【Training courses　Online self-learning material】

Subtitle:

Online self-learning material

Catering Industry

Workplace Anti-epidemic Tips for Catering Industry

Subtitle:

Personal Hygiene and Tips for Catering practitioners

The waitress wearing a mask walks into a restaurant. She picks up a thermometer from the table and measures her body temperature by pointing the thermometer at her forehead.

Subtitle (two choices):

Go straight ahead, or

Pick up the thermometer to measure body temperature

Subtitle:

Choose “Go straight ahead”

Waitress (turns to the waiter): Hey, you haven’t checked your body temperature yet!

Waiter: No need. I don’t have a fever, I’m not feeling sick.

Waitress: Well. It’s a little bit extra. But it’s for everyone’s sake. Comprehensive preparedness against the pandemic must be done.

The waitress measures the waiter’s body temperature by pointing the thermometer at his forehead at the camera.

Waitress: 36.2 degrees …… During the pandemic, we should check our body temperature every day before we are on duty. Since the body temperature will be affected by various factors, hence the preferred method is to measure the forehead instead of hands.

Waiter: You’re right. Check your body temperature before work. If you have a fever, respiratory symptoms, or sudden loss of taste or smell, you should wear a surgical mask immediately. You should refrain from work or take a sick leave. Notify your supervisor and seek medical advice promptly, and avoid going to crowded places.

Waitress (nods with agreement): Correct.

In the kitchen of the restaurant, the waiter is wiping the glasses with a cloth.

Waiter: Why is the air conditioner not getting cold enough? It’s hot and stuffy in here.

Subtitle (two choices):

Pull the mask down and continue to wipe glasses, or

Continue to wipe glasses as quickly as possible

The waiter puts down the cloth.

Subtitle:

Choose “Pull the mask down and continue to wipe glasses”

The waiter pulls the mask down and continues to wipe the glasses.

Waitress (walks towards the waiter): Hey, is there anything wrong? It is unhygienic to touch the cup after touching your mask without cleaning your hands. You also pulled the mask down to the chin for convenience instead of wearing it properly. Do you think there’s a difference between not wearing one?

Waiter: It’s sweltering, uncomfortable and inconvenient to work with a mask on.

Waitress (stand with her arms folded): It’s unacceptable. Even if it is inconvenient, you must wear the surgical mask correctly in order to protect yourself, colleagues and customers. The mask should fit snugly over the face, and be able to fully cover your mouth, nose and chin.

Subtitle:

Loading……

Waitress (takes a glance at the glasses on the table): Still haven’t put your mask on yet? Remember to wash your hands after putting your mask on, and then come back quickly to clean your cup.

The waitress turns and leaves after finished speaking.

There is a box of tissue paper and a pile of soiled tissue paper on the table.

Waiter: Achoo!

Waitress (takes a glance at the soiled tissue paperon the table): Why there are so many tissues? Are you sick?

Waiter: I have nasal allergy and just sneezed several times. I’ll be fine after a while.

Waitress: When we sneeze or cough, remember to cover our mouth and nose with tissue paper, and dispose the soiled tissues into a lidded rubbish bin.

Waiter: Okay, do it now.

The waiter collects the soiled tissue paper on the table. The waitress assists to open the lidded rubbish bin, allowing the waiter to dispose the soiled tissues. The waiter then turns and walks toward the kitchen countertop where a few dishes of cakes are placed. He tries to pick up one of the dishes but the waitress stops him.

Waitress: Hey! What are you doing? Did you wash your hands?

Waiter: Well, I forgot.

Waitress: As we are in the catering business, it is really important to keep our hands clean, and we must wash our hands frequently, especially before and after touching eyes, nose, or mouth; after coughing or sneezing; before preparing food, eating and after using the toilet; after touching public installations such as handrails or doorknobs; before and after handling raw and cooked food; after handling food waste, used cutlery and tables; after handling garbage.

The waitress turns on the water tap, pumps out some liquid soap to rub her hands. She then rinses her hands thoroughly and dries with a disposable paper towel. She wraps the faucet with the paper towel and turns it off.

Waiter: We should wash our hands with liquid soap and water, rub for at least 20 seconds, then rinse thoroughly and dry with a disposable paper towel or clean towel. Don’t touch the water tap directly again. Use a paper towel to wrap the faucet before turning it off.

Waitress (pumps out some hand sanitizer on her palm): If the hands are not visibly soiled, use alcohol-based hand sanitizer to clean them. Pour a sufficient amount of alcohol-based hand sanitizer onto your palm, and rub your hands for 20 seconds until they are dry.

