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Maintenance

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Wellington City Council wishes to thank Eurest NZ Ltd, Monsoon Poon, Kwixnax, Stella and Food Safety Works for their assistance in preparing this publication.

Front cover: Lance Keating displaying his new certificate of excellence.

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Achieving excellence in food safety

**Absolutely
POSITIVELY**

ME HEKE KI PŌNEKE
WELLINGTON CITY COUNCIL **Wellington**

An excellent dining experience depends on you

Wellington City has a reputation as the café capital of New Zealand.

An integral part of this reputation is the top quality food and premises we have on offer. The Council recognises excellent performance with a certificate of excellence.

We are often asked how an operator can achieve a certificate showing they have achieved excellence in their premises. This brochure shows how you can take steps to work with us to improve the standards in food premises. Legislation is shifting the emphasis to performance-based assessment. You need to demonstrate to us that you have put in place a best practice hygiene regime.

How to get and keep your certificate of excellence

Wellington City Council awards certificates of excellence to food premises that demonstrate high food safety standards.

To receive a certificate of excellence, premises operators need to have:

- staff trained in food hygiene
- an effective cleaning programme
- well-maintained premises
- good personal hygiene practices
- safe food storage and display
- regular temperature checks
- effective pest control
- regularly maintained equipment.

We will assess your performance.

All registered food premises are graded every year. Premises that score highly (in the 17–20 range) during the grading inspection can be eligible for a certificate of excellence. A certificate is issued only to the current operator who, as a result, enjoys a discounted licence fee for the excellence grading. If you sell your business, the new operators will have to earn their own excellent grade.

To keep the excellent grade, a consistently high score (in the 17–20 range) is required. Should the standards drop, the excellent grade will be withdrawn and improved ongoing standards must be demonstrated before it can be reinstated.

Risk Factors

Excellence criteria are used during the assessment within the following risk factors: conduct, premises, cleaning and training. The marks out of five for each risk factor are then totalled. A mark of at least four is necessary for each risk factor and at least one needs to be a five to get a sufficiently high score to achieve excellence.

Hygienic practices

All staff need to wear suitable protective clothing, with hair short, tied back or in nets/hats. A 'sickness' policy is essential to ensure staff do not work when they are sick.

Frequent hand washing needs to be part of every staff member's routine. New staff need to have high risk steps in the processing of food explained, to make sure that hand washing is used to break the chain of infection. Hand washing equipment (soap, suitable towels, nailbrush, water 38–55°C) must be accessible at all times and hand washing technique needs to be demonstrated/supervised to ensure effective control.

Cleaning schedule

You need to provide a cleaning schedule describing the method of cleaning, the cleaning materials that will be used, how often it will be done and who is responsible. Suitable storage facilities for cleaning materials, separate from all food and food equipment/packaging, are essential.

Completion of duties should be visually checked, dated and signed off daily by management. Keep a written record for future reference.

Sanitisers must be used on all food preparation surfaces and equipment, on at least a daily basis. Instruction on use and frequency should be included in the cleaning schedule.



Charles Chia checking refrigerated food – readily perishable food needs to be at 4°C or less.



Hemi Tahu rinsing dishes prior to machine washing.

Temperatures

The temperature that food is stored at is crucial for food safety. Refrigerators should be kept at 4°C or less, freezers -18°C or less and hot food 60°C or more.

Use an accurate thermometer to measure the temperatures inside all refrigeration and heating appliances, ie display units, freezers, pie warmers, bain-maries, etc.

This should be done at least three times a day at regular intervals. Keep a written record of the temperatures, where they were taken, the time they were taken and the date.

Food on display

Chill cold food to 4°C or less and heat hot food to 60°C or more. Food displayed in a refrigerated cabinet allows the storage time to be safely extended and reduces the risk of food being exposed for unknown extended periods at room temperature.

Check regularly that hot food on display is stored at 60°C or more. Bain-marie food needs to be stirred and replaced frequently to keep it at a safe temperature. Do not use the bain-marie to heat food. Both the food and the bain-marie must be hot before used for display.

Keep all food covered to protect it from sneezes, coughs, dust and insects.

Hot water temperature

The temperature of the hot water at all kitchen sinks must be at least 63°C, throughout the day's operation. Use an accurate thermometer to check this at least once a month.

Include these results on your cleaning plan.

Dishwashers and glasswashers

Dishwashers should wash at a minimum temperature of 60°C and rinse at a minimum of 77°C, for at least 10 seconds.

Dishwashers and glasswashers must have automatic detergent pumps and dish racks or trays that are not rusty or chipped.

The machines must operate at the above temperatures at all times.

Service the machines twice a year, regularly check that the rinse cycle is working and check the condition of the trays. Keep a record of maintenance and servicing.



Hemi Tahu checking the dishwasher to ensure it reaches minimum required temperatures.

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