----- is a unicellular eukaryote that reproduces asexually by budding. These single- celled microorganisms are classified as the members of the Kingdom Fungi.

A/ Mould B/ Yeast C / Food poison D / Airborne disease

5. ----- are eukaryotic, multicellular microorganisms that produce sexually by meiosis and asexually by mitosis.

A/ Mould B/ Yeast C / Food poison D / Airborne disease

6. One is best for food poison preventing practice

A/ Keep raw and cooked food separate at all times B/ Use separate cutting boards

C/ Wash your hands thoroughly D/All

Part II. Fill the questions and give your best answer accordingly.

1. _____that comes to from eating contaminated food.

2. _____is a very contagious disease, particularly in crowded conditions.

Part-III Read the following questions and give your best answer accordingly

1. What are airborne diseases?

2. What are infectious diseases?

3. What is foodborne illness and disease?

4. What are yeasts and moulds?

5. Assume that you are a hotel manager, what kind of preventing methods you use for food Poisoning problem.

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Unit Four: Prevent food and other item contamination

This unit is developed to provide you the necessary information regarding the following content coverage and topics:

- Safety tools
- Clothes or items that cause food contamination
- Unnecessary contact with ready food
- Contaminated food
- Cross contamination of other items

This unit will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this unit, you will be able to:

- Identify safety tools
- Identify Clothes or items that cause food contamination
- Prevent unnecessary contact with ready food
- Prevent Contaminated food
- Identify Cross contamination of other items

4.1. Safety tools

Clothing worn by food manufacturing personnel should be worn, laundered and stored in a way that will not cause contamination of the food products they are producing. Staff should come to work in clean clothing, and be physically clean upon arrival. Supervisors should monitor employees to ensure that they arrive ready to work and meet company standard operating procedures (SOPs) and local health department requirements.

Personal protective equipment and clothing can include:

- Overalls and protective aprons
- Protective headgear - safety helmets, wide brimmed hats to protect against the sun
- Safety boots or shoes
- Safety glasses or goggles
- Gloves
- Respirators and masks
- Earmuffs and earpieces

Use of PPE Key point

When hazards in the workplace can't be eliminated or reduced by other risk controls, employers must provide personal protective equipment and clothing (PPE).

Employees must be instructed in how to use PPE and clothing provided by the employer. They should be told why the use of PPE is necessary before they start the particular job for which it has been provided. Employees must make sure that PPE is stored in a clean and fully operational condition, that it can be easily found when needed and that it is safe from interference and damage.

4.2. Clothes or items that cause food contamination

The food safety best practices listed above are by no means an exhaustive list of everything you must do to prevent food contamination and its consequences in the food business you own, manage or work in.

Everyone who works with food has a legal responsibility to take all reasonable measures to protect the public you serve from health risks like food-borne illness and food allergies. It's also

in your best interest to do so, considering that your income is tied directly to the success of the business.

- Food handlers need to wear an apron

If you wear an apron, you must remove and store them properly when leaving prep areas. This includes when going to the bathroom, taking a break, taking out the trash, etc.

- Do food handlers need to wear hair restraints?

Food handlers **MUST** wear some sort of hair restraint. Hair restraints include hair nets, hats, visors, and scarves. Food handlers with beards will also be required to wear a beard restraint.

- Can food handlers wear watches?

Food handlers cannot wear watches. This includes stainless steel watches

- Can food handlers wear nail polish or artificial nails?

Sometimes, employers will allow food handlers to wear nail polish or artificial nails if they wear gloves to prevent any sort of contamination or pathogen hazard.

- Can food handlers wear bracelets?

Food handlers are not allowed to wear bracelets. This is a strict rule because food handlers cannot wash their hands effectively if they are wearing jewellery on their hands and wrists. There have been reports that wedding band bracelets (whatever those are) are sometimes OK to be worn. It is best to check with your employer regarding those though.

