



MODULE 2. Cultural, Communication & Hygiene issues in Culinary Arts



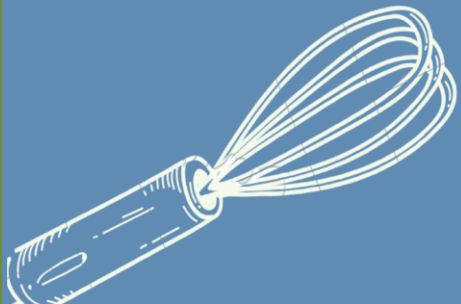
Migrants' Integration through Culinary Arts Cooking Cultures



Erasmus + Programme [2019-1-KA204-074418]



symplexis



PRIORITY FOR CULINARY SECTOR POSITIONS



There are many professions in the culinary sector. We have gathered some of these professions under 4 groups, based on the jobs of the people who participated in the “Cooking Cultures” surveys. These profession groups and the professions in them are as follows and are indicative:

1. Chef and Cooking Professionals: Chef, Assistant chef, Meat processor, Gastronomy Specialist, Confectioner, Baker, Pastry Chef, Culinary Art Technician, Boutique chocolatier and some local chefs (Pizzeria Chef, Kebap chef (Kebapçı) etc.)

2. Kitchen Industry Managers / Experts: Restaurant Specialist, Kitchen manager, Catering Company Manager, Dietician, Food Engineer, Food Technology Technician

3. Customer Services: Bar attendant, Service attendant, Service manager, Supplier, Courier, Waiter, Chief waiter, Komi, Cashier/Phone customer service

4. Cleaning staff/Expert: Scullery attendant, Dishwasher, Hygiene Staff, Sanitation Staff



PRIORITY FOR CULINARY SECTOR POSITIONS



Not all modules (training courses) we create are a priority for all of these professions. This grouping is made to explain the priorities of the trainings given according to the professions at national and international level. Three types of prioritization systems have been stated. These priorities and meanings are as follows;

HIGH PRIORITY

*This module is a high priority for this profession group.
This professional group should definitely receive this training.*

MEDIUM PRIORITY

This module is of medium priority for this profession group. This professional group is recommended to take this module.

LOW PRIORITY

This module is of low priority for this profession group. It is not necessary for the professional group to receive this module.



PRIORITY FOR CULINARY SECTOR POSITIONS



So, is this module a priority for your profession? Please view priorities by profession groups below.

The priority of the “**Introduction to Soft Skills for Employees in the Culinary Sector**” module for professional groups are as follows:

HIGH PRIORITY

1.Chefs and Cooking Professionals

HIGH PRIORITY

2. Kitchen Industry Managers / Experts

HIGH PRIORITY

3. Customer Services

HIGH PRIORITY

4.Cleaning staff/Expert



AIMS & OBJECTIVES



The main objective of this module is to enable the learners to receive comprehensive knowledge on the titles of cultural issues, food traditionality, products and eating habits, to equip the learners with innovative and practical tools on communication and teamwork in culinary sector, and to increase awareness of the learners on first aid and food poisoning treatment, hygiene (general and for Covid-19).

Moreover, the content in this module is aimed at supporting migrants' social inclusion and boosting their interactions with their families, friends and peers in daily life in the long term beyond facilitating their integration to the culinary sector.



LEARNING OUTCOMES



Upon completion of this module, the learners will be able to:

LOut1: become aware of cultural issues, food traditionality, products and eating habits;

LOut2: understand and demonstrate the ability to put communication and teamwork skills necessary for culinary sector into action;

LOut3: demonstrate the ability to apply first aid and food poisoning treatment, hygiene techniques;



KEYWORDS

- Cultural issues
- Communication
- Hygiene
- Teamwork
- First aid & Safety



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UNIT 1: CULTURAL ISSUES, FOOD TRADITION, PRODUCTS AND EATING HABITS





1.1 Introduction to Culture

Culture is an accumulation of a group learned, dynamic, symbolic, systemic, shared behaviors. Moreover, it highlights social structure, decision making practice and community styles, and offers beliefs, customs and knowledge, as well as a sense of identity.

Culture is multidimensional, consisting of multiple layers. There are five main levels; national, regional, organizational, team, and individual.



Picture 3: resource Freepick



1.2. Culture is...



Shared

Symbolic

Dynamic

Systemic

Inherited
and learned





1.3. Elements of Culture

- **Value** is a culture's standard for discerning what is good and just in a society.
- **Belief** is a vague idea in which some confidence is placed
- **Norms** are ways of behaving that are considered normal in a particular society
- **Symbol** is mark, sign, or word that indicates, signifies, or is understood as representing an idea, object and relationship.
- **Language** is a medium or an instrument which is used to express one's view and to keep forward one's opinions
- **Cognitive elements** of culture are those which an individual know how to cope with an existing social situation.

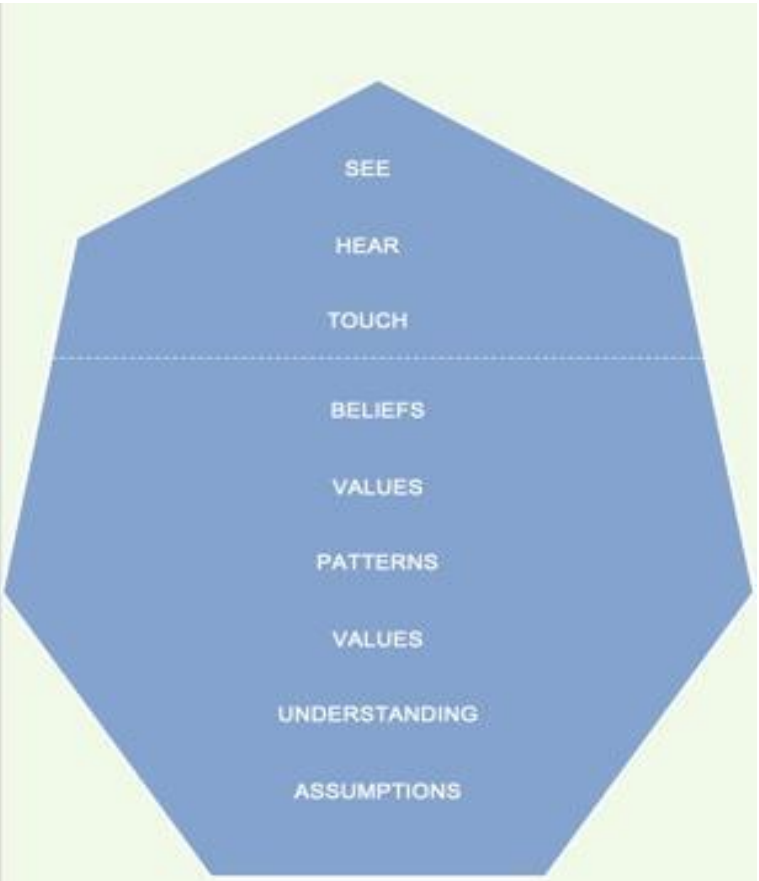




1.4. The Cultural Iceberg Model

a commonly used metaphor to describe culture, is a great example for illustrating the tangible and the intangible and for a better understanding on that it is much more deeply-rooted and interconnected with our sense of identity.





Above the line Aspects of culture that are explicit, visible, taught.

- Food, art, dance, language, music, dress/clothing, greetings, music, festivals,
- Example: "How they season their food?"



At the water line The transition zone is where it requires more alert: "now you see it, now you don't"

Below the water line We know but do not or cannot articulate. Usually, these aspects are not taught directly.