The waitress hurt the back of her hand.

Waiter: Oh, she’s hurt! What should I do?

Subtitle (two choices):

Call 999, the police, or

Fetch her a waterproof plaster

Subtitle:

Choose “Fetch her a waterproof plaster”

The waiter fetches the waitress her a waterproof plaster and helps her to cover the wound.

Waitress: Thank you!

Waiter: If we accidentally get hurt while working, the wound on the hand must be fully covered by a suitable bright-colored waterproof plaster.

The waiter uses a cloth to wipe the table, and then uses the same cloth to wipe the dishes.

Waitress (walks towards the waiter): Hey! You just use the same cloth to wipe the table and the dishes, and you don’t wash your hands, and then touch the dishes again after cleaning the table.

Subtitle:

Loading……

Waitress: You should wash your hands, change your gloves or use hand sanitizer every time after serving dishes or cleaning the table. Washing hands frequently and maintaining good personal hygiene will give confidence and peace of mind to both customers and our restaurant.

Waiter: You make a good point.

Waitress: For both customers and staff, remember to adopt social distancing when having meals.

Waiter: Definitely! Don’t get close to me!

Waitress (points at the waiter, then turns and walks away): You think too much! Let’s get to work and get ready to open the restaurant!

Subtitle:

Working Environment, Hygiene and Anti-epidemic Measures

The waitress with mask, goggles and gloves on is holding a spray bottle.

Waitress: Yesterday, a customer was sick and vomited.

Waiter: Oh! Did you clean and disinfect the area immediately?

Waitress: Yes, of course!

Waitress (adds household bleach into a bucket of water, then uses a pair of tongs grasping a cloth to wipe the floor): If surfaces or floors are contaminated by vomits, excreta or respiratory secretions, disinfect with 1:49 diluted household bleach immediately and leave for 15-30 minutes. After that, rinse with water and wipe dry. Spraying disinfectants on indoor environmental surfaces and on people is not recommended, as this could be harmful and would not reduce the risk of viral transmission. Use a cloth or wipe which is soaked in the disinfectant to disinfect surfaces.

The waitress wipes different surfaces and door handles with a cloth

Waiter: We can use 1:99 diluted household bleach or an equivalent disinfectant to disinfect surfaces. After that, leave it for 15-30 minutes, then rinse with water and wipe dry. For metallic surfaces, disinfect with 70% alcohol. You must remember to disinfect those frequently touched surfaces more often, such as door handles. In conclusion, be sure to clean and disinfect regularly.

The waitress sprays the doormats at the entrance with diluted household bleach. She sprays diluted household bleach on the surface of the door handles, tables, chairs and so on and wipes them.

Waiter: In addition, we must enhance the cleaning and hygiene of the dining area, kitchen, sink and toilet. For example, place doormats sprayed with 1:49 diluted household bleach at entrances to disinfect shoe soles. Spray more if the number of customers increased. Clean and disinfect touched surfaces, such as door handles, cashiers, tables and chairs, shared-use items and floors at least twice a day.

The waitress places the used tableware on the food tray. She cleans the used food tray thoroughly, in particular the rims of tray, and replaces the tray lining. The waitress wipes and disinfects the table-top area and partitions with a cloth.

Waiter: All tableware and food trays, in particular the rims of trays, and tableware must be cleaned thoroughly and disinfected every time after use by customers. Tray lining must also be replaced every time after use. The table-top area and partitions must be cleansed and disinfected before the next batch of customers is seated.

Waitress (points at her mask, gloves, goggles and waterproof apron): Wear a mask, rubber gloves, goggles or face shield and waterproof apron when washing the dishes and cleaning up. Wear a mask and gloves when cleaning up tableware and tables after use by customers.

Waiter: When working with gloves, please note that the gloves cannot be used as substitute for handwashing. Use liquid soap and water or alcohol-based hand sanitizer to clean your hands before and after wearing gloves, and between changing gloves. Gloved hands should not be used to handle clean or dirty items at the same time. If gloves are damaged or soiled after cleaning up, please discard and replace them, and remember to keep your hands clean. Also, you need to change your gloves regularly. Do not reuse disposable gloves. Dispose them properly.

Waitress (with her gloves on is putting the cleaned tableware in a covered cupboards): Store cleaned tableware properly. For example, store in covered containers or cupboards. Such containers need regular cleaning. Use separate trolleys and trays for serving food and collecting used tableware. Trolleys and trays should be in different colors or attached with labels to differentiate the purposes.