4.3. Unnecessary *Contact with ready food*

Disposal of Food Waste (in Food Areas)

- ✓ Remove food waste and other waste materials from the areas where the food is being handled cooked or manufactured in a routine manner
- ✓ Provide refuse or dustbin of adequate size and with a cover in the premises for collection of waste. A bin should have a mechanism for opening it without having to touch it
- ✓ Have the dustbin emptied and washed daily with disinfectant and dried before next use
- ✓ Separate liquid and solid waste at the time of placing them in the bins
- ✓ Locate your garbage cans in such a manner that it does not lead to contamination of the

- ❖ food process
 - ❖ food storage area
 - ❖ environment inside and outside your premises
 - ❖ Keep all waste in covered containers, get it removed at regular intervals as per local law
- ✓ Internal garbage bins should be all collected together daily at an assigned collection point where they can be emptied into a public garbage collection system
 - ✓ Place the bins in a sufficient distance to prevent contamination
 - ✓ Dispose food waste in such a way that it does not attract dogs, cats, birds, rodents and flies. Garbage cans must have covers
 - ✓ Follow the rules and regulations including those for plastics and other non-environment friendly materials

Disposal of contaminated food

When a food product recall is announced, the greatest concern is ensuring that no further illnesses are caused by the contaminated product.

- Wearing gloves or using paper towels, place the contaminated food in a sealed plastic bag and throw it in the garbage. Then you will need to sanitize your kitchen and any other area that may have come in contact with the contaminated product.
- Scrub counter tops and other surfaces, including refrigerator shelves, using soap and warm water. Paper towels are preferable for cleaning these surfaces, but if you use a sponge, it should also be thrown out after the cleaning is complete. Sponges are a magnet for bacteria and simply washing them off will not kill any bacteria left on them.
- Warm water and soap is usually sufficient for cleaning surfaces potentially contaminated by the recalled product, but a stronger sanitizer can be made with a teaspoon of unscented bleach mixed with a quart of water. Wash the surface thoroughly with the mixture and then rinse it thoroughly with clean water.
- Wash your hands for at least 20 seconds using soap and warm water after handling contaminated food products and after cleaning potentially contaminated surfaces.

4.4. Contaminated food

If you wear an apron, you must remove and store them properly when leaving prep areas. This includes when going to the bathroom, taking a break, taking out the trash, etc.

Types of food contamination

1. BIOLOGICAL CONTAMINATION

Biological contamination occurs when food becomes contaminated by living organisms or the substances they produce. This includes biological matter produced by humans, rodents, insects and microorganisms. Biological contamination is the leading cause of food-borne illness and food poisoning*, and a common cause of food spoilage and food waste. There are six types of microorganisms that can cause food-borne illness:

- bacteria,
- viruses,
- parasites,
- protozoa,
- fungi and
- prions.

Most food-borne illnesses in Canada are caused by bacteria or viruses, with the most common being:

- Nor virus
- Listeria
- Salmonella
- E. coli
- Campylobacter

Food-borne illness occurs when disease-causing microorganisms, also called pathogens, get into food and multiply to unsafe levels before being eaten. This can happen remarkably quickly; in conditions ideal for bacterial growth, one single-cell bacteria can become two million in just seven hours.

Bacteria and other pathogens thrive in foods that are:

- moist
- high in protein or starch
- neutral in acidity

Foods that meet these criteria are called potentially hazardous or high-risk foods. All high-risk foods are teeming with pathogens and other bacteria; it is your responsibility to stop bacteria from multiplying to unsafe levels and, where possible, to destroy them via the cooking process. To slow down the growth of bacteria and prevent food safety risks, you need to follow food safety best practices designed to control bacterial growth through proper food handling. Food poisoning occurs when specific toxins are consumed, such as those produced by *Salmonella*, *Staphylococcus* or *Listeria*; microbial toxins are extremely potent toxins that can disable the immune system and damage tissues if they are consumed. Many microbial toxins are heat-resistant, so even if bacteria are destroyed in the cooking process, the toxins remain in the food and can cause violent, almost-Instantaneous symptoms.

