

# **SITHFAB027 Clean and tidy bar areas (Release 1) Learner Resource**



**Hospitality**

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# TABLE OF CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>2</b>
<b>COURSE INTRODUCTION.....</b>	<b>4</b>
ABOUT THIS GUIDE .....	4
ABOUT ASSESSMENT .....	4
<b>PERFORMANCE AND KNOWLEDGE EVIDENCE .....</b>	<b>5</b>
PERFORMANCE EVIDENCE .....	5
KNOWLEDGE EVIDENCE .....	5
<b>TOPIC 1 - CLEAN BAR AND EQUIPMENT .....</b>	<b>7</b>
<b>INTRODUCTION.....</b>	<b>7</b>
<b>SELECT AND PREPARE CLEANING AGENTS AND CHEMICALS ACCORDING TO PRODUCT INSTRUCTIONS. ....</b>	<b>7</b>
CLEANING EQUIPMENT .....	8
CLEANING PRODUCTS.....	8
PREPARING CLEANING CHEMICALS.....	9
SAFE USE, STORAGE AND DISPOSAL OF CLEANING CHEMICALS.....	9
PROTECTIVE CLOTHING .....	9
<b>CLEAN BAR SURFACES AND EQUIPMENT ACCORDING TO ORGANISATIONAL STANDARDS, FOOD SAFETY PROCEDURES AND WITH MINIMUM DISRUPTION TO BAR ATTENDANTS .....</b>	<b>10</b>
<b>OPERATE EQUIPMENT ACCORDING TO MANUFACTURER INSTRUCTIONS .....</b>	<b>11</b>
<b>CHECK CONDITION OF UTENSILS AND GLASSWARE DURING THE CLEANING PROCESS FOR DIRTY OR DAMAGED ITEMS.....</b>	<b>12</b>
<b>DISPOSE OF BROKEN OR CHIPPED SERVICE WARE, WITHIN SCOPE OF RESPONSIBILITY, AND REPORT LOSSES TO SUPERVISORS .....</b>	<b>12</b>
<b>TOPIC 2 - CLEAN AND MAINTAIN PUBLIC AREAS .....</b>	<b>14</b>
<b>IDENTIFY PUBLIC AREAS THAT REQUIRE CLEANING OR MAINTENANCE AND TAKE APPROPRIATE ACTION ....</b>	<b>14</b>
<b>CLEAR EMPTY AND UNWANTED GLASSES ON A REGULAR BASIS WITH MINIMUM DISRUPTION TO CUSTOMERS.....</b>	<b>14</b>
KEEP THE BAR CLEAN.....	14
AN EXAMPLE OF A BAR SET-UP CHECKLIST.....	15
<b>CLEAN AND PREPARE TABLES AND PUBLIC AREAS HYGIENICALLY ACCORDING TO ORGANISATIONAL REQUIREMENTS .....</b>	<b>16</b>
<b>TOPIC 3 - WORK SAFELY AND REDUCE NEGATIVE ENVIRONMENTAL IMPACTS .....</b>	<b>17</b>
<b>USE CLEANING AGENTS, CHEMICALS AND CLEANING EQUIPMENT SAFELY AND ACCORDING TO MANUFACTURER INSTRUCTIONS.....</b>	<b>17</b>
<i>Now let's look at each element of the flow chart in detail: .....</i>	<i>19</i>
<b>USE PERSONAL PROTECTIVE EQUIPMENT AND SAFE MANUAL HANDLING TECHNIQUES WHEN CLEANING EQUIPMENT AND PREMISES .....</b>	<b>20</b>
<b>USE ENERGY, WATER AND OTHER RESOURCES EFFICIENTLY TO REDUCE NEGATIVE ENVIRONMENTAL IMPACTS .....</b>	<b>23</b>
<b>SORT GENERAL WASTE FROM RECYCLABLES AND DISPOSE OF THEM IN DESIGNATED RECYCLING BINS .....</b>	<b>25</b>
WASTE MANAGEMENT .....	25

<b>SAFELY DISPOSE OF ALL BAR WASTE, ESPECIALLY HAZARDOUS SUBSTANCES, TO MINIMISE NEGATIVE ENVIRONMENTAL IMPACTS.....</b>	<b>26</b>
<b>SUMMARY .....</b>	<b>28</b>

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# COURSE INTRODUCTION

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## ABOUT THIS GUIDE

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This learner guide covers the following unit of competency

SITHFAB022 Clean and tidy bar areas

This unit describes the performance outcomes, skills and knowledge required to clean bars and public areas, clear and clean glasses and to safely dispose of waste.

This unit applies to any hospitality organisation which operates a bar including hotels, restaurants, clubs, cafes, and wineries.

It applies to people who work with very little independence and under close supervision including those commonly known as "bar useful". It can also apply to bar attendants.

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## ABOUT ASSESSMENT

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This guide contains a range of learning activities which support you in developing your competence. To apply this knowledge to your assessment you will be required to complete the assessment tools that are included in your program. The assessment is a competency based assessment, which has no pass or fail; you are either competent or not yet competent. This means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent.

For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Third-party reports from a supervisor
- Practical demonstration of your skills
- Projects and assignments
- Portfolio of evidence
- Written or verbal questioning to assess knowledge and understanding of business policies and procedures
- Oral presentation
- A combination of these methods

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer.

To be successful in this unit you will need to be able to connect your learning to your work place, this should be achievable for those who are employed and for those who are not employed within a relevant workplace, you will need to discuss with your assessor what will be required in terms of a work placement in order for you to be assessed.

