

# NDSU Dining Services

## Safe Operating Procedure

### I. Introduction

Safety is everyone's responsibility. Improper procedures used by employees can cause injury, disability or even death. By outlining and following safe operating procedures, we learn to prevent injuries and safeguard our coworkers and ourselves.

### II. Purpose

To ensure all employees know and understand the safe operating procedures for the equipment used in Dining Services.

### III. Goals

To reduce the risk of a work-related injury or death by maximizing personal safety while on the job.

### IV. Procedures

#### A. General Safety

1. Be careful and stay aware of your surroundings at all times. Do not rush. Unsafe acts and unsafe conditions cause most incidents.
2. Use chemicals for their intended purpose only. When using chemicals, know what you are using and how to properly use it. Refer to the Material Safety Data Sheets (MSDS) located in each unit for the safe use of each chemical. When the MSDS recommends personal protective equipment (goggles, gloves, mask, etc.), you are **required** to use them.
3. Do not use equipment unless you have been trained to properly operate it. See your supervisor for instruction.
4. Immediately report any dangerous electrical, plumbing or equipment problems to your supervisor.
5. Assume all pots, pans, stoves, ovens, steam kettles, pipes etc. are hot before attempting to touch them. Use dry mitts, cloths or potholders to pick up hot equipment.
6. Before cleaning any equipment, be sure the power and/or steam have been shut off, the cord is unplugged from the wall receptacle and the equipment is cool enough to handle.
7. Open the lids on pans so steam will be directed away from you.
8. If glass or china is broken near the food, feel personally responsible for seeing that food, which might contain pieces of broken glass or china, is not served. Remove broken glass and china from the floor immediately using a broom and dustpan. Never handle broken glass or china with your hands. Sweep first, then clean up spilled foods or liquids with a mop. Inform your supervisor of the incident.
9. Horseplay, scuffling and other acts, which have an adverse bearing on the safety or well being of an employee or coworker, is prohibited. Worker's Compensation will not cover injuries resulting from horseplay. Concentrate on your work. Don't disturb or startle others.
10. Practice general safe housekeeping in your work area. Maintain a neat and orderly work area safe from accidents and injuries, and in compliance with building and fire codes. Keep things picked up and in their proper place. Don't litter any part of the building with rags, papers or debris of any kind.
11. Stairways, aisles, doorways and electrical panels are to be kept clear and free of obstruction at all times.
12. Use an approved ladder or step stool to reach high places. Do not use a box or chair, and never over reach.
13. Always clean up floor spills immediately, whether or not you are responsible for the spill.
14. Always use proper lifting techniques and body mechanics. Never attempt to lift or push an object that is too heavy. Seek assistance and use carts and dollies when needed.
15. Always push; never pull a loaded cart or rack. Be alert – corners and doorways can be hazardous.
16. Use knives only for purpose designed. Do not leave them lying on tables, cutting boards or in places where they are hard to see, such as a sink of soapy water. Return them to proper storage after hand washing. Never try to catch a falling knife.
17. Never touch blood or other body fluids with bare hands. Contact your supervisor immediately.
18. Report any incident/near miss or potential hazard immediately to the supervisor and complete the necessary report forms.

Also see Dining Services policy "*Prevention of Injuries*".

## B. Personal Hygiene

Foodhandlers can contaminate food at every step in its flow from arrival at the loading dock to delivery of finished product to the customer. Good personal hygiene is a critical protective measure against contamination and foodborne illness. A neat, clean personal appearance is critical to the professional image we must portray to customers.

1. Employees must diligently follow hygienic hand practices. See Dining Services policy “*Guidelines for Routine Handwashing, Hand Maintenance and Glove Usage*” for specifics.
2. Maintain personal cleanliness and appearance:
  - Bathe or shower before work.
  - Keep hair clean and properly restrained.
  - Use of deodorant or antiperspirant.
  - Practice good dental hygiene.
  - Avoid excessive make-up and strong cologne or perfume.
  - Facial hair must be shaved daily. A neatly trimmed and clean mustache, sideburns or covered beard may be permitted at the discretion of the manager.
  - Keep uniform clean, free of wrinkles and in good repair. See Dining Services policy “*Dress Code*” for specifics.
  - Remove aprons when leaving food-preparation areas. Change apron after handling garbage, soiled dishes or using the restroom.
  - Only small, stud-type pierced earrings may be worn. Bracelets, necklaces and rings, other than plain wedding bands, are not permitted.
3. Avoid unsanitary habits and actions:
  - Smoking is not allowed inside any University building. Employees are permitted to smoke only during breaks or meal periods and only outside in designated smoking areas.
  - Eating or drinking is not permitted in food preparation/serving areas and dishwashing areas. The only exception is food production staff properly taste-testing foods being prepared.
  - Chewing gum, chewing tobacco, spitting or sucking candy/cough drops is not permitted while on duty.
4. Employees must report health problems to their supervisor before working with food.
  - a. If the employee’s health condition could contaminate food or equipment, the employee must stop working and seek medical attention. The employee will be restricted from working with or around food if the employee has:
    - Fever
    - Diarrhea
    - Vomiting
    - Sore throat with fever
    - Jaundice (yellowing of the skin and eyes)
  - b. The employee will be excluded from working and local regulatory agencies notified if the employee has been diagnosed with a foodborne illness. Management must work with the local regulatory agency to determine when the employee can safely return to work.
  - c. Cuts, burns, boils, sores, skin infections or infected wounds will be covered with a bandage when the employee is working with or around food or food contact surfaces. Bandages will be clean, dry and prevent leakage from the wound. Disposable gloves or finger cots will be worn over bandages on hands.

## C. Syringe/Needle Disposal

To dispose of a needle/syringe you have used:

- A needle disposal unit is located in each unit’s office area and in public restrooms for needle disposal. Place needles in the disposal unit. Do not throw needles in the regular trash.
- Wash hands thoroughly before returning to work.

If you find a needle/syringe:

- Put on disposable gloves.
- Carefully pick it up and place it on a tray or plate for transport.
- Carry the tray or plate to the office and place the needle in the needle disposal unit.
- Take the tray to the dishroom for washing/sanitizing.
- Remove and dispose of gloves in the trash.

- Wash hands thoroughly.
- When needle disposal unit is 2/3 full:
- Unit clerk will call Occupational Safety and Environmental Health (Paul Wymer at 1-9536) for pick-up and replacement of needle disposal unit.

#### D. Safe Operating Procedures for commonly used equipment:

(See *Equipment Operation and Cleaning Procedures Manual* in each unit for equipment not listed here.)

##### 1. Lang Combi Ovens

###### Operation:

- Decide which cooking mode to choose by reading the recipe. Preheat oven.
- Open door slowly, severe burns may result from exposure to steam. Stand back when opening cooking chamber door. Approach from right side, open door with right hand, crack open door to allow steam to vent prior to fully opening the door. Do not reach into cooking chamber until steam has completely cleared. When the door is opened the unit automatically switches itself off. The fan will continue to rotate for a while.
- Loading – Make sure containers on oven rack are properly secured on both sides. Close door. When finished cooking repeat step 2, remove food and shut off oven.
- Probe – Always place probe in holder when it is not in use. Never allow probe to hang loose. This prevents it from being slammed in door. After probe has cooled, clean it with a clean damp cloth after each use.

###### Daily Cleaning:

- The condensate tray must be emptied and cleaned frequently. If it is connected to a drainage outlet, check that the outlet hole is free.
- Remove the grid rack from the cooking chamber.
- Put on protective gear.
- Remove the filter strainer from the bottom of the oven chamber and clean it.
- Spray Grease Strip Plus on the oven walls using special detergent spray unit.
- Rinse thoroughly.
- Heat the empty oven for 15 minutes in STEAM mode followed by 15 minutes in CONVECTION mode at 482° F.
- At the end of cleaning procedures, if the oven is to remain unused until the next day, **leave the door ajar** to allow air to circulate in the oven chamber.

###### Weekly Cleaning:

###### 1. Inside Combi Oven:

- Remove rack to spray room using Transfer Truck. \*(See Below)
- Put on protective gear including gloves, goggles, and facemask.
- Spray inside of combi with Grease Strip Plus. Wait 10-15 minutes. Spray off using hose attached to combi.
- Using hot soapy water and Scotch Brite pad, remove remaining dirt and residue. Rinse again.

###### 2. Combi Racks:

- Spray combi rack with Grease Strip Plus. Wait 10-15 minutes. Spray off.
- Using hot soapy water and Scotch Brite pad, remove remaining dirt and residue. Rinse again.

###### 3. Outside Combi Oven:

- Use yellow cleaner/degreaser to help remove food residue, etc...along with hot soapy water. Use clean water as final rinse.
- On occasion use stainless steel polish. Follow instructions on container.

###### \*Oven Transfer Truck:

**WARNING:** The transfer truck must be moved with caution to avoid collisions with people or objects in the kitchen and to eliminate the risk of grids or containers falling and the possible spillage of liquids. Use the utmost care in relation to the weight of the loaded rack and to avoid the risk of burns or scalds caused by contact with hot food or hot parts.

###### Operation of Lang Transfer Truck:

1. Roll cart under combi making sure hook on the cart is lined up with the catches on the rack.
2. Pump toward the left until the rack lifts about ¾ inches.
3. Pull out the cart and rack and transfer to destination.
4. Reverse steps to return. When lined up in the combi, use release latch on top to drop.

## 2. Pitco Deep Fryer

In case pilot light is not lit, follow these steps:

- Open fryer door, turn thermostat control knob to OFF position.
- Turn valve knob to Pilot position, push in on knob.
- Hold knob for 1 minute; use grill lighter to light pilot light.
- Once lit, hold knob for 1 minute, then release (repeat 1-4 if necessary).
- Turn the tan knob to the ON position, close fryer door.

### General operation:

- Remove cover on fryer.
- Make sure drain valves are closed completely.
- Fill fryer to "oil level" line.
- Turn fryer switch on.
- Each number 0-9 has an individual time setting.
- Push button for setting desired.
- Baskets lower automatically into oil.
- When cycle is finished, machine will beep and baskets will rise automatically.
- Shut off fryer switch when done.

### Cleaning:

- Turn switch to off.
- Open drain valve let oil completely drain into the filter unit.
- Scrape sides with flat spatula and brush.
- Scoop out sludge from bottom of fryer (rest will drain down to pan).
- Open red return valve and close the green drain valve and turn on the pump.
- When it starts to bubble, turn off pump.
- If necessary, add more oil to tank.

### To clean filter unit:

Fryer must be completely drained of oil and discarded into designated waste barrel, then proceed with the following:

- Disconnect the filter tube connection, sliding white handle apart.
- Grasp filter pan handle and pull out and remove the filter pan cover.
- Remove the catch tray from front of filter pan.
- Lift up filter paper assembly and remove filter pan.
- Unscrew the suction tube from the support rack.
- Remove the clip screen and move filter paper rack assembly out of filter bag.
- Take entire unit to spray room and clean with soapy water.
- Make sure to dry all parts well (water and oil do not mix).
- Re-assemble the filter unit:
  1. Slide a new filter on to rack support.
  2. Match up the hole with the connector tube assembly.
  3. Fold open end of bag into two folds (first fold, one inch from end, second one over the edge).
  4. Slide slip screen over folded end of filter paper.
  5. Screw suction tube assembly on to threaded connection.
  6. Place the filter rack assembly in the filter pan.
  7. Install the catch tray in front.
  8. Slide filter pan back into unit and attach the white connector to unit

## 3. Hobart Meat Slicer

### Operation:

- Make sure carriage, top cover and deflector are in place and secure.
- Plug slicer in.
- Set blade to the right thickness of what you are slicing
- Put meat on carriage.
- Adjust deflector.
- Put pressure on meat.
- Turn on switch.

- Using handle on carriage, begin to slice meat on the blade.
- On the back of slicer is a lever to switch to automatic slicing if desired.
- Turn switch off when done slicing.

Cleaning:

- Unplug slicer.
- Turn the index knob fully clockwise. Remove the carriage, top cover and deflector.
- Use protective mesh gloves while cleaning slicer.
- Use a mild detergent to clean slicer components.
- Insert cloth at the bottom of the ring guard where it meets the gauge plate (to insert cloth, place your right hand above and your left hand below the gauge plate. While holding the cloth with both hands, work it between the knife and the ring guard).
- Pull the cloth completely around the ring guard. Repeat until clean.
- Carefully wash and rinse both sides of the knife (blade) by wiping outward from the center. Do not use steel pads to clean the knife.
- Clean the base and all slicer components with cleaning solution.
- Rinse and sanitize all components.
- Replace all components.

