MASTERCRAFT

2. HEALTH, HYGIENE AND SAFETY IN THE HOTEL AND CATERING INDUSTRY

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Publisher's note

While every effort has been made to ensure that the information is correct, *Health, Hygiene and Safety in the Hotel and Catering Industry* should not be regarded as a complete or authoritative statement of the law. Readers are urged to seek appropriate guidance when they are in any doubt, and will need to note changes in legislation after June 1989.

More than 4000 accidents to customers and staff in the hotel and catering industry are reported every year in the UK. In particular, the number of cases of food poisoning rose sharply during the 1980s and continues to increase.

Health, hygiene and safety is a part of almost every task, whether it is preparing or serving food, keeping the premises clean, or simply moving from one task to the next. Everyone, not just the management, but the staff as well, has a responsibility to do all they can to protect themselves, the people they work with, and their customers.

The structure of the book

The book is divided into 60 self-contained units, grouped into nine major subject areas.

The customer—this unit looks at the customer's viewpoint, for without customers there would be no hotel and catering jobs.

Insight—these two units explore the main issues of safety and hygiene in the hotel and catering industry.

The impression you give—how everyone working in hotels, catering, leisure and tourism can make a positive contribution to their workplace, their customers and their colleagues.

Your health—keeping healthy and fit.

The law—a comprehensive summary of the legislation on health, safety and hygiene.

Fire—what causes fires, how they can be prevented, fire fighting techniques and evacuation procedures.

Security—procedures which will help protect the workplace, the property and well-being of customers, staff and owners.

Health, hygiene and safety—the major section of this book. The first nine units cover the aspects that are relevant to all hotel and catering work. A further 13 units deal with specific work areas including food preparation, food service, barwork, housekeeping, front of house, stores and leisure.

First aid—an introduction to first aid procedures designed to encourage and support practical training under the supervision of a qualified first-aider.

Each unit has a TO DO, an activity designed to encourage interest, to help the reader apply the information to his or her own experience and to develop a deeper understanding of the subject.

The information in this book will help the reader gain the following Caterbase introductory modules:

- *Personal Presentation and Personal Hygiene*
units 4 to 11
- *Safe Working*
units 2, 12 to 15, 18 to 22 and 28 to 49
- *Hygiene Practices*
units 3, 4, 16, 17 and 31 to 49
- *Efficient Working*
units 7, 37 to 49 (see also *Mastercraft 1: Working in the Hotel and Catering Industry*)
- *Emergency Aid at Work*
units 50 to 60.