

# Menu-Safe Presentations



# Menu-Safe



# Menu-Safe in the Region

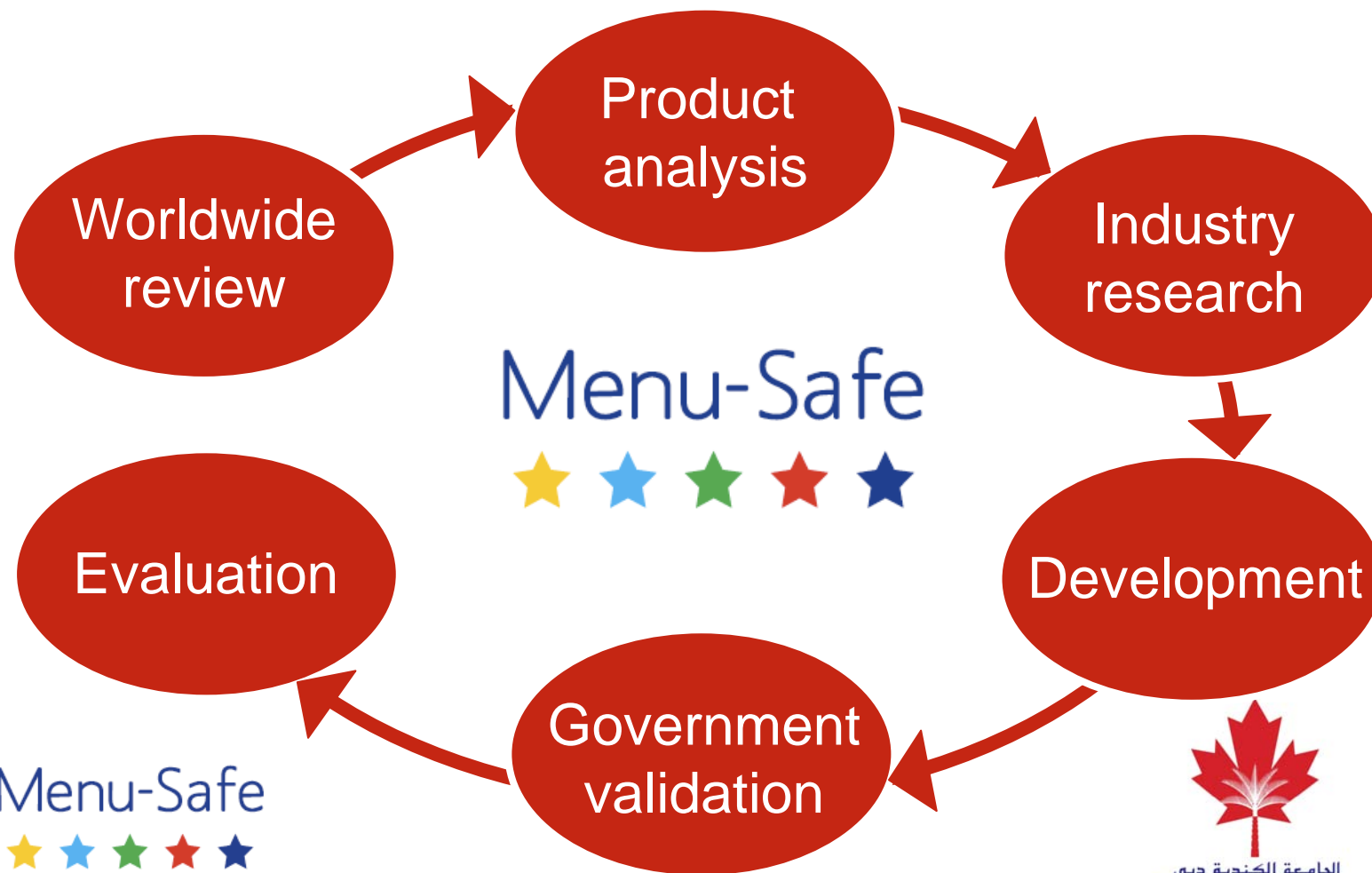


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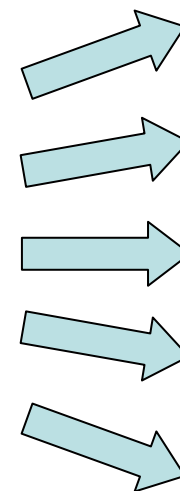
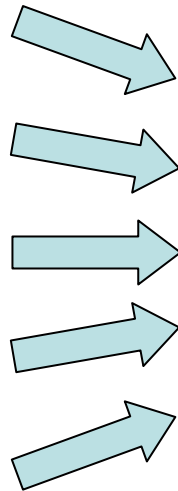
# 1989 – 2009: Development



