



Training Manual



Making a real difference



Thank you for choosing apetito...

We want to help you get
the most out of our meals
and our expertise, which
is why we've created this
Training Manual.

We know how important it is to run a smooth
kitchen operation whilst keeping residents
healthy and happy.

Rest assured you'll find information on
everything from food safety guidance,
to presenting a restaurant standard plate
of food. We've also made it simple to capture the
all-important data you'll need for auditing purposes.

Above all, we want to make it easy for you to make
a real difference to the lives of the people in your
care through quality mealtime experiences.

Contacts

Primary Contact: Client Development Manager

NAME:		PHONE:	
EMAIL:			

Ordering and Delivery Customer Service Advisor:	Product Related Queries and Customer Relations Team:
EMAIL: orders@apetito.co.uk	EMAIL: customerrelations@apetito.co.uk
PHONE: 0800 028 0885	PHONE: 01225 756 093

Secondary Contact – Key Account Manager:	Oven Queries – Customer Services:
NAME:	EMAIL:
EMAIL:	PHONE:
PHONE:	

Account Details

ACCOUNT NUMBER:		My <i>apetito</i>
ORDER DAY:		GO TO: www.apetito.co.uk
DELIVERY DAY:		EMAIL:
MAIN MEAL SERVING TIME:		PASSWORD:
LIGHTER MEAL SERVING TIME:		LINK TO TRAINING DVD: www.apetito.co.uk/carehometraining

Daily Cooking Times / Trolley Oven

START

Ensure hands are washed and correct uniform is being worn.

2^{HR} 00^{MINS}
Before service

- Remove food from the correct shelf in the freezer.
- Record the **batch codes** in the **Temperature Log Book**.
- Separate **full cycle** and **half cycle** dishes.
- Check lids for instructions (lids on/remove lids/fold corners) where appropriate.

1^{HR} 45^{MINS}
Before service

- Load **full cycle** dishes into the oven. Return **half cycles** to the freezer.
- Turn on the oven to start a 90 minute cooking cycle.
- If you have **half cycle** dishes set the timer for 45 minutes.
- If you are **only** cooking **half cycle** dishes allow 60 minutes cooking time.

1^{HR} 00^{MINS}
Before service

- Check lids on your **half cycle** dishes for instructions where appropriate (lids on/remove lids/fold corners).
- Load **half cycle** dishes into the oven.

0^{HR} 15^{MINS}
Before service

- After 90 minute cooking cycle, take dishes out of the oven.
- Probe all dishes for temperature (refer to your Temperature Log Book) and check, **minimum temperature** (75°C / 82°C in Scotland).
- If the above temperature is not achieved place back in the oven and run a **10 minute** cycle.
- **Record all temperatures** in your **Temperature Log Book**.
- Heat plates and prepare garnishes.
- *Make any accompaniments such as gravy.*

SERVICE

Ready for meal service.

AFTER MEAL

Record all food feedback in the Food Diary.
Record any wastage in the Food Diary.

Please refer to
the Health & Safety
pages on
Safe Handling
Procedures of our
products

Daily Cooking Times / Fan Assisted Oven

START

Ensure hands are washed and correct uniform is being worn.

1^{HR} 45^{MIN} *Before service*

- Remove food from the correct shelf in the freezer.
- Record the **batch codes** in the **Temperature Log Book**.
- Separate **full cycle** and **half cycle** dishes.
- Check lids for instructions (lids on/remove lids/fold corners) where appropriate.

1^{HR} 30^{MIN} *Before service*

- Pre-heat oven to 170°C.

1^{HR} 15^{MIN} *Before service*

- Load **full cycle** dishes in the oven. Ensure the oven is on at 170°C. Return **half cycles** to the freezer.
- If you have **half cycle** dishes set the timer for 20 minutes.

0^{HR} 55^{MIN} *Before service*

- Check lids on your **half cycle** dishes for instructions where appropriate (lids on/remove lids/fold corners).
- Load **half cycle** dishes into the oven.

0^{HR} 15^{MIN} *Before service*

- After 60 minute cooking cycle, take dishes out of the oven.
- Probe all dishes for temperature (refer to your Temperature Log Book) and check, **minimum temperature** (75°C / 82°C in Scotland).
- If the above temperature is not achieved place back in the oven and cook for a further **10 minutes**.
- **Record all temperatures** in your **Temperature Log Book**.
- Heat plates and prepare garnishes.
- *Make any accompaniments such as gravy.*

SERVICE

Ready for meal service.

AFTER MEAL

Record all food feedback in the Food Diary.
Record any wastage in the Food Diary.

Please refer to
the Health & Safety
pages on
Safe Handling
Procedures of our
products

01 Food Delivery



Food Delivery – *best practice*

We want to ensure your delivery arrives with you in optimal condition, so the food is at its best.

- Checking the temperature of your delivery is really important, these checks are required by Environmental Health.

- When a temperature reading is required at the point of delivery:

Position two trays base to base and place your probe between them. Allow up to five minutes for the probe to record an accurate reading.

Never probe through cardboard cases. Temperature should read below -12°C.

- If the recorded temperature is above -12°C, consider sacrificing one meal. Insert your probe into the centre of the product to record its core temperature.

Remember to note the details of the product that was probed on the delivery paperwork. If there is still an issue, please contact: Customer Services 0800 028 0885

- You can request a receipt from the delivery driver as proof of temperature. But as they only give the vehicle air temperature reading rather than the core product temperature, they can be misleading and provide an inaccurate record of the delivery temperature. We recommend customers wanting an accurate temperature reading **probe between two meals**, close to where the goods are coming off the vehicle.
- We recommend checking food against the delivery note to ensure you have received your order in full. If there is a discrepancy, please contact: Customer Services 0800 028 0885
- Remember to leave empty crates in an accessible place for the driver to collect.



Delivery Temperatures

Above -12°C

REJECT delivery of frozen food if the temperature is above -12°C

Below -12°C

ACCEPT delivery of frozen food if the temperature is -12°C or colder

Keep freezers at -18°C or below.

Freezer temperatures should be recorded at least twice a day, first thing in the morning is ideal for your first check.

02 Planning & Preparation



Health & Safety

Cold Product Contact

The product is supplied as a frozen food product intended for storage at -18°C or below. Care should be taken to avoid direct skin contact and repeated contact with frozen product at this temperature. The use of insulated industrial gloves is recommended to prevent freezer burns.

Hot Product Contact

After regeneration the food pack is obviously hot, typical surface temperature of the pack may be 85°C or above. Burns can be a result of handling contact therefore thermal insulated gloves should be used when removing product from the regeneration oven and in subsequent hot handling, ensuring that the foils containers are supported underneath on a covered palm to prevent spillage.

The foils should span across the hand and not up the hand length wise. Arms should also be covered to reduce risk of scalds and burns and will also offer protection from the hot regen trolley door and shelves. **These containers should not be handled by the edges of the trays as foil containers may become flexible when hot.**



Health & Safety continued

Foil Edges

The trays are formed out of shaped aluminium sheet the main long and short sides are crimped over the card top and are double folded to avoid exposure of the aluminium sheet edge. The double folding is not possible at the corners of the tray hence caution is required when opening the product to avoid contact with sharp edges of the foil contact with which could result in minor cuts. After removing a lid – it is good practice to ensure that all the edges are folded back down to avoid any cuts from the foil edges.

Summary of Safe Handling Procedures

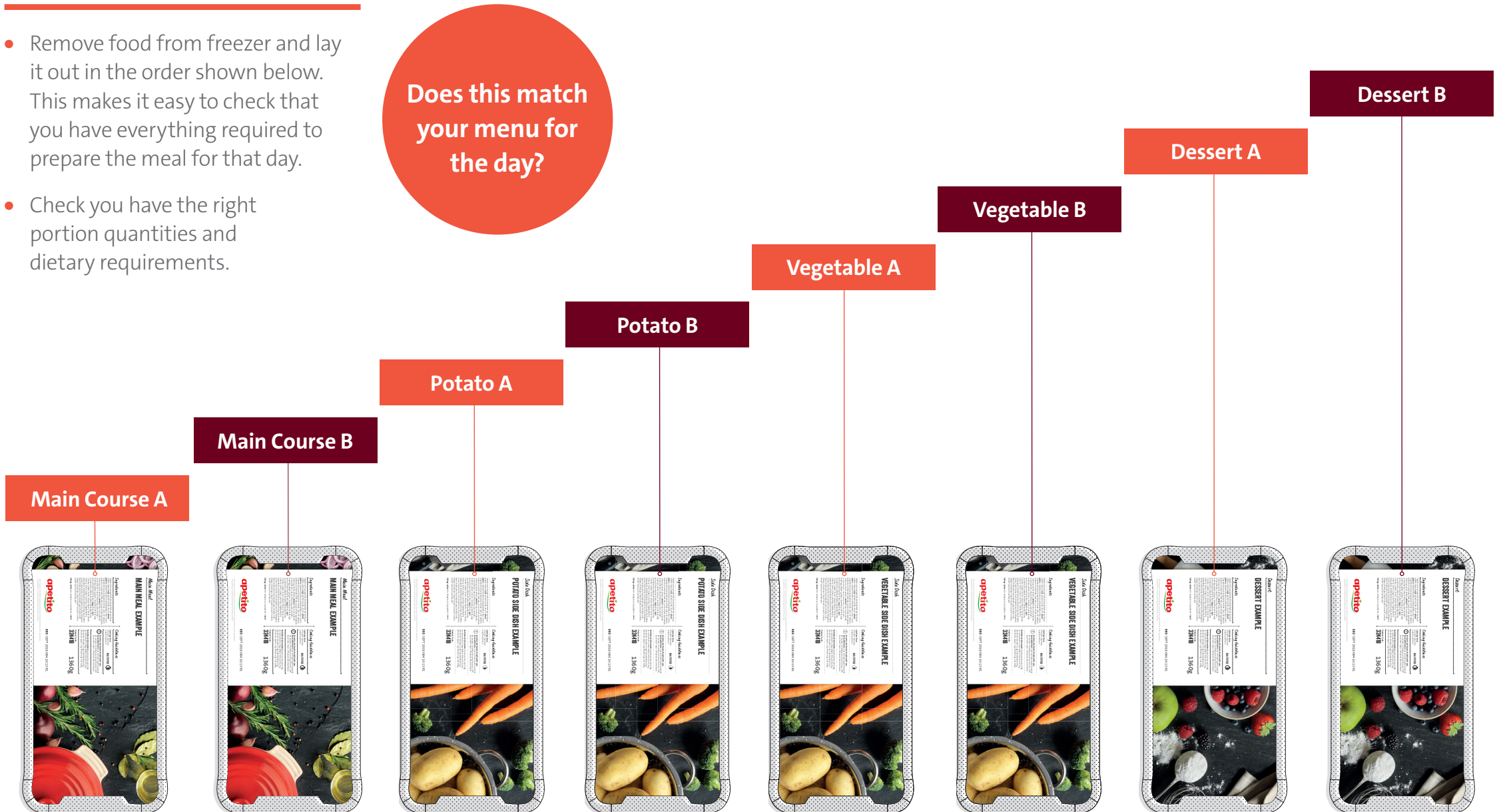
- Always wear insulated gloves when handling hot or cold product. Ensure that your arms are covered with an oven glove or cloth. This will provide protection from any hot surfaces / the oven / the foil and potential spillages.
- Be aware that the pack may contain liquid such as gravy or sauce when handled at hot temperature **so extra care and time may be required to prevent burns or scalds.**
- Carefully fold down one end only of pack prior to regeneration. Slide lid out from the released lid end of the tray. If the lid is required to remain in place during regeneration, remove lid carefully with the tray placed on a stable horizontal surface to avoid spillage of hot liquid. Ensure that you slide the hot lid away from the body or arm so as to prevent any burns or scalds. Wear thermal gloves if practical.
- After removing a lid – it is good practice to ensure that all the edges are folded back down to avoid any cuts from the foil edges.



Planning & Preparation

- Remove food from freezer and lay it out in the order shown below. This makes it easy to check that you have everything required to prepare the meal for that day.
- Check you have the right portion quantities and dietary requirements.