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# PERFORMANCE AND KNOWLEDGE EVIDENCE

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## PERFORMANCE EVIDENCE

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To successfully complete this unit you will be required to show that you can complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Clean the following areas and equipment according to applicable cleaning schedules and within required timeframe on **three** different occasions:
  - public bar areas
  - commercial bar equipment
- Demonstrate the following safe work practices while cleaning the above areas and equipment:
  - correct manual-handling techniques when bending, lifting and carrying heavy equipment
  - efficient use of cleaning agents and chemicals to reduce negative environmental impacts
  - correct and environmentally sound disposal methods for bar waste, recyclables and hazardous substances
  - display of appropriate signage during work to ensure safety of staff members and customers.

## KNOWLEDGE EVIDENCE

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To successfully complete this unit you will be required to show knowledge of the following:

- Different types of cleaning agents and chemicals for bar areas and equipment:
  - automatic dishwasher liquid, powder and/or tablets
  - bleach
  - cleaning agents for specialised surfaces
  - deodorisers
  - dishwashing liquid
  - disinfectants
  - floor cleaners
  - glass cleaner
  - pesticides
  - stainless steel cleaner and polish
  - window cleaner
- Common commercial bar equipment:
  - beer, wine and post-mix service points
  - blenders
  - cash register and related equipment

- dishwashers
- food containers for garnishes and chips
- glass washers
- glassware
- ice machines
- refrigeration equipment
- service counters
- utensils
- Safe practices for using and storing hazardous substances:
  - chemicals
  - cleaning agents
- appropriate disposal methods for recyclables including glass bottles and jars; plastics; paper and cardboard
- Content of safety data sheets (SDS) for cleaning agents and chemicals and of workplace documents or diagrams that interpret the content of those SDS
- Cleaning sanitising and disinfecting methods for:
  - bar floors, shelves and walls
  - bar equipment, service-ware and utensils
- Correct use of the following personal protective equipment when cleaning the areas and equipment specified in the performance evidence:
  - face masks
  - gloves
  - goggles
  - rubber aprons
- Safe manual handling techniques for cleaning bar and public areas:
  - bending
  - lifting
  - carrying heavy equipment
- Potential dangers associated with inert gases used in beverage dispensing systems, and their impact on staff members and customers
- Appropriate signage to be used for areas of restricted access
- Environmentally sound methods for using cleaning agents, chemicals, water and energy when cleaning bar surfaces, public areas and equipment:
  - their impact on the environment, and minimal impact practices to reduce their use
  - disposal methods for the following bar waste:
    - general bar waste
    - hazardous substances
    - recyclable glass, plastic bottles and containers
- Safe operational practices using essential functions and features of equipment used to clean bars, public areas and equipment.

A range of assessment methods will be used to assess practical skills and knowledge. You are required to be assessed in an operational bar environment. Further information regarding the assessment will be provided in the Assessment Record.

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# TOPIC 1 - CLEAN BAR AND EQUIPMENT

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## INTRODUCTION

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There are a number of cleaning materials used in hospitality establishments, particularly in the bar area, to assist you in keeping the areas clean and hygienic.

Cleaning refers to the removal of visible items such as food particles, dirt, dust and grease, and is usually carried out using warm water and detergent. Cleaning is not designed to remove all micro-organisms, but merely removes the visible items.

Sanitising refers to the process that reduces the number of micro-organisms to a safe level, and this is usually undertaken using hot water (above 75°C) and/or chemicals. All of the chemicals used in bar areas should be mild and lightly scented. Heavily scented chemicals may affect the tastes and aromas of our products.

It is important that all staff are familiar with the cleaning materials in a workplace. You should never use any chemical or cleaning materials without firstly reading the label to establish whether protective items need to be worn, and importantly what first aid should be applied in the event that ingestion occurs. For hazardous chemicals, your employer is bound under Workplace Health and Safety legislation to supply you with Personal Protective Equipment (PPE), and you should be trained on how to use such equipment.

Bars exist to cater to the needs of customers. Customers need to be sure that the bar from which they are purchasing beverage products is not likely to cause a case of food poisoning. Customers gain this assurance by observing that the bar and work areas are kept clean and tidy, and this complements the high level of service offered to customers.

Remember to “clean as you work,” a couple of small spills not attended become not only unsightly, but become hard work later in the shift.

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## SELECT AND PREPARE CLEANING AGENTS AND CHEMICALS ACCORDING TO PRODUCT INSTRUCTIONS.

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A fundamental part of running a hospitality establishment is keeping it hygienically clean. This helps to ensure that laws relating to hygiene are being complied with and the establishment is aesthetically pleasing to the public eye.

How well both the premises and equipment are cleaned and maintained depends on the following factors:

- The frequency of cleaning.
- How thoroughly areas and equipment are cleaned.



- The type of areas and equipment.
- The location of area.

Before cleaning begins all equipment and chemicals required should be chosen in accordance with the areas being cleaned. Assembling the equipment and products required on a portable system such as a trolley allows the job to be completed efficiently without stopping to find other pieces of equipment or chemicals.

## CLEANING EQUIPMENT

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Cleaning equipment typically used in hospitality establishments includes:

- Buckets
- Brushes
- Dusters
- Garbage receptacles
- Brooms
- Pans
- Scrubbers
- Vacuum cleaners
- Mops



## CLEANING PRODUCTS

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It is crucial to select the correct cleaning chemical to produce a hygienically clean establishment. Prior to using the chemical, check whether it can be harmful to the user and or environment. This information may be obtained from the manufacturers' instructions.

