

Chapter 8 – Maintenance & Cleaning



As a Shift Leader you should assist your Manager to ensure the store is kept clean and that all cleaning checklists are completed. You will find detailed instructions below on how to clean the main pieces of equipment in the store.

As a Shift Leader, you would have cleaned most if not all the equipment in your store on a regular basis. Frequent cleaning is essential as it can help prevent maintenance issues in the future. Proper cleaning procedures eliminate dirt and bacteria, helping you ensure a healthy product and atmosphere for your customers. Cleanliness is one of the top five attributes considered by customers, making it essential for your employees to know how, and why, to clean. A thoroughly clean and well-maintained restaurant has many benefits:

- The atmosphere is inviting to customers
- The risk of foodborne illness is decreased
- Equipment operates efficiently
- Equipment warranties retain validity

Maintenance

Regular maintenance will help extend the effective life of the equipment. In order to keep repair costs to a minimum, the Store Manager & Shift Leader is responsible for ensuring that all equipment is cleaned and maintained on a regular basis as detailed on the Weekly Cleaning Schedule and Equipment Maintenance Schedule. The Shift Leader should immediately report defective, failing and/or broken equipment to the Store Manager as soon as they become aware of problems. Please immediately add to the Repairs & maintenance list which should be on the wall/noticeboard. All store equipment remains company property and should be maintained at all times, any misuse of company equipment will lead to disciplinary procedures.

For any emergency repair, (Ovens, Freezers, Coffee machines failures) call your Manager or the Area Manager without delay. Your Store Manager will complete the Repair and Maintenance Form for the office.



Do NOT try and fix the issue yourselves. Equipment should be fixed by a trained person only.

Daily Preventative Maintenance – Cleaning

Proper cleaning and a regular preventive maintenance program for equipment helps to ensure proper functioning, reduce replacement costs, and extend the life of the equipment.

DAILY	Equipment	Task
	Beverage Cooler	Wipe down exterior and interior
	Beverage Dispenser	Clean and neaten all exterior surfaces Clean nozzles and diffusers
	Bread Cabinet	Clean interior and exterior Inspect and clean door handles Inspect and clean door gasket Clean glass doors Clean interior and side racks
	Bread Pans	Wash and scrub in a solution of dish detergent and warm water, rinse, and sanitize after each use.
	Bread Retarder	Clean interior and exterior
	Spray Bottles (for water sprayed on bread)	Discard leftover water daily. Remove top pieces and wash in a solution of dish detergent and warm water. Rinse thoroughly to remove all cleaning solution and sanitize.
	Microwave	Clean interior and exterior Wipe up splatters & spills Clean door, window and door seal
	Oven/Proofer	Perform oven dry-out procedure Perform proofer dry-out procedure Clean oven/proofer exterior surfaces Clean oven/proofer interior Clean proofer heating element
	Work/Prep Table	Clean and sanitize table surface before and after every use. Clean table surface with a solution of dish detergent and warm water. Sanitize table using the spray Allow to air dry.
	Chairs, tables 7 other furniture	Clean and clear the customer area furniture
	Floor Tiles	Inspect & clean floor tiles, ensure clear of debris
	Glass windows/doors	Clean and inspect glass doors Clean windows, ensure free of finger prints
	Coffee Machine	Clean exterior surfaces
Cookie Display Cabinet	If you have cookie tray liners (plates), remove each day and wash, rinse, and sanitize in your 3compartment sink. Wipe empty case with a clean, damp cloth daily, and have glass clean at all times.	

Weekly preventative maintenance - Cleaning

WEEKLY	Equipment	Task
	Beverage Dispenser	Check CO2 cylinder Check CO2 pressure Rinse & reconnect BiB connectors, check labels Check the ice bin Perform a taste test Check the beverage temperature
	Coffee Machine	Clean/de-lime the water spray head De-lime tank and tank components
	Microwave	Clean air intake filter Clean splatter shield Clean splash cover Clean air intake filter Clean interior surfaces
	Retarder Cabinet	Wash inside with a solution of dish detergent and warm water on a weekly basis. Inspect hinges, handles, and gaskets according to manufacturer instructions.
	Cookie Display Cabinet	Check Flavour cards/labels. Ensure they are clean & good condition Wash the basket weekly (or more frequently, if needed) in a solution of hot water and dish detergent. Rinse, sanitize and allow to air dry.
	Hanging Lights	Wipe down hanging lights
	Bin Receptacles	Weekly, or more frequently if necessary, remove the container from the receptacle and clean with a solution of dish detergent and warm water. Spray with a sanitizing solution and let air dry. Always line container with a plastic bag changing bags as needed.
	Cutting Boards	Scrape the board with a clean, flat stainless steel scraper after the board has been thoroughly cleaned. This helps seal knife marks. Do not use cleavers on any synthetic cutting board.

Maintenance & Cleaning – Question Time

1. Give 4 reasons why Cleanliness in a store is important?

- 1.
- 2.
- 3.
- 4.

2. Why is looking after and maintaining equipment important?

3. Give 4 examples of what may be on a daily cleaning/maintenance checklist?

- 1.
- 2.
- 3.
- 4.

4. Give 4 examples of what may be on a weekly cleaning/maintenance checklist?

- 1.
- 2.
- 3.
- 4.

5. What should you do if you find a broken piece of equipment?

7. Who should fix broken equipment?

Trainer
Sign & date:

Trainee
Sign & date:

