

Menu-Safe Presentations



Menu-Safe



Menu-Safe in the Region

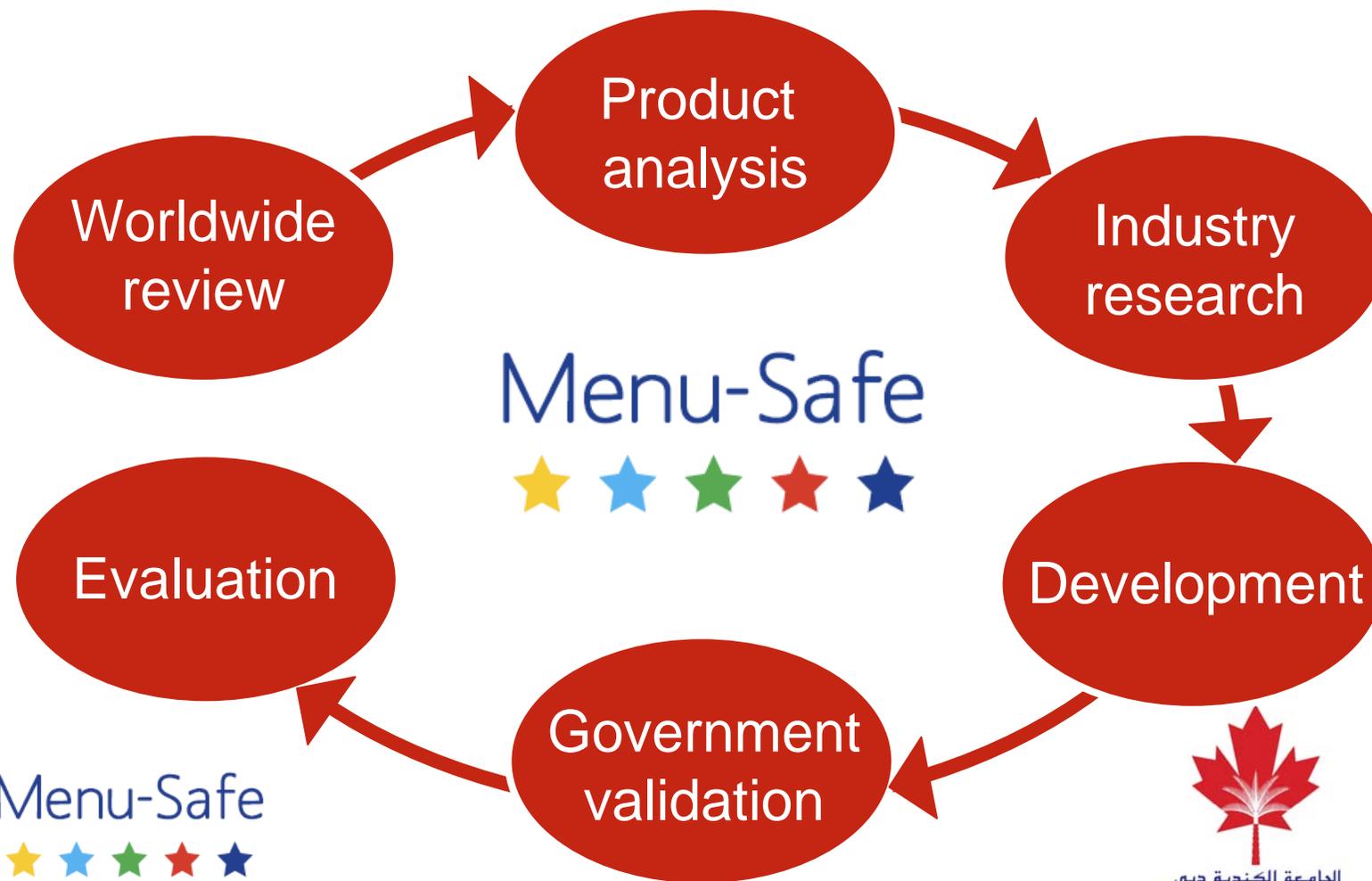


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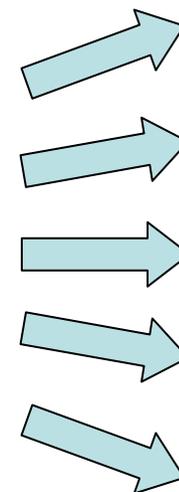
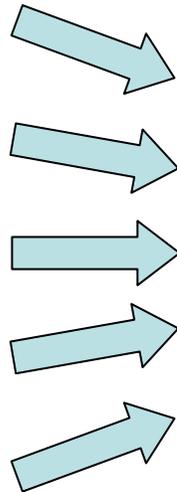
1989 – 2009: Development



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Problems for Food Service

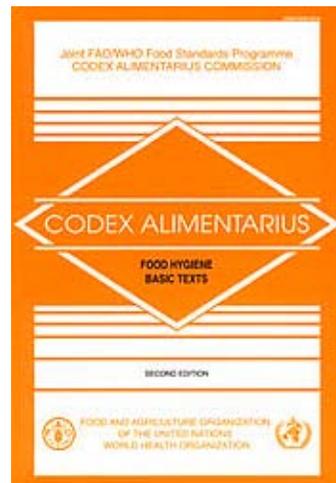
- Highly complex and variable operations
- Very different to manufacturing



Multiple inputs,
processes and outputs

Menu-Safe Standards

- 2003: Codex HACCP Standard
- 2006: FAO / WHO (UN) document
 - 'Evolving HACCP Methodology'



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“Evolving Methods”

- Key Elements of ‘Evolving Methods’:
 - Build in technical expertise
 - Merge general and specific hazards
