6.0 Messroom Service

The Unit Manager is responsible for ensuring that the standards of presentation and cleanliness are maintained as detailed in 'Mess room Presentation'.

The 'Frequency Guidelines' shall be used as a model for frequency of individual cleaning tasks. The Unit Manager or delegate shall prepare cleaning schedules that ensure the achievement of the required standards of presentation. Deep cleaning records will be maintained to suit the location.

The Unit Manager shall ensure that the mess room is inspected at the end of each trip and reported on the 'Due Diligence' Inspection Checklist, and for initiating any appropriate remedial action. See Section 2 Forms.

Service times for Breakfast, Lunch, Dinner and Late Evening Meal shall be as necessary to suit individual installation requirements and shall be displayed prominently.

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| --- | --- | --- | --- |
| **PROCEDURE** | **PROCEDURE NUMBER** | **RECORD** | **FREQUENCY** |
| Mess room Presentation | 6.1 | Daily Temp Record - Service | Daily |
|   |   | Due Diligence Inspection | Each Trip |
| Mess room Cleaning | 6.2 |   |   |
|   |   |   |   |
| Cleaning Materials Mess room | 6.3 |   |   |
|   |   |   |   |

6.1 Messroom Presentation

The Unit Manager shall ensure that the layout and presentation of all areas of the mess room are maintained in a tidy and hygienic manner. During meal times, spillages shall be cleaned up and all areas serviced to restore the standards of presentation.

GENERAL SEATING AREA:

* Tables and chairs shall be placed evenly to allow adequate room for passage of customers.
* Debris and spillages shall be cleaned up as soon as possible during service.
* Tables shall be cleaned using a clean yellow cloth and spray bottle of sanitised liquid solution.
* Tables must be clean, and cutlery stain free.

SERVICE COUNTERS:

* Service counters shall be supplied with the appropriate number and variety of tongs, spoons and other serving utensils.

Hot Servery Unit:

* Responsibility for this unit is shared with the galley crew.
* Mess room crew shall ensure that the front of the counter is clean, and the floor area cleared of any spillages.

Cold Salad Bar and Sweet Counter:

* Cold counters shall operate at between 1° - 5°C and food temperatures shall be taken during service.
* All items shall be displayed attractively, making good use of colour contrast and display equipment. Salad items should look crisp and fresh with no wilting or dry- ness.
* Cold meat displays shall be kept to a minimum and replenished as required during service from the refrigerator.
* On installations where cold meat is carved to order, the choice available shall be shown on the menu.
* Cold sweets shall be varied and attractively decorated.
* All presented food shall be tidied and replenished as required during service.

Cheese Display:

* Cheese boards shall be clean and garnished.
* The cheese selection shall show good variety of type and colour.
* Cheeses shall be cut to a size suitable to the number of customers expected.
* The cheese board should be presented under a Perspex cover where provided.
* Cheese selection shall be tidied and replenished as required during service.
* Check cheese is within the 'use by' date.

Fresh Fruit Display:

* Fruit for display shall be washed and checked for ripeness and lack of bruising.
* Fruit shall be displayed to make best use of colour and shape.
* The display shall be tidied and replenished as required during service.

6.1 Messroom Presentation **(Cont.)**

Fresh Bread and Rolls:

* Bread and rolls shall be presented attractively.
* Cut bread shall be cut neatly and trayed up, ideally in a sealed container to retain freshness.
* Where possible, loaves should be cut and covered to reduce the risks of customers cutting themselves and bacterial contamination.
* Displays shall not be overstocked and shall be tidied and replenished as required during service.

Beverage Units:

* Beverage units shall be provided with adequate supplies of tea, coffee, milk, sugar, spoons and cups.
* Bins for disposal of waste shall be clean and lined.
* Beverage areas shall be tidied and replenished during service if required.
* Spillages shall be wiped up as soon as possible.

