

SAFE AND RESPONSIBLE

SERVING OF ALCOHOL



A sensitization training module for licensees and staff selling, offering or serving liquor for general, on-premises, late night and packaged liquor licenses Under SAR (Serve Alcohol Responsibly) Initiative



A joint initiative of CII and ISWAI,
supported by
Food Safety And Standard Authority Of India (FSSAI)

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Section 3: Creating the Right Atmosphere

Section 4: People Skills

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Section 6: Hygiene Rating

OVERVIEW

Quick Facts

- India is one of the fastest growing alcohol markets in the world.
- World's 3rd largest market of liquor
- Different licenses issued by each state government.

Quick Figures

As per the (WHO) global status report on alcohol and health released on 21 Sep 2018, harmful use of alcohol every year results in

- 3 million deaths worldwide
- 2.6 lakhs deaths in India

Vulnerabilities

- Economically motivated adulteration
- Food safety hazards specifically in the alcohol sector.

Opportunities

- Strengthening the strategies for food safety and quality in this sector
- Using science based Risk analysis principles, achieve global standards by collaborating with best in class institution in the field
- Empowering consumers with relevant and updated information

Key Objective

- Enhance country capacity in application of risk based approaches for food safety with added focus on responsible serving in both unorganized and organized alcohol sector.

OBJECTIVE OF SAFE AND RESPONSIBLE SERVING OF ALCOHOL PROGRAM

Completing an approved CeSRAC Safe and Responsible Serving of Alcohol program gives participants the skills and knowledge to contribute to a safe , responsible and enjoyable environment in licensed premises.

The training program covers a range of topics including:

- ❖ alcohol and the law
- ❖ problems associated with excessive consumption
- ❖ helpful facts about alcohol
- ❖ facilitating a responsible and enjoyable atmosphere at your premises
- ❖ people skills for handling difficult customers.
- ❖ Food Safety Hygiene and Sanitation
- ❖ Hygiene rating



SECTION I

❖ LICENSING LAWS



ARTICLE 47 OF THE CONSTITUTION OF INDIA



❖ “The State shall regard the raising of the level of nutrition and the standard of living of its people and the improvement of public health as among its primary duties and, in particular, the State shall endeavour to bring about prohibition of the consumption except for medicinal purposes of intoxicating drinks and of drugs which are injurious to health”

INDIAN LIQUOR SECTOR

❖ India is one of the world's fastest growing alcohol beverages consumption market. And presently world's 3rd largest market for liquor.

There are two types of liquor available in Indian market

❖ **Indian Made Foreign Liquor (IMFL):** It includes 'Hard' liquor. It is incorporated by importing raw materials or borrowing the concept from foreign liquor brands.

❖ **Imported Foreign Liquor (IFL):** The liquor which is produced outside India and later imported to India are grouped under this type. Mostly IFL is consumed by rich and upper middle-class people or international travelers.



LIQUOR SHOP OR BAR LICENSE IN INDIA

- ❖ Any person who wants to sell liquor has to take permission from their respective state governments. One also needs permission for selling and consumption of liquor at a public place or social gathering or wedding. All state governments have laid down certain rules and conditions for selling of hard drink which must be fulfilled. The Excise department of each state grants different licenses for different types of liquor shops.





DIFFERENT TYPES OF LICENSES

There are several different types of licenses which are issued by each state government. It is necessary for a company or an individual to get the grant of following licenses and for said purposes:

L-1 License

This license is granted by the state government to a company or to a society or a partnership or proprietorship firm that is running a licensed manufacturing unit/s.

L-3 License

For granting this license state government issues tenders and it is granted to working distilleries or bottling plants which must be licensed by either Central or State government.

L-6 license

This license is granted by the state government only for selected undertakings to retail vendors of Indian liquor or beer.

L-9 license (Earlier L-52D)

The state government for the purpose of retail sale of liquor of foreign brands only grant this license. Only those who already have the L-1 license can apply for this license.

DIFFERENT TYPES OF LICENSE

L-10 license

State government grants this license especially for the purpose of retail sale of various Indian and foreign brands only.

P-13 license

The state government grants this license to those hotels or restaurants or clubs that are duly licensed giving them permission to serve foreign liquor inside or outside their licensed premises for hosting a function only on a specific day, on a temporary basis.

P-10 license

This license can be provided by the state government for serving liquor in any function at specific premises anywhere in the city, but public parks are excluded from it.

Other

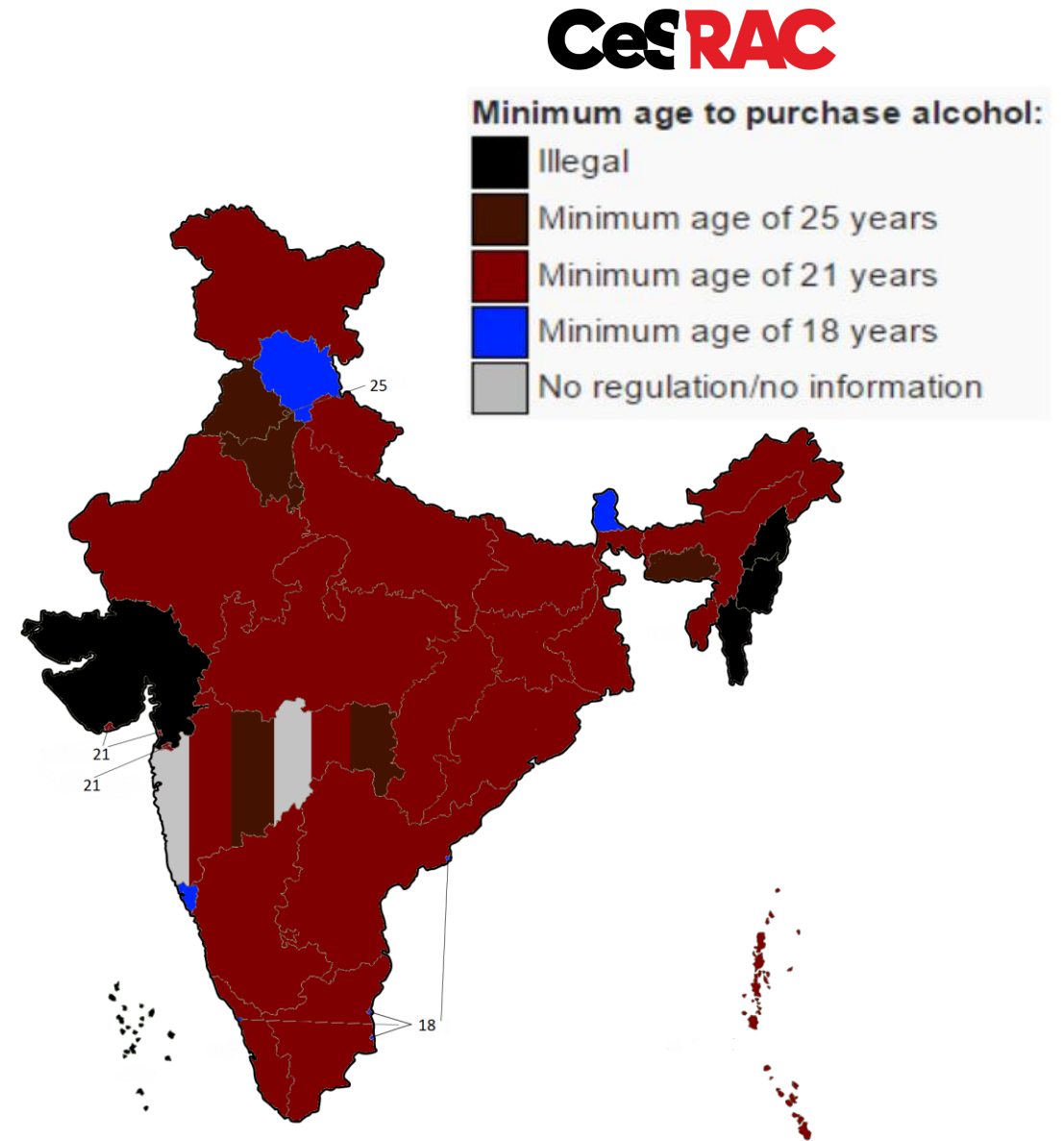
Other than licenses mentioned above there are more licenses that are granted or issued for different reasons: L-11, L-12, L-15, L-16, L-17, L-18, L-19, L-20, L-21, L-28, L-29, L-30.