Table1: The Iceberg Model

1.5. Cultural Competences and Awareness



Tips for Building Skills in Cultural Competences and Awareness

These skills has three important components;



Active
listening

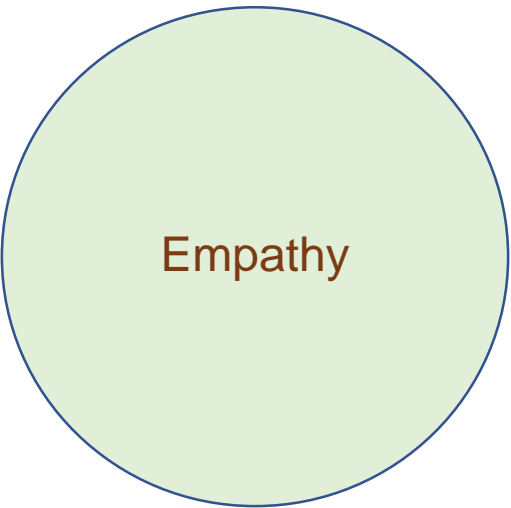
Active listening allows you to learn other person's culture and experiences

Tip: Face your colleagues and customers and have a eye contact. Eye contact is very important part of face to face conservations.





Tips for Building Skills in Cultural Competences and Awareness



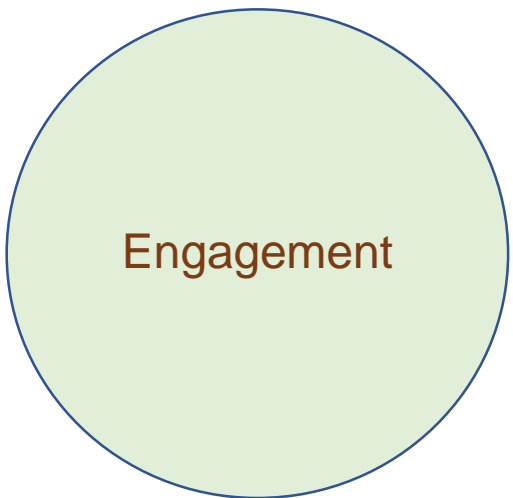
Empathy involves understanding that person's perceptions and the conclusion that person draws about his or her experiences.

Tip: Be fully present you are with your colleague and customer and tune in to non-verbal communication





Tips for Building Skills in Cultural Competences and Awareness



Engagement

Empathy involves understanding that person's perceptions and the conclusion that person draws about his or her experiences.

Tip: Collate and share your experience in the kitchen with your colleagues.



This competence is essential for migrants as they discover a new social and cultural environment on arrival in the country where they will be settling. In addition, it's necessary for integration to the labour market and workplace.



The behaviors are listed below to create better intercultural awareness and cultural competence at the workplace and in social environment of the host country;

- Admit that you don't know
- Acknowledging your ignorance is the first step towards learning about other cultures.
- Develop an awareness of your own views, assumptions and beliefs, and how they are shaped by your culture
- Ask yourself questions like: what do I see as 'national' characteristics in this country? Which 'national' characteristic do I like and dislike in myself?
- Think about how it feels to be in the other person's position





- Take an interest.

Read about other countries and cultures and start to consider the differences between your own culture and what you have read or are in.

- Don't make judgements

Instead, start by collecting information from your colleague or friends. Ask neutral questions and clarify meaning before assuming that you know what's going on.

- Once you have collected information, start to check your assumptions

Ask colleagues or friends who know more about the culture than you, and systematically review your assumptions to make sure that they are correct.

- Develop empathy



1.6. The relationship between food and culture

Why the link between cultural awareness and food traditionality is important?

There are important reasons, first we can acquire a much deeper self-knowledge when we are able to understand the basis for our own beliefs, actions, and responses toward others. Moreover, cultural competence requires organizational and systems level because diversity is a reality, there are shifting demographics in the countries.

“Food and language are the cultural habits humans learn first and the ones they change with the greatest reluctance.” Donna Rae Gabaccia



Picture 4: Freepik



- Food traditionally goes beyond providing sustenance and cultural food patterns are defined by what, when, how, and with whom foods are eaten.
- Ethnic groups and racial groups differ in how they identify foods and how they prepare them through different products, the timing and frequency of meals.
- Foods are frequently used in symbolic ways, playing an integral role in religious ceremonies and social events. Culinary is shaped by eating habits.



Food traditions



Culinary



The relationship between food traditions and culinary can be identified as a process that requires seeking and engagement in cross cultural exchanges.

The following questions provide a better understanding of eating habits and cultural issues in the culinary sector.

- What are the most popular foods in the country?
- How often do people eat these foods?
- Which foods do they eat on holidays or special occasions?
- How are they cooked?
- What recipes are used?
- What are they usually accompanied with?



Food Traditions

When it comes to food traditions, each culture has adopted their own traditions and etiquette;

Interesting food traditions from the world:

- Thailand: Don't use a fork
- Italy; Avoid Parmesan + Seafood
- Portugal: No salt and pepper (In Portugal, asking for salt and pepper in a restaurant is a huge offense to the chef and their cooking abilities.
- South Korea: Before beginning a meal, make sure the seniors and elders on the table have begun eating first.



Picture 5: Freepick

Food traditions from the project partner countries



Turkey

- After eating your meals, Turkish people like drinking Turkish tea or eating dessert (baklava, etc.).
- One of the traditional behaviors of the Turks is to eat food quickly. Especially in rural areas Eating quickly and leaving the table "understanding prevails.
- Soup is the traditional starter at a Turkish table. It is believed that it relieves our stomach before main dishes.





Greece



- ⦿ In the typical Greek taverns people don't always order a main course for each person. Greeks usually order several appetizers and like to share their food with other friends and relatives. This allows them to taste several dishes rather than ordering just a main course and one appetizer.
- ⦿ Greeks are not known for eating big breakfasts. Typical breakfast foods include coffee for adults and milk for the children, sometimes along with bread and cheese or bread, butter and honey and/or fresh fruit. Depending on their profession, a Greek person might skip breakfast.
- ⦿ Greeks are generous and proud hosts. Don't refuse a coffee or drink – it's a gesture of hospitality and goodwill. If you're invited out, the host normally pays. If you are invited to someone's home, it is polite to take a small gift (flowers or sweets).



Austria



- Austrian generally have a light breakfast, then a large lunch, and a light dinner
- Snacks are common in Austria, because the period between meals is often a few hours.
- Dumplings, or “Knoedel,” are very popular in Austria. Never cut an Austrian dumpling with your knife. Hold it in place with your knife, and cut it apart using your fork.



Products and Eating Habits



Cultures also differ in the types of habits and products they associate with food. In some cultures, it's common to eat with your hands. In other places, however, this is considered rude. Sometimes, finishing everything on your plate is considered polite, whereas in other contexts, it signals to your host that he or she did not feed you enough.





Moreover, someone thinks of, or mentions food, the first thing that usually comes to mind these questions below that are referred to cultural context, food traditions and eating habits.

Where does it
come from?

How does it
taste?

What is the story
behind it?





UNIT 2: COMMUNICATION AND TEAMWORK SKILLS IN CULINARY SECTOR





2.1. Communication skills

Communication is ability to deal constructively with people regardless of their background and to cooperate successfully and responsibly with them.

In the culinary sector, there is continuous communication among the staff and;