The waitress is wrapping a garbage bag placed in a lidded rubbish bin.

Waiter: Garbage should also be properly wrapped and disposed of in a lidded rubbish bin. Empty the bin at least once a day.

Waitress (puts the toilet lid down and then flushes, then pours water into a drain outlet): Catering practitioners should keep public toilets clean and dry. Provide hand-washing facilities, liquid soap and disposable paper towels. Ensure the flushing system of the toilet is in proper function at all times. After using the toilet, put the toilet lid down before flushing to avoid spreading germs. Pour about half a liter of water into each drain outlet (U-shaped water trap) once a week. Check the traps regularly. Arrange immediate inspection and repair by a qualified technician if there is a defect in the tap or if there is a foul odor from drain outlets.

Subtitle (two choices):

Inspect the ventilating systems himself, or

Ask the waitress to inspect the ventilating systems

Subtitle:

Choose “Ask the waitress to inspect the ventilating systems”

Waiter (turns to the waitress): We also need to maintain adequate air ventilation. Enhance the cleansing, inspection and maintenance for all ventilating systems, including air outlets, air filters, fresh-air inlets and ventilating ducts. Maintain sufficient cool and fresh air supply with the ventilation system. Adjust the ventilation system to bring in the maximum amount of fresh air to ensure good ventilation. If there are windows, keep them open if possible.

Waitress: Awesome! You know everything!

Waiter (hands a flashlight to the waitress): You bet! Hey, here’s a flashlight, go check if the ventilation system is…… (The waitress turns and walks away) Hey, hey, hey ……

Subtitle:

Dining Arrangement under the Anti-epidemic Measures

The waitress posts a notice on the wall of the restaurant.

Waiter: You have updated all the notices quickly.

Waitress: Of course, we have to keep an eye on the latest social distancing practices announced by the government, such as the prohibition on the group gathering regulation in order to impose restrictions on the number of people and the seating capacity.

Two male customers pass by the waitress one after the other.

Waitress (asks the latter customer): Sir, table for two?

Customer (holds up two fingers): Yes, please.

Waitress: You haven’t taken your temperature yet.

Customer: You all are chatting instead of working, and that guy has just walked in without taking his temperature. Why should I need to do so?

The waitress feels embarrassed.

Subtitle:

We were complained and it is so embarrassing…

A female customer walks towards the waitress. The waitress measures her body temperature by pointing the thermometer at her forehead. She then invites the customer enter the restaurant. Another male customer arrives the restaurant, the waitress finds that the customer fails the temperature screening and thus advises him to leave.

Waitress: We are required to monitor the body temperature of our customers. We do not allow customers to be seated without checking their body temperature, and we do not allow customers with fever or respiratory symptoms to enter. If they fail to pass temperature screenings, they will be advised to leave and seek medical advice promptly.

Waiter: Moreover, you need to pay attention to the setting of the tables. Make sure the tables available for use or being used by customers are arranged at a distance of at least 1.5 metres or separated by some form of partition. Avoid arranging customers for table sharing or sitting face-to-face.

The waitress is checking the notices posted on the wall of the restaurant.

At the waiting area outside the restaurant, a notice “Please keep social distancing” is posted on the wall. Three customers are queuing up. After the first customer is invited to enter the restaurant, the following customers move forward in the queue.

Waitress: You also need to display posters, make announcements or add markings at queuing or waiting areas to remind customers of social distancing.

Waitress (wipes the partition with a cloth and then posts a poster “e-Payments are welcome” on the wall of the restaurant): Add partitions on service counters to reduce direct face-to-face encounters between customers and employees. Customers are encouraged to use e-payments, such as credit cards, mobile apps, etc.

The waitress is browsing the government websites using a tablet.

Waiter: We must keep abreast of the latest government announcements on infectious disease prevention and control measures, such as the use of the “LeaveHomeSafe” mobile app and “Vaccine Pass”, and follow up on government guidelines on dining arrangements.

Two customers without wearing masks are chatting loudly in the restaurant. The waitress approaches them and reminds them to avoid doing so. The customers nod in understanding.

Waitress: We will remind our customers to avoid speaking loudly while eating to minimise the spread of respiratory droplets. We also advise our customers to finish their meals within 2 hours.

Two male customers pulls down their masks and chat cheerfully after finished their meals. The waitress approaches them and reminds them to wear masks all the time except when consuming food.