LEGAL AGE FOR LIQUOR CONSUMPTION IN INDIA

Seventh schedule of Constitution of India puts liquor or alcohol under State List.

State to state variation observed in following:

- ❖ Laws regarding liquor
- ❖ Consumption age and purchasing age of liquor
- ❖ Places where liquor can be sold
- ❖ Prohibition in purchase and consumption



STATES HAVING MINIMUM DRINKING AGE- 18



- ❖ Andaman Nicobar Island [*Andaman and Nicobar Islands Excise Regulation, 2012 Section 24 Excise Policy Rule 14*]
- ❖ Mizoram [*Mizoram Liquor (Prohibition and Control) Bill 2014 Section 58*]
- ❖ Himachal Pradesh [*The Himachal Pradesh Liquor License Rules, 1986 Rule-16*]
- ❖ Puducherry [*The Pondicherry Excise Act, 1970 Section 35*]
- ❖ Rajasthan [*Rajasthan Excise Act, 1950 Section 22*]
- ❖ Sikkim [*The Sikkim Home Guards Bill, 1992 Bill No. 1 of 19920 Section 20*]
- ❖ Kerala [*Abkary Act, (1 of 1992) Section 20*]

STATES HAVING MINIMUM DRINKING AGE- 21

- ❖ Andhra Pradesh [*The Andhra Pradesh (Regulation of Wholesale Trade and Distribution and Retail Trade in Indian Liquor; Foreign Liquor; Wine and Beer) Act, 1993*]
- ❖ Arunachal Pradesh [*The Arunachal Pradesh Excise Act, 1993 Section 42*]
- ❖ Assam [*Rule 241 and 5.10 of the Assam Excise Act, 1993 Section 42*]
- ❖ Chhattisgarh [*The Chhattisgarh Excise Act, 1915 Section 23*]
- ❖ Jammu and Kashmir [*Jammu and Kashmir Excise Act, 1958 Section- 50B Jammu and Kashmir Liquor License and Sales Rules, 1984 Rule 11*]
- ❖ Jharkhand [*The Bihar and Orissa Excise Act, 1915 Section 54*]
- ❖ Dadra and Nagar Haveli [*The Dadra And Nagar Haveli Excise Regulation, 2012 Section 24*]
- ❖ Daman and Diu [*The Goa, Daman and Diu Excise Duty Act And Rules, 1964 Section 19*]
- ❖ Karnataka [*Karnataka Excise Department, 1967*]
- ❖ Goa [*The Goa Excise Duty Act and Rules, 1964 Section 19*]
- ❖ Madhya Pradesh [*The Madhya Pradesh Excise Act, 1915 Section 23*]
- ❖ Odisha [*The Odisha Excise Act, 2005 Section 61*]
- ❖ Tamil Nadu [*Tamil Nadu Liquor (License and Permit) Rules, 1981 Section 25 Rule XV*]
- ❖ Telangana [*Andhra Pradesh Excise Act, 1968 Section 36*]
- ❖ Tripura [*The Tripura Excise Act, 1987 Section 53*]
- ❖ Uttar Pradesh [*United Provinces Excise Act, 1910 Section 2*]
- ❖ Uttarakhand [*United Province Excise Act, 1910 The Uttaranchal (The Uttar Pradesh Excise Act, 1910) Section 2*]
- ❖ West Bengal [*Bengal Excise Act, 1909 Section 51*]



STATES HAVING MINIMUM DRINKING AGE- 25

- ❖ Chandigarh [*Punjab Excise Act, 1915 Section 23*]
- ❖ Delhi [*Delhi Excise Act, 2010 Section 23 Delhi Liquor License Rules, 1976*]
- ❖ Haryana [*Punjab Excise Act, 1914 Section 29*]
- ❖ Meghalaya [*Eastern Bengal And Assam Act, 1910*]
- ❖ Punjab [*Punjab Excise Act, 1914 Section 29*]



STATES WHERE LIQUOR HAS BEEN DECLARED ILLEGAL

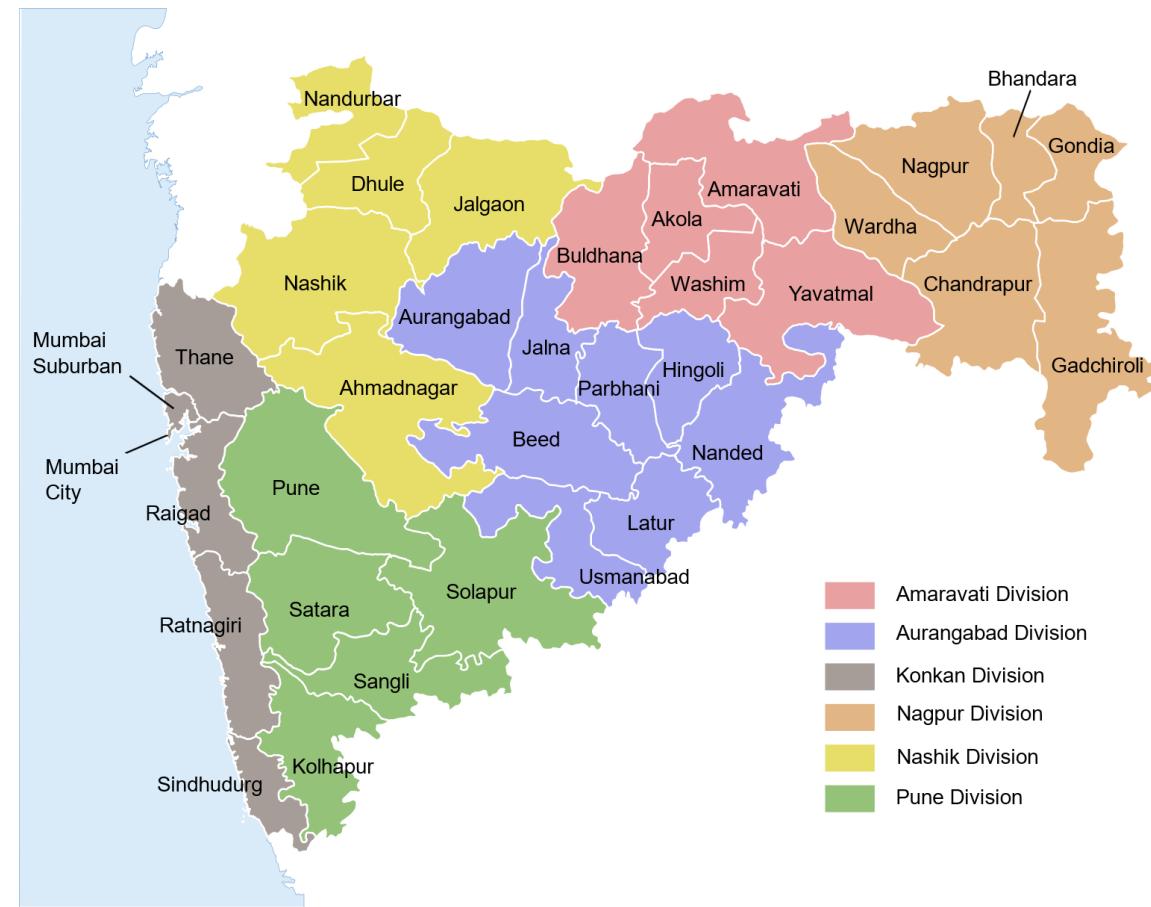


These are “**DRY STATES**” in which the sale of liquor in any form has been banned and declared illegal for any person living in the state.