 - i.e. GHP and HACCP in one
 - Minimise record keeping
 - Use ‘exception reporting’
 - Re-focus enforcement
- These are the core principles of Menu-Safe



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Essential Food

Menu-Safe Implementation

The Diary

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Menu-Safe Food Safety Passport

White Meat Poultry

Preparing High Risk Food

Hand Washing

Premises, Facilities and Equipment

Cooking Safe Cleaning Procedures

Cold Preservation SOP's

Cold Storage

Menu-Safe HACCP Made Easy

1. Safe Operating Procedures

- Documented food safety practices
- All common high risk practices & products
- *GHP and HACCP Documentation*



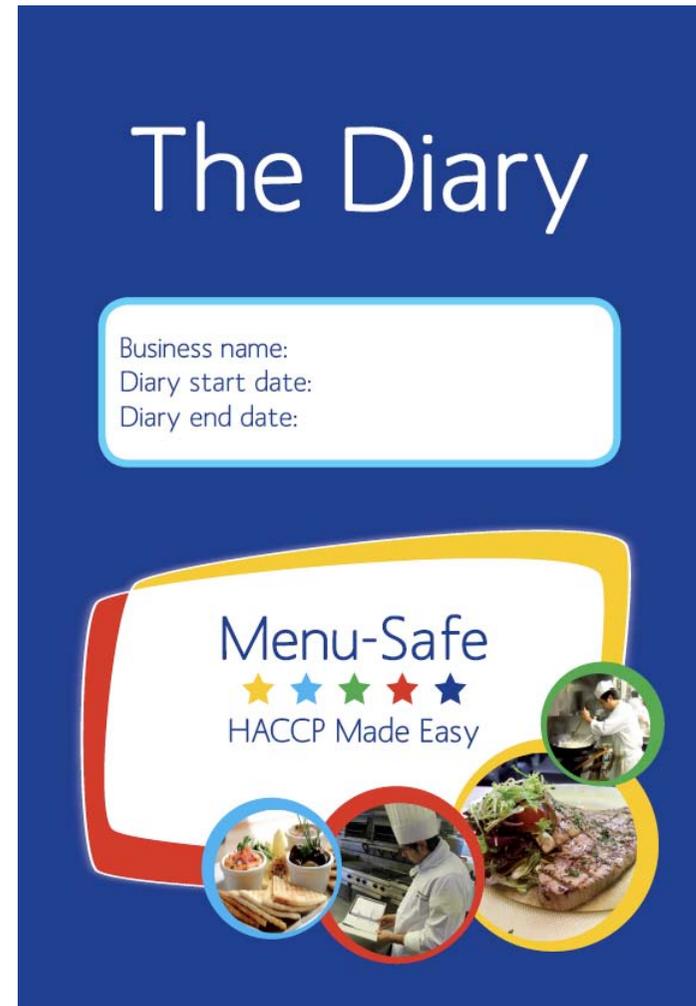
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2. Record Keeping Diary