To minimize the risk of biological food contamination occurring in your food business, always:

- keep high-risk foods (e.g., meat, poultry, dairy, eggs) out of the Temperature Danger Zone**
- purchase, store, thaw, prepare, cook and serve high-risk foods properly
- regularly clean and sanitize all food contact surfaces and equipment
- maintain good overall hygiene and sanitation of the premises
- maintain high standards of personal hygiene (and ensure all employees do the same)

*The terms “food-borne illness” and “food poisoning” differ slightly in meaning but are often used interchangeably to describe any food-related illness caused by microorganisms or their products.

2. PHYSICAL CONTAMINATION

Physical contamination occurs when a physical object enters food at some stage of the production or preparation process. Physical objects in food can be a choking hazard and often introduce biological contaminants as well. Even if the object is not likely to injure your customer, finding an object in their food can be very distressing for a customer (who knows that harmful microorganisms on the object could make them ill).

Common examples of physical contaminants in food businesses include:

- hair
- fingernails
- bandages
- jewelry
- broken glass, staples
- plastic wrap/packaging
- dirt from unwashed fruit and vegetables
- pest droppings/rodent hair

To minimize the risk of physical food contamination occurring in your food business, always:

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- wear hair neatly tied back or wear a hair/beard net
- keep jewelry to a minimum
- when necessary, wear brightly colored bandages that can be easily seen if they fall off
- throw out and replace cracked, chipped or broken dishware, glassware and equipment
- use a plastic or metal scoop for ice (never use the glass!)
- wash fruits and vegetables thoroughly
- establish pest prevention and control procedures as part of your Food Safety Plan

3. CHEMICAL CONTAMINATION

Chemical contamination occurs when food comes into contact with or produces toxic chemicals, which can lead to chemical food poisoning. Chemical contaminants fall into one of two categories: natural and artificial.

Common chemical contaminants include:

- cleaning products (e.g., detergent, sanitizer)
- pesticides/herbicides
- toxic chemicals in metals and plastic
- preservatives
- naturally occurring toxins

Naturally occurring toxins are toxic compounds that are produced by living organisms, some of which are staples of the human diet (e.g. shellfish, potatoes, and fish). These toxins are not harmful to the organisms themselves but can be harmful to us if we eat them.

Minimal contamination with natural toxins might not lead to illness, but Food Handlers should be aware of **which foods produce toxins** and take all reasonable precautions to ensure that food is safe for consumption. Potatoes, for example, produce glycoalkaloids that are toxic to humans. The majority of these toxins are contained in or just under the peel, and in any eyes or sprouts on the potato. Green skin can indicate the presence of toxins, so be sure to remove any eyes, sprouts

or green skin if you decide to use potatoes that have greened or sprouted.

There are many ways that food can become contaminated by artificial/synthetic chemicals in a commercial kitchen. Food Handlers can accidentally cause chemical contamination if they:

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- ✓ don't store cleaning products and other chemicals properly
- ✓ Use too much detergent or sanitizer to clean food preparation surfaces, glassware, dishes or cutlery (follow the manufacturer's instructions!)
- ✓ Don't rinse surfaces, glassware, dishes or cutlery properly after cleaning and sanitizing (if applicable)
- ✓ Don't properly wash fruits and vegetables to remove pesticides
- ✓ Use kitchen equipment or containers made from materials that are not suitable for food or not designed to be reused (use only food-grade plastic and metals)
- ✓ Use pest control products (e.g. spray, poisonous bait) improperly
- ✓ To minimize the risk of chemical contamination occurring in your food business, always:
 - ✓ label and store chemicals separately from food
 - ✓ use the appropriate chemical for the job you're doing
 - ✓ follow the chemical manufacturer's instructions with regards to dilution, contact time and water temperature
 - ✓ use chemical pest control products with extreme care or outsource pest eradication to a professional pest control service

- **food handlers clothes need to be**

It is best practice for a food handler to wear a new pair of clean clothes every day on the job. Food handlers in dirty clothes not only carry a higher risk of pathogens on their person, but it can also give a bad impression of your restaurant to both customers and health inspectors. We actually suggest that food handlers change into clean work clothes at the restaurant before starting their shift just to be safe.