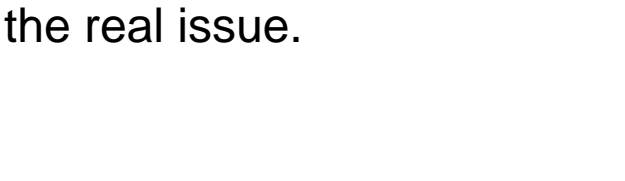
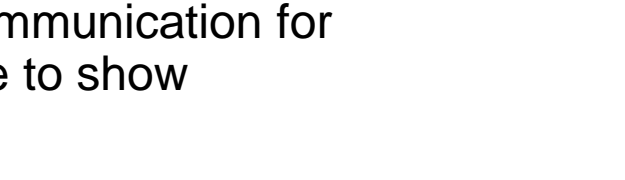
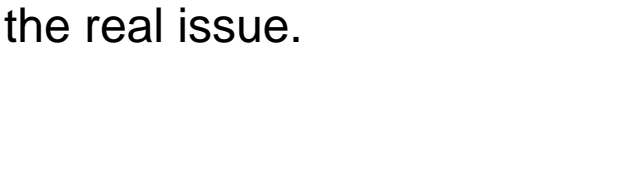
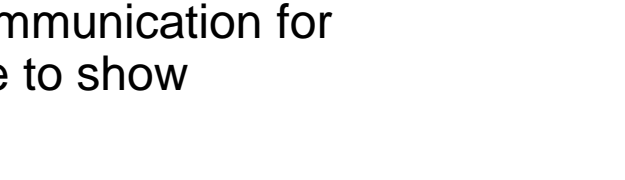
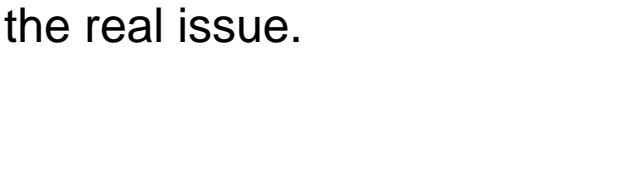
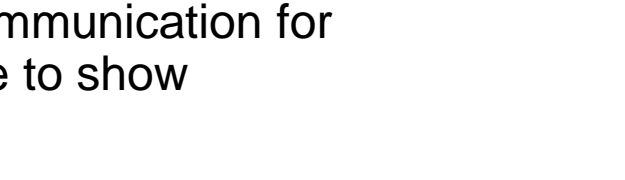
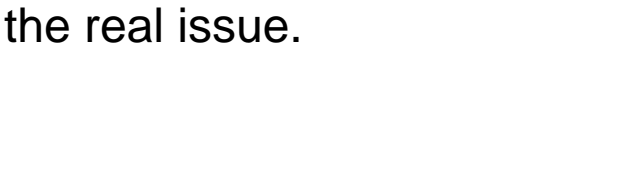
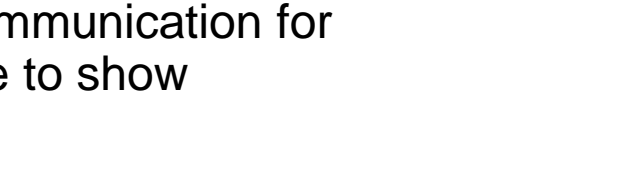
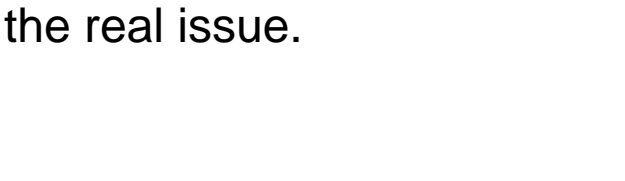
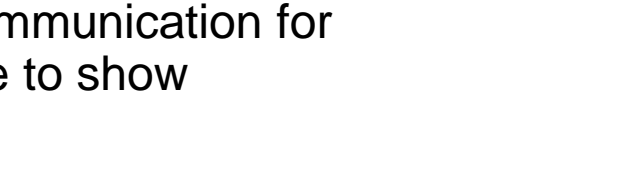
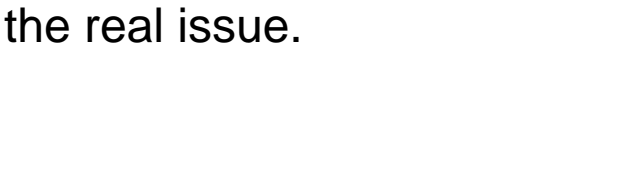
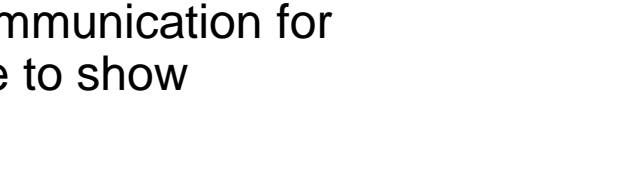
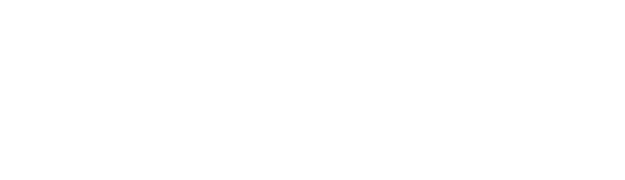
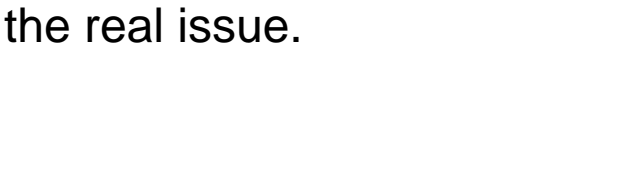
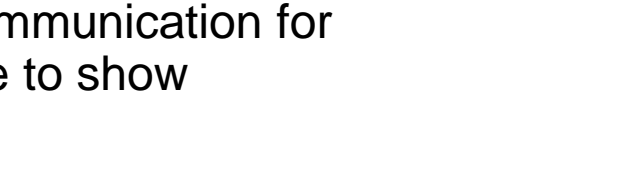
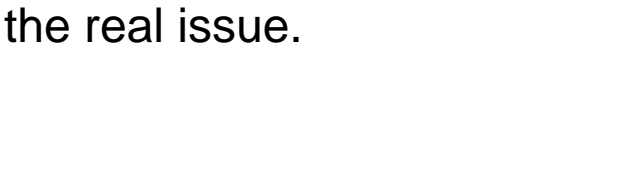
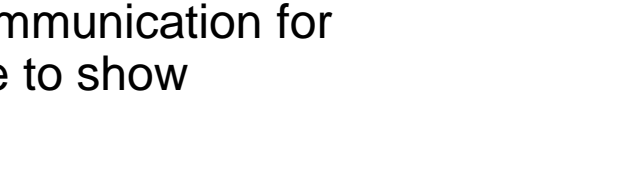
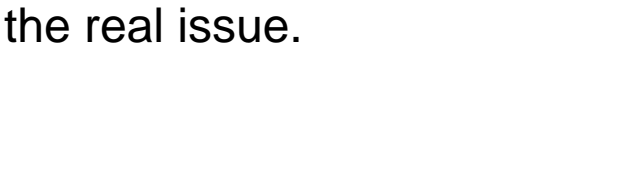
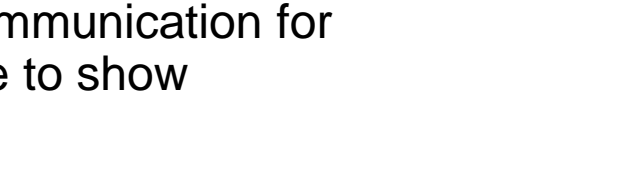
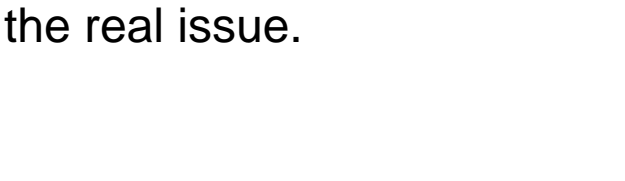
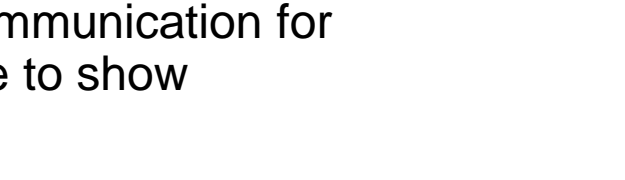
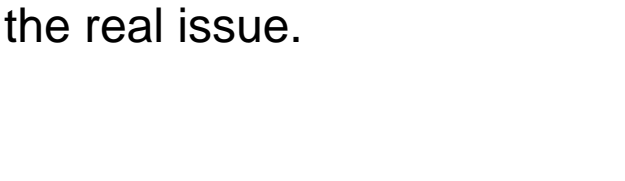
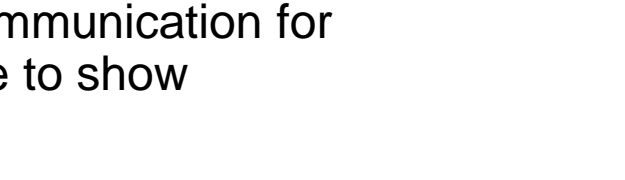
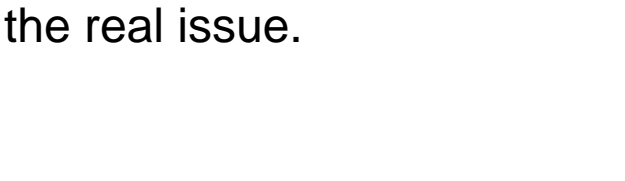