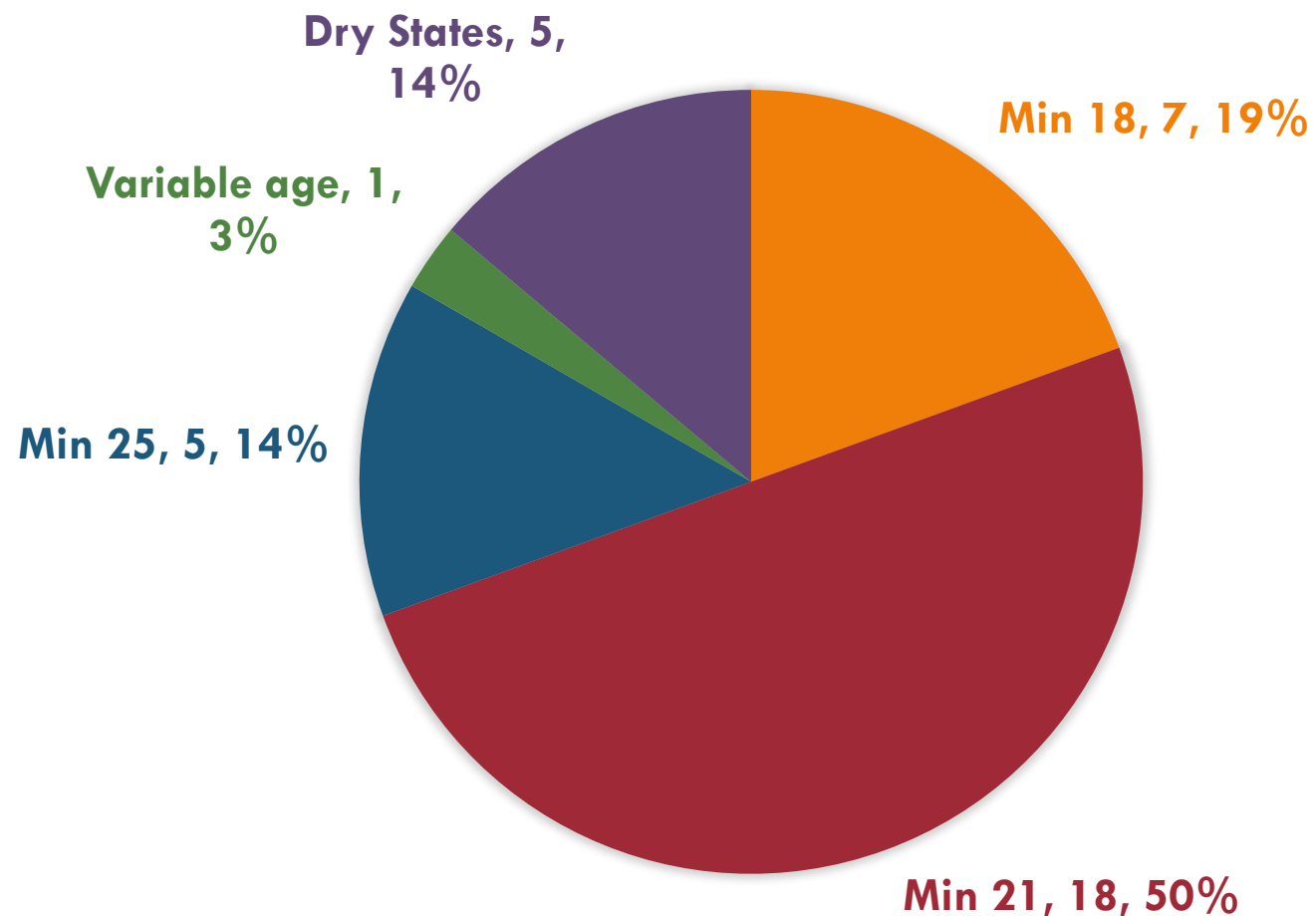
- ❖ Bihar [*Bihar Excise (Amendment) Bill, 2016 Section 19(4)*]
- ❖ Gujarat [*Bombay Prohibition (Gujarat Amendment) Bill, 2009*]
- ❖ Manipur [*The Manipur Liquor Prohibition Act of 1991*]
- ❖ Lakshadweep [*Bombay Prohibition (Gujarat Amendment) Bill, 2009*]
- ❖ Nagaland [*Nagaland Liquor Total Prohibition Act, 1989*]

LIQUOR LAWS OF MAHARASHTRA

- ❖ Minimum age
- ❖ 18 years for consumption of wine
- ❖ 21 years for beer
- ❖ 25 years for other hard liquors
- ❖ For those people who are living in Wardha district or visiting there, the minimum legal age has been set to 30 years.



NUMBER OF INDIAN STATES VS MINIMUM LEGAL AGE FOR ALCOHOL



DRY DAYS



Few days are declared by Government of India as dry days. Dry days are those days on which regardless of any state laws, liquor is totally banned. Some specific days are:

- ❖ 26 January (Republic Day)
- ❖ 15 August (Independence Day)
- ❖ 2 October (Gandhi Jayanti)
- ❖ During Election Period
- ❖ Few other celebrations or functions (it varies from state to state)

QUICK VIEW: POLICIES AND INTERVENTIONS IN INDIA

(REFERENCE: WHO GLOBAL STATUS REPORT ON ALCOHOL AND HEALTH 2018)

| | |
|---|--|
| Written national policy (adopted/revised) / National action plan | Subnational/ - |
| Excise tax on beer/ wine/ spirits | Yes/ Yes/ Yes |
| National legal minimum age for off-premise sales of alcoholic beverages (beer/ wine/ spirits) | Subnational |
| National legal minimum age for on-premise sales of alcoholic beverages (beer/ wine/ spirits) | Subnational |
| Restrictions for on-/off- premise sales of alcoholic beverages (any): Hours, day/ places, density Specific events/ intoxicated persons/ petrol stations | Yes, Yes/ Yes, _____ Yes/____ /____ |

| | |
|--|------------------|
| National max legal blood alcohol concentration (BAC) when driving a vehicle (general/ young/ professional), in % | 0.03/ 0.03/ 0.03 |
| Legally binding regulations on alcohol advertising/ product placement (any) | Yes/ _____ |
| Legally binding regulations on alcohol sponsorship/ sales promotion (any) | Yes/ No |
| Legally required health warning labels on alcohol advertisements/ containers (any) | Yes/ Yes |
| National government support for community action (any) | No |
| National monitoring system(s) (any) | Yes |

Activity I

1. Mention the two kinds of liquor available in India.
2. Any person who want to sell liquor has to take permission from respective State government. (True/ False)
3. Mention two states having minimum legal drinking age as 25.
4. Mention two states where liquor has been declared illegal.
5. and are declared by Government of India as dry days.



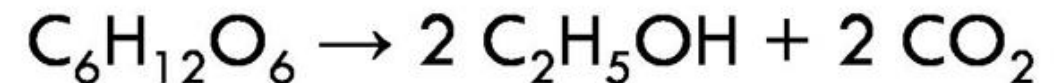
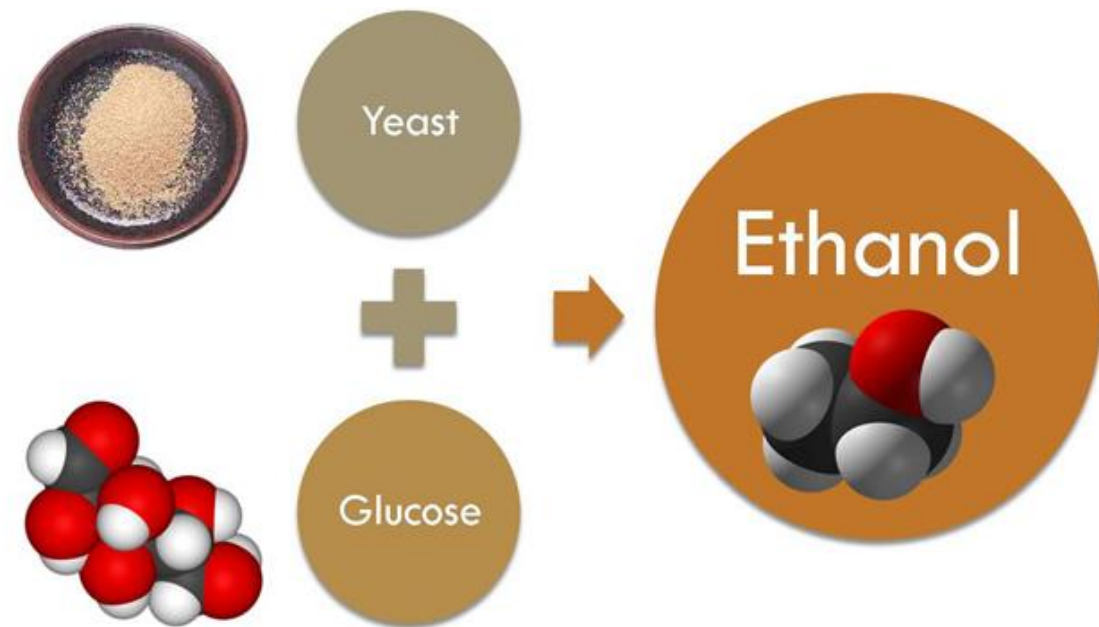
SECTION II

❖ ALCOHOL CONSUMPTION



THE FUNCTIONAL COMPONENT OF ALCOHOL

- ❖ The functional alcohol found in alcoholic beverages is called ethanol.
- ❖ Ethanol can be produced
 - ❑ Synthetically
 - ❑ naturally through fermentation (grains, fruits, vegetables)
- ❖ Fermentation is the chemical action of yeast on sugars.