Waiter: We must ensure the customers are wearing masks. Remind them to wear masks all the time except when consuming food. Also, we need to make sure their masks are properly worn, and the masks should fit snugly on their face to fully cover the mouth, nose and chin.

The waitress hands a bottle of hand sanitizer to two male customers for them to clean their hands. She also provides them with mask cover cases. The customers take off their masks and keep them properly in the mask cover cases.

Waiter: You should immediately remind customers if their masks are not properly worn. You also need to advise customer to store the mask properly during eating, such as wrapping it properly in a mask cover, and performing hand hygiene before and after touching the mask.

Waitress (hands a bottle of hand sanitizer to the two male customers again for them to clean their hands before eating): We will provide customers with hand sanitizing and cleaning supplies. Remind them to clean or use hand sanitizer to disinfect their hands before eating. Provide 70-80% alcohol-based hand sanitizer or alcohol-based wipes at the entrance and exit or at each table if possible.

The waitress is posting a poster “When to wash our hands” on the wall of the washroom.

Waitress: We also need to provide liquid soap, disposable hand towels or hand dryer in the toilet, and display the poster of hand hygiene guidelines from Centre for Health Protection.

The waitress places a pair of serving chopsticks and a bowl of hot water on a dining table.

Waiter: Tableware and hot water will be provided to customers. Tableware or public utensils, such as chopsticks and spoons, should be provided to customers after they are seated. We also provide hot water at 100℃ or above for customers to rinse the utensils.

Subtitle:

Guidelines on Handling Suspected or Confirmed Cases in Infectious Diseases

The waiter is putting a pot on the stove while he hears the message alert sound from a mobile phone. The waitress takes out her mobile phone from the pocket of her pants and reads the message.

Waitress (turns to the waiter): I just got the news that a customer from a restaurant in the mall next door is suspected of having an infectious disease.

Waiter: What? Is that serious? What should we do?

Subtitle (two choices):

Flee from the scene, or

Calm down! Take follow up actions.

Subtitle:

Choose “Calm down! Take follow up actions.”

Waitress: If there is a suspected or confirmed infectious disease, such as Covid-19, we must enhance the disinfection of the restaurant.

The waitress wears suitable personal protective equipment (PPE), including surgical mask, rubber gloves, disposable gown, face shield and cap.

Waiter: Cleaning staff should wear suitable PPE (personal protective equipment), including surgical mask, rubber gloves, disposable gown, eye protection such as goggles, or face shield and cap. We can refer to the Handbook on Epidemic Prevention for Frontline Workers for donning and doffing PPE.

Vomits

The waitress uses a pair of tongs grasping a disposable towel to wipe away the vomits and disposed them in a garbage bag. The garbage bin is with a label “Wastes from suspected / confirmed cases in infectious diseases” on it.

Waiter: If we need to clean blood, secretions, vomits or excreta spillage, use tongs or forceps to hold absorbent disposable towels to wipe away the contaminants; discard the tongs or forceps and used absorbent disposable towels in a garbage bag; disinfect with 1:4 diluted household bleach, wipe from the outside inward and leave for 10 minutes, then rinse with water and wipe dry. Discard all the wastes and cleansing tools in the garbage bag after cleaning.

The waitress takes off the PPE and disposes them in a garbage bag. Then, she turned on the water tap to wash her hands with liquid soap. After wearing a pair of new gloves, she seals the waste bag and disposes of it properly in a lidded garbage bin with the label “Wastes from suspected / confirmed cases in infectious diseases” on it. The waitress then turns on the water tap again to wash her hands with liquid soap.

Waiter: It’s not done yet! We have to remove PPE, put them in the garbage bag, wash our hands thoroughly; wear a pair of new gloves, seal the waste bag tight and dispose of it properly in a lidded garbage bin. Label the garbage bin and put it in a safe place until collection; remove gloves carefully and wash hands with liquid soap and water; when Covid-19 is confirmed, Centre for Health Protection will inform the Food and Environmental Hygiene Department to disinfect the contaminated environment and dispose of the wastes.

Waitress (wipes the dining table with a cloth): In this case, it is really important to strengthen the disinfection. Also, remember to use 1:49 diluted household bleach to enhance disinfection of all potentially contaminated area surfaces and supplies!

The waitress holds her mobile phone and stands in front of the waiter.

Waiter: In conclusion, all of us must maintain personal and environmental hygiene for everyone’s sake.

Waitress: That’s right! Let’s get it done and get off work!

Subtitle:

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