- **Do food handlers need to wear hair restraints?**

Short answer: yes. Food handlers **MUST** wear some sort of hair restraint. Hair restraints include hair nets, hats, visors, and scarves. Food handlers with beards will also be required to wear a beard restraint.

- **Can food handlers wear watches?**

Food handlers cannot wear watches. This includes stainless steel watches

- **Can food handlers wear nail polish or artificial nails?**

Sometimes, employers will allow food handlers to wear nail polish or artificial nails if They wear gloves to prevent any sort of contamination or pathogen hazard.

- **Can food handlers wear bracelets?**

Food handlers are not allowed to wear bracelets.

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This is a strict rule because food handlers cannot wash their hands effectively if they are wearing jewelry on their hands and wrists

There have been reports that wedding band bracelets (whatever those are) It is best to check with your employer regarding those thought

4.5. Cross contamination of other items

Cross-contamination is when raw or undercooked foods touch one another. For example, cross-contamination can occur if you don't wash your hands after touching raw meat and then touch another piece of food or if you place food on a surface where raw food has recently been. This is because bacteria can live on surfaces, including countertops and knives.

Types of cross contamination

✓ Food-to-food

Adding contaminated foods to non-contaminated foods results in food-to-food cross contamination. This allows harmful bacteria to spread and populate.

Foods that pose the highest risk of bacterial contamination include leafy greens, bean sprouts, leftover rice, unpasteurized milk, soft cheeses, and deli meats, as well as raw eggs, poultry, meat, and seafood.

✓ Equipment-to-food

Equipment-to-food is one of the most common yet unrecognized types of cross contamination.

Bacteria can survive for long periods on surfaces like countertops, utensils, cutting boards, storage containers, and food manufacturing equipment.

When equipment is not washed properly or unknowingly contaminated with bacteria, it can transfer large volumes of harmful bacteria to food.

✓ People-to-food

Humans can easily transfer bacteria from their bodies or clothes to food during many steps of food preparation.

For example, a person may cough into their hand or touch raw poultry and continue to prepare a meal without washing their hands in between

Believe it or not, one of the dirtiest items in your hotel room is the remote control. The cleaning staff has a quick turnaround for rooms and rarely do they disinfect the random items, such as your remote. Scary Fact: Your remote may have the same amount of bacteria as your toilet seat.

➤ **Phone**

According to an investigation at five of the top hotel chains in the country, phones were teeming with bacteria. People touch them a lot, but they also breathe into them, which causes germs to spread easily. The truth is that most maids don't clean them often. If you're trying to avoid the cold and flu, bring disinfectant wipes with you and wipe down the phone before you use it.

➤ **Bathroom Counter**

Be careful before you touch the bathroom counter, especially the sink. According to a study titled Hotel Hygiene Exposed, in the 3-star hotels they tested, yeast, gram-positive cocci and gram-positive cocci, type 2 were all found on the bathroom counter.

➤ **The Comforter**

Whatever you do make sure you check your mattress, linens and comforter before sleeping in it. Better yet, bring your own comforter to the hotel with you instead. Bed bugs like to hide in the crevices of the mattresses, headboards and box springs; don't be surprised if they have made their way to the comforter.