HOW DOES **ALCOHOL** WORK IN THE BODY?



You drink alcohol.




Alcohol moves through the body and absorbs into the blood stream.



Most of the alcohol gets absorbed through:

The stomach - 20%
Small intestine - 80%

On an empty stomach, alcohol can get to the brain in 1 minute.

 addictionblog.org



Once in the bloodstream, alcohol crosses the blood- brain barrier and affects the brain.



Alcohol in the brain increases levels of feel-good dopamine. The brain sends signals to increase heart rate and blood pressure.

The liver breaks down alcohol so that it can leave the body.



The rate of metabolism? One drink or 0.5-1.0 oz of alcohol per hour .

STANDARD DRINK SIZE



Distilled Spirits

1.5 40%
ounces alcohol



Wine

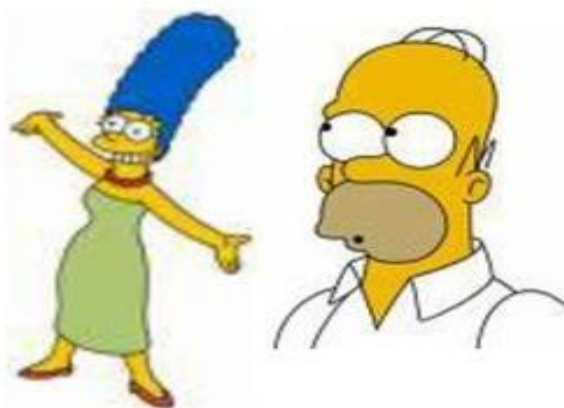
5 12%
ounces alcohol



Regular Beer

12 5%
ounces alcohol

FACTORS THAT INFLUENCE ALCOHOL'S EFFECTS



Intoxication- the state in which the body is affected by alcohol or another substance

- ❖ Body size
- ❖ Gender
- ❖ Food
- ❖ Rate of intake
- ❖ Amount
- ❖ Medicine

Hence the need for creating awareness towards safe and responsible serving of alcohol is of utmost importance

THE EFFECT OF ALCOHOL ON HANDWRITING

THE PARTY BEGINS

I can drive when I drink.

TWO DRINKS LATER

I can drive when I drink .

AFTER FOUR DRINKS

I can drive when I drink.

AFTER FIVE DRINKS

I can drive when I drink .

SEVEN DRINKS IN ALL

I can drive when I drink 

Binge drinking is defined as having 5 or more alcoholic drinks at one sitting.

Binge drinking can lead to alcohol poisoning; which is defined as a severe and potentially fatal physical reaction to an alcohol overdose

BINGE DRINKING AND ALCOHOL POISONING

STANDARD DRINK

A standard drink is used to measure the alcohol intake. It always contains the same amount of alcohol regardless of the container size or the type of alcoholic beverage, but may not correspond to the typical serving size. It varies from country to country.

Generally, a standard drink corresponds to 10ml of absolute alcohol.



Champagne

100 ml
13% alcohol



Wine

100 ml
13% alcohol



Light Beer

425 ml
2.7% alcohol



Regular Beer

285 ml
4.9% alcohol



Fortified Wine

60 ml
20% alcohol



Spirits

30 ml
40% alcohol

When it comes
to drinking
alcohol and
expecting a
health benefit,
moderation is
the key.

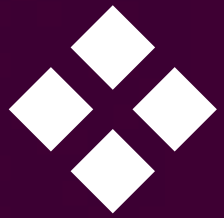


Activity II

1. The functional alcohol found in alcoholic beverages is called
2. On an empty stomach alcohol can get into brain in 1 minute. (True/False)
3. Women in general feel the effects of alcohol faster than men. (True/False)
4. Mention any four factors that influence alcohol's effects on our body.
5. Having 5 or more alcoholic drinks at one sitting is known as.....



SECTION III



CREATING THE RIGHT ATMOSPHERE



ENVIRONMENT OF SERVING AREA



- ❖ Environment has a big influence on customer's behavior.
- ❖ Environment includes standards of customer service and housekeeping.
- ❖ A house or store policy summarizes rules to be followed by staff and customers
- ❖ There is a range of factors that make aggression and bad behavior less likely in a licensed premises with better environment,
- ❖ Closing time to be managed in particular to prevent problems for the business, staff, customers and neighbours.

DRINKING BEHAVIOR DEPENDS ON THREE DIFFERENT FACTORS

:

❖ The drink

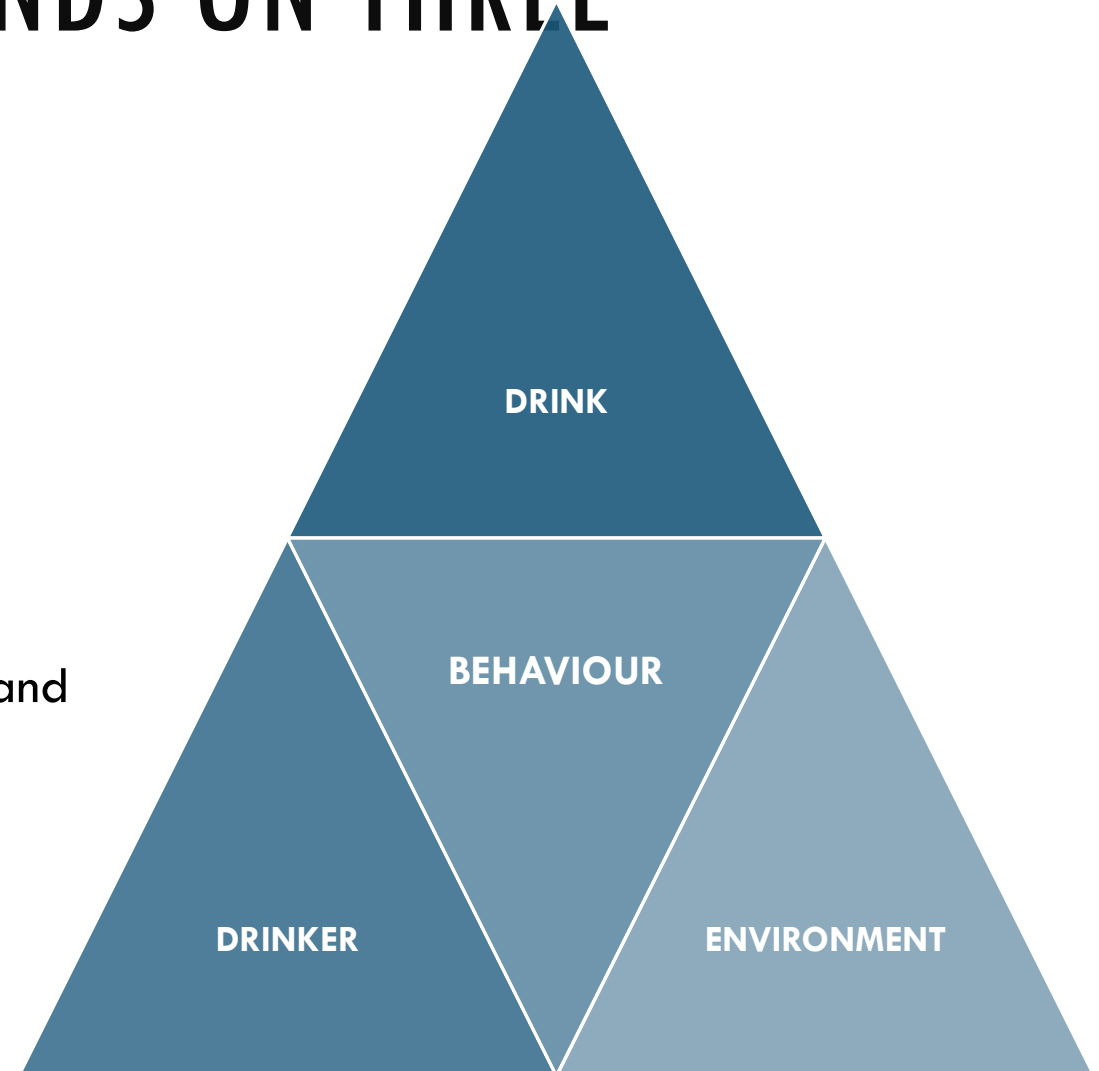
- ❑ the amount and strength of alcohol

❖ The drinker

- ❑ the characteristics of the person drinking the alcohol and his or her state of mind and personal circumstances