Juice Dispensers and Milk Dispensers:

* Dispensers shall be maintained in a clean condition.
* Dispensers shall be adequately stocked prior to service and replenished if required during service.
* Pergal tubes should be cut as short as practical.

Ambient Storage & Presentation Areas:

* + Ambient storage areas used for cereals, jams, etc. or related equipment, shall be maintained in a clean and tidy condition.
	+ Open sauces, ketchups etc. may require to be kept under refrigeration (check labels).
	+ Ambient presentation areas shall be clean and tidied/replenished as required during service.
	+ Levels of stock should be kept to a workable minimum.

Crockery, Cutlery & Napkin Dispensers:

* + All items shall be clean and inspected for chips, cracks or damage.
	+ Adequate supplies must be available at the start of service and replenished as required during service.

Dirty Plate Return Area:

* + This area shall be clean and clear prior to service.
	+ Buildup of dirties shall be kept to a working minimum.
	+ Any spillages shall be cleaned up as soon as possible.

Posters and Wall Displays:

* + Posters and other food related information used to enhance mess room decor and high- light promotions should be laminated for ease of cleaning and durability.

Brand standards should be maintained as advised by the Operations Director

6.2 Messroom Cleaning – Frequency Guidelines

The Unit Manager shall ensure that the cleaning routines are organised using the following as guidelines.

After Each Meal

* All cold and ambient counters cleared, cleaned and sterilised.
* Front of hot counter washed down.
* Mess room fridge tidy and points of hand contact washed down.
* Sauce bottle necks wiped with disposable paper towel and returned to refrigeration as appropriate.
* Tables wiped clean with a yellow cloth and sterilised.
* Floors swept and mopped or vacuumed as appropriate.
* Waste bins emptied and liners replaced.

Daily

* Vinyl floors washed with soapy water, rinsed and air dried
* Cabinet shelving cleaned.
* Tea point surfaces and utensils cleaned and sterilised.
* Coffee machine washed with hot soapy water and rinsed.

Deep Clean (schedule as necessary)

* Mess room fridge emptied and washed, including door seals - shelves put through dishwasher.
* Jet spray (juice) machine(s) dismantled and components passed through dishwasher.
* Coffee machine descaled, scrubbed with green pad and rinsed. Eye gauge removed, soaked and scrubbed.
* Bins washed out and dried.
* Cutlery boxes emptied and washed.
* Vinyl floors machine scrubbed and buffed.
* Bulkheads washed down with hot soapy water and wiped with clean damp yellow cloth. Use elephant foot or steps to reach areas over 6 feet wear goggles for work above shoulder height.
* Deck heads cleaned by squeegee overlaid with clean cloth in soapy water. Rinse and wring out frequently. Wipe dry using cloth wrung in hot water. Wipe accessible areas by hand.
* Vents washed down with hot soapy water and clean cloth.

Note: Refer to procedure 5.16 Deep Cleaning Safety

6.3 Cleaning Materials – Mess Room

The Unit Manager shall ensure the safe use of cleaning materials as follows:

* Cleaning Materials purchased only as detailed on the 'Standard cleaning products' list.
* Full implementation of the Procedure for Control of Substances Hazardous to Health (COSHH) with COSHH Assessments and Manufacturers safety Data Sheets (MSDS) readily available at the worksite.
* The instruction and training of all persons required to use the cleaning materials as described in 'Core Training'. See Section 4, Training.
* All necessary items of personal protective equipment available at the worksite and utilised by the crew as specified.
* Storage and use of cleaning materials and equipment in accordance with the manufacturer's instructions and dispensed only in properly labelled containers/dispensers.
* Yellow cloths only, should be used for cleaning in the mess room.
* Portable electrical appliances should be tested in accordance with the installation's portable appliance testing (PAT) procedures. Staff should be alert to the 'next test' date and report any instances of overdue testing.
* Stewards should inspect equipment before use to ensure its safe condition any concern should be reported to the Unit Manager and/or entered in the defects book.