

Chapter 5 – Food Management

All employees should strive to ensure the food we prepare and serve to our guests is safe to eat. This will prevent foodborne illness and prevent our guests getting ill from poor food hygiene practises.

Food Safety

Foods must be kept at the proper temperatures during transport, storage, handling, preparation, display, and service.



Food kept in the temperature danger zone for four hours or more causes bacteria to grow and expand. It can cause bacterial growth and toxin production on food products which will place risk of a Foodborne illness for people who eat the food items. The improper temperature of food is the most common factor associated with foodborne illness.

You should ensure food items stay in the optimal temperature ranges below:

Situation	Optimal Temperature Range
Receiving a frozen product	-15°C or below
Holding frozen product	-18°C or below
Thawing a product	In refrigerator
Receiving a refrigerated product	0.6-5.0°C
Holding a refrigerated product	0.6-5.0°C
Rapid re-heating pre-cooked hot product	Above 75°C
Holding product in the Hot well	64-74°C

You should pass food through the temperature danger zone as quickly as possible. Exposure time adds up with each stage of handling and serving. The total accumulated time potentially hazardous foods are exposed to the temperature danger zone must not exceed 4 hours.



DANGER ZONE:

Between 5°-65°C the temperature causes harmful bacteria to grow and this temperature must be avoided. Reheating or cooling foods must be done quickly to reduce the time the food spends in the danger zone.



Food Prep

As you and your team prepare and store products, the following must be kept in mind at all times:

- Gloves **MUST** be worn during ALL food handling activity and changed as necessary to prevent cross contamination
- All equipment, including small-wares such as containers, pans, utensils, etc. that come into contact with food product must be washed, rinsed, sanitized, and thoroughly air dried prior to each use.
- All products must be rotated using the “first-in, first-out” (FIFO) inventory system
- If you question the quality of a product, save it for the Manager (in fridge) rather than serve it
- All food preparation, with the exception of bread/cookie baking, is to be done out of customer view

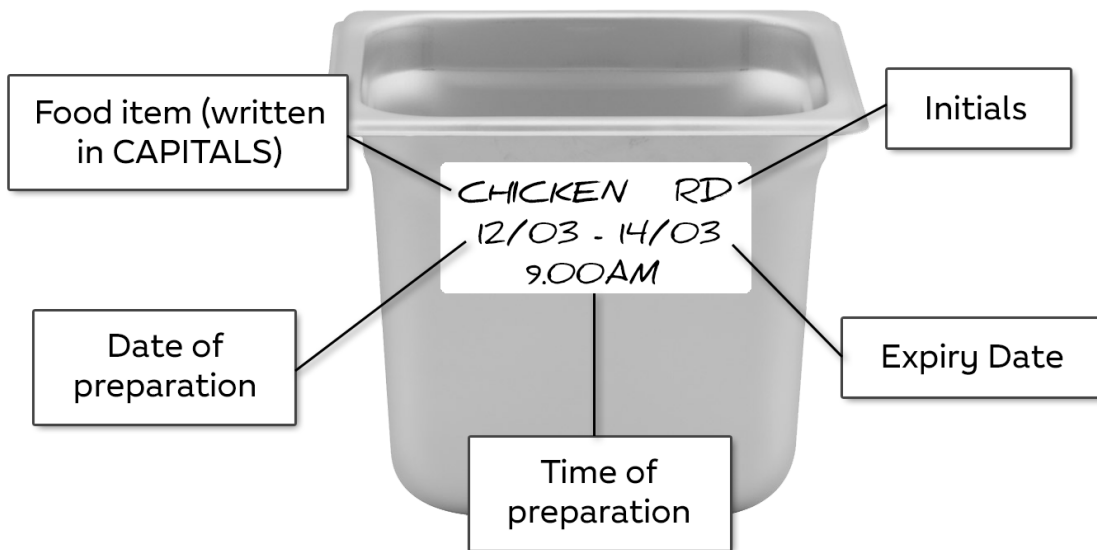
- Never leave cambros of prepped food on the prep table when you prep other foods. Ensure you prep one food item at one time, label it and place it straight back into the fridge.
- If on a night shift ensure you check the labels for the date and time the food item is out of date. If it is in the morning ensure you place a note on the item so the employees on the morning shift are aware.

Labelling

Labelling food is essential to manage food safety in your store. All food will be checked by Field Consultants each month and if any food is not labelled or the label is incorrect your store will be marked down as this is a compliance issue. Product dating helps the team identify that products are safe for serving to guests and therefore safe for consumption. You should use the shelf life chart to help you when you are labelling food/sauces.

When prepping products, all food containers, sauce packets and sauce bottles must be properly labelled since the food will be held for use at a later date.

1. Place labelling information on the container itself, rather than the plastic lid
2. Labels must be clear and legible
3. They must include the following five pieces of information
 - Name of food item in CAPITAL LETTERS
 - Your initials
 - Date of preparation
 - Expiry date of the food item
 - Time of preparation



- Frozen defrosting food needs to be labelled with the date and time it was removed from the freezer and the date it needs to be prepared by.
- Check labels before placing food into the frontline, DO NOT use out-of-date food items.
- All perishable products should be rotated according to FIFO. Always follow the FIFO "First In: First Out" rule: The first product that was prepped/stored should be the first product used. New food items should be used after the older food items. This rotation keeps food as fresh as possible.

Handling Produce

When handling produce employees should wash their hands with soap and water and dry with a paper towel. New gloves should be put on for and between food preparation and after non-food related tasks. Employees should never re-use gloves.

- Employees must ensure the items carrying food items (food pans) and utensils have been properly washed, rinsed and sanitised before they are used.
- All fresh produce should be washed before handling. This includes, tomatoes/ cucumber/ pepper/ red onion.
- Employee's should NEVER mix old products with new products and should not mix cold and hot products together.

Produce Quality

It is critical that customers consistently receive quality produce that are correctly prepared.



Optimal Shelf Life can be attained by:

- Open only what is needed for the day
- Keep product in its original packaging
- Use FIFO rotation
- Immediately label and refrigerate cut produce

Vegetable items:

Product	Shelf Life	High Quality - Use	Poor Quality – DO NOT USE
Lettuce	24 hr	Crisp, green & firm	Frozen, limp, dry, discoloured, slimy or mouldy, bad odour
Tomatoes	2 days	Ripe & red in colour	Frozen, limp, dry, discoloured, slimy or mouldy, bad odour
Cucumber & Green Peppers	2 days	Crisp, green & firm	Soft, mushy, decay, soft spot & blemishes, discoloured, bad odour
Onions	2 days	Red/purple in colour, crunchy & firm	Excess moisture, slimy and heavy with a strong bad odour

All uncut produce should be stored in the cooler. Remember to keep boxes away from access doors and cooler fans. Produce should be stored in their original boxes because:

- Cardboard insulates against changing temperatures
- Cardboard helps protect inner bags from damage

Food Prep List

As a Shift Leader it is your responsibility to ensure the Food Prep List is completed on your shift. On an opening shift the food should be prepped and equipment should be cleaned and cleared by 10/11am. Remember food should not be prepped during the peak rush period.

Each store should have a Food Prep list which details the amount of food items need to be prepped for each day. On busy days for instance a Saturday, more prep will need to be done. Before starting the prep list remember to ensure the following are done:

- Check stock levels first
- Note what you need to prep
- Ensure the frontline is FULL
- ALWAYS do salad prep first

For example, if it is a Sunday and you have counted 1 Ham Cambro, you need to note down you need to prep one more so there are 2 Cambros.

Check Meat supply in Fridge

You should replace any food items used for set up in the morning or for food items used for afternoon food prep. It is your responsibility to ensure the correct quantity of food items are thawing in the fridge ready for the next day's food prep.

