

### What are the hazards and how might they harm?



Burns/scalds from contact with hot surfaces or equipment



Burns/scalds from contact with hot food, hot liquids and steam



Injuries from falling boxes and damage to items in boxes



Electric shock or burns from incorrect use or damaged/faulty equipment



Slip injuries from spillages

### What other precautions should be taken?



Clean up any spillages immediately

## Hot beverage service

### Safety Task Card STCCS 25

Unit Managers – use page overleaf to list any hazards and control measures specific to your site which are not listed below

### Safe System of Work

1. Only use Compass approved disposables and cups.
2. Boxes of disposable cups and lids must be stacked safely and not too high, to prevent damage.
3. Cups used for beverages must be of a suitable size so that drinks do not overflow when being served or held.
4. Disposable cups must not be stored above the machine as this can affect the structure of the cup.
5. Cups and lids at the point of service must be stored so that they remain in perfect condition and are not likely to be damaged.
6. Check disposable cups and the lids to ensure there are no faults.
7. Make sure that the cup is not overfilled; leave space for milk and sugar to be added if appropriate.
8. Always check that lids on disposable cups are secure across 360°.
9. Suitable containers or safe means of carrying hot beverages to prevent burns or scalds such as trays, cup holders or clutches, saucers, polystyrene or heat resistant cups must be provided.
10. Offer assistance to customers if they are carrying multiple drinks or have other objects to carry or push such as a pushchair.
11. Warning signs stating that beverages are hot should be in place and customers should be verbally warned that the drinks are hot.
12. Clean up spillages as they occur and use wet floor warning signs when appropriate.

If you have any concerns, stop and speak with your line manager before proceeding.