Cleaning products typically used in hospitality establishments include:

- Spot cleaning agents – used to clean small areas
- Disinfectants and sanitisers – reduce harmful micro-organisms
- Pesticides – remove or kill pests, eg rats, mice and cockroaches
- Deodorisers – create a pleasant smell in the air by being sprayed or absorbed
- Furniture and floor polish - protect and finish furniture and floors
- General cleaning agents - including detergents, abrasive cleaners and solvent cleaners
- Cleaning agents for specialised surfaces, eg fabric, vinyl, leather, carpets, metal, timber, glass



Many of the chemicals listed above are available in either wet or dry forms.

## PREPARING CLEANING CHEMICALS

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Manufacturers' instructions and recommendations should be followed carefully when using chemicals. These instructions are often found on packaging but detailed information can also be found on Material Safety Data Sheets (MSDS). Users will obtain safety pointers, correct dilution guidelines and what type of surface the cleaner may be used on.



## SAFE USE, STORAGE AND DISPOSAL OF CLEANING CHEMICALS

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When using and storing cleaning chemicals Work Health and Safety legislation and Environmental requirements must be followed precisely as these chemicals are potentially harmful to humans.

The following steps are a basic outline of how to handle chemicals:

- Carefully follow manufacturer's instructions, recommendations and guidelines.
- Store chemicals in a locked cupboard in original packaging.
- Follow dilution instructions recommended on packaging.
- When necessary wear protective clothing and wipe up spills and drips straight away.
- If injury or illness occurs, follow first aid procedures quickly and efficiently.
- Unless manufacturers' instructions state otherwise, dispose of chemicals in clean sealed containers into a garbage receptacle. Chemicals should never be poured down the sink.

## PROTECTIVE CLOTHING

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When using potentially harmful cleaning chemicals it is essential that appropriate protective clothing is worn. The PPE that you need to wear is dependant on the job you are doing.



Items that could be worn as protective clothing include:

- Goggles or glasses
- Aprons
- Overalls
- Breathing apparatus or masks
- Non-slip waterproof and leather shoes
- Gloves

## CLEAN BAR SURFACES AND EQUIPMENT ACCORDING TO ORGANISATIONAL STANDARDS, FOOD SAFETY PROCEDURES AND WITH MINIMUM DISRUPTION TO BAR ATTENDANTS

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Anyone who has bartended knows that bars can be tricky to keep clean. Without the proper equipment, bars can end up as awful, sticky areas that have insect infestations. To keep a bar area looking and smelling good, bar owners and bartenders need only a handful of items.

### BAR KEEPER'S FRIEND

Of all the chemical cleansers on the market, Bar Keeper's Friend is excellent. This cleanser has been used in bars for over a hundred years because it has so many uses. It can clean multiple surfaces such as brass and tile, but it isn't as abrasive as other cleaning products, so you get a nice, shiny, surface without having to worry quite so much about damaging the surface material. It also helps control pests--fruit flies, which are common in bars due to their attraction to fermenting liquor--hate the stuff. The main ingredient in this cleanser is oxalic acid, a bleach alternative, so it also has disinfecting power. To use simply apply the product to the bar surface you want to clean, and rub with a cleaning rag. Wipe the area clean with plain water. Do not use a scrubbing pad; since Bar Keeper's Friend already is abrasive, using a scrubbing pad is not necessary.



### BLEACH

Bleach is an excellent disinfectant that kills bacteria and moulds (on non-porous surfaces). Put a little in a spray bottle with some water to use as a quick wipe-down cleaner. Swish some hot water and a drop of bleach in glasses (particularly wine glasses) to get rid of residue. Rinse glasses thoroughly after using this method.

### SOAP



When you man a bar, your hands and bar surfaces often get very sticky and can pick up the odour of alcohol. A bottle of your favourite dish detergent will let you wash the residue off your hands and bar surfaces and remove stains, and you can use it to wash glasses and other bar equipment like shakers.

## GLASS AND SURFACE CLEANER

Use glass and surface cleaner on areas where you need to cut through a little dirt and grime. Use one that is environmentally safe and made from natural ingredients if you can so that you can use the cleanser on areas where you prepare bar snacks. Buy a cleanser that is safe on multiple finishes so you save a little money; buying a separate glass cleaner and a surface cleaner is less economical.

## MISCELLANEOUS

To work with the cleaning products you have on hand, purchase at least one package each of sponges, dish rags, and paper towels. Use the sponges and rags on areas food and drinks don't touch (e.g., the outside of the dishwasher), and use paper towels on areas where you want to be sure not to have any cross contamination or spreading of bacteria, such as cutting boards; you can toss these after use so that each paper towel is used only on one area.

At all times you should ensure you follow the organisational standards and food safety procedures that relate to your organisation.

Unfortunately in a bar area you will need to keep up on-going cleaning, it cannot wait until all your customers have gone therefore, the key to cleaning a bar area is to ensure you clean with a minimum of disruption to clients and patrons. Your customers should not be inconvenienced during the cleaning procedures and you should go relatively unnoticed whilst performing this task.

## OPERATE EQUIPMENT ACCORDING TO MANUFACTURER INSTRUCTIONS

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When you use equipment the first thing that you need to do is perform a check of the item you are about to use. If it is a hand held piece of equipment you need to check that it is clean and in working order meaning all working parts are in order and working safely. If the item is electrical you need to check that it is assembled correctly and is clean.

Often it may need a small amount of assembly if the person before has not packed it away properly after cleaning it. When re assembling a piece of equipment always find someone who knows how, or follow the instructions in the manual. If you see any traces of food stuffs or liquids from the machine itself you need to clean it over again. Even small traces of food or chemicals can cause cross contamination that can make anyone who then consumes your food very ill.

Before you use any item electrical or not make sure you know how to use it correctly. This is because a high percentage of kitchen equipment is dangerous if improperly used. If you are at any point unsure read the operators manual and/or get your supervisors help. Better to be safe than sorry. The operators instruction booklet should have every

piece of information that you need to safely and hygienically operate the equipment. It will have set up and pack down procedures, cleaning and maintenance procedures, and safe operation procedures.

## CHECK CONDITION OF UTENSILS AND GLASSWARE DURING THE CLEANING PROCESS FOR DIRTY OR DAMAGED ITEMS

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Learning to check glassware for damage before you place them out for service will help you ensure all glasses and utensils are safe to use.

- Run your finger along the rim, handle and base of the piece to check for sharp spots indicating chips.
- Hold each piece to the light to inspect for cracks and dings not easily detected otherwise.
- Inspect the surface of the item, especially plates and bowls, for excessive scratching from utensils.
- Examine the top and base of all handles for stress fractures and cracks.
- Make sure glass appearing to be dirty isn't a victim of "sickness" by moistening it with your finger. If the clouding comes back as the glass dries, the cloudy etching is permanent.



### TIPS:

- Avoid using damaged glassware.
- Remember that the base of a handle, especially on pitchers, is prone to stress fractures that can be easily overlooked.
- "Sickness," a dirty-looking cloudiness permanently etched into glass, cannot be reversed and should be avoided.

## DISPOSE OF BROKEN OR CHIPPED SERVICE WARE, WITHIN SCOPE OF RESPONSIBILITY, AND REPORT LOSSES TO SUPERVISORS

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Disposing of glass products can take a variety of methods, depending on the type of glass and its former use. Food containers are disposed of differently than window glass. Glass which held chemicals also must be handled differently. Broken glass and ceramic items need another method of disposal. There are also some creative ways to dispose of glass as well. Knowing what to do with the types of glass you have is important so that you minimize the chance of injury or contamination to anyone.



When handling any broken service ware, glass, dishes etc., it is important that you do so with the utmost care so as not to cause yourself or anyone else an injury.

When disposing of these items you must use the correct personal protective equipment, and these broken or chipped service ware or plates etc., are then disposed of in the correct manner and into the correct disposal bin (as designated by your establishment and council).

Any breakages that are found must be reported to the appropriate person so they can be recorded and replacements organised as soon as possible, failure to do this could lead to your establishment's reputation being tarnished.

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## TOPIC 2 - CLEAN AND MAINTAIN PUBLIC AREAS

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### IDENTIFY PUBLIC AREAS THAT REQUIRE CLEANING OR MAINTENANCE AND TAKE APPROPRIATE ACTION

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Cleaning a bar area also includes any public areas such as:

- Lounge
- Toilets
- Any area available to customers within the establishment

This means that you will need to clean these areas regularly whilst operating the bar.

Your job description will advise you what and where you will need to clean but will include:

- Wiping tables
- Collecting glasses
- Cleaning the floors

Always follow procedures for cleaning all areas so customers remain safe and accidents are avoided.

### CLEAR EMPTY AND UNWANTED GLASSES ON A REGULAR BASIS WITH MINIMUM DISRUPTION TO CUSTOMERS

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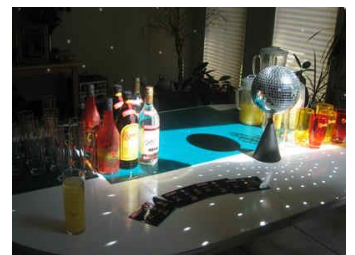
#### KEEP THE BAR CLEAN

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Nothing says unprofessional bartender (or one who simply doesn't care) more than a dirty bar. Use clean bar towels to wipe down the bar top anytime you see water or spills. Keep the bar back straightened by putting bottles back where you got them right away. Dispose of empty glasses, straw wrappers, napkins and other garbage as soon as you see it. Replace cocktail napkins regularly. These seemingly little things make a great impression and can often be done when you're headed back to the tap empty handed. You'll probably hear it from the boss too, but it's true: "If you have time to lean, you have time to clean."

During your shift you will need to collect glasses on a regular basis. It is important that you do this safely as there may be many people around who could knock or trip you whilst carrying them.

You should ensure you follow procedures for your bar when collecting glasses to ensure the safety of yourself and others in the bar.



## AN EXAMPLE OF A BAR SET-UP CHECKLIST

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- Empties removed and stacked in appropriate containers in bottle store
- All bar areas and waste containers are clean
- Glass washing machine is switched on and ready for use
- Bottle containers are empty and in place
- Check glasses – ensure there is a sufficient supply for the session, which are clean, cool and not chipped/cracked
- Ice buckets are filled and tongs available
- Lemon/lime/oranges sliced and cherries, water jugs, cocktail sticks and straws are stocked and ready for service
- Lights, extractors and heating or air conditioning, and coin-operated machines are switched on
- Fridges/chillers are stocked with appropriate products for the session, with labels facing front
- Optics and wines/spirits have sufficient stocks and are available for the session
- Tables, furniture and floor are clean and laid out appropriately and cleaned thoroughly
- Check that appropriate promotional material is on display (accurate and priced correctly)
- Check menu is accurate and write up specials boards (if appropriate)
- Check float is in till
- Check float if appropriate
- Log on till
- Check toilets are clean, free flushing and sufficiently stocked with soap, toilet roll and paper towels
- Adjust music volume (if appropriate) to accord with session (ie day session music may differ from evening session)

It may also be an idea to check that team members are clean and tidy, including clean hands and nails and no strong perfumes or excess jewellery.