❖ The environment

- ❑ the atmosphere and prevailing rules of the establishment where the drinking is taking place



PROTECTIVE FACTORS: ENCOURAGE RELAXED, SOCIAL DRINKING

- ❖ Lack of congestion, not overly crowded
- ❖ Inappropriate persons (e.g., intoxicated or underage) being refused entry or refused service
- ❖ Good standards of cleanliness and housekeeping
- ❖ Friendly staff
- ❖ Quick and efficient service
- ❖ Calling last orders in plenty of time
- ❖ Managing the exit of patrons
- ❖ Monitoring patrons, including at entry, the bar and the exit
- ❖ Promotion of food (full meals and snacks)
- ❖ Higher percentage of customers sitting
- ❖ Staff trained in responsible service
- ❖ Good range of reasonably priced soft drinks
- ❖ Good communication between staff



RISK FACTORS

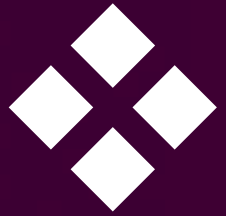
- ❖ Unsupervised tables
- ❖ TV showing aggressive, offensive, sexual or intoxication-related images
- ❖ Music with a lot of offensive or sexually explicit words
- ❖ Congestion anywhere in the premises (at the door, bar, stairs, toilets, dance floor, etc.) Higher percentage of customers standing
- ❖ Drunk or underage persons allowed in and served
- ❖ Vomiting
- ❖ Drug dealing or drug use
- ❖ Drunk customers in the premises
- ❖ Staff being hostile or aggressive towards patrons
- ❖ Staff allowing aggression or watching conflict
- ❖ Staff sending people outside to fight
- ❖ Late intervention in situations by staff
- ❖ Patrons served double at closing time or served after closing time
- ❖ Smokiness and/or lack of ventilation
- ❖ High level of noise and movement
- ❖ Lack of bar wiping, table clearing, toilet cleanliness
- ❖ In-house promotion or entertainment focusing on alcohol

Activity III

1. Environment has a big influence on customer's behavior. (True/ False)
2. Mention three different factors on which drinking behavior depends.
3. Mention any two Protective Factors in a bar that encourage safe and responsible serving of alcohol.
4. Drunk or underage persons can be allowed in and served in a bar. (True/ False)
5. Which of the following factor is a risk for the atmosphere establishment where the drinking is taking place:
 - a) Friendly staff
 - b) Smokiness and/or lack of ventilation
 - c) Promotion of food
 - d) Good standards of cleanliness and housekeeping



SECTION IV



PEOPLE SKILL



SEVERAL ASPECTS OF A SERVER



Several aspects involved to provide excellent customer service :

- ❖ The sales person – it is important you know what products you sell and a little bit about each.
- ❖ The cleaner – research has shown that people behave in a more orderly way in a tidy, clean premises. Mess can also be a source of frustration
- ❖ The host – many customers choose the premises they visit based on the atmosphere, the staff and the levels of service. Knowing what your regulars like and taking an interest in their stories become part of service levels.
- ❖ The safety officer – while serving and circulating around the premises, you should watch for unused glassware, rubbish on tables, spillages, or bags blocking walkways and fire exits.
- ❖ The police officer – this is probably the hardest part of your role. Sometimes, you will have to refuse service or ask someone to leave the premises. This should always be done politely and calmly and never using force.

COMPLAINTS

Key points to dealing with a complaint include:

- ❖ Listen carefully to the complaint, without interrupting
- ❖ Show that you understand
- ❖ Apologize
- ❖ Seek a solution



REFUSALS OF SERVICE

Like handling complaints, refusing service should be done respectfully and professionally. The perfect refusal should not be noticed by other customers.

- ❖ Approach as early as possible
- ❖ Apologize
- ❖ Let the customers know that they are welcome another night, when they can prove their age or whatever is suitable to the situation.



HOW TO REFUSE SERVING

- ❖ **D**o inform early
- ❖ **R**eport to seniors
- ❖ **I**ntimate reason for refusal
- ❖ **N**ever Criticize
- ❖ **K**eep Calm
- ❖ **S**hare the messages with regular customers
- ❖ **A**sk and offer alternatives
- ❖ **F**air and unbiased approach
- ❖ **E**ver courteous



Always devise an “escalation plan” that is, a plan for if things get worse. This is likely to include communicating the problem to other staff and may involve calling the police.

REACTING TO TROUBLE

- ❖ **Request** – ask the conflicting parties to calm down or leave
- ❖ **Explain** – that their behavior is unacceptable and list any rule or law that has been broken
- ❖ **Appeal** – say “please”, turn it around and say things like, “You don’t want me to get into trouble” or “If you keep this up, I won’t be able to serve you” or “I don’t want to call the police but will have to if you don’t back down”
- ❖ **Confirm** – if the customers still refuse to abandon the confrontation, repeat any potential consequences and ask them if there is anything you can do to get them to stop misbehaving
- ❖ **Take Action** – here you will have to ask them to leave again. If they refuse to do so, you will have to call the police. Physical force is the last resort and should never be used if you are on your own. Lead someone towards the door, but be careful about using any force and be aware of your own safety



RECORDING INCIDENTS

Record all incidents for a variety of reasons:

- ❖ It can be used as a learning tool and can assist in communication between staff and management
- ❖ It provides an accurate record for police, company or insurance purposes
- ❖ It can help prevent similar incidents from happening again

The record should include the following:

- ❖ Date
- ❖ Time
- ❖ What happened
- ❖ Who was involved
- ❖ How it was dealt with
- ❖ Whether police were called
- ❖ You may also wish to record the names of any witnesses and their contact information.



Activity IV

1. It is not important for a server to know about products he/she serve. (True/ False)
2. The perfect refusal should not be noticed by other customers. (True/ False)
3. Provide two reasons on importance of recording and documenting any incidence.
4. It is always correct to use physical force on person who refuse to leave the bar. (True/ False)
5. Mention any two tips to refuse serving to inappropriate persons.



Section V

❖ Food Safety Hygiene and Sanitation



IT IS A MANDATORY REQUIREMENT FOR ANY BAR/ PUB TO HAVE **FSSAI LICENSE/ REGISTRATION AND FOLLOW SCHEDULE 4 REQUIREMENTS**. ALSO, ADEQUATE MEASURES SHALL BE ADOPTED TO ENSURE THAT FOOD AND ALCOHOL BEING SERVED TO THE CONSUMERS IS OF GOOD QUALITY AND SAFE TO EAT AND DRINK.

A bar (also known as a saloon or a tavern or a pub etc.) is a retail business establishment that serves alcoholic beverages, such as beer, wine, liquor, cocktails, and other beverages such as mineral water and soft drinks. Bars often also sell snack foods such as potato chips (also known as crisps) or peanuts, for consumption on their premises. Some types of bars, such as pubs, may also serve food from a restaurant menu.