➤ **The Ice Bucket**

This is another item hotel maid tend to skip over. They are full of contamination and germs. If that's not enough, the ice machine itself is another item that rarely gets cleaned. Tip: If you really need ice, call the front desk and ask for plastic bags to hold ice. This way you are avoiding drinking ice cubs filled with harmful bacteria

➤ **The Floor**

Although your hotel room floor may look clean, you have no idea who or what has been on it last. The cleaning service only does so much, and while yes, they should be vacuuming the floors, when they are in a rush they may decide not to do so. Make sure that you are always wearing slippers or socks when walking around your hotel room

➤ **Pillowcases**

Many hotels wash and change their bed sheets on a regular basis, but the truth is that pillows sometimes get left out. Imagine how many people's germs, illnesses and drool are embedded in your pillowcase. Do yourself a favor and bring your own pillowcase to the hotel with you.

➤ **Light Switches**

This is one of the worst offenders – the light switch. The main light switch and bedside lamp switch are among the most frequently touched places by guests, which makes them two of the most contaminated things in your room. Tip: If you forgot disinfectant wipes, use a tissue, or your elbow...just don't touch it with your bare hands.

Responsible for preventing cross-contamination

Anyone that handles food is responsible for preventing cross-contamination, but there are few professions that have an increased focus on such prevention. Here is a description of each profession in relation to cross-contamination:

Servers

Servers in restaurants have a responsibility to prevent cross-contamination when serving food to customers. To do so, they can wash their hands, utensils and work surfaces properly after handling raw meats and before using them to serve other food. Servers also may be aware of temperature control and avoid touching uncooked or undercooked meat.

Chefs

Chefs in restaurants have a responsibility to prevent cross-contamination when preparing food for customers. This position has the highest risk for cross-contamination, as chefs handle most raw food before they cook them. They can avoid touching raw meat directly with their bare hands and may wear gloves to cut the meat and wash their hands before handling other foods.

Restaurant staff

Restaurant staff may also take steps to prevent cross-contamination from raw foods that they have been handling. They may wash their hands properly after handling raw foods and before preparing cooked foods. They also have a responsibility to avoid touching uncooked or undercooked meat.

Personal shoppers

Personal shoppers are another profession that may take measures to prevent cross-contamination while performing their essential job duties. Personal shoppers are people who go out to find and purchase food for customers within grocery stores. They may put meats in separate bags or wash their hands properly after handling raw foods. They may also check expiration dates before placing food within their shopping carts.

Grocery store employees

Grocery store employees may take measures to prevent cross-contamination. Many grocery stores have special gloves, called split gloves that are intended to prevent cross-contamination of food during food shopping. These gloves have a long cuff that extends past the wrist. You can use the cuff of the glove to touch the meat while using the remaining part of the glove on other foods.

Food manufacturers

Food manufacturers also have a responsibility to prevent cross-contamination. When making food, they can avoid cross-contamination by using separate equipment to handle raw and cooked foods. They can also sanitize surfaces after placing raw or undercooked foods on them.

Food delivery employees

Food delivery service employees may take measures to prevent cross-contamination when delivering food to customers. They may wash their hands after handling raw foods and before transporting the food. They also have a responsibility to avoid touching uncooked or undercooked meat.

Self-Check -4

QUESTION

PART-I select the best answer from the given alternatives

1. One of the following is true about cross contamination

- A/ It results from contaminated foods to non-contaminated foods
- B/ Equipment-to-food is one of the most common types of cross contamination
- C/ Remote control can cause cross contamination
- D/ A& B E/ All

2. One is best for preventing contaminated food

- A/ Remove food waste and other waste materials from the areas
- B/ Locate your garbage cans in such a manner
- C/ Follow preventive rules and regulations in the organization
- D/All

3. One of the following is responsible for preventing cross-contamination?

- A/ Servers B/ Chefs C/ Restaurant staff D/ Food delivery staffs E/ All

PART II Fill the questions and give your best answer accordingly.

1. _____ is one of the most common yet unrecognized types of cross contamination.
2. _____in restaurants have a responsibility to prevent cross-contamination when preparing food for customers.
3. _____ is when raw or undercooked foods touch one another.

PART III: Read the following questions and give your best answer accordingly

3. Explain about PPE & importance of PPE.
- 4 What's are food handler can't wear while on the Job
- 3 Discuss about the preventing practices for contaminated food
- 4 What is cross-contamination?

