



Older People Active Lives

# Serving Food & Refreshments

## Information for Volunteers who;

- take plated up cooked food to tables
- prepare and serve drinks, teas and coffees etc.
- serve shop bought biscuits, cakes and other snacks
- do the washing up.



# Aims of this information sheet

- to provide you with basic information about good practice
- to ensure that food and refreshments provided as part of OPAL services are as safe as possible and do not cause illness/food poisoning.

## **Please note**

We ask people not to attend OPAL services if they are suffering from an upset stomach, diarrhoea, vomiting, and any respiratory disease such as Covid or 'flu'.

People with any of these infectious illnesses should not help prepare and serve food and drinks. You must be clear of any upset stomach symptoms or vomiting for 48 hours before helping in this way.

# Before you start working with food...



Always wash  
your hands



Wear clean  
clothes



Wear an apron if  
handling non  
prepacked food



Remove  
watches and  
jewellery



Tell your organiser if  
you have been  
sick/vomited – **Don't**  
work with food

# When you are working with food...



- **No** Smoking
- **No** eating or drinking
- **Avoid** touching your face, coughing or sneezing over food

Cover any cuts with a  
brightly coloured  
waterproof dressing



# Before you start working with food...

## **When to wash your hands...**

- Before touching or handling any food, especially ready to eat food
- After going to the toilet
- After touching a cut or changing a dressing
- After any cleaning
- After touching or emptying bins
- After touching phones, light switches, door handles, money
- After touching raw meat, poultry, fish, eggs or unwashed vegetables

# Before you start working with food...

## Kitchen Preparation

Before preparing any food or refreshments;

1. Clean all kitchen work surfaces, chopping boards, dining tables, frequently touched items (sink/taps, fridge/freezer handles, kettle handles)
2. For surfaces that come into contact with food – 2 stage process
  1. Wash down with hot water and soap/detergent with a new J cloth
  2. Disinfect with a kitchen safe antibacterial spray
3. For frequently touched surfaces disinfect with the antibacterial spray (note - some sprays need to be left for a short time before they can be used so please read the label)

# Before you start working with food...

## **Kitchen Preparation**

4. All crockery and cutlery must be clean, rewash if there is any doubt.
5. The OPAL Organiser or nominated volunteer to check and record the fridge temperature, which must be between 0 and 5°C.
6. New J-cloths and OPAL provided freshly washed tea towels (or blue paper roll or towels) must be used each day. Please don't use any already found in the kitchen.



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# Preparing & serving food & refreshments

After you have got the kitchen ready, please wash your hands again before you start preparing any food and drinks.

## **Food**

Preferably food should be purchased on the day it is to be eaten, but if this is not possible, it must be stored correctly before it is served as described on its packaging.

All food must be consumed within the “eat by date”, and due consideration should be given to food’s “best by date”.

Make people aware, before serving the food, of any information on the packaging about allergens and food intolerances.



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# Preparing & serving food & refreshments

- While preparing food (e.g. making toast, serving hot food) wear a clean light coloured apron or disposable apron.
- It is not essential to wear aprons if only drinks and biscuits are being prepared and served.
- Only the people preparing and serving the food should be present in the kitchen, and the number of people should be kept to a minimum.
- Keep food covered (e.g. with cling film, tinned foil) or keep in containers with lids and handle as little as possible. Use serving spoons, tongs etc. whenever possible. Food should be served to each person individually where they are seated.
- Care should be taken when handing round plates of biscuits in order that the biscuit is only touched by the person about to eat it.



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# Preparing & serving food & refreshments

- Any hot food must be temperature probed, and the temperature recorded, before it is served. It should be a minimum of 63C.
- For Clubs and Branching Out volunteers - Consult the sheet where members' food allergens and intolerances are recorded, to make sure you do not serve anyone with food they shouldn't/can't eat. Information about food ingredients and allergens can be found on food packaging.

# After the Consumption of Food and Drink

- Crockery, cutlery etc. must be washed up in hot water with a detergent and rinsed. A clean J-cloth should be used, not the one for cleaning the kitchen before food preparation.
- It is preferable to leave items to dry, but as this is not normally possible, please use a clean freshly washed tea towel or coloured (blue) paper towel/roll.
- All kitchen work surfaces, chopping boards, sink taps, fridge/freezer handles and dining tables must be wiped down and sanitised.
- Hands should be washed after wiping down all surfaces.

# After the Consumption of Food and Drink

## Left over food

- Any “left over” food should be offered to staff and volunteers to be consumed on the premises as soon as possible after serving to members.
- Any hot cooked food left over should be binned
- Any “left over” food should not be given to the OPAL service attendees/members to take home.
- Any “left overs” must not be left in the fridge or cupboard

# After the Consumption of Food and Drink

## **Left over food**

- Any opened packages of dry goods should be taken home, if they cannot be stored in sealed airtight containers and used the next week.
- Food waste and “left over” food must be placed in a lined bin (which should have a lid on it) in the kitchen.



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# Kitchen close down

- Throw away all J-cloths and disposable aprons which have been used that day. Take home aprons and tea towels home to wash.
- At the end of the day, the kitchen bin should be emptied, securely tying the bin bag. The bin bag should be dealt according to the venue's instructions. Please wash your hands after emptying the bin.
- Any breakages, problems with the kitchen and its equipment, and any signs of pest infestation, must be reported to your Organiser, who will contact the venue owner.
- At the end of the day, your Organiser, or nominated volunteer, to complete the "Kitchen Opening and Closing Checks" form.



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# Kitchen Opening and Closing Checks

Date:	
Kitchen surfaces cleaned and disinfected at start?	
Fridge Temp:	
Clean J cloths?	
Clean Tea towels?	
Aprons & hats available?	
Hand soap/ blue roll?	
Evidence of damage in kitchen?	
Evidence of pests?	
Any issues to report?	
Food served:	
Closing Checks	
Bins emptied?	
J cloth thrown away?	
Washing up done & put away?	
Surfaces wiped?	
Fridge emptied?	

# Summary of key essentials

- Cover cuts etc with a blue plaster
- Wash hands thoroughly before handling any food, after cleaning surfaces and emptying bins.
- Clean all surfaces and equipment before use and at end of the day.
- Avoid any unnecessary handling of food. Use tongs/serving spoons.
- Use clean J-cloths and clean tea towels or paper towels for drying up.
- Record fridge and food probe temperatures.
- Be allergy and food intolerance aware.
- Empty bins at end of the day.