## CLEAN AND PREPARE TABLES AND PUBLIC AREAS HYGIENICALLY ACCORDING TO ORGANISATIONAL REQUIREMENTS

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You must ensure you clean and prepare all surfaces according to organisational requirements. This means that you must follow standard procedures for your organisation to clean public areas hygienically. Public areas include:

- Toilets
- Change rooms
- Showers
- Reception rooms
- Restaurant area
- Bar area
- Any other areas your establish may have that the public use

There will be a procedure for each of these areas and it is your duty to ensure you follow each one using the cleaners and sanitisers recommended by your organisation.

Cleaning and preparing tables will be the same as any other public area.

You will have procedures and instructions on cleaning chemicals for use and you will have a standard procedure for laying the table for service. Often in a bar area there will be empty tables and you will not have to set much up however, in some areas you will lay the tables prior to customers entering the premises. Your organisation will have its own standards and you will need to ensure you follow them at all times.

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# TOPIC 3 - WORK SAFELY AND REDUCE NEGATIVE ENVIRONMENTAL IMPACTS

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## USE CLEANING AGENTS, CHEMICALS AND CLEANING EQUIPMENT SAFELY AND ACCORDING TO MANUFACTURER INSTRUCTIONS

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Dangerous chemical agents can cause different types of harm including burns, respiratory problems, and dermatitis. Some may cause cancer, affect the ability to reproduce or cause birth defects.

The harm done depending on the substance can occur from a single short exposure or long-term accumulation in the body.

Chemicals may exist in the form of:

- Dusts, fumes, fibres (solids), e.g. flour dust, bitumen fumes and asbestos fibre
- Liquids, mists, e.g. liquid bleach and mineral oil mist
- Gases, vapours, e.g. carbon dioxide gas and solvent vapour

When using chemicals, ensure that you have the safety data sheet. Assess the risks as they apply in your workplace and in the way you use the substance.

To maintain cleaning equipment and keep it in a good working condition, it must be thoroughly cleaned and stored correctly every time it is used. If regular maintenance does not occur, the equipment may, over time, become dangerous to individuals, e.g. electrical accidents through poor connections or frayed cords on a vacuum cleaner. Poorly maintained equipment may also cause damage to the area being cleaned, e.g. a mop which was used to clean glass particles may scratch a wooden floor if it is not properly cleaned before being used again.

### SAFEGUARDS

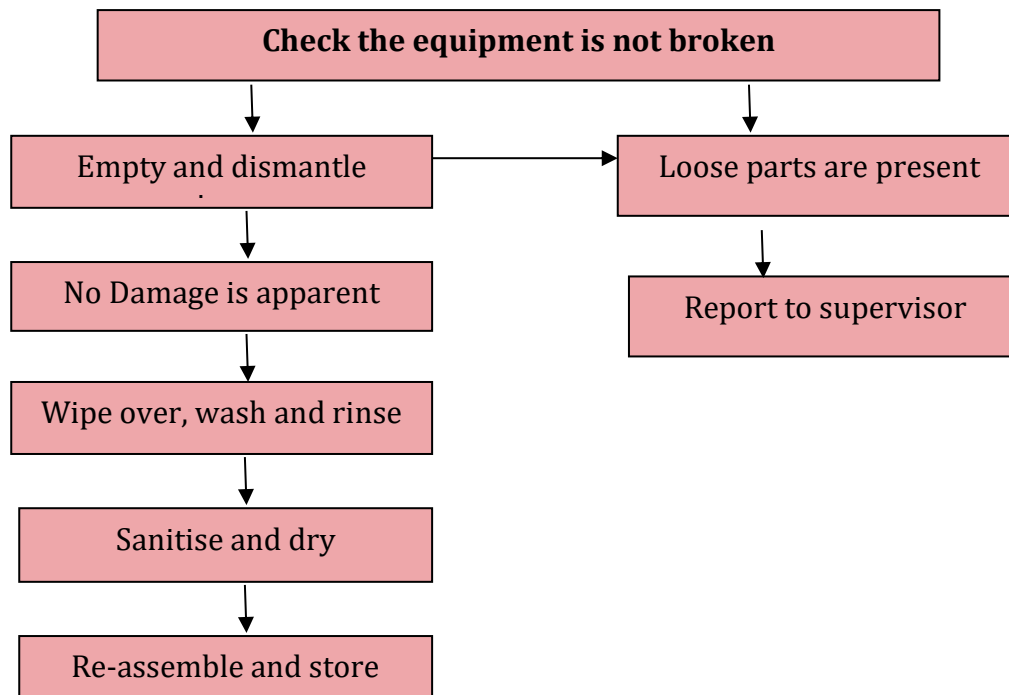
- Chemicals should be stored securely in proper, signed, ventilated stores
- Keep a copy of the Safety Data Sheet near the area where the chemical is used to assist if first aid is required
- Always keep chemicals in properly labelled containers
- Always use chemicals in accordance with the manufacturer's instructions
- If possible, use a safer substance or process
- Ventilate with fresh air
- Good housekeeping to minimise accidental contact
- Personal protective clothing and equipment

## CLEANING OF EQUIPMENT

Equipment that will need cleaning includes:

- Garbage receptacles
- Pans
- Brooms, dusters and brushes
- Mops and buckets
- Electrical equipment, e.g. Vacuum cleaners, polishers, scrubbers

Every time a piece of equipment is used, the general rule is to clean it straight away so it is ready for the next person to use. The manufacturers' instructions should be strictly followed when maintaining and cleaning equipment, however the following flow chart provides some general guidelines:



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**-NOW LET'S LOOK AT EACH ELEMENT OF THE FLOW CHART IN DETAIL:**

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### **EMPTYING**

Not all pieces of equipment need emptying; however garbage receptacles and vacuum cleaners need to be emptied regularly. Other pieces of equipment may need to be emptied of chemicals or other liquids before they are stored, e.g. floor scrubbers. Manufacturers' instructions should be followed carefully to ensure that equipment is maintained properly and remains safe for future use.