Each store will require a different amount of defrost depending on the customer demand and the requirements should be listed on the Freezer to Fridge Checklist. An example is should below:

DEFROSTED STOCK LEVEL CHART

ITEM	REQUIRED LEVEL	AMOUNT DEFROSTING	AMOUNT TO REMOVE FROM FREEZER
Bacon			

Remember the following: Please Use Defrost & Open Pack Labels

- Label all products with the date and time they were removed from the freezer
- Label all open pack with dates and the time they were open
- Remember remove and use the older product first
- If there is more than one bag/pack then one must be labelled 'Use First'
- Do not leave half empty or open boxes in the freezer unpack them as required and keep freezer tidy.

Use By/ Expiration Dates

Each product has a different expiration date and can be held in the freezer/fridge for a certain amount of time. When the product is needed it should be removed from the freezer, labelled with the day's date and placed in the fridge.

Each product has a different defrost time and again when it is opened/prepped it should be used in a certain number of days. Product must be used within time frames stated below or the expiration date on the package, whichever is first.

Each store should have a document of Shelf Life of Approved Products and this should be followed at all times. Any products exceeding these limits or not clearly labelled will place the store out of compliance for food safety. Expiry dates of all products **MUST** be checked prior to preparing and serving.



Food should **NEVER** be used if it is past its expiry or prepped date. All 'old' food should be placed in the designated 'waste bin' in the fridge for the Manager to dispose of. This should be reported (written down) on the waste chart and waste **MUST** be entered into the POS System.

Emergency Notification System

The Emergency Notification System automatically places a call to Subway Head Office and provides an automated notification of an action that must be carried out. Your store will receive a communication via phone or email detailing the notification. The system is used for food recalls – any incident where they need to inform stores to quarantine or destroy any product for any reason.



The advantages of using this system will be to ensure that in the event of any recalls, all affected product is identified and the appropriate action taken. This will then help to protect the brand even more than our current system. Ensure you call the Area Manager when you receive any such calls and confirm what action you need to take.

Quality Net

QualityNet is a web-based system which centrally manages food and packaging quality complaints on your behalf and helps ensure that products will arrive from your local Distribution Centre free of defects, and in good date.

1. Managing product quality complaints: Logging issues through QualityNet system means they are reviewed and escalated directly through to the supplier or distributor.
2. Essential information for managing suppliers: The QualityNet Helpdesk also keeps track of the numbers of complaints coming through for a particular product and any trends. This information is used to improve the quality of the products that are supplied to you.
3. Protecting the SUBWAY® brand: The QualityNet system are able to pick up on any potential urgent food safety issues. This starts an emergency process to ensure the issue is investigated immediately, which in turn can isolate any potential outbreak.

As soon as you notice an issue with a product, take a picture of the issue and packaging details, and make sure you have all the batch details. Do **NOT** throw the product away.

- Contact EIPC helpdesk by phone: 0800 158 3534. Give your store number and either the batch code of the item concerned or have the invoice in front of you to give further details. Report the problem. If able to email a photo of the issue to qualitynet@eipc.eu
- Contact EIPC help desk online: Log in to EXTRA, click on QualityNet to complete the form.

General Food Safety – Question Time

1. What is the Optimal Temperature Range for the following:

Receiving a Frozen Product	
Holding a Refrigerated Product	
Holding product in the Hotwell	

2 You notice the lettuce is browning on the edges but still in date, so you can serve it to customers?

True False

3. Should you wash fresh produce before it is used?

Yes No

4. What is Quality Net?

5. What four steps can optimise shelf life of products?

1.
2.
3.
4.

6. All products have the same expiration date?

Yes No

7. Before starting the prep list what four things should you ensure are completed?

1.
2.
3.
4.

Trainer
Sign & date:

Trainee
Sign & date:

