

S.H.I.P.

Sanitation and Health Improvement Program

Food Worker and Supervisor Sanitation Training Manual

*Sanitation is a way of life, It depends upon people
and their use of good sanitation practices
more than on the equipment used.
It is the result of constant effort - regularly practiced.
Sanitation is not accidental.
The health of thousands of our guests
depends on our sanitation practices.*

PRINCESS CRUISES

Introduction

Princess Cruises offers a holiday experience that places ultimate luxury into travel. The fleet of ten gleaming ships provide what the traveler expects: first class amenities and a warm, safe, friendly atmosphere. Only the best cuisine is served on tables set with crisp white linen, sparkling silver and fresh cut flowers.

We are in the business to make our foodservice a positive, memorable experience.

We at Princess Cruises must assure that food service must not be only a pleasant experience, but also must be a safe and healthful experience. Food will transmit disease organisms if stored, prepared or served in an unsanitary manner. Food borne illnesses due to microbiological and chemical contamination could affect the entire ship population (both crew and passengers); and, when it does occur, it is most often traced to unsafe and unacceptable food sanitation practices.

Properly trained food service workers and consistently good sanitation practices are a major goal of Princess Cruises and our first line of defense against food borne illness. Every effort is made to employ food workers who are bright, friendly, motivated, have a “willing to help” attitude, a good sense of humor and an ability to take responsibility for protecting our passengers’ health. Anything that reflects unfavorably on our food service, such as contaminated food or a major illness caused by food or drink jeopardizes a great holiday experience, our reputation and the financial survival of our industry.

This manual, and the accompanying training aids and presentations, are intended to make you aware of your involvement with the health of the shipboard travelers and your fellow crewmates. Their health and well-being may well depend on your careful sanitation practices that will keep micro-organisms (germs, bacteria) and other contaminants (hair, dirt, etc.) out of food. It is your job to be aware of the dangers that exist as you carry out your daily responsibilities. Quality, safe, uncontaminated food must be foremost in your mind.

We are pleased to have you as part of the Princess team. If you have any questions about the contents of this manual, the training, or what you see in the videos, please make a note to discuss them with the instructor or your supervisor.

Peter Ratcliffe, PRESIDENT

R.L. Wade, PhD, MPH, FAIC - Vice President Environmental Health.

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SECTION I

Sanitation and Food-Borne Disease

A. Introduction

As a food worker, supervisor or lead hand, you are involved with the health of your customers. Their health may depend on your keeping different organisms (germs, bacteria), chemicals and other contamination out of the food. In order to understand how to prevent these bacteria from contaminating foods, this section will deal with disease-causing bacteria, their growth and control.

For years, people have known that health and good sanitation go hand-in-hand. Proper management of sewage and waste disposal, as well as food milk and water, are important to our healthfulness. It is when our safeguards drop that people get sick, and some times die.

In the early days, sewage, garbage, and other wastes were thrown into the streets. Sickness and early death were common - and unnecessary. Now, our sanitation practices are much better. However, when we drop our guard and return to unsanitary practices, we run the risks of the return of sickness and early death.

B. Causes of Disease

QUESTION: What causes many diseases?

ANSWER: “Germs” (microorganisms), “chemicals”, and non-food items

“Germs” related to food are tiny, living organisms, plants, and animals which may only be seen through a microscope. These “germs” may be yeast, molds, viruses, protozoa, worms, or bacteria. They are small enough for 25,000 lined up side by side, to measure only one inch. Some are beneficial (helpful) and some are harmful. For example:

FUNGUS Yeasts act as leavening agents for such things as bread and beer. Some develop different flavored cheeses. Other types may cause valley fever.

VIRUSES cause influenza, AIDS, hepatitis and other diseases, such as polio and cold sores.

PARASITES Protozoa. These animal organisms may cause diseases - one of which is malaria. Worms Pinworms may, for example, be spread from person to person. Pork, fish and other animal tissue may carry worms, and if not cooked properly they will be ingested by the person eating the food, causing that person to become ill.

BACTERIA are found just about everywhere. Raw food, animals and people. There are 5 types of bacteria that cause food poisoning: SALMONELLA, CLOSTRIDIUM PERFRINGENS, STAPHYLOCCUS, CLOSTRIDIUM, BOTULINUM, and PATHOGENIC E. COLI.



C. Growth of Bacteria

QUESTION: **How do bacteria grow?**

ANSWER: One bacteria will double in number every 15 - 20 minutes when there is proper temperature.

They prefer the human temperature -100° F.

Beginning

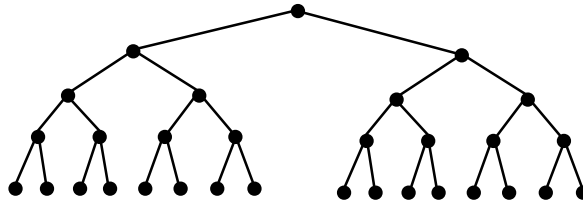
One Bacteria

15 minutes later

30 minutes later

45 minutes later

60 minutes later



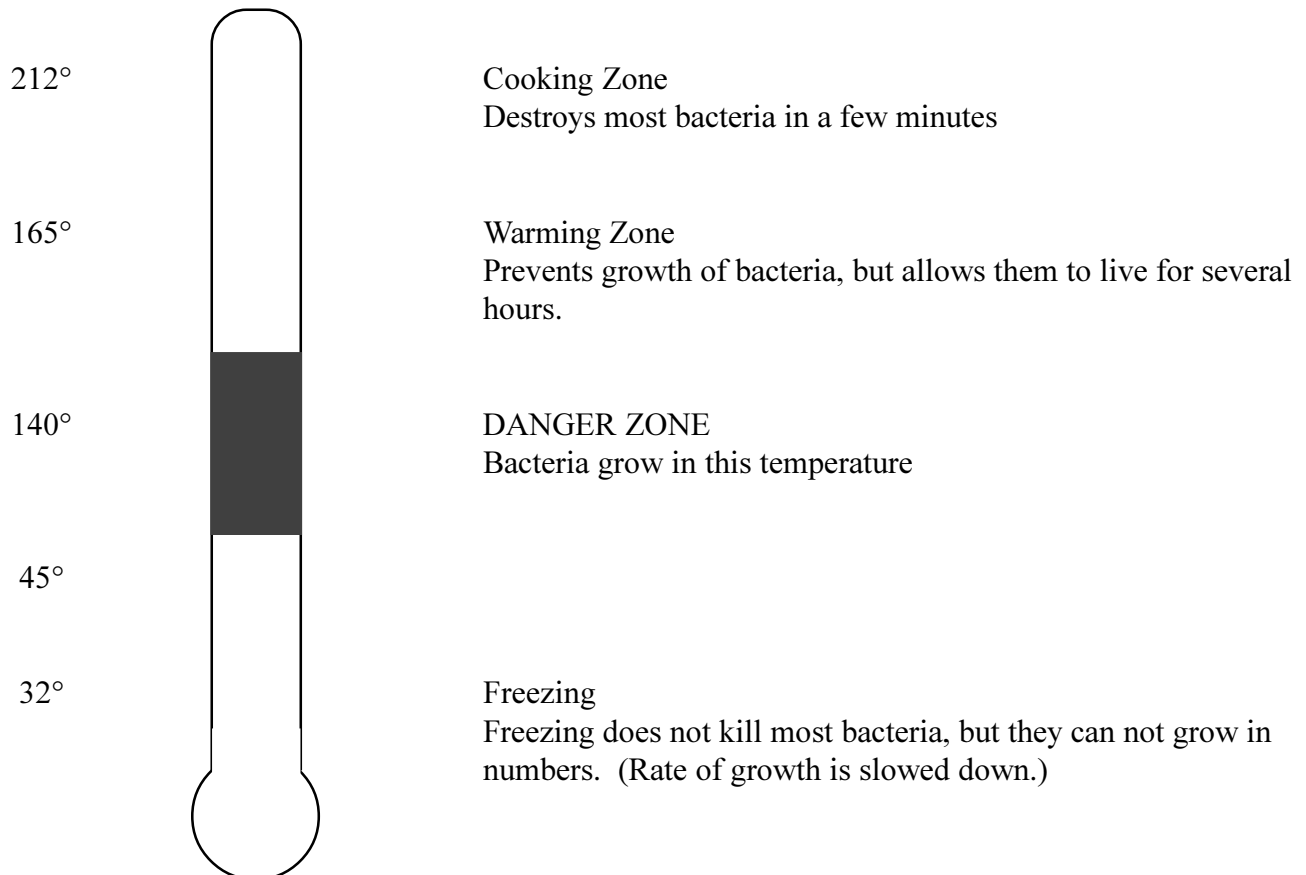
4 hours later, one bacteria will have multiplied into 65,536 bacteria.

Within a very short time, millions of disease-causing bacteria may grow from a single bacteria carried in a cough or sneeze.

We must prevent bacteria from spreading and growing.

QUESTION: **In what temperatures will bacteria grow?**

ANSWER. Most disease causing bacteria grow in the danger zone:



QUESTION: What types of food will support the growth of bacteria?

ANSWER: Watch these foods - Bacteria love them!

Cream filled or custard filled pastries, cakes and puddings

Any dish made with cream sauce

Meats, poultry and fish

Dressing for poultry or meat

Sandwiches, sandwich filling

Any foods composed in whole or in part of meat, milk and eggs

Watch out for cracked eggs.

We will now discuss the control of food poisoning caused by bacteria (most bacteria-control methods will also control other microorganisms).

D. Control of Bacteria

QUESTION: Bacteria, like people, need what 4 things to live?

ANSWER:

FOOD



WATER

TEMPERATURE



TIME



Which of these can you control? **TIME! AND TEMPERATURE!**

Death may result from “bacterial food poisoning”, and it nearly always causes discomfort and pain. It can be prevented. It is important to remember that “bacterial food poisoning” is the result of food intoxication or food infection.

QUESTION: How is food poisoning spread?

ANSWER: By “chain of infection”.

E. Chemical Contamination

QUESTION: How can chemicals contaminate food?

ANSWER: Chemicals, which make food poisonous, may come from several sources.

1. Using cooking utensils not meant for use in food preparation areas. For example, using refrigerator shelving for bar-b-que racks may contaminate the food with poisonous metallic compounds. Cleaning compounds, such as oven cleaner, mixed up in foods will cause contamination.
2. Accidentally adding chemicals or insecticides may also contaminate food, making it poisonous. All chemicals and insecticides must be stored away from foodstuffs. Use pest-control professions for control. (Assure food and serving containers are protected during pesticide applications. Always supervise pest control applications)
3. Adding too much of some food “spices” can cause sickness. For example, too much monosodium glutamate (MSG) or preservatives (sulfites) may cause vomiting and diarrhea.

QUESTION: How may chemical food poisoning be prevented?

ANSWER: Be sure all poisons are clearly labeled, and follow directions for use exactly. Never store any chemical in any container that is not the original container provided by its manufacturer.

Never store poisons in food preparation areas.

Store in separate isolated area and never above eye level.

Don't use unprotected insect sprays over or near food or around food storage areas.

Don't keep any acid food or drink in a galvanized container.

Wash hands thoroughly after use of poisons.

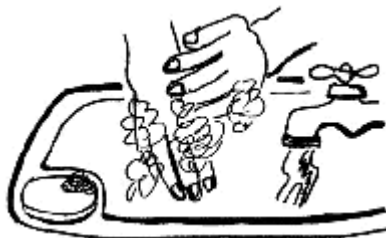


SECTION II

Personal Hygiene

The following list is suggested as a guide for your own personal hygiene. The manner in which you keep healthy may also affect the health of those you meet or for whom you prepare food or handle utensils.

1. Cleanliness is the best sanitation. *Bathe daily. Wash hands frequently*, and always wash hands before starting work, after coughing or sneezing, use of tobacco and after each visit to the toilet. Dry hands with disposable towel. Always wash hands between jobs of handling different kinds of foods.
2. *Keep your fingernails trimmed and clean.* A good method for consistent nail care is using a fingernail brush, morning and evening. Do not use nail polish.
3. *Brush your teeth* at least once daily.
4. Keep your *hair neat and clean and confined* (hair covering).
5. Change underwear daily.
6. Use a *deodorant*.
7. *Wear clean clothing.*
8. Keep yourself healthy. Get enough *sleep*. Eat a *balanced diet*. Practice *good posture* so that when you stand, your hands rest along your thigh/hip region.
9. *Dress appropriately.* Wear low-heeled, closed-toe shoes. If you must wear extra clothing for warmth while working, wear lint-free overgarments, which fit well and won't become entangled in equipment.
10. If you wear glasses, keep them clean for your own protection.
11. Wear *hair confining* nets or, for shorthaired men, caps. The law requires this and will not permit the use of sprays instead of hairnets or caps. Avoid the use of hairpins, which may fall out.
12. Report to work promptly, and store personal belongings in a specified area, away from the food or cleaning area.
13. Avoid excessive makeup and perfume, which may annoy customers.
14. Always be aware of how much you may be spreading bacteria. *Cover sneezes and coughs*, and avoid leaning over counters. Groom yourself in private, and *do not scratch your head, face, arms or place pencils behind your ear*. Bacteria can be spread in any of these ways.
15. *Change aprons often*
16. *Concentrate on your job.* Work smoothly. Do not run. *Work as a team member.* Remember to respect your position in the food industry. Your responsibility is great, and the public's health is at stake.



SECTION III

Sanitary Food Preparation

A. Introduction

You play an important role in food handling - whether you are bartender, dishwasher, server, meat cutter, bus boy, chef, in management, or any other food-establishment job. Your job may affect the health of the public. Your job is a vital step in the teamwork that keeps your business or job alive. As a member of the team, you should know about the food preparation safeguards in this section. *You are able to prevent sickness by constantly practicing good hygiene.*

B. Precautions

1. Food should be handled as little as possible. If you can avoid touching food - DON'T TOUCH IT. The more food is handled, the greater the possibility of contamination.
2. *Keep foods covered.* Do not store uncovered food in refrigerators or freezers, on work surfaces or in the storeroom. Dirt or contamination from other containers may fall or be scraped into the uncovered containers below them.
3. Refrigeration. Remember the *time/temperature relationship*. Bacteria grow in foods whose temperatures are in the "danger zone".
Do not allow food out of a refrigerator for more than an hour. Even when you place the food in the refrigerator after a long period at room temperature, it will take some time to cool down. During these times, bacteria will be growing.
Rapidly cool food by placing it in the refrigerator while not. Leave the food uncovered until it has reached 45° F, and then cover the food.
Don't stack food on top of other food. Cold air should circulate around the container. *Large containers of food do not cool rapidly.* Warm spots or "spoil pockets" may remain and allow bacteria to grow. Don't store foods in containers more than *three to four inches deep* unless they are in a properly heated hot well or steam table.

REFRIGERATOR STORAGE LEVELS FOR FOOD PRODUCTS

| | |
|--------------|---|
| Top level | Desserts, cheese, bread, salads and garnishes |
| Level 5 | Pasta |
| Level 4 | Cooked products |
| Level 3 | Raw seafood |
| Level 2 | Raw beef |
| Bottom level | Raw chicken |

4. *Keep hot foods hot and cold foods cold.* Products containing eggs, milk, products and meats must be refrigerated or kept hot.
5. *Rapidly reheat foods to at least 165° F.* before placing into steam tables. Food must be *stirred or turned* to make sure all parts of the food are thoroughly reheated to the proper temperature.
6. *Do not handle dishes except by their edges or bottom.*
7. *Do not store acid foods* - such as tomato sauce, fruit juices and tea - *in metallic pitchers.* The metal may dissolve and cause chemical food poisoning.

8. *Thawing foods.* When thawing foods, there are only *three approved methods*:
- Under refrigeration (34 - 40° F.)
 - Under cold water in clean and sanitized sinks
 - In a microwave
- Never thaw foods using hot water*
Never thaw cooked and raw foods together.
Never refreeze a thawed frozen food
Do not reuse food items returned from the customer to the preparation area
9. The stirring spoon should be used only for stirring, and should not be dipped into dry ingredients. Stirring spoons, spatulas, and wooden paddles and forks used in cooking must be washed after each use. *Spoons used in tasting must be washed and sanitized after each use.*
10. *Clean and sanitize cutting boards and tables after each use.* Never cut cooked food or meats on a cutting table, which has not been sanitized after cutting uncooked food. *Clean and sanitize the can opener daily;* the blade and other working parts. Never use wooden cutting boards.
11. *Do not use spoiled or damaged food.* Cracked eggs are possible disease transmitters. If food smells spoiled or if you doubt its quality, remember - **WHEN IN DOUBT, THROW IT OUT!**
12. *Cover coughs or sneezes* with disposable tissues. Always wash hands after each cough or sneeze.
13. *Keep raw meats separate from other foods.*
14. *Use scoops, tongs, forks, spatulas or disposable gloves,* etc., to pick up ice, unwrapped butter patties, pies, cakes, rolls, donuts and other food items.
15. Pick up clean or used glasses by their base.
16. *Pick up silverware and cups by handles only.*
17. Observe the *No Smoking* rule while handling or preparing food or drinks. Remember the use of tobacco in any form while preparing food is prohibited.
18. *Stay off work if ill* or seeking medical care.

C. Sanitizing Solutions

To prepare a sanitizing solution, add 1 tablespoon of household (5%) bleach to each gallon of warm water, or, 1 ounce for each 4 gallons of warm water.

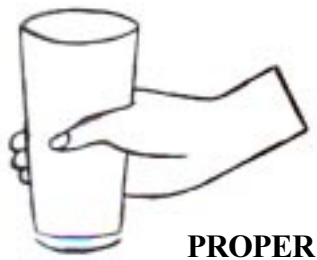
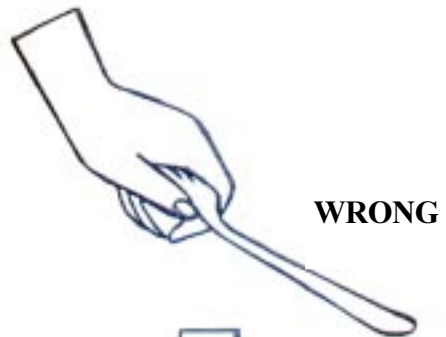
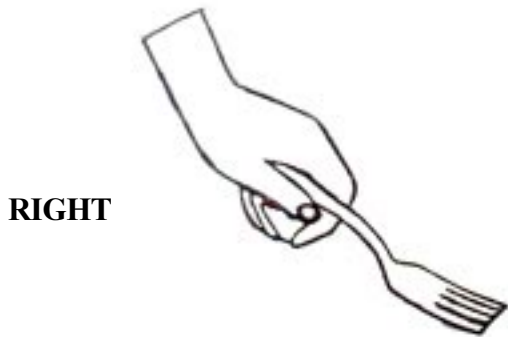
Now you can use one tablet for each gallon of simple water.

D. Wash Hands Frequently

- Before starting work
- After touching hair, face coughing or sneezing
- After using the toilet
- Before and after working with raw food.
- Before handling ready-to-eat foods
- After eating, breaks, handling dirty dishes, Utensils, and taking out the trash.



Handling of Eating Utensils



SECTION IV

Cleaning for Safe Food Service

A. *Utensil Cleaning and Sanitizing*

Whenever utensils are to be reused, they must be sanitized according to approved methods. This legal requirement is for the protection of the customer and the employee. After all, dirty dishes may carry disease from methods for multi-use utensils:

BY HAND

1. Prepare equipment.

| | |
|-----------------------|-------------|
| Sink (3 compartments) | drying area |
| Sanitizer | hot water |
| Scraper | detergent |

2. Pre-wash or wet-scrape dishes.
3. Wash in hot water with a good detergent.
4. Rinse in clean, hot water
5. Sanitize, using an approved chemical sanitizer

GENERAL RULE:

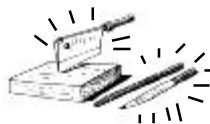
- 1 oz. Household bleach (5% solution) for 4 gallons of water, OR
- 2 oz. Quaternary compounds (5% solution) for 4 gallons water
- Maintain these concentrations by frequent changing.

6. Air-dry the dishes, inspect and store in a clean, well-protected place
7. These instructions apply to kitchen as well as bar sink.

WASH *Change water often to keep it clean and as hot as hands will stand.*
RINSE *Rinse in plain water to remove detergent*
SANITIZE *Use proper amount of chemical. Change solution often to keep clean*
DRAIN *Let dishes dry in the air before stacking.*

BY MACHINE

1. Fill machines, add detergent, and turn to heat. Keep wash temperature as specified by machine manufacturer, normally 150° - 160° F. (Check temperature daily). If machine does not reach at least 150° F. DO NOT USE -notify supervisor.
2. Sort, scrape and pre-rinse the dishes
3. Rack dishes so water reaches every surface
4. Run machine for the specified time on data plate of the machine
5. Sanitize rinse at 180° F. for time specified on data plate or use a chemical sanitizer as approved.
6. Air-dry dishes and glasses. Inspect. Set aside any that are not clean
7. Take machines apart and clean
8. Never let food waste accumulate on Galley floor.



B. Housekeeping and Sanitation

Each employee plays a certain role in keeping food production sanitary. The cleanliness of all areas affects the quality of the food.

We have learned that bacteria are found everywhere. Bacteria are carried into the work area by air, pests, cartons and containers, delivery people, customers and employees. Bacteria ride on our bodies and clothing from our hair down to our shoes. These facts make it necessary for food workers to keep their eyes open for possible bacteria and pests in hiding places. Such hiding places, as well as other areas, should be cleaned and sanitized often and regularly.

QUESTION: What can I do to help?

ANSWER: Good employees would:

1. Store kitchen utensils properly, *away from dust and dirt. Turn cups and glasses upside down.* Be sure that they are clean and are not stored on shelf paper or towels.
2. Be sure that every food item *is covered and stored at least six inches above the floor.*
3. *Wipe up spills* immediately
4. Clean and mop floors often, *using a sanitizing solution.* Be sure to clean under equipment and around equipment legs. A build-up of dirt and grease will feed bacteria and insects. Dust on floors and other surfaces will be bacteria hiding places.
5. Clean all parts of all equipment to *remove daily dirt.* Be sure to unplug electrical equipment before cleaning.
6. Use only clean water, mops or cleaning cloths.
7. When new food supplies arrive, check them for quality and place them on the storage shelves with *the older stock in front.* This is called "*rotation*".
8. Keep stored food away from walls, off the floor, and arranged so that routine cleaning can be done around and under supplies.
9. *Sanitize all waste containers daily.* Use only plastic bags for food waste storage. Even when plastic bags are used, garbage cans should be sanitized with soap, water and sanitizer. Keep containers covered, clean and emptied regularly.
10. Wipe all surfaces, including customer tables and counters with a *sanitizing solution* each time the surface is used.

11. *Sanitize restrooms.* Clean not only the floors and walls, but also the sinks and faucet handles, doors and door-knobs, mirrors, and the toilets and urinals -both inside and outside. Be sure that disposable towels, liquid or powdered soap, and toilet tissue are in their dispensers. Keep restrooms clean and fresh smelling.
12. Repair or *report to the management any faulty or broken equipment.* This includes broken floor tiles, peeling paint, equipment that does not reach safe temperatures, leaky pipes, etc.

Always remember that you are serving the public, and that the *public is watching you.* If your work area is dirty or untidy, they will think you and the food establishment are dirty and untidy.

*Do your part in good housekeeping.
Good housekeeping is good business
Good housekeeping prevents accidents.*

See page 10 for sanitizing solutions.

C. Pests Carry Disease

Mice and rats carry disease. Flies and cockroaches are also real disease carriers. They carry bacteria to anyplace they visit. Since flies have no teeth to chew food, when they land on hard food they must soften it in order to eat. To do this, they actually vomit, soften the food, and suck the food back into their bodies, leaving thousands of bacteria behind them when they fly away.

These pests must be kept out of food establishments and off of food products and food preparation surfaces:



D. Security as a Habit

Accidents don't just "happen" they *are caused!* You can prevent injuring yourself and others by following rules:

Common Food Worker Accidents are:

1. Slips and fall
2. Cuts
3. Burns
4. Bumps and bruises
5. Electrical shock
6. Improper lifting

These accidents are caused by:

Failure to follow proper equipment safety instructions
Inadequate maintenance
Not paying attention to job
Haste
Employees' resistance to training
Inadequate equipment
Slips on wet floors
Improper shoes

To avoid these dangers, follow these safety procedures:

Keep floors and aisles in good repair, clean dry, and clear.
Walk - don't run
Repair sharp or jagged edges, walls and equipment
Never stand on chairs - use safe ladders
Place heavy items on lower shelves
Close doors and drawers immediately after using
Use dry cloths and mitts for handling hot food containers
Return equipment to its correct place
Avoid having water near hot grease
Use a broom to remove broken glass - don't use bare hands
Unplug electrical equipment before cleaning
Keep knives sharp, pay attention when cutting, and learn to cut properly
Handle glassware properly and check for chips
Never carry a "lazy-man's load" - carrying too much in order to finish faster is a dangerous practice
Keep fire extinguisher handy and know how and when to use them. Be sure they are checked yearly.



SECTION V

Summary

The goals of the food-service worker in a sanitation program are:

1. *Reduction of disease*
2. *A happier public*
3. *Satisfaction in a job well done*

Follow these simple rules:

1. *Prevent contamination and adulteration* (the addition of improper or poisonous materials) of food
2. *Break the "chain of infection"*
3. *Keep foods safe*. That means *hot foods hot and cold foods cold*; no long exposure at room temperature and as little handling of food as possible
4. *Keep your personal sanitation standards high*

Conclusion

Your role in keeping food clean is a great responsibility. Your responsibility to the public, the law, and to yourself, places you in a very important position. You may play a part in a major epidemic if you are not always careful. No matter what the cost may be, if you question the cleanliness of food or drink - **THROW IT OUT!** The smell of spoiled food may not always be the key to contamination. Some foods may be highly infected and not look or smell bad. *Your expert ability and judgement are very important.*

"Clean" means different things to different people. Cleanliness is a habit. It is sanitation. It should be the motto of every food-service worker. It has one goal - *protect and please the public you serve*, while preventing contamination of their food.

Cleanliness is your responsibility. It is important. Stop a minute and evaluate where you work.... How does it rate? *How do you rate?*

When you practice sanitation, you will be able to be proud of your job and know that you have done well in protecting yourself and others from disease and illness.

We at Princess Cruises are proud of our foodservice and the personnel that make it possible. We hope you will always be willing to learn - listen to advice and follow instructions. *You can prevent the spread of disease. Keep hands clean, hair confined, and always be aware that you are part of an important team.*

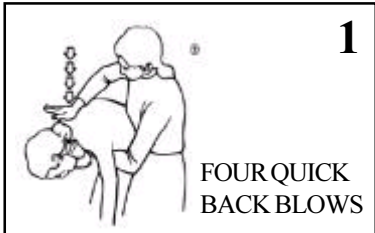
FIRST AID FOR CHOKING



CHOKING SIGNS: CANNOT *SPEAK*
MAY BE UNCONSCIOUS- MAY BE BLUE *COUGH*
Do not interfere if victim can speak, cough or breathe *BREATHE*

SEND OR CALL FOR HELP

**VICTIM CONSCIOUS
(SITTING OR STANDING)**

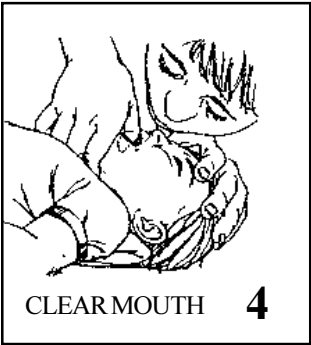
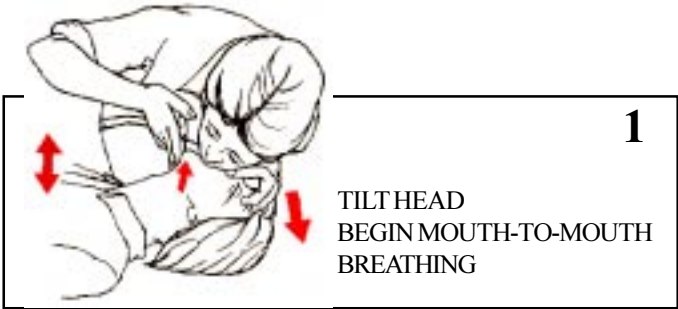


REPEAT
until effective or
victim is conscious

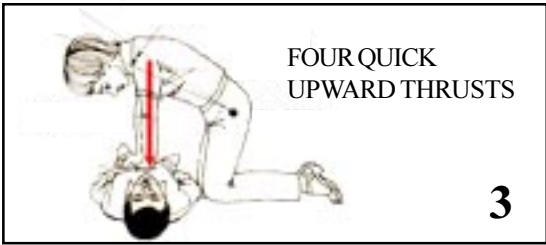
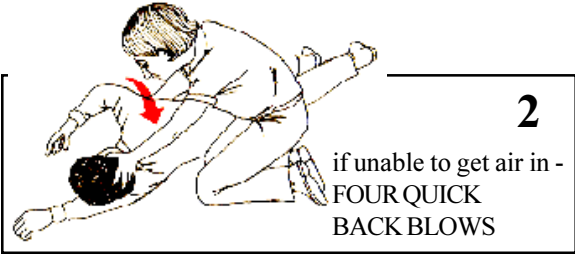


**VICTIM UNCONSCIOUS
(LYING FACE UP)**

REPEAT
until victim
is breathing



*Clear mouth any time
objects can be seen*



RESUMEN DE LAS PRINCIPALES REGLAS DE SANIDAD

Lo que sigue es un resumen de las principales reglas de la Sanidad Norteamericana USPH (UNITED STATES PUBLIC HEALTH)

- No poner equipos para limpiar, guantes, sustancias químicas, etc. en los mismos lugares en donde se guarda comida o equipo para cocinar.
- Insecticidas y otras sustancias tóxicas tienen que ser puestas en lockers completamente distintos.
- No poner cartones, papeles u otros arriba de las superficies de trabajo, estas tienen que estar libres y ser lavadas con el sistema tres cubetas.
- **EL SISTEMA A TRES CUBETAS SE CONSTITUYE DE TRES CUBETAS CADA UNA CON SU ESPONJA:**
 1. **“LAVAR” ESTA CUBETA COLOR GRIS CON AGUA TIBIA Y JABON**
 2. **“ENJUAGAR” ESTA CUBETA COLOR BLANCO SOLO CON AGUA LIMPIA Y TIBIA.**
 3. **“DESINFECTAR” ESTA CUBETA COLOR ROJO CON AGUA FRIA Y CLORO 5% CLORO**

DEBE LAVARSE PERFECTAMENTE CON LA CUBETA No. 1 Y ENJUAGARSE CON LA CUBETA No. 2, USANDO ENSEGUIDA LA CUBETA No. 3 PARA DESINFECTAR. DESPUÉS DE ESTA ULTIMA OPERACIÓN NO SE DEBE DE SECAR CON SERVILLETA U OTRO ABSORBENTE, DEJARLO SECAR AL NATURAL. CUANDO EL AGUA SE ENFRIA, EN LA CUBETA 1 Y 2, DEBE DESHECHARSE Y PREPARAR NUEVAMENTE CON AGUA TIBIA.
- **THREE BUCKET SYSTEM:**
 1. **“WASH” COLOR GREY WITH WARM WATER AND SOAP**
 2. **“RINSE” COLOR WHITE WITH WARM AND CLEAN WATER.**
 3. **“SANITIZING” COLOR RED WITH COLD WATER AND BLEACH “CHLORINE”**
- Evitar tocar con la mano desnuda las comidas, especialmente las que no tienen que ser cocidas (como pan, salami, ensalada, etc.) poner guantes o usar los instrumentos idóneos.
- ESTA PROHIBIDO FUMAR, COMER O BEBER EN EL AREA DE LA COCINA.
- Las comidas frías tienen que ser guardadas a temperaturas de 40° F (4° C.) o menor, y las comidas calientes a 140° F (60° C) o superior
- Los recipientes con comida nunca se pondrán en el suelo, pero tendrán que ser puestos arriba de tarimas a una altura mínima del suelo de 18-20 centímetros. Cada recipiente tiene que tener marcado afuera el contenido.
- La temperatura de los refrigeradores no tiene que superar los 40 grados Fahrenheit (4° Centígrados), avisar al supervisor en caso de que sea mas alta.
- En los refrigeradores, las comidas cocidas tienen que ser puestas en repisas distintas, y no arriba o debajo de comidas crudas. Las comidas pretratadas como salami, camarones cocidos, cangrejo sintético, salmón u otro pescado ahumado, se consideran cocidos.
- Todos los víveres guardados en refrigerador tienen que ser cubiertos.
- El espesor de comidas en los contenedores, no tiene que ser mas alto de 10 centímetros.
- El material para preparar comidas, tiene que ser trasladado a contenedores lavables antes de ser llevados a la cocina. Nunca se subirán empaques de cartón a la cocina.
- Los instrumentos usados tienen que ser del tipo aprobado, no usar cosas personales como cuchillos que no sean reglamentarios. No usar el fregadero para manos para lavar instrumentos de trabajo.
- **LÁVENSE LAS MANOS FRECUENTEMENTE, ESPECIALMENTE DESPUÉS DEL USO DE SERVICIOS HIGIÉNICOS. QUE LOS UNIFORMES ESTEN SIEMPRE LIMPIOS Y SE AFEITEN CADA DIA. UÑAS BIEN RECORTADAS Y LIMPIAS. EN CASO DE INSPECCION LA HIGIENE INDIVIDUAL TIENE MUCHA INFLUENCIA EN EL RESULTADO DEL JUICIO.**

REGLAS DE U. S. P. H. S.

INCLUSO B (Personal de Comedor)

1. Todo el personal debe presentarse a sus funciones rasurado, con el cabello peinado y con el uniforme limpio.
2. Platos limpios y sucios deben de mantenerse separados de acuerdo a las instrucciones especificadas por la U.S. P. H. y evitar así la contaminación cruzada (cross contamination)
3. Se deben lavar las manos después de haber tocado platos, vasos, cubiertos, servilletas o manteles sucios y antes de tocar platos, vasos, cubiertos, servilletas o manteles limpios.
4. La ruta a seguir para transportar platos sucios, etc., a la cocina y platos limpios, etc., de la cocina debe de ser asignada por su barco.
5. Por ningún motivo se permite fumar, beber o comer en el comedor durante el servicio.

PARA LOS QUE TRABAJAN EN EL COMEDOR

Además de lo explicado en la pagina precedente, recomendamos:

- No llevar cosas limpias y sucias en la misma charola
- Dejar la charola usada por cosas sucias en la maquina y cambiarla por una limpia
- No tocarse cara (nariz) u otras partes del cuerpo cuando trabajan
- Lavarse las manos después del contacto con platos y cubiertos sucios (en el limite posible)
- Usar los contenedores especiales para cubiertos.
- No se sequen el sudor con servilletas
- No secar platos o cubiertos lavados, tienen que secarse por si mismos por evaporación
- Absolutamente no tocar con las manos comidas, usar guantes o utensilios.
- RECUERDEN QUE MUCHAS VECES, TRABAJANDO, OLVIDAMOS QUE HAY OTRAS PERSONAS QUE NOS OBSERVAN, COMO PASAJEROS, INSPECTORES O SUPERIORES.

SI OBSERVAN ESTAS REGLAS CADA DIA, TODO SE VOLVERA UN HABITO Y SERA MENOS PESADO. ESTE SERA UN INCENTIVO A SU PROFESIONALISMO, YA SEA QUE CONTINÚEN TRABAJANDO CON NOSOTROS O QUE TRABAJEN EN CUALQUIER OTRO LUGAR.

CATERING PERSONNEL

S.H.I.P.

Sanitation Health Improvement Program

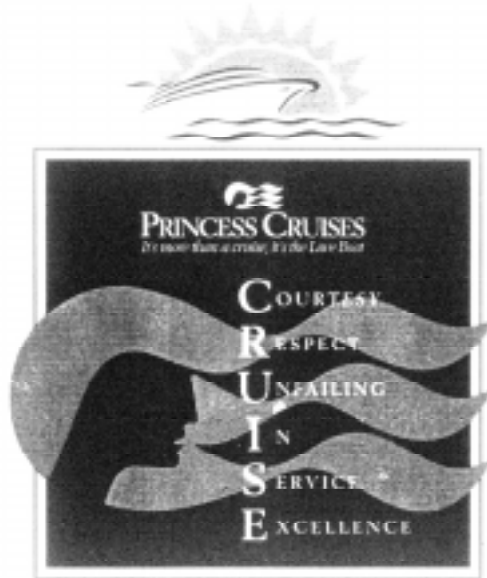
Vessel: _____ Date: _____
Name: _____ Rank: _____

1. **T F** The three favorable conditions for the growth of bacteria are food, moisture and temperature.
2. **T F** Of these three, the hardest to control is warmth, or temperature
3. **T F** The most common types of poisoning are due to food poisoning.
4. **T F** The danger point in temperature control of foods is between 45°F and 140°F
5. **T F** Bussing dishes and food can be dangerous job.
6. **T F** Food ready to serve should be kept lukewarm.
7. **T F** Dirty dishes should be handled as carefully as clean ones.
8. **T F** It is good rule to always wash thoroughly fruits and vegetables that are going to be eaten raw.
9. **T F** In a storeroom, the lowest shelf should be at least six inches from the floor.
10. **T F** All bacteria are harmful
11. **T F** In storing food , the older goods should be moved forward within easy reach.
12. **T F** A warm rinse is enough to remove all bacteria from contaminated eating utensils.
13. **T F** Ice transported from ice machines should be in a container with a lid marker "ice only"
14. **T F** Clean, sanitized utensils should be stored in a protected place.
15. **T F** Good housekeeping is more important in a restaurant than it is at home.
16. **T F** Dishes and glasses should always be stored upside down.
17. **T F** Arrange in order (1,2,3,4,5) the steps to be followed in hand washing dishes.
Rinse in hot water.
Pre-wash or wet-scrape dishes.
Air-dry dishes.
Wash in hot water with good detergents.
Sanitize in hot water for 30 seconds at 180°F or use approved chemical sanitizer.
18. Check which food listed below that is least likely to cause food poisoning:
 - *Turkey dressing*
 - *Banana Cream Pie*
 - *Pickles*
 - *Ham salad sandwich.*
19. Too many _____ are a sign that the dishwasher is not working properly.
20. Food handlers can help to prevent the spread of _____.
21. In serving, the fingers and thumbs should always be kept off the surfaces of cups, glasses and silver.
22. Silverware should always be stored in a container that allows it to be removed by the _____.
23. A worker should not report to work when he is _____.
24. Name three reasons for accidents during food handling.

25. **T F** Glass racks, boxes and other items can be stored on the floor.
26. **T F** Sauces and Stews should be refrigerated only in large quantities.
27. **T F** Chefs cloths/sponges must be kept in the sanitizing solution between use.

C.R.U.I.S.E SERVICE PROGRAM

*The Service Credo
Will Be Known, Practiced,
Owned and Energize
By All Crew*



- 1. We strive to be the very best.**
We do the best job we are capable of all the time in every part of the ship, we are proud of what we do.
- 2. We react quickly** to resolve guest problems immediately.
We do everything possible to please our passengers.
- 3. We smile; we are on stage.**
We always maintain positive eye contact and use our service vocabulary. We greet our passengers: we tell them “Certainly”, “I will be happy to do so”, and “It will be a pleasure”.
- 4. We are friendly, helpful and courteous.**
It is the Princess way. We treat our guests and fellow crewmembers as we would like to be treated ourselves.
- 5. We are ambassadors of our cruise ship,** when at work and at play.
We always speak positively, and never make negative comments.
- 6. Our uniforms are immaculate.**
We wear proper and safe footwear that is clean and polished, and we wear our nametags. We take pride and care in our personal grooming.
- 7. We are positive.**
We always find a way to get it done. We always try to make it happen. We never, never give up.
- 8. We use proper telephone etiquette.**
We always try to answer within three rings and with a smile in our voice. If necessary, we always ask if we may place our customers on hold, and we eliminate call transfers whenever possible
- 9. We are knowledgeable**
about all cruise-ship information and always recommend the shipboard services.
- 10. We never say “no”.**
We say “I will be pleased to check and see”. We suggest alternatives. We call our supervisor or manager if we feel we cannot satisfy our guest’s needs.

PRINCESS CRUISES

MEMORANDUM

To: All Captains

From: Commodore John King, Brian Langston-Carter.

Subject: CONTINUING REPORT REGARDING SHIPS COMPANY SALE, POSSESSION AND USE OF PROHIBITED DRUGS.

Evidence of prohibited drugs onboard our ships continues to present themselves. The majority of our Ship's Company who are not involved with drugs are increasingly concerned that the illegal actions of a minority are impacting their ability to carry out their duties and to enjoy their free time.

As part of our ongoing efforts to rid our ships of prohibited drugs:

1. We again state that the Company has a zero tolerance to drug abuse.
 - a) Captains and authorized Officers have the right to enter a Crewmember's accommodation to search for any stolen, contraband, controlled or prohibited items if in their sole opinion they suspect the presence of such items in the accommodations or where the safety of the ship and/or those onboard is in jeopardy.
 - b) Captains and authorized Ship's Officers also have a right to arrange for Crewmembers to be tested either randomly or otherwise for possession or use of illegal drugs in compliance with the Company Drug Policy.
 - c) Failure to comply with a request for such tests or the failure of such a test is grounds for dismissal
 - d) Unlawful possession, use, distribution of or otherwise involvement with drugs is the basis for immediate dismissal.
 - e) Crewmembers committing criminal acts will be subject to criminal prosecution in any appropriate jurisdiction.

2. The Company is doing random drug testing.
 - a) Random testing will be independently managed by Pembroke, a US Government recognized Testing Agency. United States Government mandated protocols and procedures as set out for the transportation industry will be followed.
 - b) Lists of Ship's Company will be provided to the Testing Agency who will make the random selections.
 - c) Commodore King will confidentially notify the Ship Captain when and where testing occur.
 - d) All tests will be done through analysis of urine samples.
 - e) Any individual testing positive for drug use will be given an interview with an independent Medical Review Officer appointed by Pembroke to explain why a positive test could have occurred through legal actions (in accordance with US Government rules). We are not aware of any legal reasons why under routine medical practice today an individual would test positive for cocaine or marijuana.
 - f) Any individual refusing to take the test will be terminated. Any individual testing positive for prohibited drugs without an accepted explanation (see e) above) will be terminated. (In accordance with the Company's zero tolerance to illegal drugs and as per Fleet Instructions PER.7.2.PARA 5.3.3.7 refusal to submit to any chemical tests or examination will result in disciplinary procedures. In this case the individual is to be dismissed under the:
"Code of Conduct Section c) Para 24 'Unlawful possession, use or distribution of, or otherwise involvement with drugs.'
For any NUMAST or RMT Union personnel being dismissed under this circumstance, after the Code of Conduct Section above add the following reference:
"Merchant Navy Code of Conduct 9 vi 'Unlawful possession or distribution of drugs.'")
3. The Company has been receiving an increasing number of anonymous letters from crew regarding the use of drugs onboard of its ships. The majority of crew not involved with drugs suggests that favors in treatment and assignment often go toward crew involved with drugs. Crew suggests that they are often uncomfortable to go to their Supervisors with information as to drug use, and as a result, they write to this office anonymously. We know that you encourage crew to speak freely onboard about any concern that affects their welfare. We all also know that crew may be uncomfortable to do so. Our policy with respect to anonymous letters is to pass the letter to the Captain of the ship involved for investigation and for Operational Management in Los Angeles to follow up as may be appropriate. Our policy is for all members of Ship's Company to resolve matters affecting the day to day operation onboard the ship accordance with established Company policies. The company is, however, concerned that crew may have good reasons in their own minds not to raise a particular concern onboard. To specifically address this situation the Company has established from march 1st, 1995, a "Drug Free" hotline. This number (1-800-661-61-65) may be phone from all of North America (including Alaska and all of Canada), the Caribbean Islands and Hawaii toll-free for the purpose of reporting specific concerns regarding drug use onboard a vessel. The telephone caller will reach a recorded message:

“Thank you for calling Princess Cruises, ‘Drug Free’ hotline. Your statements will be recorded and a summary of your statement will be given confidentially to the Captain of your ship for investigation. Please state the name of your ship, the department onboard where you work and your information regarding drug use onboard. Please begin speaking after the tone”.

We will be setting up toll-free arrangements from Europe and Asia and will advise. Members of the Ship’s Company may also write to Los Angeles directly. Letters should be addressed to the attention of Princess Cruises
Fleet Personnel Department,
24305 Town Center Drive
Santa Clarita California 91355
USA

Any letters received will be forwarded confidentially to the Captain of the ship involved.

Our mutual objective is to eliminate drug use from our ships. Please let us know of any thoughts or suggestions which you may have as to how we may assist you in this effort.

We would appreciate if you would circulate a copy of this memorandum to your entire Ship’s Company. For members of Ship’s Company whose mother tongue is not English, we would appreciate it if you would arrange for individuals fluent in English to read this memorandum in their mother tongue to groups of non-English fluent crew.

Thank you and best regards.

VERY IMPORTANT NOTICE

Dear Crew Member,

I would like to take this opportunity to bring to your attention a very serious matter.

As you may be aware an incident occurred today, which resulted in the arrest of a member of the ship's company. This crewmember is now being held by police in Cartagena and faces charges of possession and attempted smuggling of illegal substances, namely heroin.

I realize that the majority of you would not play any part in such foolish behavior but I feel it is imperative to warn you once more of the dangers of this course of action and the potential consequences.

Cruise Ships and their crew are a notorious target for those wishing to traffic drugs and whilst the rewards may, to some, seem hard to refuse, no amount of money can ever compensate for the penalties that you will face when caught.

The incident that occurred this cruise is not an isolated one for the cruise industry and Crewmembers are being approached on a regular basis to act as couriers. Those who approach you will attempt to convince you that you will not be caught and that they are paying you well for a task with little risk to your own personal safety. Do not listen to these people and do not accept anything from them, when you are caught you will not only lose your job but, more importantly, you will lose your freedom and potentially the rest of your life.

Presently, in Grece, two cremembers are serving a twenty-five years sentence for drug trafficking. Do not allow yourself to suffer the same fate for the sake of easy short-term financial gain.

If you are approached I ask that you inform you Head of Deparment immediately on return to the ship we will alert the port authorities who will then take the necessary action.

I thank you for your support in this matter and am confident that these words of advise will be treated with due consideration.

Nicolo Bommarco
Captain
Sun Princess

FLEET REGULATIONS / REGLAS DEL BARCO

SEXUAL ASSAULT / HARASSMENT

- Complaints are received from time to time from passengers and others about forms of sexual harassment on board. In most cases, there is no actual intention to harass and the complaints arise from misunderstandings caused by different cultural practices and standards. A kiss on the cheek, for example, may be perfectly acceptable in the culture but completely unacceptable in another.
- Ship's Company are reminded that sexual harassment is a dismissable offense and will not be tolerated at any time. (On Princess Cruises ships, section 33 of the Princess Cruises Code of Conduct refers.)
- Ships Company are advised that any unwanted physical contact, sexual advances or similar objectionable actions with a person, whether passenger or crew, which leads to a complaint will be considered sexual harassment and grounds for dismissal. Excluded from this is, of course, contact with a passenger in the course of duty such as would be the case with medical staff and those rendering assistance to elderly or disable passengers.
- For the purposes of defining sexual harassment, staff are advised that sexual harassment does not have to take the form of physical contact and can include, for example, staff pressing individuals for dates, or making sexual innuendoes or other visual, verbal, or physical conduct or likely to be perceived as a sexual nature. Such complaints, if proven, will be construed harassment and dismissal will result.

HOSTIGAMIENTO/AGRESION SEXUAL

- Con alguna frecuencia, se han recibido quejas de pasajeros y otros acerca de algunas formas de hostigamiento sexual a bordo. En la mayoría de los casos no existe realmente la intención de hostigar y las quejas se suscitan por malos entendidos provocados por diferencia cultural. Un beso en la mejilla, por ejemplo, puede ser perfectamente aceptable en una cultura, pero inaceptable en otra
- A la tripulación del barco se le está recordando que el hostigamiento sexual es una ofensa inadmisibile y no será tolerada en ninguna ocasión (Ver el Código de Conducta de Princess Cruises, Sección 33)
- La tripulación esta notificada de que cualquier contacto físico no deseado, ventaja sexual o acciones similares con una persona, ya sea pasajero o tripulante, que sea sujeto de queja, será considerada como hostigamiento sexual y motivo de despido. Quedan excluidos de esto, por supuesto, el contacto con algún pasajero en el desarrollo de su trabajo, como el caso del equipo medico y aquellos en que se asiste a una persona de edad avanzada o pasajeros incapacitados.
- Con el propósito de definir el hostigamiento sexual, la tripulación ha sido notificada de que el hostigamiento sexual no esta sujeto solo a contacto fisico y puede incluir, por ejemplo, presiones de algún miembro de la tripulación para citas personales, hacer insinuaciones visuales, verbales o físicas que puedan ser consideradas sexuales. Dichas quejas, si son comprobadas, serán interpretadas como hostigamiento sexual y serán causa de despido.

QUESTIONS FREQUENTLY ASKED BY USCG

The following questions should be fully understood by all CrewMembers.

- 1.- **WHAT IS THE CREW ALERT SIGNAL?**
The CONTINUOUS ringing of the ship's alarm bells.
- 2.- **WHAT IS THE GENERAL EMERGENCY SIGNAL?**
7 or Shorter Rings and 1 Long Ring on the ship's alarm bells, and the same sounded on the ship's whistle.
- 3.- **WHAT IS THE SIGNAL TO ABANDON SHIP?**
By VERBAL command from the Captain
- 4.- **WHAT IS THE MAN OVERBOARD SIGNAL?**
3 Long Blasts on the ship's whistle
- 5.- **WHAT DIFFERENT TYPES OF LIFE-SAVING APPLIANCES ARE THERE TO ABANDON SHIP?**
Lifeboats (botes) and Davit Launched Life Rafts (lanchas). The Life-Rafts can also be launched manually. From their stowage positions on Deck 1) Release sen-house slip. 2) Check the painter line is Made fast to the ship. 3) Check all clear in the water. 4) Throw the raft canister over the side. 5) Pull the painter line to inflate the raft. 6) Board the Raft via ladder.
- 6.- **WHAT IS THE CORRECT MANNER TO JUMP OVERBOARD?**
Dressed in warm clothing, wearing your lifejacket correctly. Cover your mouth and nose with One hand, with your other hand over the top pulling down on your life jacket
- 7.- **HOW DO YOU RAISE THE ALARM IN THE CASE OF A FIRE, SMELL OF BURNING OR SMOKE?**
Break the glass of the nearest fire alarm, and push the button. Then evacuate the area and wait For the Assessment Party.
- 8.- **WHERE IS THE EMERGENCY CENTRE, AND WHAT IS THE TELEPHONE NUMBER?**
The Bridge at the forward end of Lido Deck. (pregunte por el No. Telefónico en el barco correspondiente).
- 9.- **NOTE THE MOST COMMON FIRE RIGHTING MEANS.**
(1)WATER FIRE HOSES
(2)FIRE EXTINGUISHERS:

| | |
|-----------------|--|
| RED WATER | For wood, paper, furniture, etc. |
| | NEVER TO BE USE ON ELECTRICAL OR OIL FIRES |
| BLACK CO2 | For Electrical Fires. |
| BLUE DRY POWDER | For all types of Fire. |
| CREAM FOAM | For Oil Fires |
- 10.- **WHAT IS A WATERTIGHT DOOR? (compuerta)**
A solid steel door which is hydraulically operated and divides the ship into watertight Compartments
- 11.- **WHERE ARE THE SPARE LIFE-JACKETS STORED?**
On Riviera Deck at the forward end of the International Lounge behind the stage, In the Riviera Lounge at the Port Aft Corner, and mid ships port side by the Photo Gallery.
Spare lifejackets are located on both Riviera and Dolphin Deck.
- 12.- **ON WHICH DECK THE LIFEBOATS AND LIFE-RAFTS ARE LOCATED?**
On Dolphin Deck.
- 13.- **HOW MANY LIFEBOATS ARE THERE?**
13, one for emergencies. To cover up to 125% of population on board.
- 14.- **WHAT DO THE PASSENGERS DO IN AN EMERGENCY?**
On hearing the General Emergency Signal, they proceed to the Muster Room Indicated. On The Back Of Their Stateroom Door.
- 15.- **HOW DOES A PASSENGER KNOW WHICH LIFEBOAT TO GO?**
They will be guided from the Muster Rooms to the correct boat by the Passenger Muster. Personnel and Stairway Guides.
- 16.- **WHERE ARE THE PASSENGER MUSTER ROOMS?**
International Lounge Princess Court and Riviera Lounge. (investigar los correspondientes a su barco)
All on Riviera Deck.

LISTA DE ARTICULOS PARA LLEVAR CUANDO SE EMBARQUEN

(AL MENOS UNA PRENDA DE CADA UNA)

DAMAS

- FALDA NEGRA (NO PANA, NO MEZCLILLA). CUATRO DEDOS ARRIBA DE LA RODILLA
- BLUSA BLANCA MANGA CORTA SIN BORDADOS
- ZAPATOS BAJOS NEGROS DE SUELA ANTIDERRAPANTE, CERRADOS.
- INVESTIGAR EL PUESTO QUE SE LE ASIGNARA PARA SABER EL COLOR DE MEDIAS QUE DEBE ADQUIRIR (COLOR CARNE Ó NEGRAS) SIN BROCADOS.

CABALLEROS

- PANTALÓN NEGRO CORTE DE VESTIR (QUE NO SEA DE PANA NI MEZCLILLA)
- ZAPATOS TOTALMENTE NEGROS CON SUELA ANTIDERRAPANTE TIPO INDUSTRIAL. EL CASQUILLO ES OPCIONAL.
- CALCETINES NEGROS (VARIOS PARES)

EN GENERAL

- 2 CANDADOS MEDIANOS (PARA LOCKERS)
- UNA GORRA TIPO BÉISBOL (CUALQUIER COLOR)
- UN RELOJ DESPERTADOR (INDISPENSABLE DE PILAS Y CON PILAS NUEVAS)
- ARTICULOS DE HIGIENE PERSONAL (JABON DE TOCADOR, PASTA DENTAL, DESODORANTE, RASTRILLO, ETC.)
- ROPA PERSONAL (NO SE RECOMIENDA LLEVAR MAS DE TRES CAMBIOS)
- UNA CHAMARRA LIGERA
- UN SWEATER
- BOTIQUÍN (ASPIRINAS, ANTIGRIPAL, ANTIDIARREICO, MERTHIOLATE, CURITAS, ANTIMAREOS, ETC.)
- COSTURERO

Uniform Requisitions

Distributed with this memorandum are Uniform Requisitions for each of the above ranks. These requisitions clearly indicate what items are 'Company Supply' and 'Own Supply'.

Own Supply Uniform Items and Descriptions **Hospitality Industry Standards**

Where a crew member prefers to provide his/her Own Supply items these must meet the below hospitality industry standards. Photographs attached as a guideline.

Shirts (white) other than tuxedo style or uniform where epaulettes are required

Must be:-Machine washable
Plain fabric – no stripes/designs
Regular cut with white stitching
White buttoned

Collars are to be full and standard – no wing collars or button-down

Blouses (white) other than tuxedo style or uniform where epaulettes are required

Must be:-

Machine washable
Plain fabric – no stripes/designs
Regular cut with white stitching
White buttoned

Collars are to be full and standard – no wing collars or button-down

Trousers – black (other than tuxedo style)

Trousers (pants) must adhere to the hospitality standard, specifically:-
Plain black (recommend polyester blend not 100% cotton) suitable for machine washing
No chinos or cotton "Dockers" type pants or exaggerated styles
Straight leg, conservative fit (not tight or loose)
Sit at the waist (no low rise)
Concealed zippered fly
Belt loops should not exceed 2" in height or 3/8-1/2" thick
Tailored to the appropriate length without turn-ups

Skirts 12A black (other than tuxedo style)

Plain black (recommend polyester blend not 100% cotton) suitable for machine washing
No chinos or cotton "Dockers" style skirts or exaggerated styles
Conservative fit (not overly tight)
No embellishments (studs, embroidery or pattern)
Sit at the waist
Concealed zipper/clasp/hook
Belt loops should not exceed 2" in height or 3/8-1/2" thick
Tailored to an appropriate length – no higher than 2" above the knee

Belts (black)

Must be plain with no logo
The width should not exceed 1.5”
Simple/plain buckle not be wider than 2”

Shoes (black)

Must be a plain design with black upper, sole and stitching and may be either
lace-up or slip-on

Regular heels for males and no stiletto style for ladies

Dining and Buffet personnel are required to wear nonskid shoes when in the course of their duties.

Shoes suitable for this purpose are marketed (and labeled) either 'non-skid', 'non-slip' or
'slip resistant' and typically have a rubber compound outsole as well as a tread pattern that
channels liquid from under foot. Suitable footwear is available onboard for purchase.

Shoes (Tennis)

Where a crew member is required to wear tennis shoes/sneakers these will be 'Own Supply'.

These are required to be plain, white and without logo or colored design.

Please visit the web page to check your uniforms according
To your rank:

<http://imramex.dyndns.org/Directorio>

LAVADO DE PLATOS



- Utilice los tres fregaderos de lavar platos.
- Compruebe la temperatura del lavaplatos habitualmente con un termómetro limpio y exacto.
- Utilice la cantidad correcta de detergente y cambie el agua a menudo.
- Para hacer los platos sanitarios use agua a 77° C o use la cantidad correcta de jabón sanitario químico.
- Deje los platos metidos por el tiempo apropiado.
- Compruebe la temperatura y la medida del tiempo de la maquina de lavar platos para asegurar que los dispensadores automáticos están funcionando correctamente.
- No se lave las manos ni aclare los trapos y las toallas de bar en el lavaplatos.
- Limpie los platos, las tazas y los vasos eficazmente.
- Revíselos para que no acaben con manchas de pintalabios o comida.
- Invierta las tazas y los vasos limpios sobre una tabla de drenaje limpio o en el armazón.
- Seque con aire todos los utensilios.
- No deje ningún plato sucio toda la noche.
- No use pulidores o baños de cianuro para pulir la plata.
- Use varillas agitadoras de bebida desechables, o lávelas antes de volver a usar.

MANEJO DE UTENSILIOS DE COMER

- Devuelva al lavaplatos todo vaso, taza u otro utensilio que tenga señales de pintalabios u otras manchas.
- Deseche la china o los vasos que tengan ruptura o resquebradura.
- Guarde todos los utensilios de comer limpios en un lugar limpio, seco, protegido de polvo y otra contaminación, con los vasos y tazas invertidos.
- Guarde los cuchillos, tenedores y cucharas con las superficies de comer protegidos.
- No limpie ningún utensilio con delantal, ni con toalla o trapo sucio.
- No sople en platos u otros utensilios para quitar polvo y migas.
- Mantenga los dedos fuera de tazas, vasos, jarritas y platos hondos limpios, y a una distancia de las superficies de comer de todos los utensilios.
- Recoja las tazas, los cuchillos, tenedores y cucharas por el mango.
- No amontone vasos, tazas o platos llenos uno encima de otro al servir.
- No ponga la jarrita de leche en la taza vacía al servir café o té en la tetera.
- No invierta el vaso encima del recipiente de la bebida al servirla.
- Devuelva al lavaplatos la cubierta que haya caído al suelo.
- No toque el borde de beber de tazas o vasos usados al recogerlos.

4

ARTICULOS DESECHABLES



- Utilice solamente pajas envueltas o use un dispensador aprobado.
- Compre y almacene artículos desechables solamente en dispensadores sanitarios.
- Almacene cajas de artículos desechables a una distancia del suelo y alejadas de paredes y de tubería que se gotea.
- Saque tazas y recipientes desechables del extremo apropiado del envase, y no maneje sus bordes al sacarlos o al llenar los dispensadores.
- Amontone tazas fondo-arriba en la cima o estante limpio del trasbar donde no pueden ser manejadas, expuestas a estornudos o tumbadas por clientes y manéjelas por el fondo.
- No utilice más de una vez ningún plato, taza ni otro utensilio desechable de papel o de plástico.
- No use artículos desechables si se han caído al suelo.
- No toque tazas desechables al colocarlas en los dispensadores.
- Evite tocar la parte inferior de las tapas al cubrir recipientes.
- No toque los bordes de las tazas desechables usadas al recogerlas o al sacarlas de dispensadores.
- Limpie los dispensadores de tazas por dentro y por fuera rutinariamente

ABASTECIMIENTO DE AGUA Y SERVICIO

- Suministre bastante agua caliente.
- Tenga jabón y toalla individual en el lavabo.
- Coloque en la pared el aviso del lavado de manos.
- Mantenga cajonadas, servicios y lavabos limpios y sanitarios.
- No use taza o vaso comunitario
- Lávese las manos después de utilizar el servicio.

ANIMALES, ROEDORES, INSECTOS

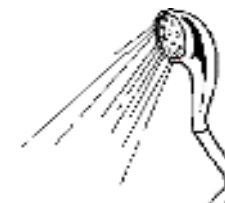


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5

PROGRAMA DE MEJORAMIENTO DE SANIDAD Y SALUD

GUIAS DE SANIDAD DE COMIDA Y DE HIGIENE PERSONAL PARA EMPLEADOS



HIGIENE PERSONAL

- Lávese bien las manos con jabón y agua caliente antes de empezar a trabajar y después de utilizar el servicio.
- No se lave las manos en el agua de los platos ni en el fregadero donde se prepara la comida.
- No prepare, maneje, ni sirva la comida si tiene llagas abiertas o disentería.
- No se mude de ropa, ni la cuelgue cerca de comida expuesta o perecedera.
- Lleve un delantal o uniforme limpio.
- Lleve una red de pelo o una gorra.
- No lleve joyas ni ornamentos de pelo que pudieran dejarse caer en la comida.
- Mantenga limpias sus uñas.
- No lleve una venda sucia ni en un dedo ni en la mano.
- No se rasque el cuero cabelludo, la cara o los brazos, ni se hurgue la nariz ni frote los ojos.
- No se alise ni se peine el pelo en el trabajo, ni se ponga un lápiz detrás de la oreja o en el pelo o en la boca.
- No se limpie la cara ni los brazos con su toalla.
- No se lama el dedo para recoger cheques de comida ni servilletas de papel.
- Tápese la boca al toser o al estornudar con un pañuelo de tela o papel, no con su toalla o trapo – y lávese las manos después de sonar la nariz, toser o estornudar.
- No escupa.
- No fume donde se prepara o sirve la comida.
- No beba de un vaso que ha sido usado por otra persona.
- Utilice el botiquín en seguida para tratar cualquier herida o quemadura.
- Báñese diariamente.

Su higiene personal y sus buenas prácticas sanitarias de trabajo son esenciales para prevenir la propagación de enfermedades en el barco. Las violaciones de estas prácticas, tendrán como resultado una acción disciplinaria inmediata a los empleados implicados.

ALMACENAJE DE COMIDA



- Almacenar la comida a una distancia de por lo menos 15 cm. del suelo, y lejos de paredes y tubería que se gotea.
- Mantenga toda la comida, en cantidad o de otro modo, cubierta y protegida de contaminación.
- No use latas de leche ni latas vacías para almacenar comida.
- No almacene bebidas embotelladas bajo hielo ni en agua.
- Almacene trapeadores y otras herramientas o químicos de limpieza lejos de la comida.
- Almacene los líquidos y polvos de limpieza, desinfectantes y para control de insectos y roedores lejos de la comida, claramente

REFRIGERACION

- Mantenga la temperatura del refrigerador a 7° C o menos, comprobándola habitualmente con un termómetro exacto.
- Mantenga la comida congelada a -18° C o menos.
- Mantenga cerradas las
- puertas y las unidades congeladoras excepto cuando estén en uso.

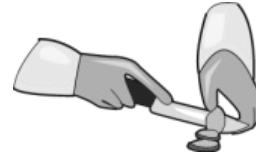
ALUMBRAMIENTO Y VENTILACION

- Suministre suficiente alumbrado sobre las áreas de trabajo y de servicio.
- Mantenga limpios los aparatos de iluminación, y reemplace lo más pronto posible las bombillas fundidas.
- Proporcione suficiente ventilación especialmente cerca de las hornillas.
- Mantenga los conductos de ventilación y los ventiladores limpios, y los ventiladores en buen funcionamiento.
- Guarde la comida en el refrigerador de modo que el aire pueda circular libremente.
- No almacene comida destapada donde hayan roscas de cables que puedan gotear en ella.
- Enfrie inmediatamente toda la comida que es fácilmente perecedera en recipientes poco profundos, si esta lista para ser guardada antes de servirla, y manténgala bajo refrigeración hasta que haga falta servirla.
- Guarde la leche tapada y refrigerada.
- Utilice rápidamente todas las sobras guardadas.

1

Esta guía le dice que hacer para ayudar a proteger la salud de nuestros pasajeros

PREPARACION DE COMIDA



- Utilice solamente leche, queso y mantequilla pasteurizados.
- Utilice mariscos, carne, aves, productos lácteos y postres congelados de fuentes aprobadas.
- No coloque platos, ollas, cajas o cartones sucios en
- Las superficies para la preparación de comida.
- Lave las aves después de limpiarlas.
- No haga ensaladas ni sándwiches en el tajo de carne.
- No se siente ni se recline en una superficie de trabajo.
- No prepare ni almacene comidas en patio, pasadizo, pasillo o escalera.
- Maneje la comida solamente cuando es necesario.
- No meta los dedos ni la cuchara de revolver en la comida para probar su sabor, sino que use una cuchara especial y lávela apropiadamente después utilizarla.
- Cocine bien los flanes y las natillas y enfrielos en seguida si se van a guardar.
- Cocine muy bien todo producto de cerdo.
- No use un saco de tela para esparcir o llenar la nata o natillas.
- Mantenga limpio todo el equipo para la preparación de comida.

PRESENTACION Y SERVICIO DE COMIDA



- Mantenga las mesas de vapor a 63° C, y las comidas en ellas a un mínimo de 60° C.
- Mantenga tapada la comida preparada o protegida de otra manera antes de servirla para que nadie pueda tocarla o toser en ella.
- No meta los dedos en la comida si la cuchara de servir cae en ella.
- No limpie comida derramada del plato, taza o vaso con los dedos o con un trapo sucio.
- Use utensilios apropiados para recoger cualquier pastel o mantequilla.
- No saque las salmueras, aceitunas, etc. de los tarros, ni las sirva con los dedos.
- No use los dedos para probar tartas o pasteles, ni quite trocitos para probarlos.
- No use azucareros, recipientes o tarros de condimentos abiertos.
- Sirva la leche en recipientes individuales o de dispensadores aprobados.
- Abra las botellas y recipientes de leche propiamente para evitar contaminación.
- Utilice tenazas o paletas de mano para poner hielo en los vasos.
- Mantenga agua corriendo en el pozo para el cucharón del helado – no meta los dedos en el plato hondo especial para helado.
- Deseche todo el pan, mantequilla, la crema u otra comida no usada que es devuelta a la cocina después de ser servida.

2

MANTENIMIENTO



- Mantenga los suelos, las paredes y el techo limpios y en buena reparación.
- Procure que no haya suciedad o desperdicios debajo de muebles fijos, en rincones o en lugares difíciles de alcanzar.
- Quite del suelo inmediatamente servilletas usadas y colillas de cigarrillos.
- No limpie suelos durante las horas más ocupadas ni con una escoba seca.
- Mantenga la cocina y las áreas de preparación de alimentos limpias, ordenadas y libres de agua estancada

UTENSILIOS Y EQUIPO

- Use utensilios y equipo que puedan ser limpiados fácilmente.
- Manténgalos en buen estado.
- No use tajos de carne tablas o mesas desquebrajadas, agrietadas o rajadas.
- No utilice utensilios que contienen o que son plateados de cadmio o de plomo.
- Desarme y limpie maquinas y equipo de preparación y de servicio de comida rutinariamente.
- Use solamente trapos o toallas limpios para secar.
- Limpie todas las mesas, mostradores y superficies de trabajo rutinariamente.
- Enjuague líquidos derramados de fuente y de bar cuanto antes.
- Limpie sombreretes, tubería de ventilación, hornillas y parrillas rutinariamente.
- Limpie los interiores y armazones de refrigeradores habitualmente.
- Mantenga la maquina lavaplatos en buen estado y el interior limpio.
- Compruebe la temperatura del lavaplatos diariamente.
- Limpie costales y recipientes de comida vacíos antes de guardarlos.

ELIMINACION DE BASURA



- Mantenga los cuartos de almacenaje, los pasillos de ventilación y el sótano libres de desperdicios, equipo no usado y cajas y cartones vacíos.
- Tenga suficientes recipientes tapados para basura y para artículos desechables usados.
- Mantenga firmemente tapados los basureros.
- No deje basureros medio llenos toda la noche en la cocina o en áreas de servicio.
- Guarde la basura a una distancia de la comida.
- Limpie los basureros rutinariamente.
- Mantenga abiertos los desagües de los fregaderos y del suelo.
- No tire desperdicios (basura) al mar.

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