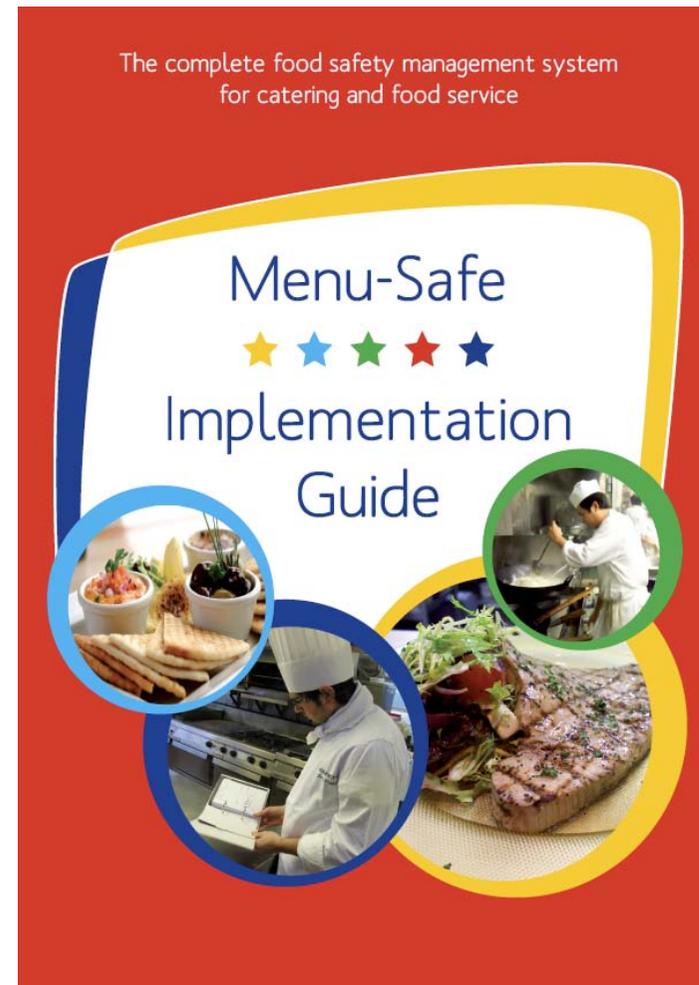
- Daily diary
- Easy to use
- All records in one place
- 4 copies in pack (12 months)
- *HACCP Record Keeping*



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3. Implementation guide

- User-friendly guide to support training
- Step by step
- Real examples
- Case studies