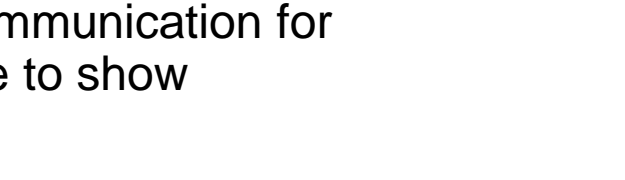
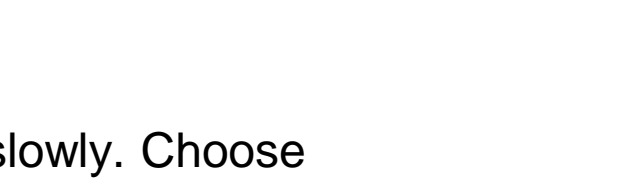
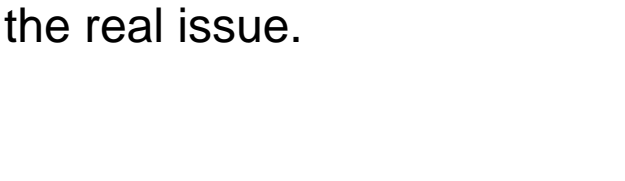
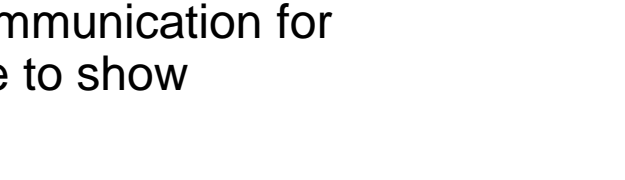
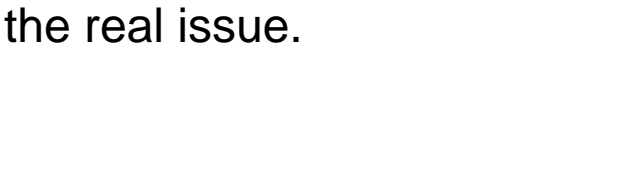
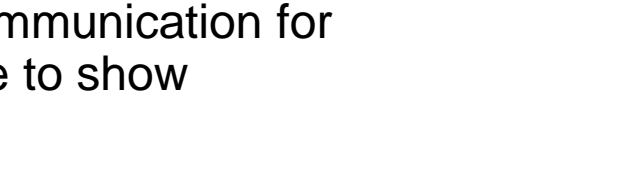
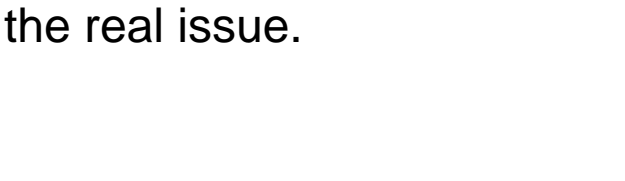
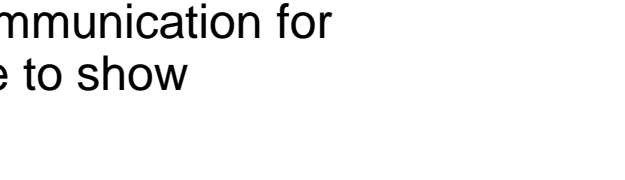
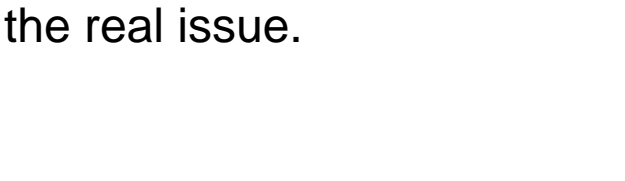
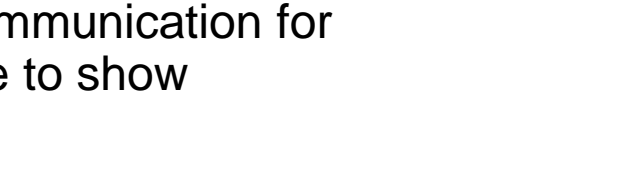
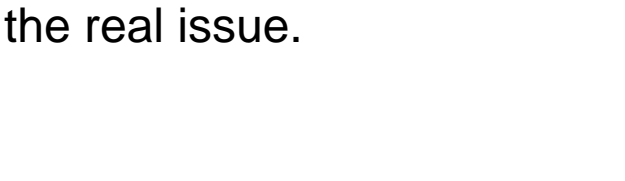
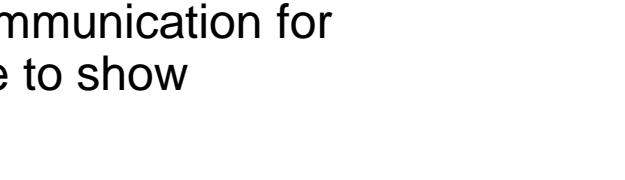
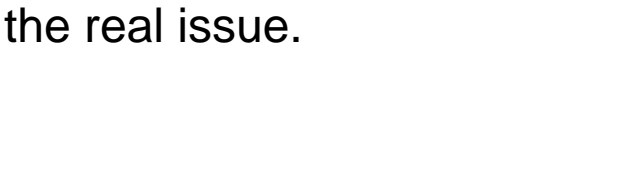
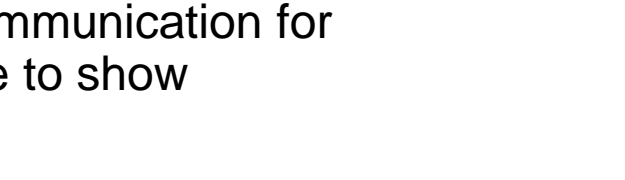
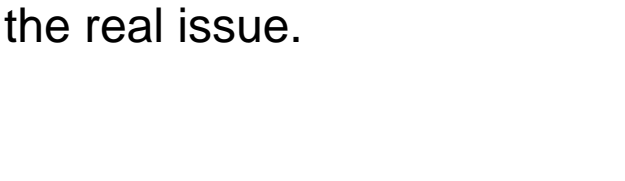
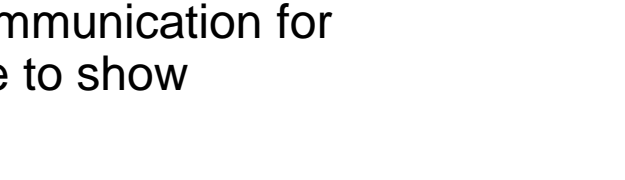
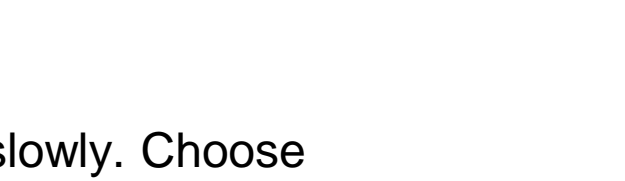
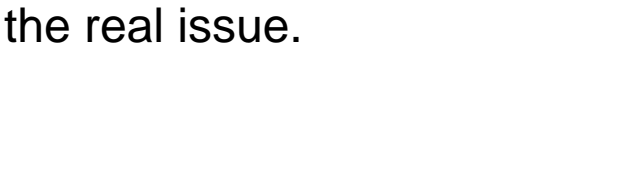
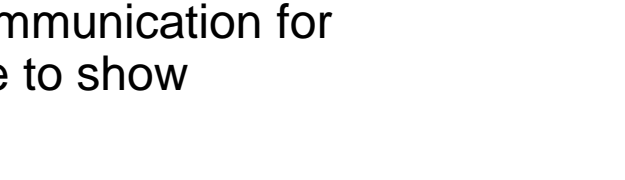
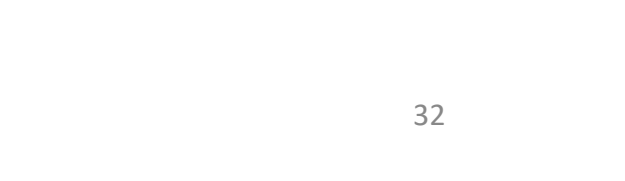
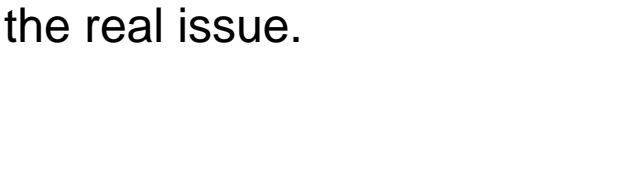
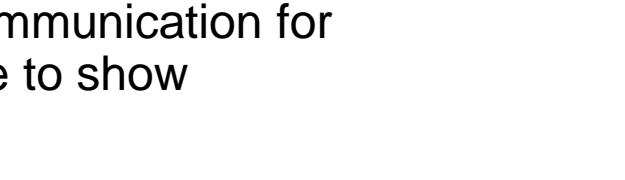
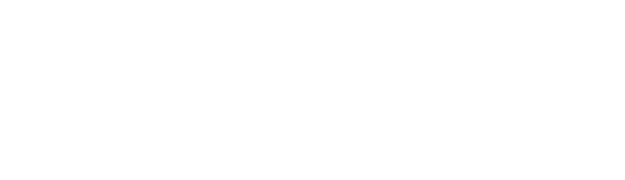