### **DISMANTLING AND REASSEMBLING**

Dismantling equipment allows it to be meticulously cleaned – improving its effectiveness and often extending its life. It is important that all staff involved in this stage are fully trained to prevent damage to the equipment and reduce the risk of them injuring themselves.

### **WIPING OVER, WASHING AND RINSING**

At the end of the business day, each piece of equipment should be wiped over and where appropriate washed and rinsed to prevent build-up of grime. Some items of equipment may also need to be dismantled before they are washed and rinsed.

### **SANITISING AND DRYING**

Any area that is in contact with bacteria must be sanitised. Sanitising reduces the harmful bacteria. Before cleaning any area you should know which areas need to be sanitised and what chemicals are safe to be used. After equipment or work areas are sanitised they need to be dried. This can be done by either allowing them to air dry or drying them with a towel. Air-drying is safe if the equipment is left in a well-ventilated area so the drying process is quick.

Small pieces of equipment can also be dried by washing them in a dishwasher that has a drying cycle. Knives should be hand washed and towel-dried before storing. Pots and pans should be hand washed and then hung up on hooks or placed on wire racks to dry. Both glassware and cutlery should always be hand-dried to prevent streaks.

### **ROUTINE MAINTENANCE**

Every organisation should have a maintenance schedule for items of equipment, which specifies when each item of equipment should be checked for maintenance. It is important that this schedule includes cleaning equipment and that all items of cleaning equipment are regularly checked for damage. Sub-standard cleaning equipment increases the risk of a breach in the organisation's hygiene standards.

## USE PERSONAL PROTECTIVE EQUIPMENT AND SAFE MANUAL HANDLING TECHNIQUES WHEN CLEANING EQUIPMENT AND PREMISES

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Before starting to clean, read product and equipment labels and usage instructions. Wear recommended Personal Protective Equipment (PPE), which may include rubber or surgical-type gloves, goggles, dust mask or respirator, earplugs, or other equipment.

Personal protective equipment (PPE) is clothing and equipment worn by employees, students, contractors or visitors to protect or shield their bodies from workplace hazards.

PPE must be provided where necessary to ensure the safety and health of workers. Where possible, hazards should be controlled at their source. Employers must supply PPE where risks cannot be eliminated or adequately controlled. Measures to protect groups of workers must be given priority over measures that only protect individuals.

Employees, having regard to their training and instructions, must make correct use of PPE.

### SAFEGUARDS

- PPE should only be used as a last resort
- Employees must be primarily safeguarded by eliminating risks at source, through technical or organisational means or by collective protection
- Measures to protect groups of workers must be given priority over measures that only protect individuals
- PPE only protects the wearer
- With PPE, theoretical levels of protection are seldom reached in practice
- With PPE, actual levels of protection are difficult to assess
- To cater for the physical differences in employees, more than one type or size of PPE should be available
- PPE may take a while to get used to
- In some cases, the individual wearing PPE psychologically feels more protected than he or she actually is
- Demonstrations can be a vital part of PPE training

### TYPES OF PERSONAL PROTECTIVE EQUIPMENT

PPE can be considered in the following categories, based on the type of protection afforded by the equipment:

- Respiratory protection - for example, disposable, cartridge, airline, half or full face
- Eye protection – for example, spectacles/goggles, shields, visors
- Hearing protection – for example, ear muffs and plugs
- Hand protection – for example, gloves and barrier creams
- Foot protection – for example, shoes/boots
- Head protection – for example, helmets, caps, hoods, hats

- Working from heights - for example, harness and fall arrest devices
- Skin protection – for example, hats, sunburn cream, long sleeved clothes
- Other personal protective equipment: This may include PPE for specific tasks such as disposable clothing for working with chemicals, painting. Examples include: sleeve protectors, aprons, coveralls when using chemicals; thermal and cold protective clothing for work near cool rooms.

Manual handling accounts for over one-third of all reported incidents in the hospitality sector. Manual handling is the main cause of injury at work. Manual handling problems can lead to debilitating long-term illnesses and cause a great deal of pain and discomfort. Sufferers can be forced to leave their jobs and, in severe cases, are unable to work at all.

Manual handling requirements only apply to lifting, putting down, pushing, pulling, carrying or moving a load, where the characteristics of the load pose a risk or the ergonomic conditions of the activity are unfavourable. Where manual handling of loads involves a risk of injury, the employer must avoid or reduce the need for such manual handling where possible.

Employees should be consulted when protective measures related to manual handling are taken. This could include information and training on new mechanical aids to handle heavy loads. Training needs to be specific to tasks. It is not a substitute for the reduction or avoidance of manual handling risks.

There are many examples of good practice found in the accommodation and food service sector. Some examples are given below. Employers may wish to consider if the following would improve safety in their own workplace:

- Wheels or castors fitted to the legs of machines, equipment, furniture so that it can be moved easily
- New staff using knives required to wear a cut-proof glove on their non-knife hand for the start of their training
- Use a start-of-shift and end-of-shift checklist for essential safety precautions
- Routine area-by-area audits carried out to enable self-assessment, leading to improvements

Manual handling training is only part of an approach primarily focused on ergonomic controls.

