




## SAFE METHOD:

# HOT HOLDING AND DELIVERY



It is very important to keep food hot until it is served or delivered to the customer, to prevent harmful bacteria from growing.

SAFETY POINT	WHY?	HOW DO YOU DO THIS?
If you need to keep food hot before serving, or on display, you should use suitable equipment. Follow the equipment manufacturer's instructions. Check equipment regularly to make sure it is working properly.	It is difficult to keep food at a consistent, safe temperature without suitable equipment.  	Do you hot hold? Yes      No What equipment do you use?
Preheat hot holding equipment before you put any food in it.	Putting food into cold equipment means it might not be kept hot enough to stop harmful bacteria growing.	
Food must be cooked thoroughly and very hot (steaming) <b>before</b> hot holding or display begins.	Hot holding equipment is for hot holding only. It should not be used to cook or reheat food. 	
If you offer food deliveries, make sure the food is kept hot or cold until it is collected by the delivery driver or customer. Also make sure food is kept hot or cold during delivery until it arrives at the customer's home. It is a good idea to use an insulated bag or box to transport food and make sure it stays covered until delivered.	If food is not kept either hot or cold, harmful bacteria can grow in it. Using an insulated bag or box to transport food will help keep it at the correct temperature and in its best condition.	How do you keep food at the right temperature until it is delivered to a customer?

## THINK TWICE!

**Hot food must be kept at 63°C or above, except for certain exceptions.**

When you display hot food, e.g. on a buffet, you should use suitable hot holding equipment to keep it above 63°C. If this is not possible, you can take food out of hot holding to display it for up to two hours, but you can only do this once.

Food that has not been used within two hours, should either be reheated until it is steaming hot and put back in hot holding or chilled down as quickly as possible to 8°C or below. If it has been out for more than two hours throw it away. Remember to keep the food at a safe temperature until it is used.

If you do take food out of hot holding to display it, remember not to mix new food with the food that is already on display. This could lead to the older food being left out for too long.



## CHECK IT

Once it is cooked, keep food at 63°C or above until it is served.

How do you keep food at the right temperature until it is delivered to a customer?

## WHAT TO DO IF THINGS GO WRONG

### If a dish is not hot enough at any point during hot holding:

- reheat it until it is a safe temperature and put back into hot holding (you should only do this once), or
- chill down the food safely (see the 'Chilling down hot food' safe method in the Chilling section) and reheat it later before serving.

If you cannot do either of these things, throw the food away.

Remember some foods need extra care. See the 'Foods that need extra care', 'Rice' and 'Eggs' safe methods.

## HOW TO STOP THIS HAPPENING AGAIN

- Check your equipment is working correctly.
- Review your hot holding safe method. Try using a higher temperature setting or smaller quantities of food.
- If food is getting cold while it is being delivered, use an insulated bag or box if you are not using one already, and / or consider making your delivery area smaller.
- Train staff again on this safe method.
- Improve staff supervision.

Write down what went wrong and what you did about it in your diary.



## PROVE IT

Use a disinfected temperature probe to prove your method keeps food at a safe temperature of 63°C or above. (See the 'Prove it' method in the Management section for advice on using probes safely.)