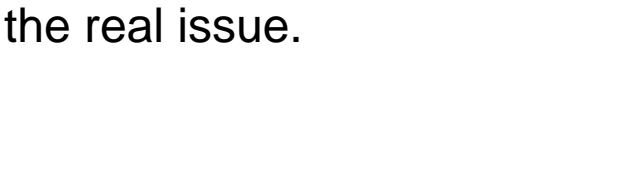
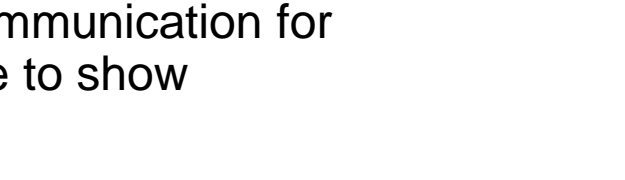
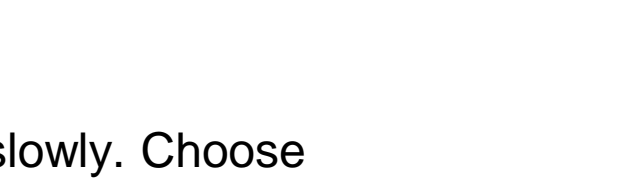
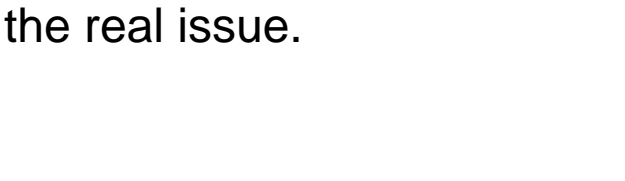
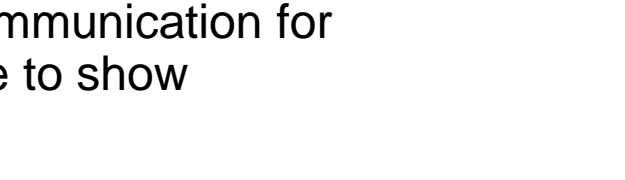
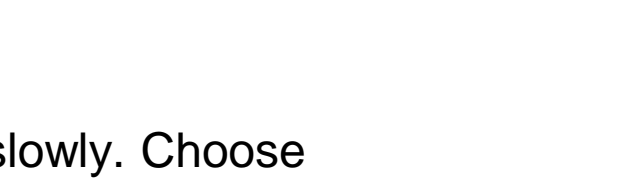
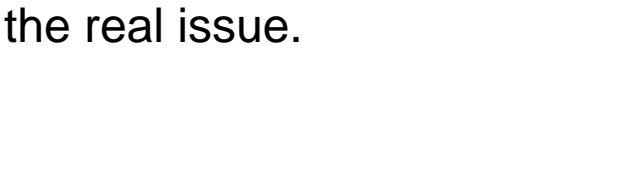
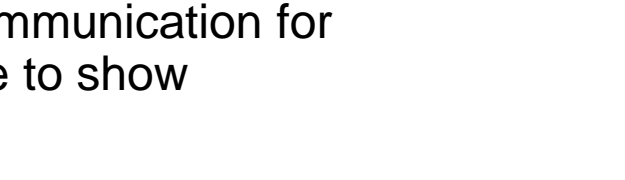
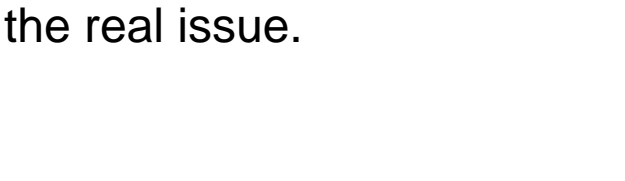
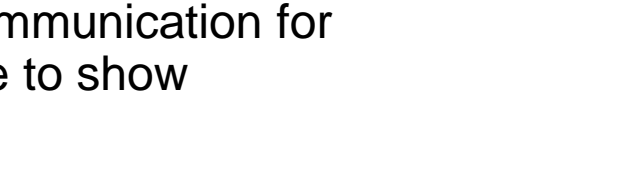
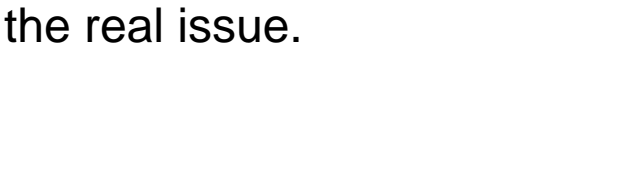
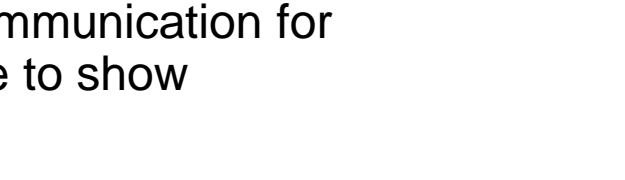
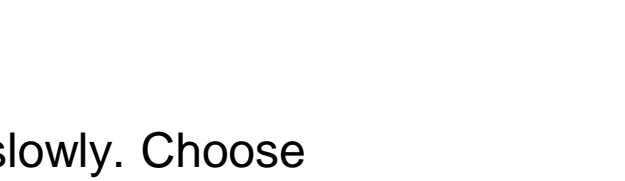
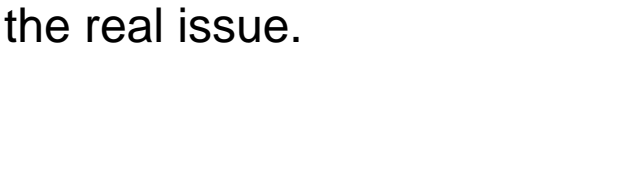
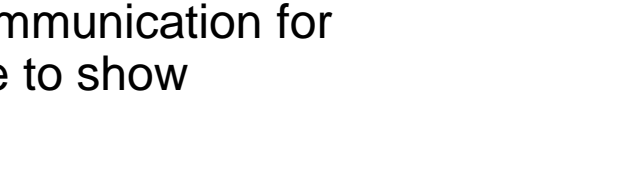
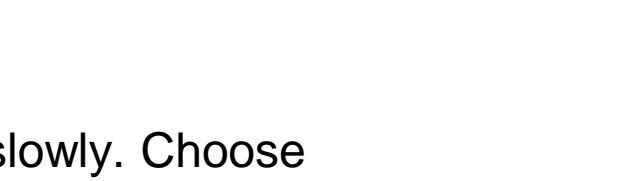
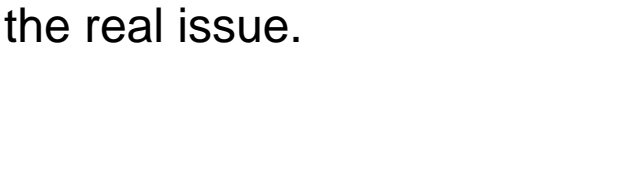
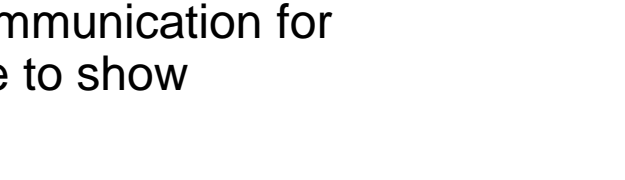
- People who supervise you;
- People who you supervise,
- People who are your co-workers or other workers in the kitchen, in the hotel or restaurant such as servers, hosts, and bartenders
- Guests in the restaurant
- Suppliers