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# Problems for Food Service

- Highly complex and variable operations
- Very different to manufacturing

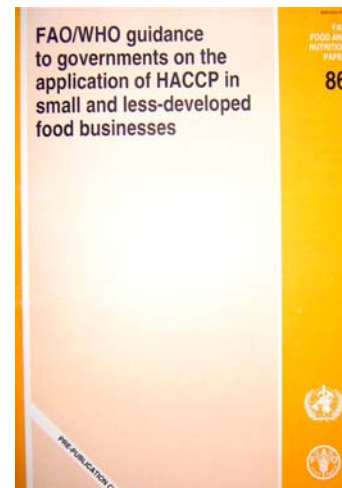
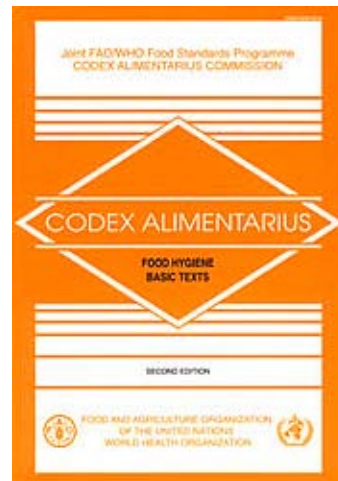


Multiple inputs,  
processes and outputs



# 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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# 1. Safe Operating Procedures

