

**DIZZY DOGS**  
**STANDARD OPERATING PROCEDURES**  
Revised 2009

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## Menu

Vienna Beef (8:1) Regular Hot Dog

Vienna Beef (4:1) ¼ lb Hot Dog

Chips (1.5 oz)

Beverage (pop, tea, water, hot chocolate(winter))

Condiments:

Ketchup

Mustard

Onions

Relish

**Future Options:**

**Vienna Beef Hot Dog with Coney Island style toppings (chili cheese)**

**Washing Hands**

**PURPOSE:** To prevent food borne illness by contaminated hands.

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Use designated hand washing sinks for hand washing only. Do not use food preparation, utility, and dishwashing sinks for hand washing.
4. Provide warm running water, soap, and a means to dry hands. Provide a waste container near the sink.
5. Wash hands:
  - Before starting work
  - During food preparation
  - Before putting on or changing gloves
  - After using the toilet
  - After sneezing, coughing, or using a handkerchief or tissue
  - After touching hair, face, or body
  - After smoking, eating, drinking, or chewing gum or tobacco
  - After any clean up activity such as sweeping, mopping, or wiping counters
  - After touching dirty dishes, equipment, or utensils
  - After handling trash
  - After handling money
  - After any time the hands may become contaminated
6. Follow proper hand washing procedures as indicated below:
  - Wet hands and forearms with warm, running water at least 100 °F and apply soap.
  - Scrub lathered hands and forearms, under fingernails, and between fingers for at least 10-15 seconds. Rinse thoroughly under warm running water for 5-10 seconds.
  - Dry hands and forearms thoroughly with single-use paper towels.

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Employee Illness**

**PURPOSE:** To prevent transmission of disease from ill employees to customers

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. All new applicants are required to report any prior or existing diseases. Management will work with the local health department to determine if such conditions would prevent the hiring of the applicant.
2. Existing employees are required to report the occurrence of any illness or disease to Management as soon as symptoms occur. This includes even minor illness such as a sore throat or cold.
3. As a precaution, no employee shall operate a cart while ill, even if the illness is deemed minor (cold, etc).

**MONITORING:**

1. Prior to each cart shift, Management will meet with each scheduled employee to prepare for the day's activities. Part of the meeting will involve a brief discussion on the health of the employee. Assuming no symptoms of illness are displayed, the employee will be allowed to continue his/her shift.

**CORRECTIVE ACTION:**

1. If Management determines that any employee knowingly operated a cart while ill will face disciplinary action, including suspension or termination. This zero tolerance policy will be clearly explained to each new hire.

## **Personal Hygiene**

**PURPOSE:** To prevent contamination of food by cart operators.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Report to work in good health, clean, and dressed in clean, company approved attire.
4. Bring an extra shirt to replace original if it becomes heavily soiled.
5. Wash hands properly, frequently, and at the appropriate times.
6. Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
7. Avoid wearing artificial fingernails and fingernail polish.
8. Wear single-use gloves if artificial fingernails or fingernail polish are worn.
9. Do not wear any jewelry except for a plain ring such as a wedding band.
10. Treat and bandage wounds and sores immediately. When hands are bandaged, single-use gloves must be worn.
11. Cover a lesion containing pus with a bandage. If the lesion is on a hand or wrist, cover with an impermeable cover such as a finger cot or stall and a single-use glove.
12. Eat, drink, or chew gum only in areas where food or food contact surfaces may not become contaminated (sufficient distance away from cart).
13. Taste food the correct way:
  - Place a small amount of food into a separate container.
  - Step away from exposed food and food contact surfaces.
  - Use a fork to taste the food. Remove the used fork and container into a trash receptacle. Never reuse a fork that has already been used for tasting.
  - Wash hands immediately.
14. Wear company issued hat to restrain hair.

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Cleaning and Sanitizing Food Contact Surfaces / Equipment**

**PURPOSE:** To prevent foodborne illness by ensuring that all food contact surfaces are properly cleaned and sanitized.

**SCOPE:** This procedure applies to cart operators / employees involved in cleaning and sanitizing food contact surfaces and food handling equipment.

**INSTRUCTIONS:**

1. Train all employees on proper cleaning and sanitizing requirements and techniques
2. Follow State or local health department requirements.
3. Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, pans, utensils, thermometers, carts, and equipment:
  - Before each use
  - Any time contamination occurs or is suspected
  - Condiment table will require more frequent cleaning during operations (minimum every 2-3 hours)
4. Wash, rinse, and sanitize food contact surfaces of sinks, tables, equipment, utensils, thermometers, carts, and equipment using the following procedure:
  - Wash surface with detergent solution.
  - Rinse surface with clean water.
  - Sanitize surface using a sanitizing solution mixed at a concentration specified on the manufacturer's label. A test kit will check concentration to accuracy.
  - Place wet items in a manner to allow air drying.
  - Daily washing and sanitizing of pans and food handling equipment should occur at the approved commissary location.

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Using Suitable Utensils When Handling Ready-to-Eat Foods**

**PURPOSE:** To prevent foodborne illness due to hand-to-food cross-contamination.

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Use proper hand washing procedures to wash hands and exposed arms prior to preparing or handling food or at anytime when the hands may have become contaminated.
4. Do not use bare hands to handle ready-to-eat foods at any time unless washing fruits and vegetables.
5. Use suitable utensils when working with ready-to-eat food. Suitable utensils may include:
  - Single-use gloves
  - Deli tissue
  - Foil wrap
  - Tongs, spoodles, spoons, and spatulas
6. Wash hands and change gloves:
  - Before beginning food preparation
  - Before beginning a new task
  - After touching equipment or utensils that have not been cleaned and sanitized
  - After contacting chemicals
  - When interruptions in food preparation occur, such as when answering a cell phone or transferring inventory from coolers to cart.
  - When handling money
  - Anytime a glove is torn, damaged, or soiled
  - Anytime contamination of a glove might have occurred

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Purchasing Food from Approved Sources**



**PURPOSE:** To prevent foodborne illness by ensuring that food is purchased from only approved sources.

**SCOPE:** This procedure applies to anyone who is responsible for purchasing food inventory.

**INSTRUCTIONS:**

1. All food inventories will be purchased from suppliers who comply with the law. Vienna Beef will be the sole source of hot dog purchases. Condiments will be purchased primarily from GFS or other local grocery stores.

**MONITORING:**

1. Food purchases will be made by Management only.

**CORRECTIVE ACTION:**

1. Management will conduct periodic meetings to discuss food quality and possible changes to suppliers if necessary.

**Date Marking Ready-to-Eat, Potentially Hazardous Food**

**PURPOSE:** To ensure appropriate rotation of ready-to-eat food to prevent or reduce foodborne illness from *Listeria monocytogenes*.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Serve ready-to-eat hot dogs by the date stamped on the package.
4. No opened packages of hot dogs will be stored. The entire package will be prepared with any unsold inventory being discarded.
5. Refrigerate all ready-to-eat, potentially hazardous foods at 41 °F or below.
6. Serve or discard refrigerated, ready-to-eat, potentially hazardous foods within 7 days.
7. Indicate with a separate label the date prepared, the date frozen, and the date thawed of any refrigerated, ready-to-eat, potentially hazardous foods.

**MONITORING:**

A designated employee will check refrigerators daily to verify that foods are date marked and that foods exceeding the 7-day time period are not being used or stored.

**CORRECTIVE ACTION:**

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Foods that are not date marked or that exceed the 7-day time period will be discarded.

## **Cooking Potentially Hazardous Foods**

**PURPOSE:** To prevent foodborne illness by ensuring that all foods are cooked to the appropriate internal temperature.

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP. Refer to the Using and Calibrating Thermometers SOP.
2. Follow State or local health department requirements.
3. If a recipe contains a combination of meat products, cook the product to the highest required temperature.
4. If State or local health department requirements are based on the *2001 FDA Food Code*, cook products to the following temperatures:
  - a. 145 °F for 15 seconds
    - Seafood, beef, and pork (**this includes hot dogs**)
  - b. 155 °F for 15 seconds
    - Ground products containing beef, pork, or fish (**this includes chili mixture for coney style hot dogs**)
  - c. 165 °F for 15 seconds – **not applicable to the menu of Dizzy Dogs**
    - Poultry
    - Stuffed fish, pork, or beef
  - d. 135 °F for 15 seconds – **not applicable to the menu of Dizzy Dogs**
    - Fresh, frozen, or canned fruits and vegetables that are going to be held on a steam table or in a hot box

**MONITORING:**

1. Use a clean, sanitized, and calibrated probe thermometer, preferably a thermocouple.
2. Take at least two internal temperatures from each batch of food by inserting the thermometer into the thickest part of the product which usually is in the center.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Continue cooking food until the internal temperature reaches the required temperature.

## **Washing Fruits and Vegetables**

**PURPOSE:** To prevent or reduce risk of foodborne illness or injury by contaminated fruits and vegetables.

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Wash hands using the proper procedure.
4. Wash, rinse, sanitize, and air-dry all food-contact surfaces, equipment, and utensils that will be in contact with produce, such as cutting boards, knives, and sinks.
5. Follow manufacturer's instructions for proper use of chemicals.
6. Wash all raw fruits and vegetables thoroughly before combining with other ingredients, including:
  - Unpeeled fresh fruit and vegetables that are served whole or cut into pieces.
  - Fruits and vegetables that are peeled and cut to use in cooking or served ready-to-eat.
7. Wash fresh produce vigorously under cold running water or by using chemicals that comply with the *2001 FDA Food Code*. Packaged fruits and vegetables labeled as being previously washed and ready-to-eat are not required to be washed.
8. Scrub the surface of firm fruits or vegetables such as apples or potatoes using a clean and sanitized brush designated for this purpose.
9. Remove any damaged or bruised areas.
10. Label, date, and refrigerate fresh-cut items.
11. Serve cut melons within 7 days if held at 41 °F or below. Refer to the Date Marking Ready-to-Eat, Potentially Hazardous Food SOP.
12. Do not serve raw seed sprouts to highly susceptible populations such as preschool-age children.

**MONITORING:**

1. Management will purchase ready to serve condiments that do not require washing. If onions or pickles are ever required to be purchased and prepared, Management will follow the guidelines above and prepare such condiments at the commissary kitchen.
2. Management will check daily the quality of fruits and vegetables in cold storage.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Remove unwashed fruits and vegetables that have not been prepared according to the guidelines above.
3. Label and date fresh cut fruits and vegetables.
4. Terminate any employee who does not follow procedures after second training

**Temperature Control for Cold Holding Potentially Hazardous Foods**

**PURPOSE:** To prevent foodborne illness by ensuring that all potentially hazardous foods are cooled properly.

**SCOPE:** This procedure applies to any cart operator / employee who handles, prepares, and serves food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. All condiments will be stored in a commissary cooler at a maximum temperature of 41 degrees.
4. Hot dogs will remain frozen during storage in a commissary freezer.
5. Only non-hazardous condiments will be served. They will be kept cool during food service by:
  - a. Keeping condiments out of the direct sun
  - b. During very hot weather, placing condiments in a tray sitting in ice water.
6. Hot dogs will never be allowed to thaw. Hot dogs will be stored in a cooler prior to being served. They will be transferred to boiling water for preparation. Any unopened packages will be returned to the commissary freezer at the end of the day.

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Using and Calibrating Thermometers**

**PURPOSE:** To prevent foodborne illness by ensuring that the appropriate type of thermometer is used to measure internal product temperatures and that thermometers used are correctly calibrated for accuracy.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
  - Follow the food thermometer manufacturer's instructions for use. Use a food thermometer that measures temperatures from 0 °F (-18 °C) to 220 °F (104 °C) and is appropriate for the temperature being taken.
3. Have food thermometers easily-accessible to foodservice employees during all hours of operation.
4. Clean and sanitize food thermometers before each use. Refer to the Cleaning and Sanitizing Food Contact Surfaces SOP for the proper procedure to follow.
5. Store food thermometers in an area that is clean and where they are not subject to contamination.

**MONITORING:**

1. Management will use the ice-point method to verify the accuracy of food thermometers. This is known as calibration of the thermometer.
2. To use ice-point method:
  - Insert the thermometer probe into a cup of crushed ice.
  - Add enough cold water to remove any air pockets that might remain.
  - Allow the temperature reading to stabilize before reading temperature.
  - Temperature measurement should be 32 °F ( $\pm 2$  °F) [or 0 °C ( $\pm 1$  °C)]. If not, adjust according to manufacturer's instructions.
3. Management will check the accuracy of the food thermometers:
  - At regular intervals (at least once per week)
  - If dropped
  - Whenever accuracy is in question

**CORRECTIVE ACTION:**

1. For an inaccurate, bimetallic, dial-faced thermometer, adjust the temperature by turning the dial while securing the calibration nut (located just under or below the dial) with pliers or a wrench.
2. For an inaccurate, digital thermometer with a reset button, adjust the thermometer according to manufacturer's instructions.
3. If an inaccurate thermometer cannot be adjusted on-site, discontinue using it, and follow manufacturer's instructions for having the thermometer calibrated.

**Preventing Cross Contamination during Preparation**

**PURPOSE:** To prevent foodborne illness by ensuring that no raw food is allowed to contaminate ready to eat food.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Only ready to eat food is to be served. No raw food will be processed.

**MONITORING:**

1. New employees will work with a trained cart operator for a minimum of 1 week to assure that appropriate techniques are being used.
2. Periodic reviews of procedures will be conducted by Management.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP.
2. Terminate any employee who does not follow procedures after second training

## **Preventing Cross-Contamination During Storage**

**PURPOSE:** To reduce foodborne illness by preventing unintentional contamination of food.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Wash hands properly.
4. Avoid touching ready-to-eat food with bare hands
5. Separate raw animal foods, such as eggs, fish, meat, and poultry, from ready-to-eat foods, such as lettuce, cut melons, and lunch meats during receiving and storage.
6. Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
7. Use only dry, cleaned, and sanitized equipment and utensils.
8. Touch only those surfaces of equipment and utensils that will not come in direct contact with food.
9. Place food in covered containers or packages and store in the walk-in refrigerator or cooler.

**MONITORING:**

Management will work with the approved commissary to assure that receipt and storage of all food inventories are handled according to the guidelines above. Management will frequently inspect the manner in which inventory is stored at the commissary.

**CORRECTIVE ACTION:**

1. Discuss any issues first with the commissary to assure that all procedures are being followed.
2. If the commissary is unwilling or unable to abide by the guidelines, work with local Health Dept to enforce necessary procedures.
3. Terminate the commissary agreement if no resolution is able to be reached.

## **Source of Fresh Water Supply**



**PURPOSE:** To reduce foodborne illness by only using approved fresh water for cooking.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Each cart will contain a 5 gallon fresh water tank for sink usage.
4. The tank will be filled prior to the daily operations using water from the approved commissary.
5. A minimum of an additional 5 gallons of fresh water will be filled into clearly marked containers that have been properly sanitized. This water will be added to the pans for cooking.

**MONITORING:**

Management will work with the approved commissary to assure that fresh water is available for use. Periodic operational reviews will be conducted for carts operated by employees to assure compliance.

**CORRECTIVE ACTION:**

1. If fresh water is not available from the commissary, work with local Health Department to find an alternate source while the issue is resolved.
2. Retrain any employee found not following the procedures in this SOP
3. Terminate any employee who does not follow procedures after second training

## **Handling of Waste Water**

**PURPOSE:** To assure that waste water is properly disposed.

**SCOPE:** This procedure applies to cart operators / employees who handle, prepare, or serve food.

**INSTRUCTIONS:**

1. Train employees on using the procedures in this SOP.
2. Follow State or local health department requirements.
3. Each cart will contain a 7 – 7.5 gallon removable waste water storage tank to collect waste water from the sinks.
4. In addition, several containers clearly marked “Waste Water” will be used to transport old cooking water to the commissary at the end of the day.
5. At the end of each shift, the removable waste water storage tank and waste water containers will be brought to the commissary and properly disposed.

**MONITORING:**

Management will work with the approved commissary to assure that waste water is properly disposed. Periodic operational reviews will be conducted for carts operated by employees to assure compliance.

**CORRECTIVE ACTION:**

1. Retrain any employee found not following the procedures in this SOP
2. Terminate any employee who does not follow procedures after second training