Effective communication skills lead to:

- Better response from all stakeholders
- Better control
- Advanced professional Image
- Better Control
- Quick in Problem Solving
- Strong Decision Making
- More Productivity
- Strong Business Relations







Effective communication tips for professional groups at the culinary sector

- Clarify your role when you first contact the client/customer.
- Introduce any other participants, such as interpreters at the beginning and explain why they are present.
- Ensure the patient knows that they are free to take a break at any point, if they need it.
- Be realistic and specific when discussing what help you can offer.
- Focus on establishing rapport. It may take a number of sessions to identify the real issue.
- Don't assume you understand the client's problem - clarify it with them.



- Communication Skills

1. Listening



Being a good listener is one of the best ways to be good communicator. If you are not a good listener, it's going to be hard to comprehend what you're being asked to do. The way to improve your listening skills is to practice " **active listening**". This is where you make a conscious effort to hear not only the words that another person is saying but more importantly the complete message being communicated. You can watch video on active listening skills below.

https://www.youtube.com/watch?v=BW82k7lwl_U

Tip: you're finding it particularly difficult to concentrate on what the customer is saying during ordering, try repeating his or her words mentally as he says them – this will reinforce his message and help you to stay focused.



2. Nonverbal communication

Non formal communication is transmission of messages or signals through a non-verbal platform and includes facial expressions, gestures, your body language, eye contact, hand gestures, tone of voice.

Especially customer service relies on good first impressions. When a guest enters your restaurant or food service establishment, the guest makes judgments about the business based on the appearance, body language, and courtesy of the staff, and that says a lot of meaningful thing on the working style and its appearance.

General Tip: Your posture should be in a relaxed and open stance (arms open, legs relaxed) while communication with your customers.

Tip for staff from customer services: A friendly tone will make you appear approachable and a friendly and cheerful face will enable you to provide your customers with service. Practice relaxing your facial muscles, conveying an open facial expression, and even smiling a bit if you can.



3. Clarity and Conclusion

General Tip: Good verbal communication means saying just enough- don't talk too much and too little.



Try to convey your message in as few words as possible.

Let the customers finish their own sentences; do not help slow speakers by finishing their sentences for them. When a speaker has finished speaking or asks if you have understood, repeat what you heard in another way. You can say for example, "In other words, you are saying that..."

Tip for customer services: Think about what you want to say before you say it during ordering. This will help you to avoid talking excessively or confusing your customer.





4. Friendliness

General Tip: Through a friendly tone, a personal question, or simply a smile, you will encourage other people to engage in open and honest communication with you.

Tip for customer services, cleaning staff/expert or kitchen industry managers / experts: Acknowledge other people's presence with a "hello" or a smile even when you do not need to speak with them





5. Confidence

It is important to be confident in your interactions with others. Confidence shows your co-workers that you believe in what you're saying and will follow through.

6. Empathy

Using phrases as simple as "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions.



2.3. The TOPOI Model



The TOPOI-model is an instrument to analyze the communication as well as a model for interventions. and is an analytical tool to detect possible misunderstandings during or after a conversation. In this way it is a helpful instrument to enhance communication with the customers and their colleagues and enable them to find out where communication is lacking and has gone wrong, that is aimed at self-reflection, clarification and research.

The TOPOI-model is based on the following assumptions:

- Communication is universal
- The focus is on the interaction, not the culture
- Communication is a circular process
- (Intercultural) communication asks for an open, reflective attitude
- Be pessimistic about communication, be optimistic about people



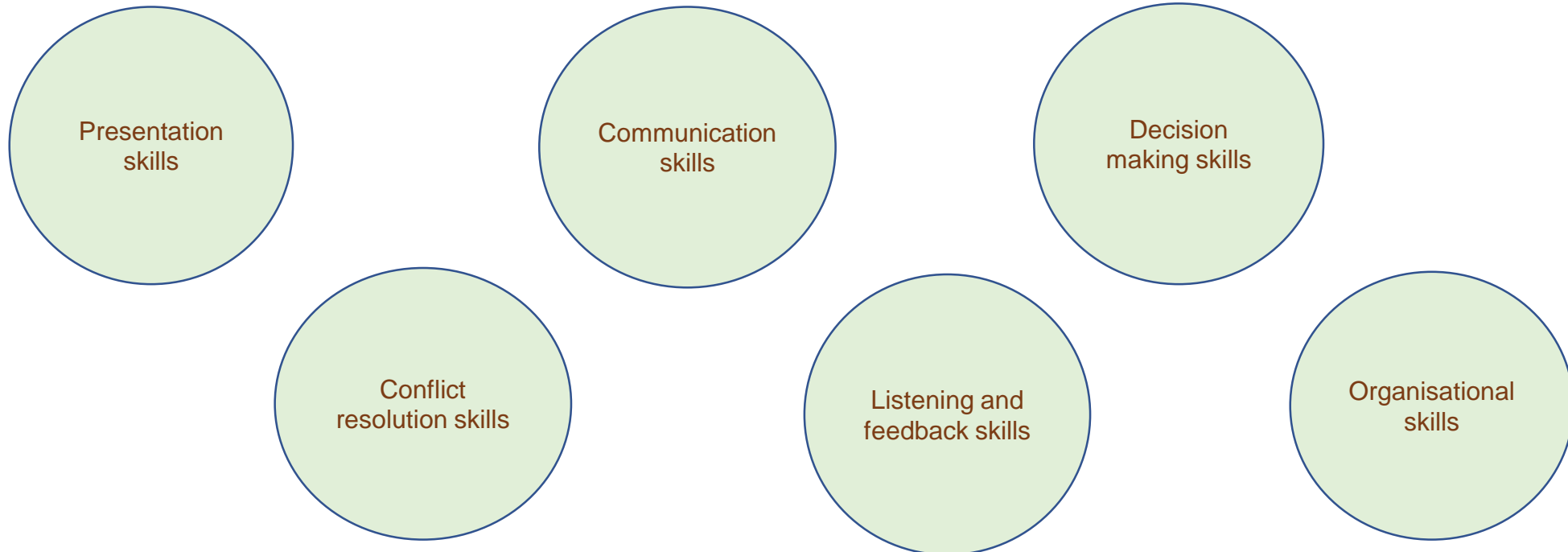
Tongue	People influence verbally and non-verbally
Order	Perception of reality, the relativity of truth
Person	Relational level and social aspects
Organization	Communication influenced by the context of an organization
Intentions and influence	Aim of communication and the actual effect of it

Table 2: TOPO Model

2.4.Teamwork skills

Teamwork skills

- Teamwork skills are qualities and abilities that allow you to work well with others during meetings, projects or other collaborations, and there is strong cooperation between teamwork skills and skills that are identified below.





While it can take time and work to improve soft skills such as teamwork, it is certainly possible to build these qualities. Here are a few steps you can take to improve your teamwork skills:

1. Get honest feedback. It can be difficult to identify your own areas of improvement. Tip: Find a trusted friend, colleague or mentor that can offer you honest feedback about your teamwork strengths and weaknesses can help you improve them.



2. Set personal goals. Using both your own observations and feedback from others to form achievable, relevant and time-constrained goals can help you improve one teamwork skill at a time.

Using the SMART goal framework is an easy way to set appropriate goals for your career, and it enables you to make your goals clear and reachable.