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

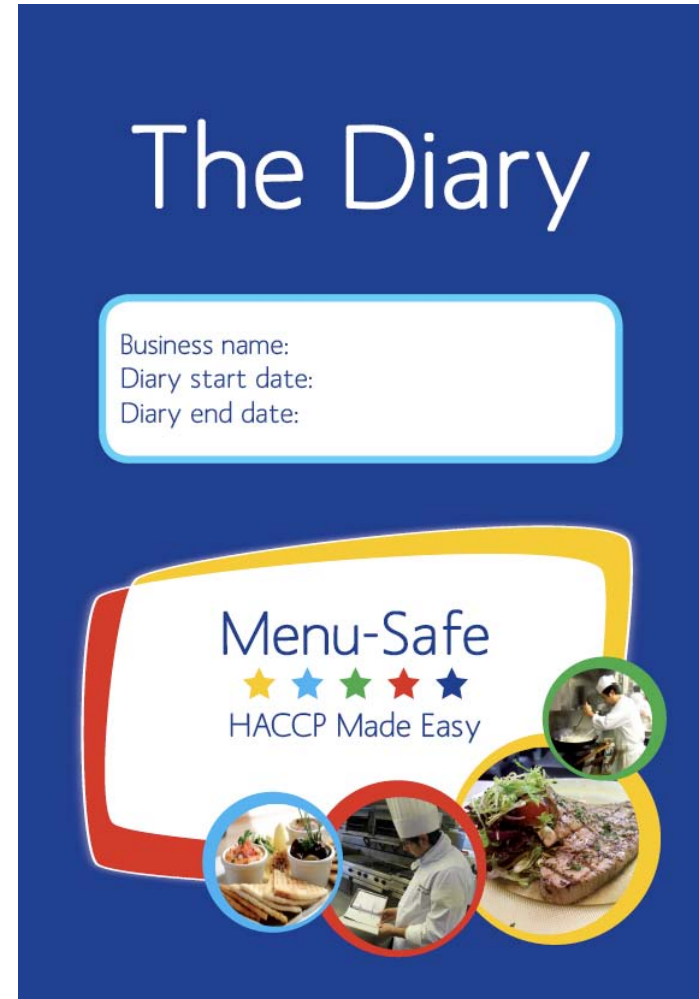


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## 2. Record Keeping Diary

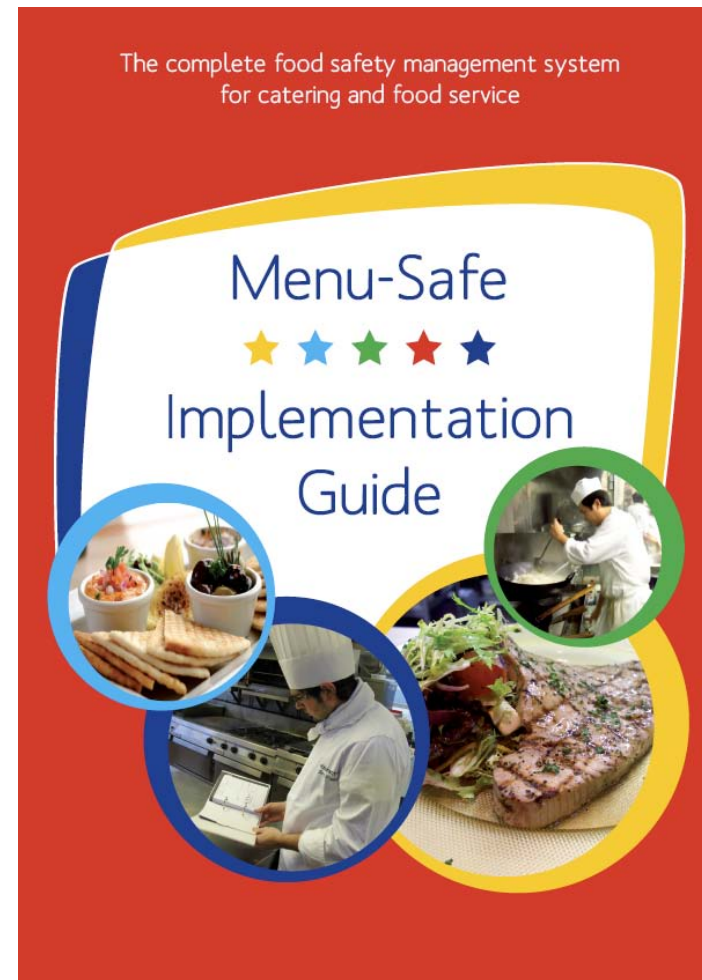
- Daily diary
- Easy to use
- All records in one place
- 4 copies in pack (12 months)
- *HACCP Record Keeping*