FACILITIES

❖ Personnel facilities and toilets

i. Hand washing facilities shall be provided

Requirements of a Hand washing and drying system –

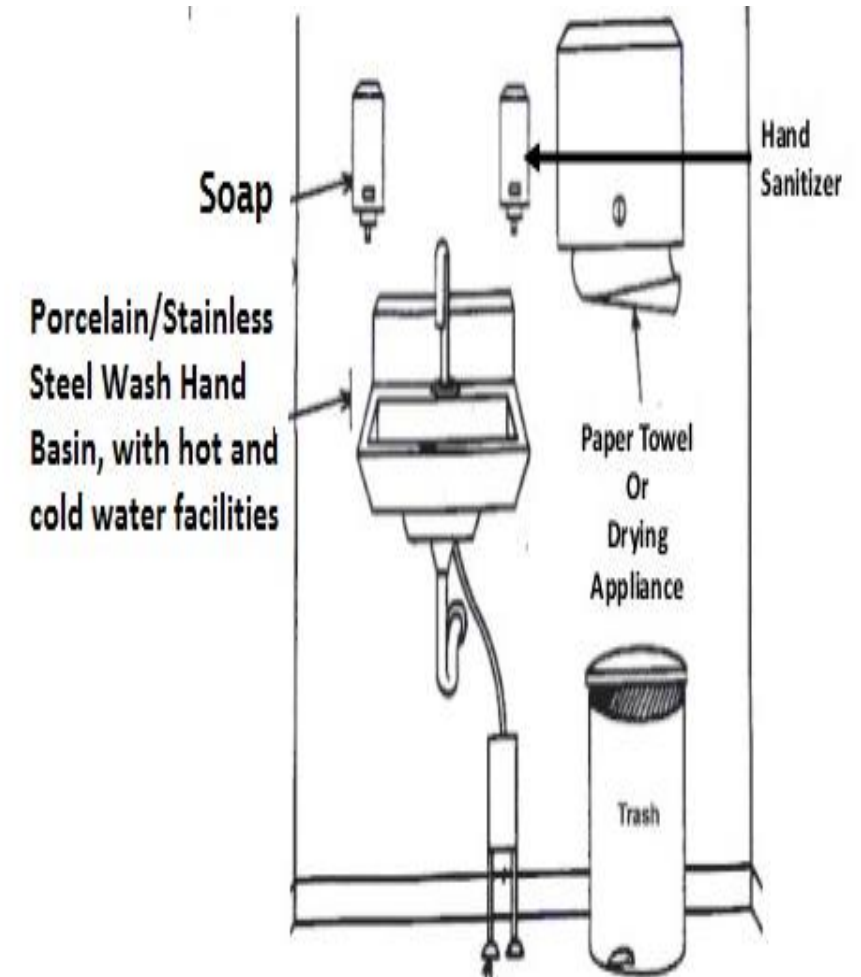
- ✓ Porcelain/Stainless Steel Wash-hand basins, preferably knee operated
- ✓ Germicidal liquid Soap
- ✓ Sanitizer
- ✓ Supply of hot and /or cold water
- ✓ Wet hands drying system
- ✓ Clean and dry towels, preferably paper towel/rolls
- ✓ Covered Trash Bin, preferably pedal operated with plastic lining

ii. separate adequate number of hygienic lavatories shall be provided

iii. changing facilities for personnel shall be provided

iv. restroom and refreshments rooms shall be separate from food process and service areas

v. display hygiene requirements for the workers at a prominent place in English or in local language



FACILITIES : GOOD PRACTICES

It is always suggested to have appropriate number of lavatories and hand wash basins to ensure effective implementation of hygiene policies in any establishment.

Suggested number of lavatories, Urinal stall & Hand wash basins/ number of employees

**Ideally 15-20 persons
1 tap**

| Staff Member | Number of sanitary conveniences | | | | |
|--------------|--|---------|-------------|---|-------------|
| | MEN | | | WOMEN | |
| | Lavatories | Urinals | Wash basins | Lavatories | Wash basins |
| 10 | 1 | 1 | 1 | 1 | 1 |
| 20 | 1 | 2 | 2 | 2 | 2 |
| 40 | 2 | 3 | 2 | 3 | 3 |
| 60 | 3 | 3 | 2 | 4 | 4 |
| 80 | 4 | 4 | 3 | 6 | 5 |
| 100 | 4 | 4 | 3 | 8 | 6 |
| 120 | 5 | 5 | 4 | 9 | 7 |
| 140 | 5 | 5 | 4 | 10 | 8 |
| 180 | 5 | 6 | 5 | 11 | 8 |
| | Add 1 lavatory, 1 urinals and 1 wash basin for every 70 persons in excess of 280 persons | | | Add 1 lavatory, and 1 wash basin for every 35 persons in excess of 280 person | |

FACILITIES



Separate lockers for men and women for changing work clothes



Food shall be consumed in Refreshment Room and not in Rest Room



FACILITIES

Air quality and ventilation

– ventilation systems shall be designed and constructed so that air does not flow from contaminated areas to clean areas.

Some good practices on air changes are recommended as mentioned in table.

| S. No. | Types of premises/work room | Air changes/per hour |
|--------|-----------------------------|----------------------|
| 1 | Bar, public room, cafe | 8-10 |
| 2 | Cellars | 3-5 |
| 3 | Kitchen | 20 |
| 4 | Toilet | 6-10 |
| 5 | Store room | 3-6 |
| 6 | Office | 6-10 |
| 7 | Bake houses | 20-30 |

LIGHTING

❖ Lighting –

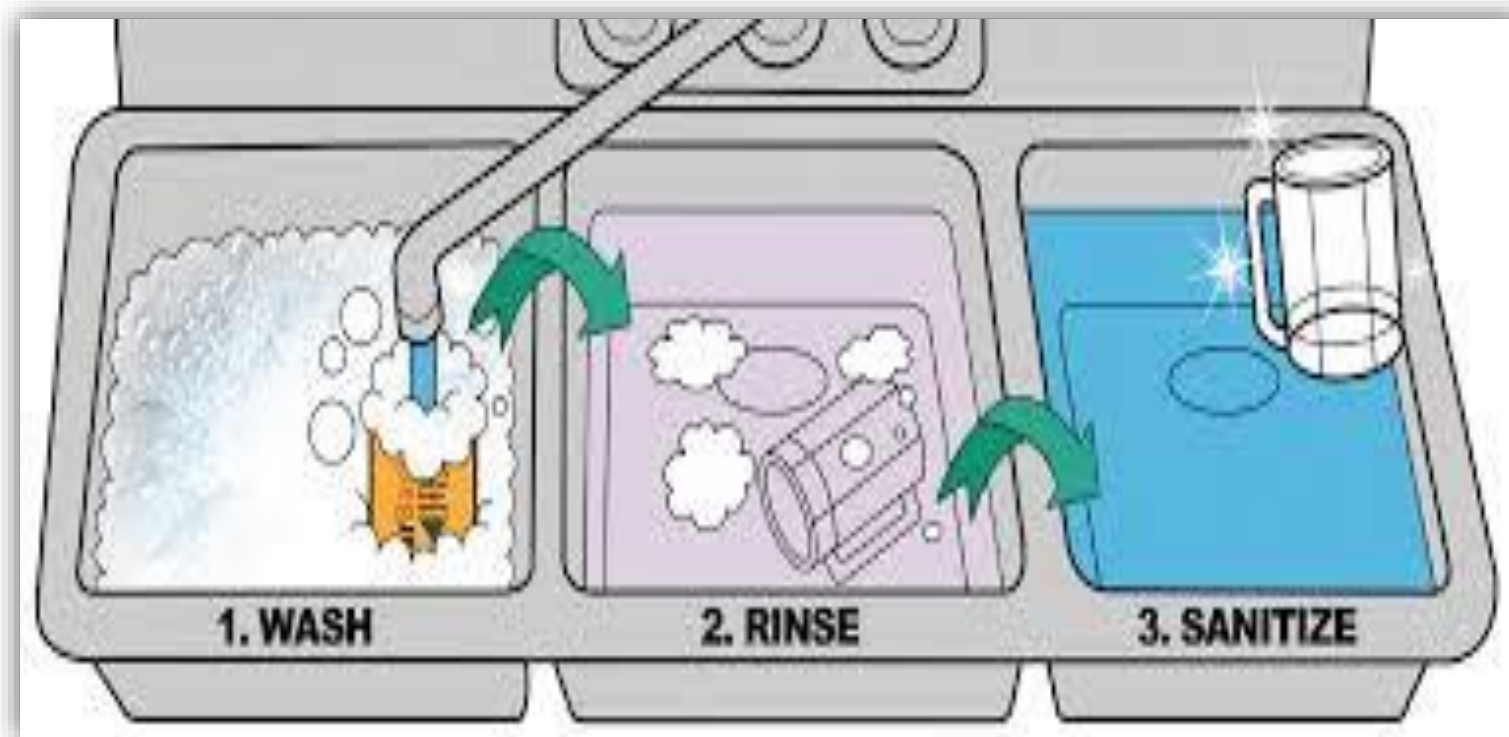
- ☐ sufficient lighting system shall be provided to the food establishment
- ☐ lighting fixtures should be covered to prevent breakages of electrical fittings to contaminate food.