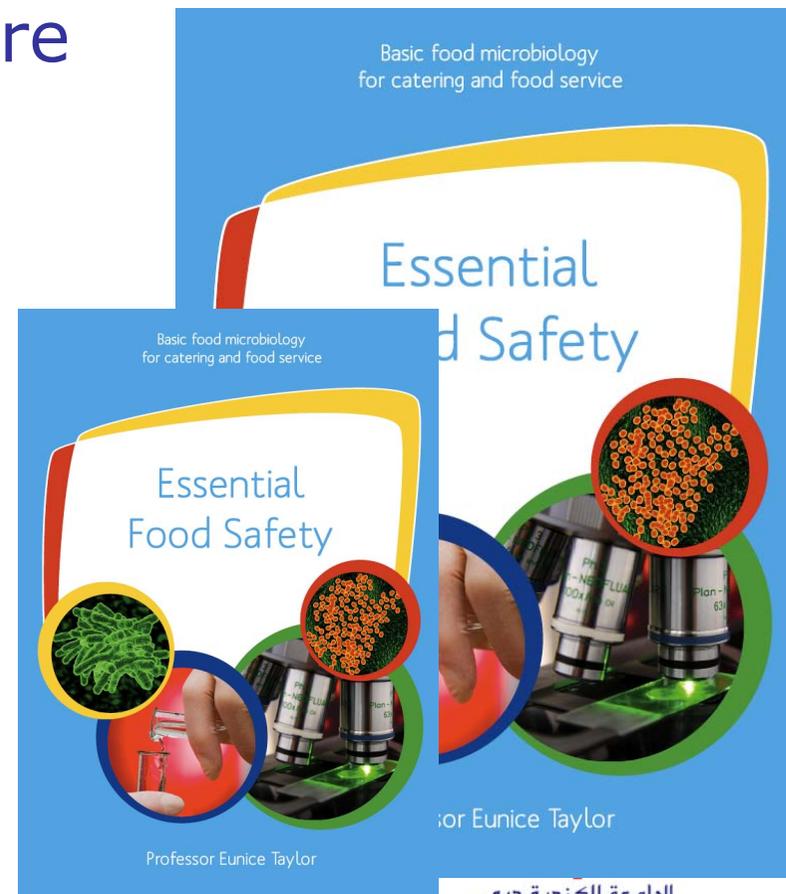


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4. Basic microbiology

- Additional scientific information for those who want to learn more
- Two levels:
 - Managers guide
 - Basic guide for staff
- Link to SOPs
- Most common risks
 - Key pathogens
 - Practical controls

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5. Training Passports

- Individual training record for all food handlers
- On-the-job training
- 4 copies in pack
- Extra copies can be purchased at a low cost



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Safe Operating Procedures (SOPs)

Cooking (HACCP)

- White meat: Poultry
- Red meat: Whole cuts/joints
- Red meat: Boned joints/minced
- Fish
- Shellfish
- Liquid items
- Complex items
- Eggs and egg-based items
- Hot-holding
- Re-heating

Cooling (HACCP)

- Chilled storage
- Chilling hot food
- Freezing and defrosting

Cold Preparation (HACCP)

- High risk food
- Raw fruit and vegetables
- Raw fish
- Sushi

Good Hygiene Practice (GHP)

- Hand washing
- Kitchen hygiene
- Personal hygiene
- Cleaning practices
- Cleaning schedules
- Cleaning high risk equipment
- Cleaning high risk surfaces
- Laundry & low risk cleaning
- Pest control

GHP & HACCP Management

- Premises, facilities & equipment
- Purchasing equipment
- Purchasing food
- Transport and delivery
- Menu planning & stock control
- On-the-job training
- Physical/chemical contamination
- Food allergens
- Temperature probes
- Continuous improvement

The Diary

Routine records

- Kitchen checks
- Daily signature
- Monthly review
- Self audit

Exception reporting

- Problems
- Changes
- Action taken

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Menu-Safe Case Studies





InterContinental, Muscat

Austen Reed, Executive chef



The InterContinental

- Beachside location in Muscat, Oman.
- Six restaurants serving multiple cuisines.
 - Arabic, Mediterranean, British, Mexican...



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Starting Menu-Safe

- One senior chef attended the training. The executive chef.
 - He felt it was something that would benefit the whole team.
- 10 more chefs were trained.
- The team decided it was the way forward.
- In house training was done with the senior chefs.



Classical HACCP

- Prior to Menu-Safe, a 'classical' HACCP system was in place.
 - This is very 'official' with lots of paperwork. Monthly includes more than 10 individual check lists with checks made every day. Including refrigerator checks for all cooling units 3 times daily
 - It is more of a head office system and does not include everyone to be involved. So most of the junior staff are not part of it.



Menu-Safe HACCP

- Menu-Safe is a HACCP system made very easy and for all to use.
- It involves the whole kitchen team including stewarding.
- Staff are no longer frightened by food safety and are encouraged to be part of it



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Menu-Safe in the Kitchen

- The system is part of the kitchen, not on a shelf in executive chefs office.



