



Five-star Food Safety

EDSA Shangri-La Manila's hygiene and sanitation manager reveals why their food safety management system is a no-compromise zone.

Aside from its luxurious rooms, EDSA Shangri-La is also known to guests and tourists for its elegant dining spaces and diverse cuisine. What they hardly know is behind these culinary features is a multifaceted system designed and implemented to ensure that every dish is safe for human consumption.

"We value food safety seriously. It's a non-negotiable, no compromise [policy]," said Sheryl Joven, Hygiene and Sanitation Manager of EDSA Shangri-La. She emphasized that Shangri-La hotels, all its 90 branches worldwide and six in the Philippines (including Shangri-La The Fort Manila, which is set to open in November of this year), observe the Shangri-La Food Safety Management System (SFSMS) that focuses on controlling biological, chemical, and physical hazards in food.

According to Joven, food safety in the hotel industry starts even before the supplies reach the point of receiving and its end users. All suppliers have to be accredited first through the

Vendor Assurance Program, where suppliers of high risk food products undergo surprise inspection once a year to ensure that they comply with hygiene standards. Also subject to the hotel's evaluation are the suppliers' facilities and legal requirements such as sanitary permits and business permits.

Even if a supplier passes the accreditation process, all food items are still monitored and assessed at the point of receiving. "Receiving is our first line of defense. It is the hotel's first critical control point," Joven said.

EDSA Shangri-La has a dedicated receiving officer who

scrutinizes the supplies based on packaging, quality control and testing, and other relevant aspects prior to entry to kitchens and outlets. High risk items at point of receiving go through sampling and microbiological testing. Any product that fails to meet even the required receiving temperature is immediately rejected.

The kitchen is where most of the critical points are, as Joven explained. These include storage, and critical process components such as internal cooking, reheating, and cooling temperature, cold and hot holding and service temperature, as well as plating time temperature. EDSA Shangri-La implements strict



EDSA Shangri-La Accolades

Top 25 Hotels in the Philippines, TripAdvisor Travelers' Choice Award (2015, 2014, 2013)
 Top 25 Luxury Hotels in the Philippines, TripAdvisor Travelers' Choice Award (2013)
 T+L 500 The World's Best Hotels 2013, Travel+Leisure (2013)
 Top 20 Best Hotels in Southeast Asia, Condé Nast Traveler Readers' Choice Award (2013, 2012)
 Certificate of Excellence, TripAdvisor (2013, 2012)
 Gold List, Condé Nast Traveler (2013, 2012)
 Top 100 Readers Choice, Condé Nast Traveler USA (2011, 2010)
 Outstanding Corporate Citizen Award, Shangri-La Hotels and Resorts (2010)
 Above & Beyond the Call of Duty Award, Shangri-La Hotels and Resorts (2010)
 ASEAN Green Hotel Award, ASEAN Tourism Forum (2010)
 Energy Efficiency Award, Republic of the Philippines' Department of Energy (2009)

storage temperature monitoring of all chiller and freezer units as well as food temperatures during cooking, transfer, and service. The hotel ensures its guests that their meals are fresh at all times. The food items are only displayed at the service area for a maximum of four hours only and no recycling is done.

The hotel applies color-coding system for food contact surfaces, like chopping boards, kitchen knives, pallets, and crates to prevent cross-contamination.

There is also a random monthly microbiological testing of food items in the kitchen. "Every month, we conduct surprise sampling for food, water, and ice, as well as hand swab tests of food handlers and equipment swabbing. We also conduct air sampling. We have a third-party accredited laboratory doing that," Joven said.

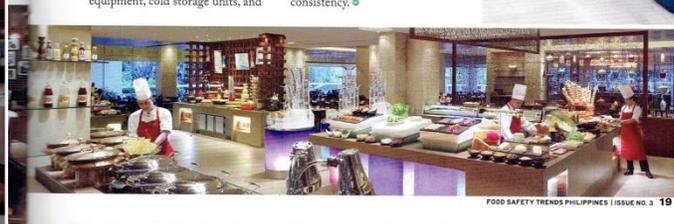
To ensure cleanliness at the kitchen of EDSA Shangri-La, thorough cleaning of all areas is done everyday. Even in the hotel rooms, strict standards, when it comes to hygiene and sanitation, is being observed. Its staff also uses color-coded cleaning materials for different types of surfaces. There is also a preventive maintenance program schedule for all kitchen machines, equipment, cold storage units, and

dishwashing machine units.

Critical to safe food preparation are no other than the food handlers themselves, thereby strict monitoring of the people is also implemented. Food handlers regularly participate in basic food safety trainings and undergo strict health compliance following an exclusion policy for staff with fever, wounds, and cuts. Buzzers that alert required handwashing every 30 minutes are installed in the kitchen area. Meanwhile, all food handlers up to the top management, are required to take a refresher on the 42 policies and 13 guidelines under the Shangri-La Food Safety Management every year.

The SFSMS is being implemented and monitored by the team led by Joven with the heads of Food and Beverage, Banquets, Engineering, Training, Stewarding, Purchasing, and the hotel's Executive Chef, Resident Manager, and General Manager.

The hotel now has OSHAS (Occupational Health and Safety Management Systems) 18001:2007, ISO 14001:2004 and HACCP certification for its products. Truly, EDSA Shangri-La has proven that the key to meeting great heights in food safety and hygiene is valuing capability, compliance, and consistency. ☺



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According to Joven, food safety in the hotel industry starts even before the supplies reach the point of receiving. All suppliers have to be accredited first through the Vendor Assurance Program where suppliers of high risk¹ food products undergo surprise inspection once a month.

¹ High risk food items or potentially hazardous foods as defined by the Food Code as a "natural or synthetic food that requires temperature control because it is capable of supporting rapid and progressive growth of infectious or toxigenic microorganisms or growth and toxin production of *Clostridium botulinum* or in raw shell eggs, the growth of *Salmonella enteritidis*". Source: Michigan Food Law 2000

Also subject to the hotel's evaluation are the suppliers' facilities and legal requirements such as sanitary permits and business permits.

Even if a supplier passes the accreditation, all food items will still be monitored and assessed at the point of receiving. "The first line of the defense of the hotel setting is the receiving, the first critical control point," Joven said.

EDSA Shangri-la has a dedicated receiving officer who scrutinizes the supplies based on packaging, quality control and testing, and other relevant areas prior to entry to kitchens and outlets. High risk items at point of receiving go through sampling and microbiological testing. Any product that fails to meet even the required temperature for both hot and cold categories is immediately rejected.

The kitchen is where most of the critical points are as Joven explained. These include receiving, storages, and critical process components such as cooking temperature, reheating temperature, cooling temperature, and plating. EDSA Shangri-la implements strict storage temperature monitoring of all chiller and freezer units as well as food temperatures during cooking, transfer, and service. The hotel ensures its guests that their meals are fresh because the food items are displayed at the service area for a maximum of four hours only and no recycling is done.

The hotel applies color coding for food contact surfaces, like chopping boards, kitchen knives, pallets, and crates to prevent the problem of cross-contamination. There is also a monthly microbiological testing at random of food items in the kitchen. "Every month, we conduct surprise sampling for food, water, and ice, and we test them for micro. We also conduct air sampling. We have a third-party accredited laboratory doing that," Joven said.

To ensure cleanliness at the kitchen of EDSA Shangri-la, thorough cleaning of all areas is done everyday. Even in the hotel rooms, strict standards when it comes to hygiene and sanitation is being observed. Their staff also uses color-coded cleaning materials for different types of surfaces. There is also a Preventive Maintenance Program schedule for all kitchen machines, equipment, cold storage units, and dishwashing machine units.

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The EDSA Shangri-la Food Safety Management System Team is behind the implementation and monitoring of the hotel's safety and quality control measures - composed of Amit Oberoi, General Manager, René Blino, Resident Manager, Tobias Unger, Executive Chef, Nicola Coccia, Director of F&B, Engr. Freddie Gomez, Director of Engineering, Manny Limiac, Assistant Chief Engineer, Nancy Yee, Director of Banquets, Mike Mangilit, Training Manager, Cristina Docallos, F&B Manager, and Joven as the team leader.

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