### AVOID MANUAL HANDLING

- Wherever possible, avoid handling loads
- Do objects really need to be handled?
- Can you use a mechanical aid?
- Wherever possible fit castors/wheels so that items can



- be wheeled, instead of being lifted
- Can you push or pull instead of lifting?
- Be aware of where mechanical aids are

### USE TROLLEYS PROVIDED

- Use trolleys in kitchens as well as stores
- Ensure trolleys are in good condition
- Ensure the trolley is suitable for the task



### ASSESS BEFORE HANDLING

- Do you really know how heavy it is? Check anyway
- Is it hot/ cold?
- Is it unstable?
- Are there sharp edges?
- Where will you put it down?

### BREAK UP LARGE LOADS

- Find time to handle smaller loads
- Make several trips if needed
- Organise your time
- Allow the correct amount of actual time needed
- Order smaller containers if needed

### ASK FOR HELP

- If you need, ask for help
- Agree the method/ technique with colleague before lifting
- Ask people to help handle load
- Ask people to hold doors
- Do not handle load on your own if too heavy for you

### KEEP WALKWAYS CLEAR

- Avoid tripping hazards
- Look out for steps, trailing cables
- Never store items in walkway
- Assess walkway before moving the load
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### BEND YOUR KNEES

- Use knowledge and training
- Bend your knees

## USE ENERGY, WATER AND OTHER RESOURCES EFFICIENTLY TO REDUCE NEGATIVE ENVIRONMENTAL IMPACTS

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The hospitality sector includes a variety of business types providing services such as catering, bar, accommodation and leisure. The industry often uses considerable quantities of goods and materials, energy and water.

Commercial cooking and dishwashing use large amounts of water because of inefficient equipment and employee practices. Retrofitting kitchens with efficient equipment and altering wasteful practices can significantly reduce the amount of water used in the hospitality industry.

Commercial laundry facilities in hotels and motels provide another opportunity for improving water efficiency because of the large volumes of linens, bath towels, and uniforms that must be cleaned daily.

Bar areas too use a considerable amount of water due to ice making, cleaning and drinking. Again they use dishwashers for possibly thousands of glasses on a busy night and consideration should be given to turning a half loaded dishwasher on.

Using these resources more efficiently enables your business to cut costs and increase profits. You'll find it easier to comply with environmental legislation and improve your reputation with the growing number of customers and other stakeholders that consider environmental issues as important.

### ENERGY USE AND EFFICIENCY

Energy costs and consumption within the hospitality sector can vary depending on the equipment, location and organisational practices, however, energy and cost savings can be found in every area of the industry.

Reducing your business's energy consumption can directly increase revenue without the need to increase sales – which will be more important than ever with rising energy prices. Implementing simple energy saving procedures and planning for future investments can benefit both the business bottom line and the environment.

The reduction in the use of energy is another way the hospitality industry can practice sustainability. Simple tasks such as changing from traditional light bulbs to energy efficient light bulbs, turning off lights and computers at the end of the day and turning off appliances when not in use can all reduce the amount of electricity the industry uses. Switching to environmentally sustainable energy sources such as solar or wind-generated power will help reduce the amount of coal-fuelled energy the hospitality industry consumes.

### RESOURCE USE AND EFFICIENCY

Resources such as plastic, paper and wood should be maximised to improve environmental sustainability. Here the hospitality industry can follow the four steps for



improving environmental sustainability; reduce, re-use, recycle and treat waste that cannot be avoided, to make it less hazardous or to reduce the volume.

### **Efficiency, efficiency, efficiency... you don't have to pay for what you don't use!**

If you do nothing else... following these simple best practice tips

1. Switch off – all energy consuming equipment should be turned off when not in use. Install timers where necessary
2. Fix leaks – repairing dripping taps, showers and toilets will save you money on both water and energy bills
3. Schedule regular maintenance and cleaning of equipment, including, HVAC, kitchens and vehicles
4. Install energy efficient light bulbs
5. Adjust thermostat a few degrees higher in the summer and lower in the winter
6. Print double sided and use electronic documents rather than paper
7. Implement a recycling program (paper, plastic and glass)
8. Install water saving showerheads and taps
9. Engage staff in your sustainability efforts
10. Record and monitor your resource (energy, water and water) use, you can only manage what you can measure

## **WATER RESOURCE MANAGEMENT**

Water is a precious commodity in Australia which should be used appropriately. Employing water saving techniques such as installing low flow shower heads and/or taps, and dual flush toilet systems are becoming a more common practice within the hospitality industry. Sydney Water, the main supplier of water in regional and metropolitan NSW, estimates that the hospitality sector uses up to 14% of Sydney's business daily water usage. This is approximately 52 million litres of water per day.

There are plenty of water saving opportunities within the hospitality sector. Implementing water saving and efficiency measures will save money and help Australia conserve its valuable water resources. Reducing water waste will also save on energy bills as hot water requires significant amounts of energy... don't just wash your money down the drain.

### **Sinks**

Water use in older model sinks and hand basins can typically be cut in half through a few simple cost effective measures.

