Food Safety Awareness

&

How To Order Safe Catering

For Business Aviation
- Food borne Illness - Any illness caused by eating or drinking contaminated food, also called food borne disease

- Food borne Illness Outbreak two or more people with a food borne illness
CAUSES OF FOOD BORNE ILLNESSES

Biological

Physical

Chemical
Biological

- Bacteria
- Viruses
- Parasites
- Molds & Yeast
The Centers for Disease Control, USA & The Royal Institute of Public Health, UK have stated that the most commonly reported food preparation practice that contributed to food borne illnesses are:

- Food borne Illness Outbreak two or more people with a food borne illness

- Improper Holding Temperatures
- Poor Personal Hygiene
- Food from an UNSAFE Source
- Contaminated Prep Equipment
- Inadequate Cooking
EVERYONE THAT WORKS WITH FOOD HAS A LEGAL RESPONSIBILITY TO SAFEGUARD FOOD FROM HARM AND IT IS CRUCIAL AS FOOD HANDLERS THAT YOU UNDERSTAND THE GENERAL PRINCIPLES INVOLVED!

- Food borne Illness Outbreak
two or more people with a food borne illness

Do you REALLY know your caterer?
* FDA Paperwork
* Insurance
* Local Board of Health Inspected
* HACCP Hazard Analysis Critical Control Point – Food Safety System
What are some of the symptoms of food poisoning? Personal Food Hygiene Habits

When your body detects that you have eaten something harmful it usually tries to rid your body of the food by the quickest method. The most common symptoms are:

- Abdominal pain
- Diarrhea
- Vomiting
- Nausea
- Fever
- Headache
What are food allergies versus an intolerance to certain food types?

Some people are particularly sensitive to certain foods and become ill after eating products which are harmless to most people. The symptoms of food allergies may include some similar to those of some food borne illnesses. Other allergy symptoms include:

- Rashes
- Swelling of the throat, tongue and mouth
- Difficulty in breathing
- Collapse and falling unconsciousness
Allergic reactions can occur rapidly after eating just a small amount of a food or ingredient and can threaten a person’s life.

Among the foods that have been linked to allergic reactions are nuts and seeds and products that are made from them. Some of the other prevalent items are and there could be more:

- Salad Dressings
- Food Dyes
- Shell Fish
- Cookies/Cakes
- Flavor Enhancer's (MSG)
- Milk & Dairy Products
- Chocolate
- Fruits
- Garlic
- Flour
Most people who have a specific food allergy are very aware of it and they know what they need to avoid in order to not become ill but may need help in identifying exactly which ingredients are used in their food.

Ordering catering for your passengers takes a “review” of your passengers likes/dislikes/food allergies/religious dietary restrictions/food trends. You need to make sure that you ask the right questions for each and every flight/passenger. This includes the pilots!
Passengers can have food dietary or religious restrictions such as:

- Gluten Free/Celiac Disease
  - Kosher
  - Halal
  - Macrobiotic
- Vegetarian
  - Vegan
When designing and planning a catering menu/order keep in mind the following:

1. The flying time

2. The passenger count

3. Are the passengers going to a meeting/banquet where food will be served

4. Are there children/pets on board? (Ages & Types of Pets/Sizes)

5. Food allergies or special diets
6. Order an entree selection of 2-3 choices per the passenger count and your galley space.

7. Order a good variety of food items that all compliment each other.

8. Your corporate flight department’s/passenger's catering budget if there is one.

9. The departure time and arrival time for the trip segment.

10. Try and get the passenger’s preferences pre-departure.
THE 3 P’s OF CATERING/PREPARED FOOD:

• Plan - Menu Development

• Purchase - Food Sources

• Packaging - Food Safety
ESTABLISH VARIETY IN:

• Colors
• Flavors
• Shapes
• Protein
• Vegetable #1
• Vegetable #2
• Starch
PREPARED FOOD SOURCES:

Where and who are you getting your catering from?

- Corporate Specific Aviation Caterer
- Gourmet & Specialty Food Stores
- Charcuterie
- Outside Restaurant
- Supermarket
- Hotel Restaurants
Seriously ????????
Really ????????
***KNOW YOUR AIRCRAFT GALLEY EQUIPMENT!***

***ASK SOMEONE (MAINTENANCE/PILOT) THE OVEN AND MICROWAVE SIZE FOR EVERY AIRCRAFT THAT YOU ARE ORDERING FOR ***

***CAN THE MICROWAVE HOLD A HALF LITER/PINT OR A LITER/QUART Sized CONTAINER?***

***KNOW THE AIRCRAFT’S GALLEY CAPABILITY FOR FOOD STORAGE***

***KNOW THE AIRCRAFT’S SEATING CONFIGURATION IF ORDERING TRAYS***

***PACKAGING IS CRUCIAL FOR EVERY AIRCRAFT TYPE!***
Trays are oblong - square - round. They vary in size from 4 inches by 6 inches to 12 inches.

**Foiled Oven Tin Containers:** (Usually for the Falcons/Legacy/Challengers)
- 5 inches by 7 inches - Depth 2 inches
- 6 inches by 8-1/2 inches - Depth 2 inches
- 6-1/2 inches by 12-1/2 inches - Depth 2 inches

**Half Pan (Larger Aircraft Ovens) Foiled:** (Usually for the newer Gulfstream's/Global’s)
- 10 X 12 - Depth 1 & 3/4 inches

**ORDER ANYTHING IN A FOILED OVEN CONTAINER WITH THE FOILED LID COVER SIDE UP**

**Microwave Containers:**
- **Small** - 6 X 4 1/2 - Depth 2 inches
- **Medium** - 7 1/2 X 5 - Depth 2 inches
- **Large** - 6 X 9 - Depth 2 inches
Trays for smaller aircraft configurations:
8-10 passengers translates TO - Trays for 2-2-2-2-2
If there is a couch and the seats are occupied:
Order individual small trays for 1 passenger each.
OR
Individual Box Lunches/Themed Baskets

• Create a catering order/menu for your mission with the information that you are given by the company/passengers
• Call the caterer and check that their FAX is turned on, is operative and has paper in it
• If E-mailing tell them to be at their PC
• FAX the order to them
• Call them
• Go over the entire order and make sure that you get the name of the person taking the order
• Have them read the whole order back to you so you know that what you said, is what they “heard”

***THE MOMENT YOU “ASSUME“ YOU GO INTO RECOVERY MODE!***
Make sure that your catering is scheduled for delivery at least 2 hours prior to departure!
***FACTOR IN COMMUTE TIME AND INCLEMENT WEATHER***
MULTI-LEGS
The caterer can prepackage the food for each leg and meal in labeled insulated boxes
or Coleman coolers with ice packs.

LAYERED FOOD/ICE PACKS/FOOD/ICE PACKS/FOOD/ICE PACKS
Be very specific with the caterer in the manner in which you need the catering boxed and packaged! For the
first leg of the trip one you would want it in a box labeled LEG 1. Possibly this might be the breakfast leg.
So they would give you maybe three boxes labeled as follows:
- Lunch - Box 1 of 3
- Lunch - Box 2 of 3
- Lunch - Box 3 of 3

THIS IS NOW STORED IN THE BAGGAGE COMPARTMENT. IT IS THE LAST THING PUT INTO THE
BAGGAGE COMPARTMENT. IF STOPPING FOR FUEL.

***BACTERIA DOUBLES EVERY 20 MINUTES. ASK THE CATERERS TO
LAYER THE CATERING WITH ICE PACKS***

***FOOD CAN REMAIN AT ROOM TEMPERATURE FOR APPROXIMATELY
4 HOURS. ANYTHING AFTER THAT, YOU ARE IN THE "DANGER ZONE"***

***IF ORDERING SEAFOOD TRAYS/PERISHABLE FOOD ITEMS, AN OPTION IS TO HAVE THE
CATERER TAPE ICE PACKS TO THE BOTTOM OF THE TRAY***

***ASK THE CATERER TO WRAP EACH OVEN TIN/MICROWAVE CONTAINER
WITH SARAN WRAP TO AVOID CROSS CONTAMINATION***
FOOD KILLS!

WE HAVE A LEGAL AND ETHICAL RESPONSIBILITY TO KEEP OUR PASSENGERS SAFE

FOOD SAFETY IS AS IMPORTANT AS AIRCRAFT SAFETY

AT THE END OF THE DAY - IT IS ALL ABOUT DUE DILIGENCE
Questions

1) If you are the person ordering catering for your aircraft, and it does not have a “chiller”, how can you order your catering on the first outbound leg in a way to protect and prolong food safety/avoid spoilage and maintain correct temperatures?

A. Order all outbound catering on dry ice.
B. Have the catering brought to you HOT so you can have your crew serve it as soon as possible post departure.
C. Have the caterer or restaurant bring the perishable catering down to 38 degrees to 41 degrees Fahrenheit - 3.3 degrees to 5 degrees Celsius and kept at that temperature range for transport to your aircraft.
D. Have the caterer ice pack everything.
Questions

2) As a Scheduler/Dispatcher ordering the catering, what do you need to know “exactly” prior to ordering your catering to enable you to have the right packaging for seating configurations and your specific galley equipment especially if you have pre berthed the aircraft for a long range mission?

A. Are the passengers expecting a meal after departure then go to sleep then another meal when they awake?
B. Do they wish to go right to sleep and then get up and eat?
C. Are they looking for a hot meal or a cold meal?
Questions

3) Do you think ice and water pose an issue when going to or flying out of an emerging market country for your passengers and crew? If true, what are your solutions for this?

A. True
B. False
Why?????
Questions

4) Do you have a catering passenger profile form for each of your primary aircraft users as well as the pilots and do you think this deserves merit when flying in or out of your home base – country? Does your flight department distinguish per passenger a food allergy or intolerance to a certain food type/special diet/religious food restrictions record? Why yes or no?

A. Yes
B. No

Why??????
Questions

5) How do you attain specific catering for long range trips when there are NO catering possibilities/options in remote areas of the world? Which is not applicable?

A. Street/Vendor Food
B. The Hotel
C. The Handling Company
D. Bring the catering with us from our home base caterer packed on dry ice?
E. Bring easy to whip up food items that are nonperishable that can be turned into a meal?
Questions

6) The 3 P’s of Catering/Prepared Food are:

A. Plan – Menu Development
B. Purchase – Food Sources
C. Packaging – Food Safety
D. All Of The Above
Thank you For Attending My Session!

PRESENTED BY:
Susan C. Friedenberg – Corporate Flight Attendant Training & Consulting