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# 3. Implementation guide

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

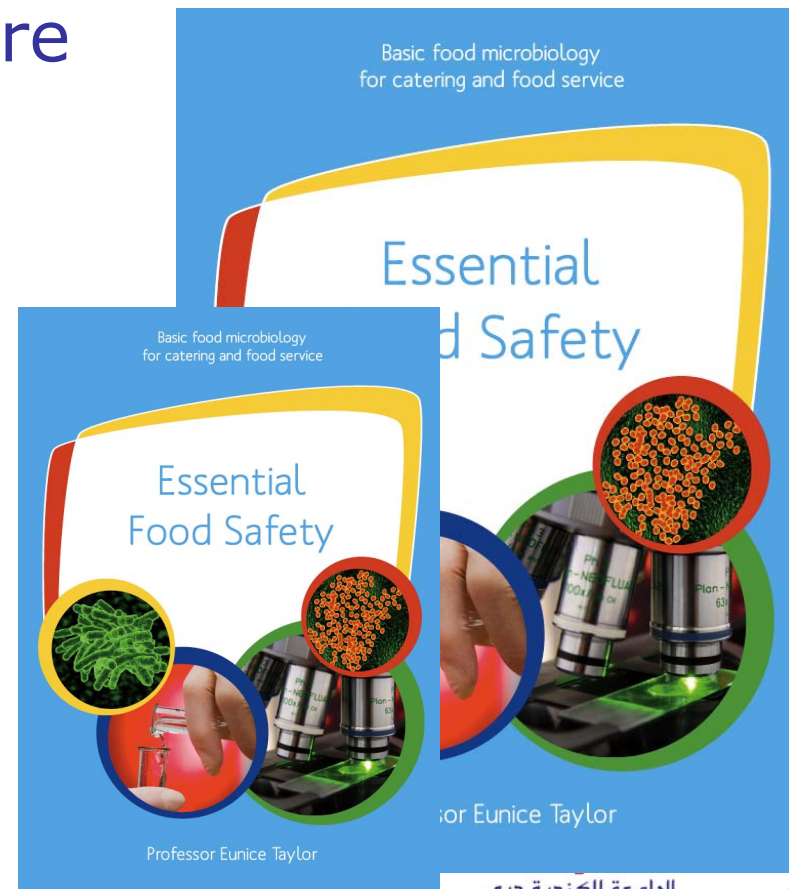


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## 4. Basic microbiology

- 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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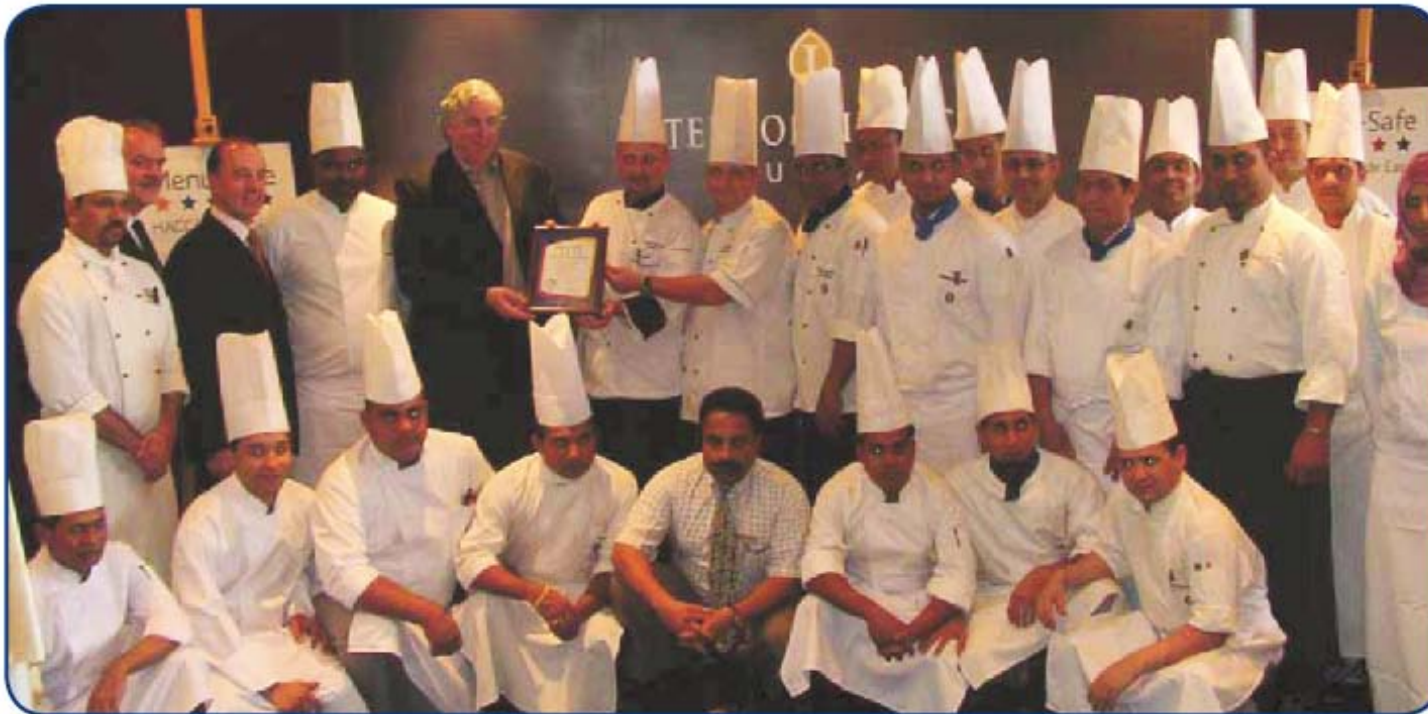
# The Menu-Safe Audit

- 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.



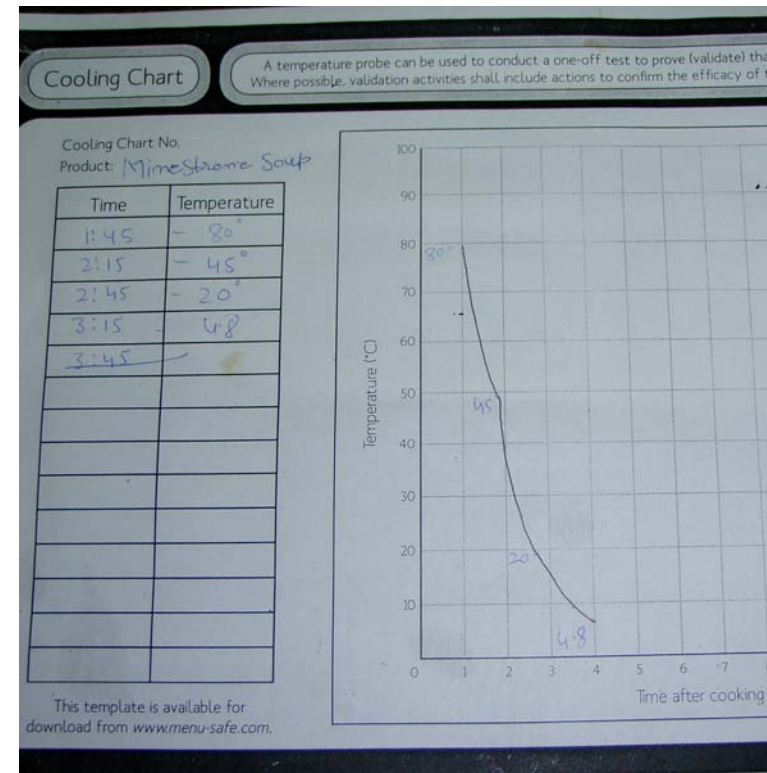
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# Cooling Foods