LIGHTING - LUX LEVEL REQUIREMENT

| S. No. | Area | Level of luminance (lux) |
|--------|--|--------------------------|
| 1 | Food storage area | 220 approx |
| 2 | Inspection area | 540 approx |
| 3 | General Area | 220 approx |
| 4 | At food preparation surface | 500 approx |
| 5 | Retail, dishwashing, hand washing, toilet areas | 300 approx |
| 6 | For reading, inspection, and monitoring equipments | 600- 1 200 approx |

3-Compartment Sink for washing utensils



HANDLING ICE MACHINE



Clean & hygienic Ice Machine



Dirty Ice Machine

Activity V (A)

1. Restroom and refreshments rooms shall be separate from food process and service areas. (True/ False)
2. Mention three different requirements for hand washing facilities.
3. Mention how much air changes per hour are needed in any Bar, public room, café.
4. Lighting fixtures should be to prevent breakages of electrical fittings to contaminate food.
5. Recommended lighting at general area and at food preparation surface is and Lux units, respectively.



PERSONAL HYGIENE FOR THOSE INVOLVED IN SERVING OF ALCOHOL/ WORKING BEHIND THE BAR

- ❖ Always be clean, tidy and well groomed.
- ❖ Always rinse/wash bar equipment like cocktail shakers and strainers after use, even between drinks.
- ❖ Always wash and dry your hands frequently, especially after contact with citrus fruit/juices. This helps prevent hand dermatitis.
- ❖ Look after your hands, especially your fingernails, as these are always in view.
- ❖ Keep fingernails short, and if using nail polish, use neutral colors.
- ❖ Don't smoke or drink while working behind a bar, it is considered unsanitary.
- ❖ Don't allow champagne corks to 'pop' on removal, this is not recommended and dangerous.
- ❖ Never fill a glass to the brim



CLEANING AND SANITIZING

❖ CLEANING

- ❑ Makes a surface, dish or glass free of visible food, crumbs, or dirt. -Must be done before sanitizing or disinfecting.

❖ SANITIZING

- ❑ Kills germs by using chemical solutions or high heat temperatures.
- ❑ Soaking clean dishes or wiping surfaces and equipment with a solution that kills germs is another way to sanitize.

❖ DISINFECTING

- ❑ Wiping hard surfaces with a stronger solution than used in sanitizing.



SAFE HANDLING OF ICE

- ❖ Use a clean scoop for ice
 - ❑ DO NOT use your hands
- ❖ Store scoop in clean container
 - ❑ DO NOT store scoop in the ice
- ❖ DO NOT store any food or beverage in the ice
- ❖ Remove all ice and sanitize inside of the bin weekly
- ❖ Wipe down exterior and cover of ice bin daily



KEY POINTS TO REMEMBER

- ❖ Always present a Clean Glass
- ❖ Store Garnishes Safely
- ❖ Prepare Garnishes Properly
- ❖ Store Food in Food Safe Containers
- ❖ Keep Fruit Flies Away
- ❖ Clean spills immediately
- ❖ Commit to thorough cleanings at the end of the night
- ❖ Store liquor, juices and garnishes with lids if possible
- ❖ Monitor for Safe Temperatures
- ❖ Color-code chemicals and tools.
- ❖ Education
- ❖ Staff Hygiene
- ❖ Cleaning and Sanitizing



HOW TO CLEAN DISHWASHER SAFE GLASSES

Use the following steps as a guide for washing your glassware in a glass washer:

1. Pour out any leftover ice or liquid in the glass.
2. Load glasses into the correct size glass rack.
3. Place the glass rack into the glass washer and shut the door.
4. Set the glass washer to your washing preferences and start the cycle.



HOW TO CLEAN HAND WASH ONLY GLASSES

When hand washing glasses make sure to use a soft surface material, like a microfiber cloth. When hand washing you will need a stainless steel sink with separate sections for washing, rinsing, and sanitizing.

Using a Glass Washing Machine:

- ❖ Clean all sinks before using the machine.
- ❖ Place the machine in a sink filled with hot soapy water.
- ❖ Empty out remaining contents of the glass into a drain.
- ❖ Place the dirty glass over the middle scrub brush and rotate the glass on the brushes until all signs of residue are gone.
- ❖ Rinse and then sanitize the glass in separate sink compartments.

Washing by Hand Only:

- ❖ Clean all sinks used for washing.
- ❖ Empty contents of the glass.
- ❖ Clean the glass in hot water with a detergent solution.
- ❖ Rinse the glass in another sink to remove extra traces of food or detergent.
- ❖ Sanitize the glass in a separate sink by soaking it in hot water or a sanitizer.



HOW TO CLEAN CRYSTAL GLASSWARE

All crystal, unless otherwise noted, should be hand washed. Follow these steps when washing crystal:

1. Line a sink with a dish towel or soft cloth and fill warm water. The soft lining helps to prevent cracks or breaks.
2. Use a mild detergent to wash out the glasses one at a time.
3. Rinse with a vinegar-water solution and sanitize. The vinegar-water solution can help remove any existing water spots and prevent future spots.



Glassware Handling Do's and Don'ts

| DO | DON'T |
|--|---|
| Hold stemware by the stem of the glass; this is the strongest part. | Hold stemware by the bowl or foot. Any pressure placed on these locations can cause cracks or breaks. |
| Carry one glass in each hand and use dollies, racks, or serving trays if moving multiple glasses at once. | Carry glasses in "bouquets". |
| Only stack nesting glassware. | Stack glasses unless they nest. |
| Place silverware in designated silverware bins on bus carts rather than in glasses. | Place silverware inside of glasses. The metal "pits" and scrapes the glass through mechanical shock. This creates weak spots that will eventually cause the glass to break. |
| Use properly sized glass racks for storage and cleaning purposes. This is the best way to protect the glass during washing, storage, as well as transport. | Store glasses on hard surfaces. This can cause chipping and cracking. |

4 COMMON BARTENDER FOOD SAFETY MISTAKES

| Don't | Do's |
|--|--|
| ❖ Adding garnish to drinks with bare hands | ❖ Always use tongs, gloves, or utensils to add garnish to glass. ❖ Sanitize handle, sheath, and inside drip cup of bar gun daily. |
| ❖ Infrequently cleaning equipment | Remove nozzle and soak along with bar gun in sanitizing solution for 2 minutes weekly. |
| ❖ Improper solution concentrations | ❖ Soak glasses in sanitizing solution (1 Tablespoon bleach to one gallon cool water) for at least 1 minute. ❖ Use test strips to check for proper concentrations for sanitizing and disinfecting solutions. |
| ❖ Towel drying glasses | Allow glasses to air dry to prevent spreading germs. |



Activity V (B)

1. Process of making a surface, dish or glass free of visible food, crumbs, or dirt is known as
2. kills germs by using chemical solutions or high heat temperatures.
3. Which of the following is NOT the correct way of handling ice:
 - a) Only clean scoop should be used for ice
 - b) Hands should not be used to handle ice directly.
 - c) Store scoop in clean container
 - d) Scoop and any food or beverage can be stored in the ice
4. Mention any two key points in safe handling of alcohol.
 - i.
 - ii.
5. Smoking or drinking while working behind a bar is not permitted. Mention (True or False).



Section VI

❖ Hygiene Rating



FOUR MANDATORY REQUIREMENTS FOR HYGIENE RATING

1. Have FSSAI License/ Registration and follow schedule 4 requirements. Also, Adequate measures shall be adopted to ensure that food being served to the consumers is of good quality and safe to eat
2. Train all food handlers and appoint a certified Food Safety Supervisors
3. Must have Food Safety Display Boards prominently displayed in the premises
4. Get food samples tested periodically



RESPONSIBLE PLACE TO EAT

- **Distinguishing mark** granted to Food Businesses promoting food safety, nutrition and helping underprivileged.
- FBOs getting 4 or more hygiene rating can apply.
- 6 steps to become a responsible place to eat



1. Promote Personal Hygiene



2. Promote healthy eating



3. Promote safe water handling practices



4. Effective complaint handling








5. Open kitchen or kitchen visits



6. Donate Food



**Dedicated
Website**

| Hygiene Rating | Category | % Score |
|---|-------------------|--------------|
|  | Very Good | 81 to 100 |
|  | Good | 61 to 80 |
|  | Fair | 41 to 60 |
|  | Needs Improvement | 21 to 40 |
|  | Poor | 20 and below |



FOOD SAFETY AND STANDARDS
AUTHORITY OF INDIA
Inspiring Trust, Assuring Safe & Nutritious Food
Ministry of Health and Family Welfare, Government of India