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The Diary

- The Diary is especially important.
 - It empowers people to write things down
 - Especially when things are wrong.
 - It makes all the team more aware of food safety and hygiene issues.
 - It shows repeat problems and helps us continuously improve.
 - It help us as a handover for the changing shifts and relaying information to other.
- Now we have daily meetings to discuss issues that have occurred. We give the team awareness of what is happening in other sections.



The Training Passports

- The Passports are a great method of monitoring training.
- They also make training specific to each individual person.
 - A pastry chef does not have to be trained in how to make meat or poultry SOP's



Chef Involvement

- All of the chefs adapted to the system very easily.
- Currently 3 areas have the system in place, and all the others want it too.



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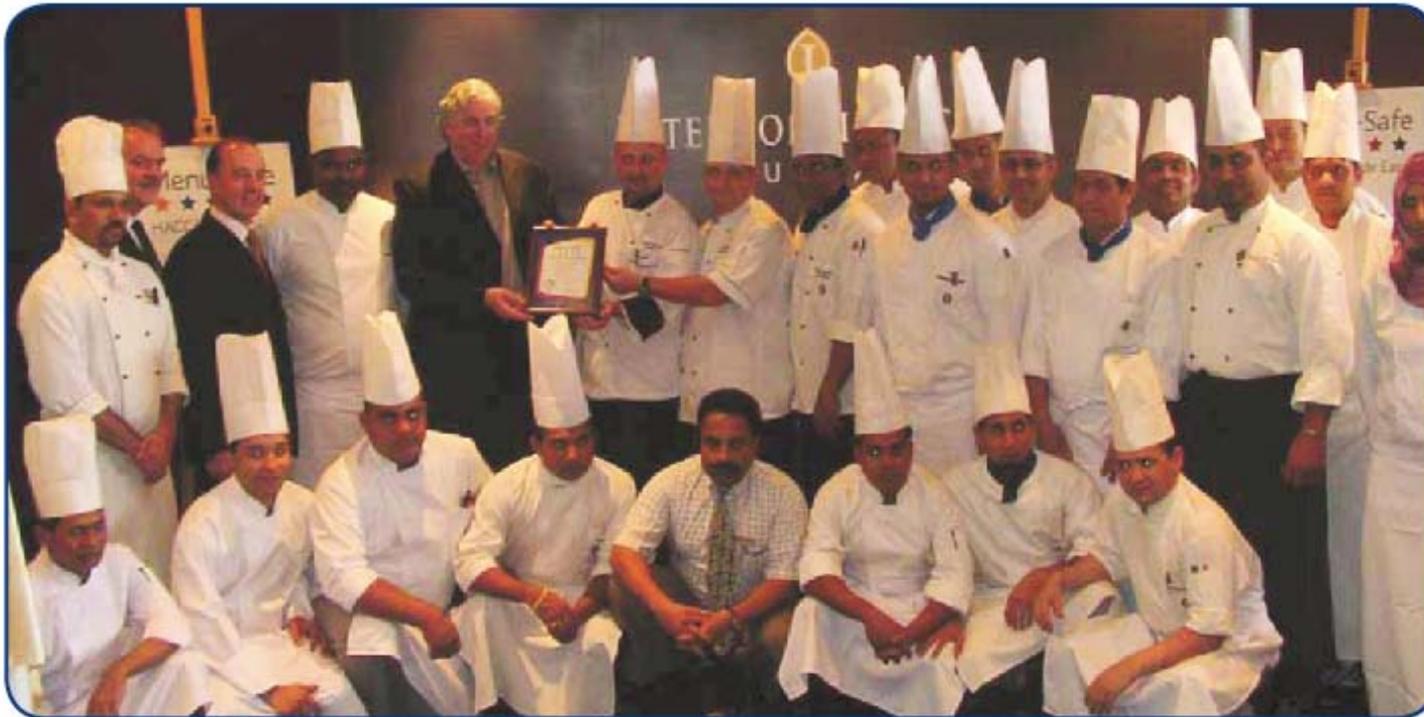
The Menu-Safe Audit

- The Menu-Safe audit was pleasant and relaxed.
- The auditor was very thorough, but there was good communication on both sides.
- Other food safety audits have been intimidating, but with Menu-Safe we were confident that things would be ok.
 - **And they were!**



The Menu-Safe Audit

- GHP & HACCP Certification was awarded.