Your goal should be:

Specific (simple, sensible, significant)

✓ Try to answer the five “W” questions (What, Why, When, Which, Where)

What do I want to accomplish at the culinary sector?

Why is this goal important for job?

Which resources I need to have?

Measurable (meaningful, motivating)

✓ Address these questions on your goal
How much? How many?



Picture 6: Resource Freepick





Achievable (agreed, attainable).

Your goal should be achievable

✓ Ask this kind of question

How can I accomplish this goal?



Relevant (reasonable, realistic and resourced, results-based)

A relevant goal can answer “yes” to the questions, such as

✓ Am I the right person to work in the culinary sector?

✓ Is this suitable time to take an action?

Time bound (time-based, time limited, time/cost limited, timely, time-sensitive)

A time bound goal answer these questions

✓ What can I do to have new skills that are suitable for my position?

✓ What can I do today?

✓ When?





You can watch the video for better understanding on Smart Goals.

<https://www.youtube.com/watch?v=1-SvuFIQjK8>

3. Practice. It takes time and practice to see improvements in your skill set. Pay close attention to your teamwork interactions throughout the day both in and out of work in the culinary sector. Take mindful steps to practice the specific qualities you are trying to build.

4. Mimic others with strong teamwork skills. When you see examples of great teamwork, take note and identify why the interaction stood out to you. Apply those qualities in your own interactions when working with others.

5. Critical and structured thinking

Critical thinking is self-guided, self-disciplined thinking which attempts to reason at the highest level of quality in a fair-minded way.

Tip for staff from Kitchen Industry Managers / Experts: Review priorities in light of larger organizational goals. You can watch this video to have a better understanding on critical thinking

<https://www.youtube.com/watch?v=-eEBuqwY-nE>





6. Understanding of other's needs

- Pick up your colleagues' emotional cues by observing other people's body language, tone of voice, and other non-verbal communication.

You can watch the video on how to understand all to transfer your professional life.

<https://www.youtube.com/watch?v=yH1Wnn6fke0>

7. Managing responsibilities

This title is directly related to Kitchen Industry Managers / Experts' roles, and these responsibilities consist on

- hiring and staffing
- training new employees, coaching, dealing with performance problems and terminations, supporting problem resolution and decision-making, conducting timely performance evaluations
- individual goals, monitoring performance and initiating action to strengthen results
- monitoring and controlling expenses and budgets, tracking and reporting scorecard results to senior management and planning and goal-setting for future periods.

Tip for staff from Kitchen Industry Managers / Experts : Keep communication lines with people that you supervise.





UNIT 3: FIRST AID AND FOOD POISONING TREATMENT



3.1 First aid

First aid is emergency care given immediately to an injured person. The purpose of first aid is to minimize injury and future disability. In serious cases, first aid may be necessary to keep the victim alive.

There are a number of dangers in the kitchen. There are various places and utensils that can cause injuries if not used with the necessary care. But when it happens, the staff need to have information on how to apply first aid.



Picture 7: Resorce Freepik



First aid for kitchen accidents

First aid for cuts: Clean it water and soap, apply pressure to the cut with a clean cloth and bandage for a few minutes to stop the bleeding.

Use antibacterial ointment. If it's a minor wound, dab a little of this over the cut. Cover the area with a bandage or gauze pad and adhesive tape.



First aid for burns:

First-degree burn: This involves just the top layer of the skin. To treat it, remove any clothing or jewellery that's near the burn. Apply an antibiotic ointment, never ice, oil, or butter to the wound. Cover it with a clean bandage.

Second degree burn: To treat it, soak the burned area in cool water for 15 to 30 minutes. Apply an antibiotic cream to prevent infection.

Third degree burn This is a medical emergency. Cover the wound in a cool, wet dressing and call ambulance or head to the nearest emergency room.





- **First aid for eye injuries:**

Lean over the sink and pour a gentle stream of lukewarm water over the eye. Keep flushing it out for up to 15 minutes. Cover the other eye to protect it. You have a cut in your eye. Don't wash or apply pressure to it.

If there is feeling like an object is stuck in your eye. Don't try to get it out, rub it, or apply pressure to it.

- As first aid is comprehensive topic, to watch this video can be effective to get detailed information on that.
- <https://www.youtube.com/watch?v=qahukkDYFbk>





- **First aid for falls:**

Make sure you're not hurt before standing up. Getting up the wrong way could make the injury worse.

Slowly rise to your hands and knees.

Try to crawl to a chair and pull yourself up.

If you can't get up on your own, yell for help or

- First aid is collected in the kitchen under the kitchen

First aid for cuts: Clean it water and soap, apply pressure to the cut with a clean cloth and bandage for a few minutes to stop the bleeding.

Use antibacterial ointment. If it's a minor wound, dab a little of this over the cut. Cover the area with a bandage or gauze pad and adhesive tape.



- Making sure first aid supplies are readily available

First aid kit supplies should cover the five areas of injuries:

Major injuries or trauma

Scissors

Forceps

Gauze pads

Adhesive tape

Tourniquet

Mouth barrier for CPR

First aid guide



Picture:8 Resource Freepik



Minor injuries (small cuts and scrapes)

Blue bandages
Blue finger cots
Cold packs
Antiseptic wipes
Hand sanitizer
Bodily fluid cleanup kit

Eyecare

Eye wash station with solution refills
Eye pads



Burn care

Burn spray
Burn cream
Burn dressing

Employee comfort/convenience

Cold/allergy treatments
Pain relievers
Antacids

3.2. Food poisoning

Food poisoning, also called foodborne illness, is illness caused by eating contaminated food. Infectious organisms — including bacteria, viruses and parasites — or their toxins are the most common causes of food poisoning.

Food poisoning symptoms vary with the source of contamination.

Most types of food poisoning cause one or more of the following signs and symptoms:

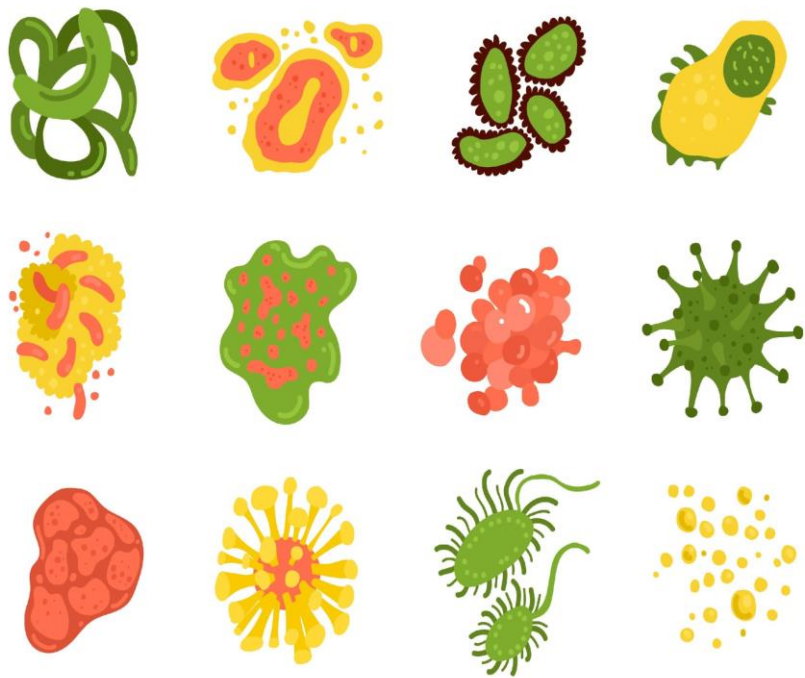
Nausea

Vomiting

Watery or bloody diarrhea

Abdominal pain and cramps

Fever



Picture 9: Resource Freepik



Minimizing hazards/Safety in the kitchen

Do not touch electrical appliances with wet hands-----You may be electrocuted

Do not work in a kitchen with a wet floor-----You may slip and hurt yourself

Do not leave sauce pan handles sticking out on the cooker----- You may knock them off and burn yourself

Always use oven gloves-----You could burn yourself

Do not leave wires trailing across a surface ----You could catch yourself in one and the appliance onto yourself.