Unit Five: Hand Washing

This unit guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Hand washing procedures
- Hand washing facilities

This unit will also assist you to attain the unit stated in the cover page. Specifically, upon completion of this unit you will be able to:

- Wash hands properly
- Use appropriate facilities

5.1 Hand washing procedures

Several infectious diseases can be spread from one person to another by contaminated hands. Washing your hands properly can help prevent the spread of the organisms that cause diseases. Bacteria from our hands can be transferred to food by touching raw ingredients, machinery and utensils which are in direct contact with the food.



Fig. 5.1 unwashed hand

Washing our hands and scrubbing under nails with a bactericidal soap will remove most bacteria. In general, it is important to remember that any action that has a good chance of transferring bacteria to our hands should be followed by washing hands.

Wash and dry hands before:

- Commencing or recommencing work with food

Wash and dry hands after:

- Eating, drinking or smoking
- Touching/scratching hair, scalp or wounds
- Handling stock & Handling raw food
- Coughing, sneezing, blowing nose
- Using the bathroom
- Immediately after handling raw food
- Before commencing or recommencing work with food
- Immediately after using the toilet
- Immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking,
- and touching the hair, scalp or any wound

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5.1.1 Proper Hand washing Steps

Proper hand washing can greatly reduce the risk of spreading bacteria. A proper handwashing routine include these 5 steps:

1. Wet hands
2. Lather with soap
3. Scrub for at least 20 seconds
4. Rinse for 10 seconds
5. Dry with clean towel



Fig.5.2 Hand washing Steps

5.1.2 Washing hands by using appropriate facilities

All hand washing facilities must be permanent fixtures and must contain the following:

- Designated hand washing sink
- Liquid soap
- Single use towels
- Warm running water

The hand wash basin should be large enough to allow effective hand washing or big enough to allow hands, wrists and arms to be washed under the tap.

Hand wash basins are only used for the washing of hands, arms and faces. Hand wash basins should not be obstructed with any materials such as food, containers or equipment.

5.2 Hands is washed using appropriate facilities

Creating the right customer experience for all of your guests is vital. Just one poor experience can greatly impact customer loyalty, and make them less likely to return.

One of the best methods for influencing customer's perceptions of your business is having hygienic facilities. Communal washrooms play a key role in turning a mediocre stay into an exceptional one, and could in turn, become the main aspect of a recommendation to friends and colleagues.

Appropriate facilities to wash during your job

- Warm running water
- Soap
- Single use towels and designated hand washing sink
- Shower and/or bath tube
- Electric Shaver
- Beard Trimmer
- Hair washing sink
- Hair Clipper.
- Hair Comb and brush.
- Blow Dryer
- Nail Clippers
- Trimming Scissors
- Barber Scissors
- Hair Steamers/Hair Processors
- Hood Dryers

Other public area washing facilities to wash during your job

Hotel Entrances

The entrance/ lobby to a hotel is usually the focal point for most hotel establishments, due to the fact that it is first impression of what to expect in their rooms. From the moment a guest walks through the door, the high brand expectations are ignited. So, it is more important than ever to provide a great first impression to all guests and visitors.

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Set the ambience so your hotel stands out in comparison to others. Achieve this by introducing custom scents to establish a memorable experience and elevate your brand.

Hotel Guest Rooms

Germs can easily be transferred from the most bacteria ridden spots, such as the bathroom, to the rest of the hotel suite. This is mainly because of the fact that unhygienic surfaces are much more than just what is visible, it's what is invisible to the naked eye.

Make sure that all of the staff responsible for cleaning are fully trained and understand the importance of cross contamination. Ensure gloves are used when cleaning toilets and should be disposed of and replaced before any contact with any other surface or object.

High usage items such as remote controls, light switches and drinking glasses should be deeply cleaned to eradicate the spread of any harmful bacteria.

