Chapter 2
The Importance of Sanitation and Appearance

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Chapter 2 The Importance of Sanitation and Appearance
Objectives

- Define sanitation and explain its importance to management in a dining room facility
- Determine where and how health regulations can be obtained for a restaurant, catering, or banquet establishment
- Describe acceptable cleanliness and appearance standards for employees
- List reasons for handling utensils, glasses, and plates by their bases or rims
- Explain why tables cannot be set with silverware in advance
- Identify “freedom from soil”
- Explain the importance of a clean-looking establishment as it relates to the hospitality industry
- Define and explain the importance of using the Hazard Analysis Critical Control Point (HACCP)
- Define cross-contamination and explain how it can be prevented

Chapter 2 The Importance of Sanitation and Appearance
Sanitation

- Sanitation
  *The development and application of sanitary measures for public health*

- Refers to the visual and physical conditions of a food service environment
  *A restaurant must be clean and the food, safe to eat*
  1. Clean restrooms, dining area, and kitchen
  2. Countertops free of germs
  3. Clean utensils
  4. Clean and healthy employees

*All employees must wash their hands*
Who Monitors the Cleanliness of the Restaurant

- Each state has health laws that restaurant managers must abide by
- In many communities, a restaurant must have a *permit* to operate, which is issued by the local health department

  Management has the obligation and responsibility to know and enforce sanitation practices

- The health department may conduct surprise inspections

- Health inspections are a matter of public record and may be...
  1. published in a newspaper or magazine
  2. broadcast over local television network

- Some communities require restaurants to post their most recent health inspection

*Good sanitation leads to a lasting first impression*

Chapter 2 The Importance of Sanitation and Appearance
An a for Effort in NYC!

Chapter 2 The Importance of Sanitation and Appearance
An Emoji for China

- [Link](http://english.cri.cn/3100/2008/06/06/195@366086.htm)

Chapter 2 The Importance of Sanitation and Appearance
The Influence of the Manager

- Attention to detail is the key to running a great business

- Ray Kroc (McDonalds) and Walt Disney (the Walt Disney Co.) lead the way in the field of cleanliness and sanitation
  1. Stores were spotless
  2. Employees with free time were taught to clean
  3. Kroc would pick up papers from the ground as he entered stores
     
     Lesson: if the owner or the company can pick up papers, then everyone can pick them up

- Managers must set examples

*If you’ve got time to learn, you’ve go time to clean*

– Ray Kroc, McDonalds
Detail Is the Key

- Appearance of the Employees
  1. Disneyland was founded because amusement parks were unacceptable
     a. Dirty employees
     b. Pushy staff (pressuring guests to buy things)
     c. Too many barkers (salespeople)
  2. The presentation of the park and its employees had to achieve standards that would earn the respect of the guests – the “Disney look”

- The Service Person’s Appearance
  1. All employees must adhere to grooming guidelines
  2. Uniforms and appearance of the staff must fit the restaurant
  3. Management must set guidelines for appearance and cleanliness

The manager must set the standards of grooming, inform the employees, and enforce the policy
Chapter 2 The Importance of Sanitation and Appearance
The Disney Look

- What is your dress code at work?
  1. Can you recall it from detail?

- Disney’s Dress Code

- Why are dress codes so very important at Disney?
Serving food and keeping up Appearances!

Chapter 2 The Importance of Sanitation and Appearance
Cleanliness During the Shift

- Being a service person requires much physical labor

- Managers must be aware that service staff may get...
  1. sweaty
  2. dirty
  3. disheveled

- If an employee looks messy...
  *the supervisor should have that person immediately change into a clean uniform*

*It is recommended that cooks and chefs have an extra uniform jacket...when they appear in the front of the house*