Take care when using sharp knives ----- You could cut yourself and contaminate food with blood





Do not overload sockets with electric appliances----It could cause a fire

Check the sell by date on every food you use---Food could be spoilt and this could cause food poisoning.

Store raw meat away from cooked meat on the bottom shelf of the fridge-----Juices may drip and cause cross contamination.

Throw out old and out of date equipment --- It may contain hidden bacteria onto clean appliances.

Store food at the correct temperature --- Food could be spoilt and not suitable for human consumption.





UNIT 4: HYGIENE (GENERAL AND FOR COVID-19)



4.1. Good Kitchen Hygiene



Without realizing the importance of hygiene rules in the processing chain, implementing and maintaining a functional safety system is a goal very difficult to achieve, and it's important to train the staff in the kitchen for a functional safety system, and it is essential for all professional groups in the culinary sector.

These are tips for Good Kitchen Hygiene:

- Remove rings and jewelry
- Hair should be pulled back and under a cap, hair net or hat
- Clean your counters





- Wash fruit and veggies. Use cold running water to remove pesticides and dirt from fruit and vegetables. Besides, you never know how many hands touched the apple before you bought it.
- Keep raw food chilled. Especially meat and fish should not be removed from the fridge before maximum 30 minutes before use.
- Clean your cutting boards. Your average cutting board could have more than 200 per cent more fecal bacteria on it than the typical toilet seat. Keep it clean! Hot running water and a good scrub does the trick. Use detergents on plastic cutting boards, and a half lemon and salt work fine with wood.
- Wash your hands when changing station. Again, washing hands are critical to good kitchen hygiene. Every time you move from one task to another task your hands should be washed such as taking out the trash to cutting vegetables. After touching raw meats your hands should be washed to avoid contaminating other foods in the kitchen.



4.2. A method for good handwashing

- Use soap and warm running water.
- Lather your hands well.
- Wash all surfaces, including between your fingers, the palms and backs of your hands, wrists, and under your fingernails.
- Wash thoroughly for 20 seconds.
- Rinse well.
- Make this a habit, especially before meals and after using the bathroom, whether you're sick or not.



Picture 10: Resource Freepik





- Don't leave dirty dishes to pile up in the sink
- Avoid Nail Polish, Perfume and aftershave
- Keep food waste in closed bin. A closed container or bin keeps unwelcomed insects away.
- Sanitize your faucet on regular basis. The faucet is a bacteria heaven, every time you turn it on with greasy unclean hands you transfer germs on to it. When you turn it off, after cleaning your hands, the faucet transfers some of the germs right back to your hands.
- No smoking
- Catch your sneezes





- Keep your fingernails short and clean
- Wear a clean uniform everyday and only put it on at the workplace
- Keep food at the right temperature
- There is a very close relationship between temperature and microbial load: food must be served at a temperature of at least 70° C. The danger zone – when bacteria will multiply most rapidly – lies between 15° and 55° C.



4.3. Prevention of food contamination



Food Contamination: Food contamination refers to food that has been corrupted by another substance – either physical, biological or chemical

- Bacteria can spread anywhere in the kitchen and spread from one surface to another without knowing. If the bacteria get into food, they can cause foodborne illness.
- Sources of contamination
 - Hand to hand or hand to food contact. Most viruses and bacteria that cause colds, flu, and foodborne illnesses are spread this way. People with hepatitis A, noroviruses, or the bacteria staphylococcus and streptococcus can pass these illnesses on to others by handling food.
 - Raw meats, poultry, and fish. These carry many harmful bacteria. One of the most serious is E.coli. This is the organism found mostly in undercooked hamburger.
 - Chicken, turkey, and poultry. These are linked to shigella, salmonella, and campylobacter. These are bacteria that cause diarrhea, cramping, and fever. Most meat can be contaminated with toxoplasmosis.





- Seafood, particularly oysters, clams, and other shellfish. These can be contaminated with the vibrio species of bacteria that causes diarrhea. Or they can be contaminated with hepatitis A virus.
- Unpasteurized cheese and some meat. These can be contaminated with a strain of bacteria (*Listeria monocytogenes*) that can cause disease in people. It can also cause miscarriage or damage to a developing baby during pregnancy. Listeria is often found in soft cheeses such as brie.
- Contaminated fruits and vegetables. These can carry many organisms and parasites, depending on where they were grown and how they were processed.





The following table shows some of the possible contaminants

Contaminant	Onset of symptoms	Foods affected and means of transmission
Campylobacter	2 to 5 day	Meat and poultry. Other sources include unpasteurized milk and contaminated water.
Escherichia coli (E. coli)	1 to 8 days	Beef contaminated with feces during slaughter Other sources include unpasteurized milk and apple cider, alfalfa sprouts, and contaminated water.
Hepatitis A	28 days	Raw, ready-to-eat produce and shellfish from contaminated water. Can be spread by an infected food handler
Listeria	9 to 48 hours	Hot dogs, luncheon meats, unpasteurized milk and cheeses, and unwashed raw produce.
Salmonella	1 to 3 days	Raw or contaminated meat, poultry, milk, or egg yolks.
Hepatitis A	28 days	Raw, ready-to-eat produce and shellfish from contaminated water. Can be spread by an infected food handler
Shigella	24 to 48 hours	Seafood and raw, ready-to-eat produce. Can be spread by an infected food handler.

Table 3: Contaminant, onset of symptoms, foods affected and means of transmission



4.4. Hygiene for Covid-19

Every workplace is unique which makes it so important that every employer assess functions carried out by their workforce to ensure they take action to protect against the hazards presented by exposure to COVID-19. Especially hygienic conditions in culinary sector is essential for preventing and for protecting human health during all infectious disease outbreaks, including of coronavirus disease

- Wash your hands often with soap and water for at least 20 seconds. This includes before and after eating and after going to the toilet.
- Use alcohol-based hand sanitizers that contains at least 60% when you can't use soap and water
- Avoid touching your eyes, nose and mouth



Picture 11: Freepick



- Sneeze or cough? Cover your nose and mouth with a tissue or use your elbow
- Wear a cloth face covering over your mouth and nose when around others
Clean and disinfect frequently touched surfaces daily.
- Increase the amount of fresh air by opening windows or changing air conditioning
- When you are sick: it is important that you stay at home if you feel unwell. You should also continue to follow the rules for good hygiene. In the event of a suspected Covid-19 infection, you need to isolate yourself at home.
- Avoid touching your eyes, nose and mouth hygiene. In the event of a suspected Covid-19 infection, you need to isolate yourself at home.





Synopsis

This module provides theoretical and practical information on cultural issues, food traditionality, products and eating habits, communication and teamwork skills in culinary sector, first aid and food poisoning treatment, hygiene (general and for Covid-19). Main objective is to support employment of the migrants to culinary sector by providing information on these titles.

Now that you have completed this module, you should be able to:

- understand the culture values that existing in Culinary Arts Sector
- Implement methods for better communication and teambuilding
- Maintain the hygiene and alimentary norms in a kitchen preventing food contamination





List of References

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- Picture 2 https://www.freepik.com/free-vector/partners-holding-big-jigsaw-puzzle-pieces_7732651.htm#page=1&query=teamwork%20&position=15
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- Picture 11: https://www.freepik.com/free-vector/hygiene-guide-protection-from-coronavirus_8609356.htm#page=1&query=hygiene&position=23





Table3: Contaminant, onset of symptoms, foods affected and means of transmission

<https://www.mayoclinic.org/diseases-conditions/food-poisoning/symptoms-causes/syc-20356230>



Online Resources

- YouTube video on active listening: How to Communicate Effectively

https://www.youtube.com/watch?v=BW82k7lwl_U

- YouTube video on Teamwork

<https://www.youtube.com/watch?v=BjkWRTQg9MY>

- YouTube video on SMART goals

<https://www.youtube.com/watch?v=1-SvuFIQjK8>

- YouTube video on first aid

<https://www.youtube.com/watch?v=qahukkDYFbk>

- YouTube video on Critical Thinking

<https://www.youtube.com/watch?v=yH1Wnn6fke0>





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