#### 4. Grill

Operation:

- Make sure pilot light is on, check by looking through hole by black gas knob.
- If pilot light is not lit, follow these procedures:
  - Use a grill lighter to ignite the pilot light.
  - There is a space next to the gas knob where the grill lighter can reach the pilot light.
  - Both sides need to be lit.
  - Close and lock gas knob covers after starting up grill.
- Turn gas on and turn dial to temperature desired.

Cleaning:

- Turn gas off, let grill cool off before cleaning (if possible).
- Cleaning equipment is kept under the grill on a shelf or in a drawer.
- Be sure to wear oven mitts while cleaning.
- Add some phase to grill top, use grill brick to scrub clean.
- Wipe off with paper towels, no residue should remain.
- Wipe off front of the grill with a damp/soapy cloth and then dry.
- Put supplies away

#### 5. Charbroiler

Operation:

- Lighting Instructions:
  - 1). Turn burners off; light pilot burner with match or pilot torch.
- Cooking Instructions:
  - 1). Preheat broiler 30 minutes with burners on full.
  - 2). Spray with vegetable spray before using
  - 3). Place meat on Charbroiler being careful not to burn yourself.
  - 4). When Charbroiler is full, turn valves down to 1/3 - 1/2 to prevent over heating, which causes meat to over char.
  - 5). Scrape grates during broiling with wire brush to keep grates clean and air flowing through grates.

Daily Cleaning:

- Turn off Charbroiler.
- Scrape grates with steel brush.
- Stainless steel surfaces may be cleaned using damp cloth with mild detergent or commercial stainless steel cleaner.

Deep Cleaning:

- 1). Flip grates over so they are flat.
- 2). Turn on Charbroiler on full to burn off food from grates.

- 3). Flip back after cooled and brush with steel brush.
- 4). Remove excess grease from drip trays.

## 6. Varimixer Floor Mixer

### Operation:

- Open the bowl screen and place the bowl in the bowl arms. Note: The bowl arms must be in lowest position and the bowl must be pushed all the way into the bowl arms.
- Place the mixing tool in the bayonet shaft. The pin on the tool must be turned into the bayonet hole.
- The bowl is raised to working position by turn of the button for bowl. Ensure that the bowl is placed correctly. Close the bowl screen. If the mixer is equipped with a timer, set the mixing time required by turning the timer clockwise. The mixer will stop automatically, when the timer runs out. When the mixer has timed out, the “procedure for starting after emergency stop” is used before the mixer is restarted.
- Start the mixer by pressing the green start button. Note: The mixer will only start when the bowl is in “up” position, the bowl screen is closed, and the timer is set to time or “hold”.
- Turn the speed selector lever to the rear until the required speed has been obtained, (notice the recommended maximum speeds). The speed must be changed only when the mixer is running. The mixer must not be started when loaded in high speed position.
- Before the mixer is stopped, the speed selector lever must be moved back to lowest speed.
- Stop the mixer by pressing the red stop button 0.

**Overload: Do Not overload mixer.** Sticky and heavy doughs may reduce the capacity of the bowl by 75%. It is further reduced by using the wrong tool or increasing speed beyond recommended values. Large clumps and cold ingredients must be cut into small parts before put in mixing bowl.

**Caution:** Keep hands and body clear of mixer when in operation. Make sure mixer is off and stopped before working with food in the mixer bowl (i.e. scraping with a spatula.)

### Procedure For Starting After Emergency Stop:

This procedure must be used in cases where the mixer has been interrupted in high speed.

- Lower the bowl and remove the tool from the bayonet.
- Raise the bowl arms, either empty or with the bowl.
- Close the safety guard, start the mixer and move the speed selector lever back to lowest speed.
- Switch off the mixer. Now the mixer can be started as usual.

### Cleaning:

- Make sure mixer is off.
- Unplug mixer if possible
- Wipe off with warm soapy water.
- Clean bowls and utensils in warm soapy water
- Sanitize and let air dry.

## 7. Tomato Slicer

### Operation:

- Use protective mesh gloves while using slicer. Place vinyl glove over the mesh glove for sanitation purposes.
- Place tomato on flat surface.
- Push handle.
- Pull handle back.
- Repeat.