Washrooms

The importance of a good washroom experience is occasionally overlooked. By providing an excellent washroom experience could influence a hotel guest's overall attitude towards your brand for the good, enhancing their perception of the business, quality of service and standard of good hygiene it offers guests.

- Ensure facilities are in place for the washing and drying of hands and sanitary waste disposal. No-touch solutions help minimize contact and reduce the transmission of germs.
- Provide toilet seat cleaners to limit the number of germs spread from the 'sneeze effect'.

Kitchens & Food Preparation Areas

Cross-contamination and spread of bacteria in kitchens can occur easily if proper hygiene practices are not put in place. Ensure that the right facilities are in place to ensure kitchen staff can keep the area clean by using the following tips:

- Train staff on correct hand washing procedures and glove usage policies to minimize the spread of germs from hands to food and surfaces.
- Ensure adequate hand washing facilities are provided; well-stocked soap, paper towels and waste bins. No-touch solutions will help reduce the risk of germs spreading.

- Disinfect work surfaces regularly to ensure cross-contamination is reduced.
- Hand wash monitoring solutions can increase hand washing compliance and ensure your staff are washing their hands according to the relevant protocols.

Leisure Facilities

An unhygienic leisure facility area gives a poor impression to all visitors and can create a breeding ground for harmful bacteria which can directly affect your guests if not cleaned properly.

- Ensure adequate hand washing and drying facilities are provided in the changing areas, with well stocked soap, paper or linen towels and waste bins. No-touch solutions will help reduce the risk of germs spreading.
- Hand and surface sanitizers provided at key locations will help minimize the risk of cross-contamination amongst hotel amenity users.
- Bad odors give the perception of an unclean environment, scenting solutions can help counteract malodors.

Meeting Rooms

With high human interaction and heavy usage, conference rooms and business centers in hotels create a breeding ground for harmful bacteria. By providing clean business facilities creates a pleasant guest experience and reflects well on your brand.

- Provision of hand and surface sanitizers will help protect guests within this environment.
- Key locations which should be sanitized include: communal desks, remote controls, door handles and telephones.

Self-Check -5

Written Questions

PART-I select the best answer from the given alternatives

1/ one of the following is part of our job to wash facilities cleaning procedure.

A/ Electric Shaver

B/ Hair washing sink

C/ Trimming Scissors

D/ All

E/None

2/ one of the following is not public wash facilities

A/ Hotel Entrances

B/Meeting hall

C/ Restaurant

D/ None

3/ one is the steps of proper hand washing.

A/ Wet hands , Lather with soap , Scrub for at least 20 seconds, Rinse for 10 seconds & Dry with clean towel

B/ Lather with soap, Wet hands, Scrub for at least 20 seconds, Rinse for 10 seconds & Dry With clean towel

C/ Lather with soap, Rinse for 10 seconds, Wet hands, Scrub for at least 20 seconds & Dry With clean towel

D/ Wet hands, Rinse for 10 seconds, Scrub for at least 20 seconds & Dry With clean towel, Lather with soap

PART II: Read the following questions and give your best answer accordingly

1. Why we use proper washing facilities for hands wash?

2. Write the steps of hand washing before & after work.

3. What is the importance of hand wash?

Operation sheet 5.1.1: Hand washing

Operation Title: Performing Hand Wash

Purpose: To pirates safe hand washing

Conditions or situations for the operations:

- Safe working area
- prepare adequate tools

Steps in doing the task

1. Wet hands
2. Lather with soap
3. Scrub for at least 20 seconds
4. Rinse for 10 seconds
5. Dry with clean towel

Quality Criteria: Assured performing of all the activities according to the procedures

Precautions:

- Wearing proper clothes
- Make working area hazard free
- Read and interpret manual which guide you how to use tools and equipment's
- Avoid /minimize wastages

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5.1.1: Lap Tests

Instructions: Given necessary materials you are required to perform the following tasks accordingly.

Task 1: Perform Hand washing procedure

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