- 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

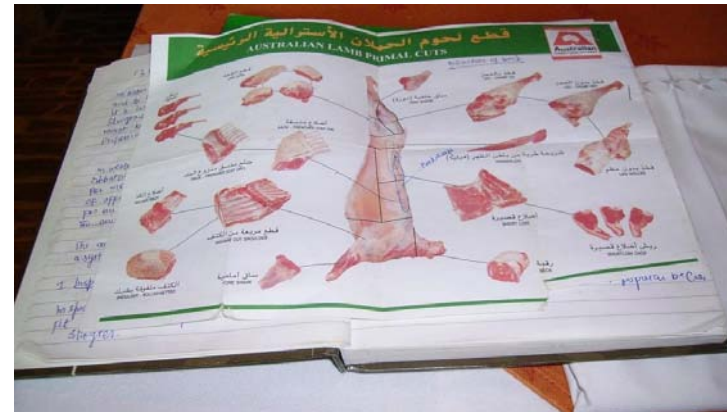
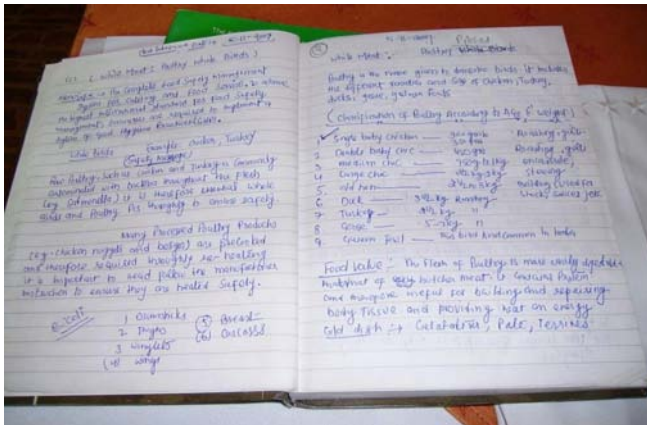
- The SOPs show that HACCP is linked to practical cooking skills.

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	Roasting	45 minutes @ 180°C	Check the internal temperature of the breast. It should reach 70°C.
3. Thigh, Chicken	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh. It should reach 75°C.
4. Drumstick, Chicken	Roasting	1.5 hours @ 180°C	Check the internal temperature of the drumstick. It should reach 75°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 (breast)	Roasting	45 minutes @ 180°C	Check the internal temperature of the breast. It should reach 70°C.
7. Chicken (thigh)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the thigh. It should reach 75°C.
8. Chicken (drumstick)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the drumstick. It should reach 75°C.
9. Chicken (leg)	Roasting	1.5 hours @ 180°C	Check the internal temperature of the leg. It should reach 75°C.
10. Chicken (wing)	Roasting	45 minutes @ 180°C	Check the internal temperature of the wing. It should reach 70°C.
11. Chicken (neck)	Roasting	45 minutes @ 180°C	Check the internal temperature of the neck. It should reach 70°C.
12. Chicken (back)	Roasting	45 minutes @ 180°C	Check the internal temperature of the back. It should reach 70°C.
13. Chicken (heart)	Roasting	45 minutes @ 180°C	Check the internal temperature of the heart. It should reach 70°C.
14. Chicken (liver)	Roasting	45 minutes @ 180°C	Check the internal temperature of the liver. It should reach 70°C.
15. Chicken (gizzard)	Roasting	45 minutes @ 180°C	Check the internal temperature of the gizzard. It should reach 70°C.
16. Chicken (crop)	Roasting	45 minutes @ 180°C	Check the internal temperature of the crop. It should reach 70°C.
17. Chicken (intestine)	Roasting	45 minutes @ 180°C	Check the internal temperature of the intestine. It should reach 70°C.
18. Chicken (bladder)	Roasting	45 minutes @ 180°C	Check the internal temperature of the bladder. It should reach 70°C.
19. Chicken (testis)	Roasting	45 minutes @ 180°C	Check the internal temperature of the testis. It should reach 70°C.
20. Chicken (ovary)	Roasting	45 minutes @ 180°C	Check the internal temperature of the ovary. It should reach 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.



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# 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