Does this match
your menu for
the day?



Batch & product codes explained

We care about everything we do here at apetito, from the ingredients we source, to our ethical practices and the high standards we set. We make it easy to ensure traceability of the ingredients in our meals, which helps safeguard food safety. In fact, our safety record is market leading.

Meals are labelled so we can trace all the ingredients from farm to fork.

Allergen Information

- Displayed within the ingredients list in bold print.

Product Code

- The 6 digit number is the unique number to identify the meal.
- Large tray code starts with 324 / Small tray code starts with 328.

Batch Code

- Printed on the lid.
- Starts with 'BBE'. The date that follows is the expiration date. Food should not be consumed after this date.



Batch & product codes explained

- Recording batch and product codes in the Temperature Log Book is key to enable full traceability.
- This helps us to pinpoint the source of any issues, and rectify any problems.

Top Tips

Pre- populated sheets with products from your menu can be downloaded and printed from Myapetito.

Product Code *Batch Code*

TEMPERATURE LOG BOOK

DATE: _____

Main Meal	Dish Name	Product Code	Batch Code	Quantity Cooked	Cooked Temp (75°C / 82°C)	Served Temp (63°C)
Main Choice A Large						
Main Choice A Small						
Main Choice B Large						
Main Choice B Small						
Potato Choice A Large						
Potato Choice A Small						
Potato Choice B Large						
Potato Choice B Small						
Vegetable Choice A Large						
Vegetable Choice A Small						
Vegetable Choice B Large						
Vegetable Choice B Small						
Dessert Choice A Large						
Dessert Choice A Small						
Dessert Choice B Large						
Dessert Choice B Small						
Other						
Other						
Other						
Other						
Other						
Other						

COOK IN CHARGE NAME: _____

MANAGER NAME: _____

SIGNATURE: _____

SIGNATURE: _____

IMPORTANT:
Food must reach 75°C / 82°C in Scotland

Preparing for cooking

01 Group the foods into those that need cooking for a **full cycle** and those that need cooking for a **half cycle**.

Full Cycle

Side Dish

VEGETABLE SIDE DISH EXAMPLE

Ingredients

Vegetarian Sausage (81%) (rehydrated textured soya protein (water, **soya** protein isolate, starch, **wheat** gluten, stabiliser (calcium phosphate), water, onion, rapeseed oil, seasoning (yeast extract, salt, salt replacer (potassium chloride), dextrose, sugar, dried sage, pepper, nutmeg, rusk (contains **wheat** flour), onion powder, carrot powder, natural flavouring, spice extracts (nutmeg, pepper, ginger, coriander, piment), sage extract, thyme extract), dried **egg** white, **soya** concentrate, stabiliser (methylcellulose), Water, Tomato, Swede, Carrot, Haricot Beans, Tomato Puree, Parsnip, Onion, Sugar, Cornflour, Vegetable Oils (rapeseed, sunflower), Natural Flavouring, Pea Protein, Garlic, Yeast Extract, Salt, Dried Onion, Dried Oregano, Basil, Dried Leek, Caramelised Sugar, Dried Carrot, Pepper, Dried Sage, Dried Tomato, Ground Turmeric, Pinch of Thyme, Ground Black Seed)

Cooking Guidelines

Cooking time: All ovens may vary, cook from frozen. **FULL CYCLE** ⌚

1 Contains hot liquid. Handle with care. Cook with lid on and until piping hot, typically 40 minutes. Stir before serving. Store at -18°C. Cook from frozen. If thawed do not refreeze.

Nutritional Information (typical values per 100g as consumed): Energy 366kJ / 87kcal, Fat 2.6g (of which saturates 1.1g), Carbohydrate 5.5g (of which sugars 1.7g), Protein 12g, Salt 0.29g.

Product Code:

Full Cycle ⌚

Half Cycle

Side Dish

VEGETABLE SIDE DISH EXAMPLE

Ingredients

Vegetarian Sausage (81%) (rehydrated textured soya protein (water, **soya** protein isolate, starch, **wheat** gluten, stabiliser (calcium phosphate), water, onion, rapeseed oil, seasoning (yeast extract, salt, salt replacer (potassium chloride), dextrose, sugar, dried sage, pepper, nutmeg, rusk (contains **wheat** flour), onion powder, carrot powder, natural flavouring, spice extracts (nutmeg, pepper, ginger, coriander, piment), sage extract, thyme extract), dried **egg** white, **soya** concentrate, stabiliser (methylcellulose), Water, Tomato, Swede, Carrot, Haricot Beans, Tomato Puree, Parsnip, Onion, Sugar, Cornflour, Vegetable Oils (rapeseed, sunflower), Natural Flavouring, Pea Protein, Garlic, Yeast Extract, Salt, Dried Onion, Dried Oregano, Basil, Dried Leek, Caramelised Sugar, Dried Carrot, Pepper, Dried Sage, Dried Tomato, Ground Turmeric, Pinch of Thyme, Ground Black Seed)

Cooking Guidelines

Cooking time: All ovens may vary, cook from frozen. **HALF CYCLE** ⌚

1 Contains hot liquid. Handle with care. Cook with lid on and until piping hot, typically 40 minutes. Stir before serving. Store at -18°C. Cook from frozen. If thawed do not refreeze.

Nutritional Information (typical values per 100g as consumed): Energy 366kJ / 87kcal, Fat 2.6g (of which saturates 1.1g), Carbohydrate 5.5g (of which sugars 1.7g), Protein 12g, Salt 0.29g.

Product Code:

Half Cycle ⌚

02 Check the lid for guidance on **cooking, safety** and **serving tips**.

Lid Guidance



Cook with lid on



Contains hot liquid. Handle with care. Cook with lid on.



Lift corners before cooking



Remove lid before cooking



Stir before service

Tips for loading the oven

Shelf

Top

Pies, Crumbles, Lasagne

Main Course Items

Middle

Vegetables & Potatoes

Desserts

Special Diets

Bottom

Custard, Milk Puddings, etc.

Chef's Top Tips

"For gently browned pie lids and crumble toppings, place foods near the top of the oven during cooking".

"Overcooking milk based desserts like custard and milk puddings can ruin their melt-in-the mouth texture, so these are best cooked in the bottom of the oven".



Getting ready for service

A slick and efficient kitchen operation means meals get served at their best, and the dining experience is enhanced for residents.

Let us help you prepare for exceptional service every time, with this useful checklist:

Tidy appearance, **washed hands**.

Temperature Log Book to capture important data for traceability.

Check **portion numbers** to ensure there's enough to go round.

A clean **temperature probe**, in good working order.

Sufficient **serving spoons** and utensils for each dish.

An organised **service counter** with **cutlery, crockery and menus** at the ready.

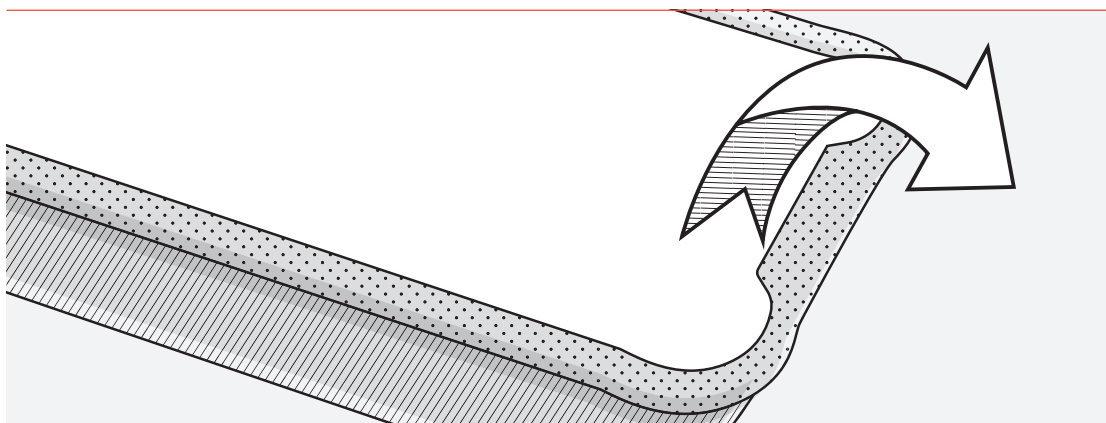
Easy access to **jugs and water cups** in the dining area, to keep residents well hydrated.

Heat plates to **keep food warm**.

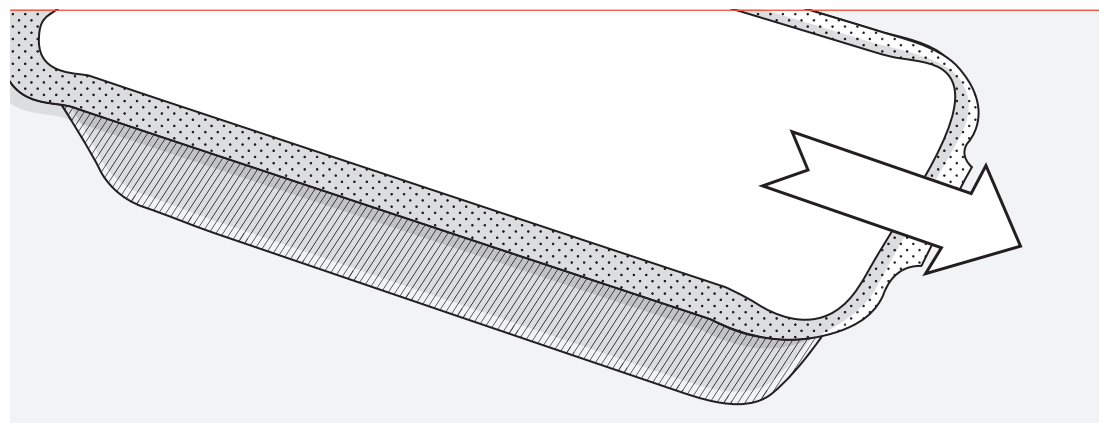


Removing lids safely

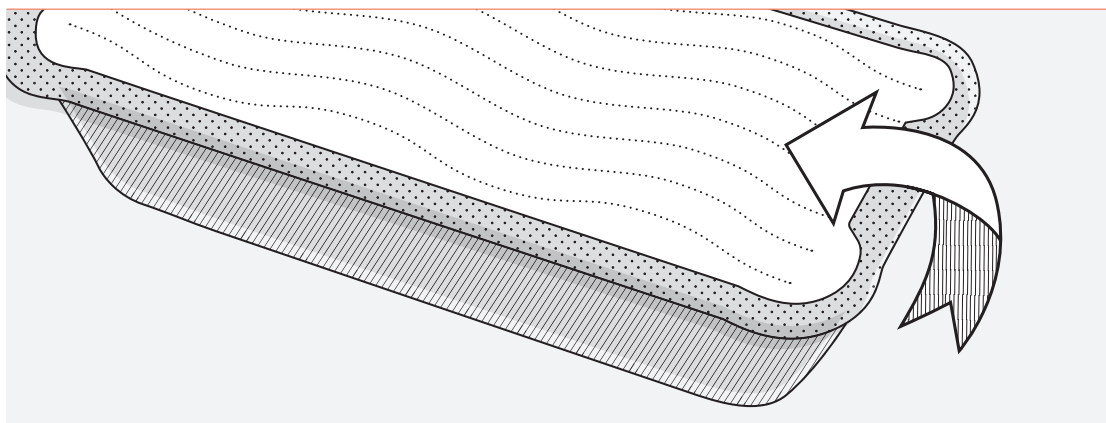
01 Carefully **fold down** one end.



02 Slide the lid out from the end.

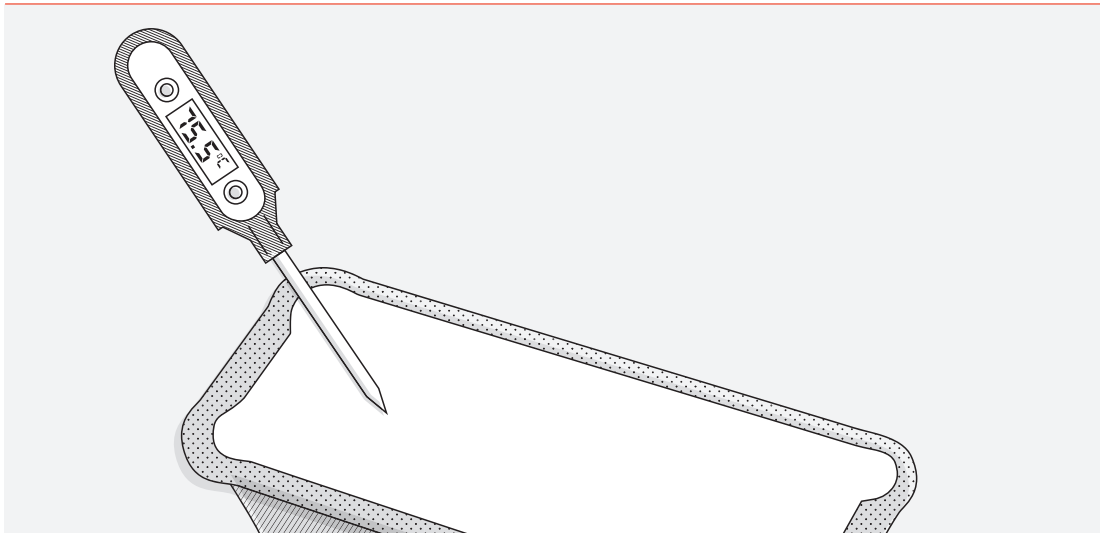


03 Once the lid has been removed carefully **fold back up** the foil edge.

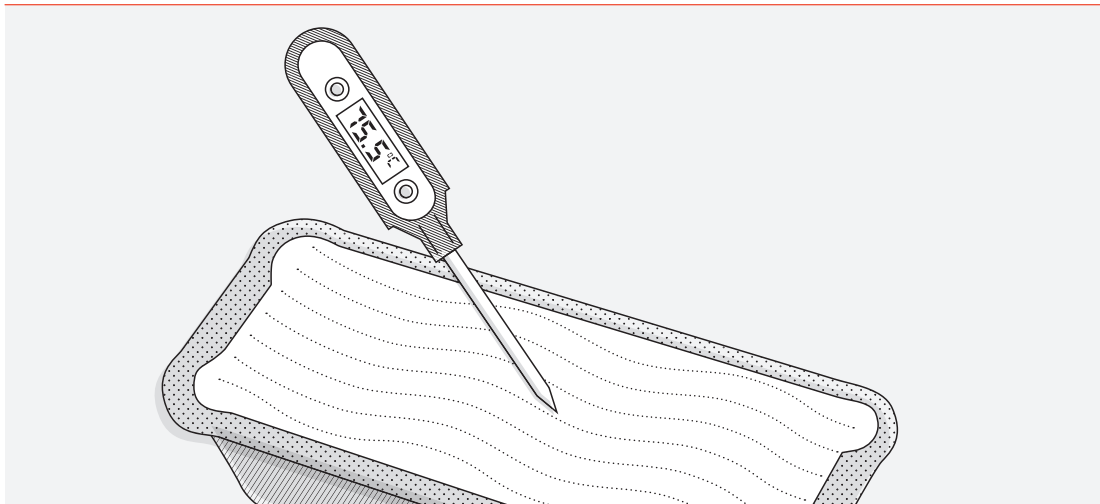


Before serving – *probing food*

DO NOT stab the lid with the temperature probe.



Either lift or remove the lid and probe the centre of the food.



Please refer to the Health & Safety pages on Safe Handling Procedures of our products

Safeguarding food hygiene

- Hot foods need to reach a core temperature of 75°C before serving (82°C applies in Scotland).

Top Tips

Clean probe with a probe wipe before and after probing each dish.

Food must be at 75°C or above - don't serve food below this temperature.

Temperature recording

It's really important to capture temperatures:

- It is a legal requirement to maintain records.
- Records are checked by Environmental Health.
- Provides an audit trail – proof that measures have been taken to ensure food safety.
- Fill out the log clearly and accurately.

Sign off to confirm information is correct

Date

Temperature of
all cooked items

Served
Temp


TEMPERATURE LOG BOOK

DATE:

Main Meal	Dish Name	Product Code	Batch Code	Quantity Cooked	Cooked Temp (75°C / 82°C)	Served Temp (63°C)
Main Choice A Large						
Main Choice A Small						
Main Choice B Large						
Main Choice B Small						
Potato Choice A Large						
Potato Choice A Small						
Potato Choice B Large						
Potato Choice B Small						
Vegetable Choice A Large						
Vegetable Choice A Small						
Vegetable Choice B Large						
Vegetable Choice B Small						
Dessert Choice A Large						
Dessert Choice A Small						
Dessert Choice B Large						
Dessert Choice B Small						
Other						
Other						
Other						
Other						
Other						
Other						

COOK IN CHARGE

NAME:

SIGNATURE:

MANAGER

NAME:

SIGNATURE:

IMPORTANT:
Food must reach 75°C
/82°C in Scotland

03 The Dining Experience



The Dining Experience

At apetito we believe that food goes way beyond just meeting dietary needs.

We can help you turn an everyday meal occasion into an exceptional dining experience through the quality of our food, how it tastes and looks, and the dining environment. It's also about social interaction and enjoyment. We believe that all these factors work together to enhance health and wellbeing, which is part of our core mission.



Plating up – *serving tips*

A well presented plate of food can make a huge difference to meal enjoyment.

It reflects the care and attention that has gone into preparing the meal, and the pride you feel in providing food that enhances health and wellbeing.



▲ Wipe around the rim of the bowl with a clean cloth to remove any splashes of soup. Sprinkle over some chopped parsley, add a swirl of cream and some croûtons for texture.



▲ To present main meals in an appealing way, place the main food item on the plate first, followed by the potatoes and then the vegetables. Only add a little gravy.

Plating up – *serving tips*

Chef's Top Tips

- Arrange food neatly on the plate, keeping each item separate.
- Wipe any spills from the side of the plate.
- Avoid piling food up on top of each other, as this looks unappealing.



▲ *Using individual balti dishes will give an authentic feel to the presentation of curries. If using a plate and not a balti dish, put the rice (or potatoes) on the plate first followed by the curry. This keeps the sauce element neatly contained to enhance presentation.*



▲ *Desserts drowning in custard can feel very unappetising. To avoid this, place the custard in the bowl first and sit the dessert on top.*

Plating up – *Texture Modified*



▲ **Level 4** - use the spatula provided by us to take out the individual items from the tray.



▲ **Level 5** - put the protein or main element in a separate side dish to stop the sauce or gravy from running into the vegetables and potatoes.



▲ **level 6** - serve up in the same way as you would the main range of food.

Plating up – *garnishes*

We believe that attention to detail is key, we apply it to everything we do here at apetito.

We know that nothing beats the look of sheer delight on a resident's face when they are served a meal made with care, using quality ingredients. That's why our chefs recommend the use of garnishes to add colour and texture, and provide a professional finishing touch.

Chef's Top Tips

- Garnishes should relate to the meal, and always be edible.
- Scatter the garnish in a considered way to add colour or texture.
- Avoid large chunks of citrus and anything with a strong odour.
- Prepare your garnishes prior to service to avoid delays.



◀ **Lemon** is the classic accompaniment to fish; a wedge or twist works well.



◀ Add a sprig or two of **dill** to add colour and flavour to fish dishes.



◀ **Coriander**, the perfect compliment to curries. Roughly chop and sprinkle on before serving.



◀ For desserts, **juicy berries** are visually appealing and tasty.

Don't forget about accompaniments: Horseradish or mustard with beef, tartar sauce with fish, mint sauce with lamb, and apple sauce with pork.

Your feedback is valued

As well as our food, we pride ourselves on providing a quality dining experience to all your residents.

Capturing feedback is really important to us, so we can see what's working or alternatively, what we could do to better meet your needs.

Complete your Food Diary and share it with your Client Development Manager.



Refresher Training

If you would like a refresher at any time or when new staff join, why not review our online training video at:

www.apetito.co.uk/carehometraining