- Add flow control regulator or tap aerators to existing taps
- Install 6 star rated WELS taps and sprayers
- Minimise the use of garbage disposals which can waste over 30L of water a day, use a sink strainer instead

### **Dishwashers**

- Only run dishwashers when full

- Scrape excess food off before loading dishes
- Install flow control to the rinse line, if possible
- Train staff to operate the dishwasher in the most efficient manner
- Set to the economy or efficiency setting

## SORT GENERAL WASTE FROM RECYCLABLES AND DISPOSE OF THEM IN DESIGNATED RECYCLING BINS

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### WASTE MANAGEMENT

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Reducing resource consumption and waste generated from your company are essential components of improving your organisation's sustainability. Improving resource efficiency will conserve energy and reduce carbon emissions, as well as save your business money. The savings from waste reduction can be used to develop and enhance your business rather than being thrown out with the garbage.

Waste and resource reduction measures will:

- Save money
- Improve efficiency
- Reduce natural resource consumption
- Reduce carbon emissions

Waste management is an important issue within the hospitality industry. There are many sectors of the industry that can use strategies to improve their waste management. In 2006/07, it is estimated that Australians generated 2,100kg of landfill per person and in total, Australia produced 43.8 million tonnes of waste.

A good waste management plan should incorporate all elements of waste control including collection, transportation, processing, recycling and/or disposal of materials. Each sector of the hospitality industry can improve their waste management techniques from using and disposing of food responsibly (food and beverage sector), responsible disposal of e-waste (all sectors), programs for recycling and re-using (all sectors) and water waste management (accommodation and food and beverage sectors).

### RECYCLING AND RE-USE

Recycling has become a common practice in both Australian businesses and households. Recycling is the practice of collecting and sorting materials such as paper, plastic and glass and then the processing of these materials into new products. This preserves the raw materials that may have been used to make new products and thus helps with sustainability and resource management. Re-using involves the reuse of materials you would otherwise throw away, such as containers, boxes or bottles. The hospitality industry can contribute to recycling by being aware of the products they use and putting recycling and re-use policies into place.

### Top hospitality waste reducing tips:

- Implement recycling in all areas of the company, kitchens, offices, guest facilities and rooms
- Provide ample recycling bins and fewer waste bins, encouraging guests and staff to recycle rather than trash waste
- Purchase products with minimal or reusable packaging
- Source food and supplies from local producers
- Replace disposable items with reusable ones, such as refillable soap and shampoo containers
- Require vendors to take back pallets and crates for reuse
- Compost organic wastes, including food and garden cuttings
- Look for opportunities to work with other businesses and organisations to combine waste reduction efforts, such as coordinating with neighbouring restaurants to compost food waste
- Use environmentally friendly cleaning and gardening supplies
- Use waste reducing best practices in office areas, such as printing double sided and buy recycled paper
- Buy in bulk with low packaging, this will reduce packaging, transport and disposal costs
- Inform staff and guests of waste reduction goals
- Monitor and measure waste and recycling levels

## SAFELY DISPOSE OF ALL BAR WASTE, ESPECIALLY HAZARDOUS SUBSTANCES, TO MINIMISE NEGATIVE ENVIRONMENTAL IMPACTS

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Users of cleaning products are increasingly aware of the need to conduct cleaning operations in a way that is 'environmentally friendly'. But this doesn't just mean using chemicals that are safe for the environment, it means minimising all the many other environmental impacts that arise in making and using cleaning products, such as energy consumption and waste disposal. The term '**improving sustainability**' is used to refer to making an improvement in the overall impact of cleaning

There are three key steps which are required to optimise sustainability:

- Choose products that are designed for sustainability as well as safety
- Work with suppliers so that they responsibly manage their manufacturing impacts
- Minimise the environmental impacts that arise during your cleaning operations

## GETTING THE BEST OUT OF BIO-WASTE

Bio-waste (garden, kitchen and food waste) accounts for about one third of the waste we throw away at home. On average, 40% of bio-waste goes into landfills. However, bio-waste holds considerable promise as a renewable source of energy and recycled compost. Energy recovered in the form of bio-gas or thermal energy can help in the fight against climate change. Compost made from bio-waste can also improve the quality of our soils, replacing non-renewable fertilizers.



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## SUMMARY

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It is important for bar and hospitality staff to clean and handle glassware correctly. All glassware should be handled from the base or stem of the glass, never touch a glass by the rim as this is unhygienic.

Even after glassware has been cleaned in a commercial glass washer, it will be necessary to polish certain glasses, i.e. wine and cocktail glasses with a dry lint free cloth to remove all water spots. The polishing process enables you to double check the condition of the items.

Wine and cocktail glasses can be polished when they are still hot from the glass washer, or when they are dry. If the glasses are badly water marked, they can be held over a bowl of hot water, so that the steam makes them easier to polish. Polishing cloths must be clean, dry and lint free. Hold glasses at the stem or base when polishing, so no fingerprints are left on the glass. Some establishments' standards will stipulate the use of cotton gloves when polishing glassware.

It is unacceptable for glassware to be chipped or cracked, and marked with lipstick and other foreign matter. Chipped or damaged glassware are dangerous in terms of breakage potential, and they also present a hygiene risk in that cracks and chips hold moisture, therefore can harbour bacteria.



Once a week all glasses, especially beer glasses, need to be thoroughly cleaned. Properly cleaning glasses begins by using equipment built and detergents formulated specifically for glass cleaning. The process involves the glasses being hand washed in a sink or bucket of glass cleaning solution with the use of brushes. Establishments will either use a manual brush or motorised cleaning brushes, the latter giving a more thorough washing. The glasses are then rinsed according to the cleaning solution manufacturer's directions. It is very important to follow the manufacturer's instructions as the procedures will vary from one product to the other. Following this process will help ensure you are serving beverages at their best.