HYGIENE RATING



4. Good

Name of the Restaurant

Location of the Restaurant

IS A RESPONSIBLE PLACE TO EAT


This restaurant adds value to society by promoting:



Personal Hygiene



Healthy Eating



Safe water handling practices



Effective complaint handling



Open kitchen/ Kitchen visits



Donate Food

Date of inspection :

Valid upto :

Authorized Signature

www.fssai.gov.in/servesafe

HYGIENE RATING



HYGIENE RATING CHECKLIST

Annexure

I. DESIGN & FACILITIES

| S. No. | Audit Question | Y/N /NA |
|--------|--|------------|
| 1 | Food establishment has an updated FSSAI license and is displayed at a prominent location. | |
| 2 | The food premise should be located in hygienic environment. The design of food premises provides adequate working space; permit maintenance & cleaning to prevent the entry of dirt, dust & pests. | |
| 3 | Internal structure & fittings are made of non-toxic and impermeable material. | |
| 4 | Walls, ceilings & doors are free from flaking paint or plaster, condensation & shedding particles. | |
| 5 | Floors are non-absorbent, non-slippery & sloped appropriately. | |
| 6 | Windows are kept closed & fitted with insect proof screen when opening to external environment. | |
| 7 | Doors are smooth and non-absorbent. Suitable precautions have been taken prevent entry of pests. | |
| 8* | Potable water (meeting standards of IS:10500 & tested semi-annually with records maintained thereof) is used as product ingredient or in contact with food or food contact surface. | |
| 9 | Equipment and containers are made of non-toxic, impervious, non- corrosive material which is easy to clean & disinfect. | |
| 10 | Adequate facilities for heating, cooling, refrigeration and freezing food & facilitate monitoring of temperature. | |
| 11 | Premise has sufficient lighting. Lighting fixtures are protected to prevent contamination on breakage. | |
| 12 | Adequate ventilation is provided within the premises. | |
| 13 | An adequate storage facility for food, packaging materials, chemicals, personnel items etc. is available. | |
| 14 | Personnel hygiene facilities are available including adequate number of hand washing facilities, toilets, and change rooms for employees. | |
| 15 | Food material is tested either through internal laboratory or through an accredited lab. Check for records. | |

II. CONTROL OF OPERATION

| S. N | Audit Question | Y/ N |
|------|---|---------|
| 16 | Incoming material is procured as per internally laid down specification from approved vendors. Check for records (like certificate of analysis, Form E, specifications, name and address of the supplier, batch no., mfg., use by/expiry date, quantity procured etc.) | |
| 17 | Raw materials are inspected at the time of receiving for food safety hazards.(Farm produce like vegetables, fruits, eggs etc. must be checked for spoilage and accepted only in good condition) | |
| 18 | Incoming material, semi or final products are stored according to their temperature requirement in a hygienic environment to avoid deterioration and protect from contamination. FIFO & FEFO is practised. (Foods of animal origin are stored at a temperature less than or equal to 4°C) | |
| 19 | All raw materials is cleaned thoroughly before food preparation. | |
| 20 | Proper segregation of raw, cooked; vegetarian and non-vegetarian food is done. | |
| 21 | All the equipment is adequately sanitized before and after food preparation. | |
| 22* | Frozen food is thawed hygienically. No thawed food is stored for later use. (Meat, Fish and poultry is thawed in refrigerator at 5 °C or below or in microwave. Shellfish/seafood is thawed in cold potable running water at 15 °C or below within 90 minutes. | |
| 23* | Vegetarian items are cooked to a minimum of 60°C for 10 minutes or 65°C for 2 minutes core food temperature. Non vegetarian items are cooked for a minimum of 65°C for 10 minutes or 70°C for 2 minutes or 75°C for 15 seconds core food temperature. | |
| 24* | Cooked food intended for refrigeration is cooled appropriately. (High risk food is cooled from 60° C to 21°C within 2 hours or less and further cooled to 5° C within two hours or less.) | |
| 25 | Food portioning is done in hygienic conditions. High risk food is portioned in a refrigerated area or portioned and refrigerated within 30 minutes. Large amount of food is portioned below 15 °C. | |
| 26* | Hot food intended for consumption is held at 65° C and non-vegetarian food intended for consumption is held at 70°C. Cold foods are maintained at 5°C or below and frozen products are held at -18° C or below. (*Hot food is kept above 65°C and cold food is kept below 5°C but below 10 °C upto 42 hours for not more than two hours only once.) | |
| 27* | Reheating is done appropriately and no indirect of reheating such as adding hot water or reheating under bain-marie or reheating under lamp are being used. (The core temperature of food reaches 75°C and is reheated for at least 2 minutes at this temperature.) | |
| 28 | Oil being used is suitable for cooking purposes is being used. Periodic verification of fat and oil by checking the color, the flavour and floated elements is being done. | |
| 29* | Vehicle intended for food transportation are kept clean and maintained in good repair & are maintain required temperature. (Hot foods are held at 65° C, cold foods at 5° C and frozen item -18°Cduring transportation or transported within 2 hours of food preparation). | |
| 30 | Food and non-food products transported at same time in the same vehicle are separated adequately to avoid any risk to food. | 71 |
| 31 | Cutlery, crockery used for serving and dinner accompaniments at dining service are clean and sanitized free from unhygienic matters | |

III. MAINTENANCE & SANITATION

| S. No. | Audit Question | Yes/No/NA |
|--------|---|-----------|
| 33 | Cleaning of equipment, food premises is done as per cleaning schedule & cleaning programme. There should be no stagnation of water in food zones. | |
| 34 | Preventive maintenance of equipment and machinery are carried out regularly as per the instructions of the manufacturer. Check for records. | |
| 35 | Measuring & monitoring devices are calibrated periodically. | |
| 36 | Pest control program is available & pest control activities are carried out by trained and experienced personnel. Check for records. | |
| 37* | No signs of pest activity or infestation in premises (eggs, larvae, faeces etc.) | |
| 38 | Drains are designed to meet expected flow loads and equipped with grease and cockroach traps to capture contaminants and pests. | |
| 39 | Food waste and other refuse are removed periodically from food handling areas to avoid accumulation. | |

IV. PERSONAL HYGIENE

| S. No. | Audit Question | Yes/No/NA |
|--------|---|-----------|
| 40 | Annual medical examination & inoculation of food handlers against the enteric group of diseases as per recommended schedule of the vaccine is done. Check for records. | |
| 41 | No person suffering from a disease or illness or with open wounds or burns is involved in handling of food or materials which come in contact with food. | |
| 42* | Food handlers maintain personal cleanliness (clean clothes, trimmed nails & water proof bandage etc.) and personal behaviour (hand washing, no loose jewellery, no smoking, no spitting etc.) | |
| 43 | Food handlers are equipped with suitable aprons, gloves, headgear, etc.; wherever necessary. | |

V. TRAINING & RECORDS KEEPING

| S. No. | Audit Question | Yes/No/NA |
|--------|--|-----------|
| 44 | Internal / External audit of the system is done periodically. Check for records. | |
| 45 | Food Business has an effective consumer complaints redressal mechanism. | |
| 46 | Food handlers have the necessary knowledge and skills & trained to handle food safely. Check for training records. | |
| 47* | Appropriate documentation & records are available and retained for a period of one year, whichever is more. | |

Each parameter scored as 2

Activity VI

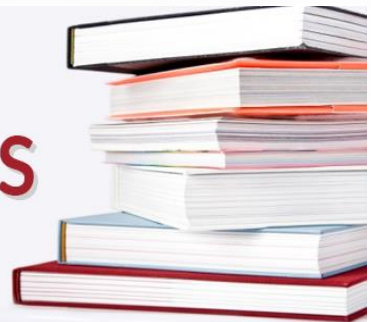
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ACKNOWLEDGEMENT

- Food Safety and Standards Authority of India
- WHO Global Status report on Alcohol and Health, 2018
- International Center for Alcohol Policies (Recorded) & European Forum for Responsible Drinking (EFRD) (2008).
- Responsible service of alcohol: A server's guide. Washington, DC: International Center for Alcohol Policies
- International Alliance for Responsible Drinking (IARD) 2015
- The Constitution Of India (Part IV.—Directive Principles of State Policy.— Arts. 43—48A.)

REFERENCES



THANK YOU

FOR MORE INFORMATION, PLEASE VISIT

www.face-cii.in