### Cleaning:

- Use protective mesh gloves while cleaning the slicer.
- Wash in warm soapy water.
- Rinse with clear, warm water and allow to air dry.

## 8. Knives

### Operation:

- Hold handle of knife.
- Use a chopping motion when slicing
- Curl fingers under on hand holding product being chopped.
- Always use a sharp knife.

- When transporting knives, place at your side with blade pointing downward, blade facing inwards.

Cleaning

- Never leave knives immersed in water – injury may occur when placing hands in water
- Wash with warm soapy water
- Place in a sanitized solution
- Let air dry
- Place on knife rack

**9. Adamation Dishmachine**

Operation:

- Check to see all the spray arms and grates are properly placed in the dish machine.
- Close the three doors of the dish machine.
- Close all three drain valve levers.
- Turn up the power scraper fill lever (fill to the top of the very back pipe)
- Turn the power scraper fill lever to the right.
- Turn on the power wash fill and power rinse fill.
- When the power wash fill and power rinse fill lights turn off, turn on the main switch to automatic.
- Turn the main switch to off.

Cleaning:

- Spray out accumulator with soap and water, then rinse. Turn off switch.
- Open the three doors of the dish machine.
- Open all three drain valve levers.
- Spray garbage trough first, remove spiral auger and clean separately. Clean the trough and put back together.
- Remove all grates, strainer, Hummel pot, 18 pipes, and rinse.
- Rinse inside and outside of the dish machine.
- Replace all grates, strainer, Hummel pot and pipes.

Descal:

Descaling chemicals are caustic and extremely harmful to skin, eyes and lungs. Long rubber gloves, goggles, face shield, mask and disposable poly apron is required.

- Fill the machine as start up procedure indicates.
- Remove soap and rinse agent capsules from dispenser.
- Pour ½ gallon of descaler into the three filled tanks.
- Run machine 20 – 30 minutes, then drain.
- Refill machine and run for 10 minutes.
- Drain and shut down the machine.
- Take out all the screens, curtains and spray arms.
- Wash spray arms in hot soapy water, remove caps and use a brush.
- Wash the inside walls, ceiling, ledges and slide up doors.
- Spray thoroughly with hose inside and out.
- Replace spray arms, curtains and screens.
- Start up machine following start up procedure.

**10. Chemical Dispensing Tower**

Operation:

1. Determine which product is required for your cleaning task.
2. Turn the HOT or COLD water handles to the ON or UP position according to the proper water temperature recommended for each product:
 

a) Hot	Extra strength floor cleaner
b) Lukewarm – hot	Pot and pan cleaner
c) Lukewarm	All purpose cleaner/degreaser
d) Lukewarm – cold	Quat sanitizer
e) Cold	Glass cleaner
3. To fill bucket/spray bottle with required product, do one of the following:
  - a) Insert tube in container being filled.
  - b) Push the button on the front panel of the desired concentrate.

- c) Locate the circular opening on the underside of the panel and push upward on the release lever.
4. When you have finished filling your bucket/spray bottle, turn the HOT or COLD handles to the OFF position.
5. When a jug of concentrate in the tower becomes empty, notify supervisor or custodian to replace (follow handling procedures).
6. On a regular basis, outside of chemical tower should be wiped down with a damp cloth and all hoses should be checked for cracks.

Handling:

1. When handling concentrate, protective rubber gloves and protective eyewear should be worn due to hazardous nature of the chemicals.
2. It is recommended to wear gloves when handling diluted chemical if skin is sensitive to cleansers.
3. Should concentrate get on skin or in eyes/mouth, refer immediately to MSDS information for specific first aid.
4. Should diluted chemical get in eyes or mouth, refer immediately to MSDS information for specific first aid.
5. When filling any container, be sure it is labeled correctly.

## **11. Freight Elevator**

Operation:

1. Do not ride on elevator!
2. Pull inside door down
3. Pull outside door down (**Caution:** doors are heavy and close from top and bottom)
4. Push floor button for floor desired
5. Open outside door using latch, make sure it is all the way open (**Caution:** wait for elevator to come to a complete stop before opening door)
6. Open inside door

Cleaning:

1. Sweep with broom
2. Scrub with soap and water
3. May need to use a stiff brush as well as a mop.
4. Let dry with "wet floor" sign posted

October, 2004

Revised: 1/06, 2/06, 1/07