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Summary

- The main benefits of Menu-Safe are:
 - Increased awareness of food safety
 - Increased involvement of the whole team
 - New confidence and empowerment
 - On-the-job training that matches exactly what people do
 - Increased communication and awareness
 - Improved problem solving





Thank you

Austen Reed, Executive chef





Arabian Park Hotel, Dubai

Girish Babu, Head chef



Arabian Park Hotel

- Three star hotel
- Team of 9 chefs
- 3 F&B outlets
 - Bistro
 - Café
 - Buffet restaurant



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First thoughts

- At first I thought it was not a good idea to implement HACCP.
- I thought awareness was more important than documents.
- I also thought a hygiene officer would be needed.
 - With all respect to hygiene officers, I believe as a chef it is my responsibility to make sure food is safe.



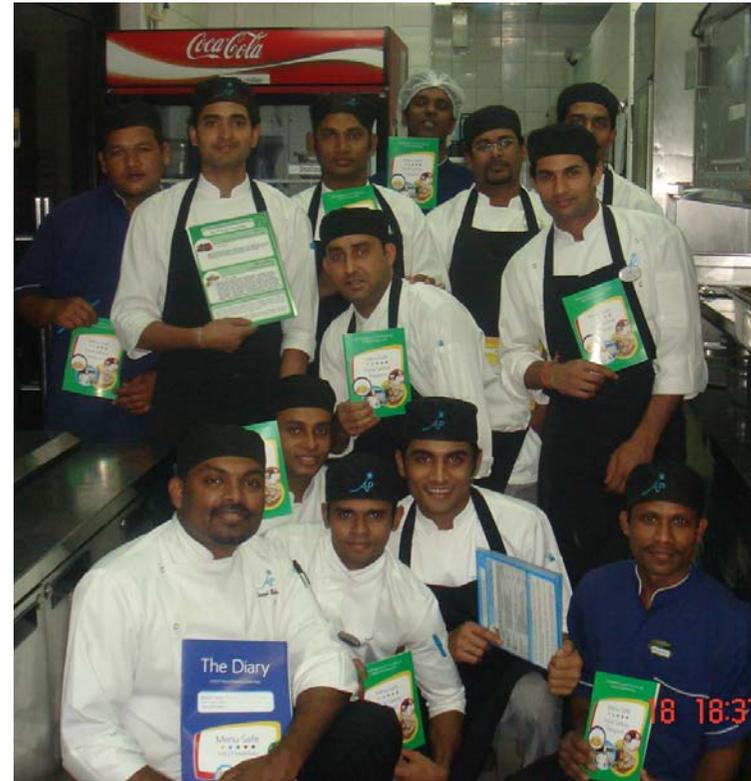
Implementing Menu-Safe

- The difference with Menu Safe is that it focused on practical food safety.
- The approach is totally different - easy and simple.
- It only asks: is your food 100% safe?
- Then you have to prove it.



Continuous Improvement

- At first the chefs were puzzled by the changes – why now after all these years?
- But there is always room for improvement.
 - Now we are more proud and professional than before.



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Cooling Foods

- Our biggest challenge was how to cool foods quickly.
- We do not have a blast chiller.
- So I decided to use a spare freezer
 - to be used only for cooling hot foods.



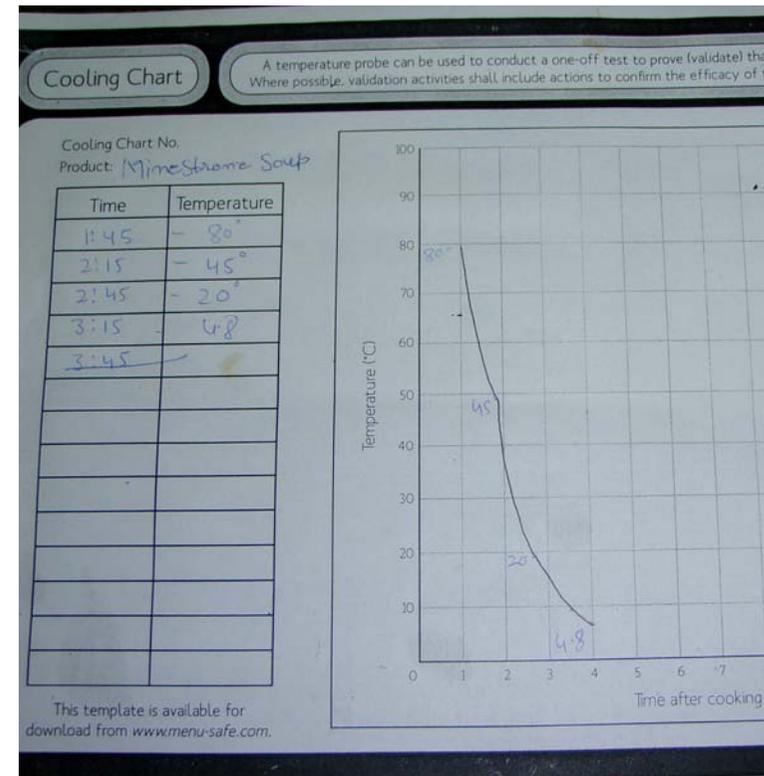
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Cooling Foods

- We fill in Menu-Safe cooling charts
- There is a competition in completing tasks so it is also fun for the entire team
- We give a t-shirt to the winner.



Staff Training

- The next challenge was training all staff.
 - I decided to do training for an hour a day, non-stop for 2 weeks, even on my day off.



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The SOPs

- We have also laminated the SOPs
- We keep them on the wall for all staff to use
 - For reference
 - For ongoing training



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Positive Changes

- We have changed the kitchen setup
- We do more equipment maintenance
- Deliveries are checked more thoroughly
- All the fridges are labeled
- There is a dedicated vegetable pre-wash area



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Positive Changes

- I will take everything I have learned from Menu-Safe into account when planning our new menu.
- We have a verbal Q& A session in our daily briefing on the changes we have made with the new system.
- We plan to be audited and certified.



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Thank you

Girish Babu, Head chef





Have A Royal Experience

5 Star Restaurant, Sharjah

Sanjay Kumar, Head chef



5 Star Restaurant

- International cuisine
 - Indian
 - Tandoor
 - Chinese
 - Persian
 - Continental
- 15 employees



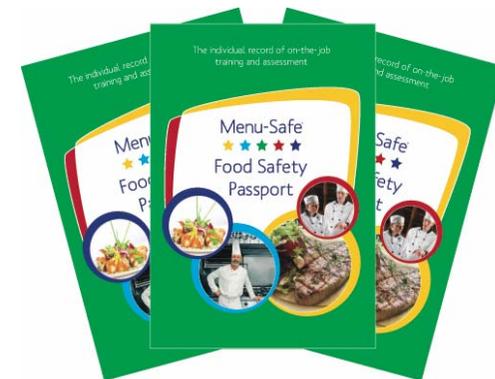
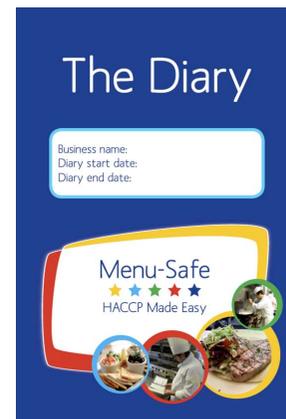
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Menu-Safe

- Safe Operating Procedures (SOPs)
- Diary for Record Keeping
- Training Passports



Implementing Menu-Safe

- Two staff attended training in 2009
- The 5 Star menu is very large
- However, Menu-Safe works even with large menus.



Increasing Cooking Skills

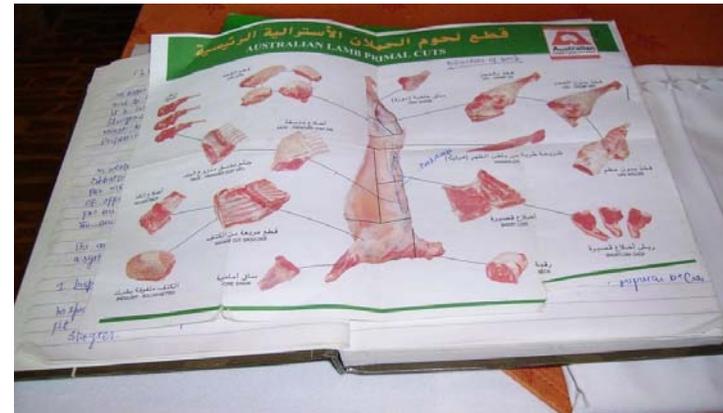
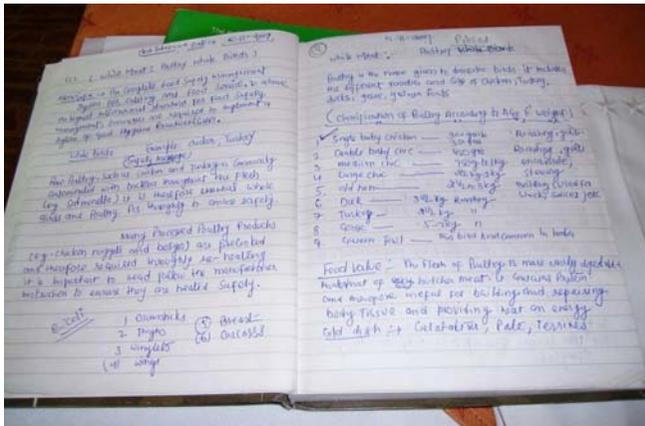
- The SOPs show that HACCP is linked to practical cooking skills.

Cooking White Meat: Poultry			
Food item	Cooking method	Time and temperature	Safety details
1. Leg, Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
2. Breast, Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the breast. It should reach 70°C.
3. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
4. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
5. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
6. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
7. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
8. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
9. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
10. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
11. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
12. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
13. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
14. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
15. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
16. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
17. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
18. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
19. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.
20. Chicken (whole)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh and breast. The thigh should reach 75°C and the breast 70°C.



Increasing Cooking Skills

- I decided we should build on the chefs knowledge of cooking techniques.
 - I bought some culinary books and developed materials for the staff.



Staff Training

- The Training Passports increased staff motivation
 - They have their own Passport with a photo
 - They can show they have skills and knowledge



Staff Involvement

- Also, after starting the Menu-Safe programme, the staff have become more interested and curious about food safety.





Have A Royal Experience

Thank you

Sanjay Kumar, Head chef





Evergreen Restaurants, Dubai

Chetan Amrital Thanki, Manager



Evergreen Restaurants

- Family run restaurants
 - 10 in UAE
- Indian cuisine
 - Pure vegetarian
 - Special Indian sweets



Language

- Language is always a problem.
 - The staff do not speak English or Arabic.
- With Menu-Safe there are a lot of photographs.
- I also translated the words into Hindi and Gujrati.



Adoptability

- The system is very easy to adapt.
- You only have to take what you need.
 - We are vegetarian, so we don't need to use the SOPs for meat, fish and poultry.
- The staff only have to learn about what they do.



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Improving Facilities

- Since we started using Menu-Safe we have improved our hand washing facilities.
- We have also put the SOP in the wall as a reminder.



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Motivation

- It is important to motivate people.
- As children and adults, we work hard for rewards.
- The Deira branch was the first to start implementing Menu-Safe.
 - It progressed from D to C.
 - We now want to get a B.
- We also want to standardise across all our stores.



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Ethics

- I was taught ethics by my father, and I pass this on to my staff.
 - An ethical business cares about making safe food for their customers.
- Deciding to start work with Menu-Safe was an ethical decision for me.



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Thank you

Chetan Amrital Thanki, Manager





Hotbrands International, Dubai

Nargis E. Jhetam





Subway, Dubai

Shaina Figueiredo

