

Food Court -Guidelines

For Registration with Sri Lanka Tourism Development Authority

1. Introduction

Food court, as a special catering service place, has its own unique attractive character where a very wide variety of cuisine is available in one location. The unique ambience, very different from a conventional restaurant, created in a food court will provide an experience where the gustatory and optic nerves simultaneously will allure you to linger on, even if one is not really hungry or too tired to sit through a full meal. That is the charm of a food court.

1.1. Definition

A food court is generally an indoor or outdoor plaza or common area within a facility that is contiguous with the counters of multiple food vendors and provides a common area for self-serve dining.

2.1. Location:

Food court may be located in a shopping mall, airport, a park or as a standalone facility and shall be easily accessible for guests with proper approach and entrance/s.

2. 2. Common Areas

2. 2.1. Washrooms

Shall provide adequate facilities for male, female, differently abled persons. A dedicated area with suitable facilities for infants shall be available in the washrooms.

2. 2.2. Hand washing and sanitization facilities

Shall provide adequate hand washing facilities with hot & cold water and fixed liquid soap / hand wash dispensers and hand drying.

2. 2.3. Entrance Lobby

Shall provide comprehensive information and directions

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2.3. Food court

2.3.1 General

- 2.3.1.1 The Service area and the dining area shall be adequate in size. The areas shall be determined based on accepted industry and international standards and norms.
- 2.3.1.2 The service area and the dining area shall be provided with adequate fire protection and detection as per the national standard. Adequate illuminated signage shall be available to guide the clients to a designated safe assembly point in case of a fire or any other emergency.
- 2.3.1.3 Menus with photographic illustrations, clear and accurate description of the item together with the prices shall be displayed at every outlet. The display may be arranged to suit the overall ambience, décor and the theme of the food court. The menu shall be easily visible to the prospective clients.
- 2.3.1.4 There shall be an adequate number of tables and chairs keeping in line with the number of outlets and the number of clients envisaged to be served at a given time.
- 2.3.1.5 The table tops shall be of good quality, nonporous materials conducive for cleaning and shall be aesthetically pleasing.
- 2.3.1.6 Disposable tableware shall not be used. Only reusable good quality tableware shall be used.
- 2.3.1.7 Plastic cutlery shall not be used. Only good quality stainless steel cutlery shall be used.
- 2.3.1.8 The use of plastic water bottles shall be discouraged. Adequate number of suitable drinking water dispensers shall be provided. UV sterilization for the water supply for all drinking water outlets connected to the domestic water supply shall be provided
- 2.3.1.9 An effective system to clean the common dining tables after each use shall be in place. All dining tables and chairs shall be maintained in a very clean condition at all times. All tables and chairs shall be cleaned and disinfected at the end of each day.
- 2.3.1.10 The floor of the food court shall be cleaned regularly during operation and disinfected at the end of each day. The floor must be maintained in a very clean condition at all times. A clear arrangement must be in place to handle accidental food spillage.

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2.4. Food Preparation Area

The Food Preparation areas shall comply with the following. General food preparation, services and storage areas shall be shielded from public view by a full height partition. Storage of packaging, paper goods and supplies shall be shielded from public view. The materials used for floors, walls and ceilings shall be of very good quality. The counters and worktops shall be made of stainless steel.

There shall be no open drains in any food preparation area. All drain outlets shall be trapped and connected to a closed drain system

2.4.1. Ceiling

2.4.1.1. If a roof exists above the food preparation area or services are located below the soffit a non-porous ceiling shall be provided. The use of a seamless easily cleanable material for the ceiling of the food preparation area is strongly recommended.

2.4.1.2. Acoustic tile will only be acceptable outside the food preparation area.

2.4.2. Lighting

The lighting shall have adequate illuminance as per international standards and all lamp fittings shall be provided with shatterproof easily cleanable diffusers. The use of energy efficient lamps either LED or fluorescent type is recommended.

2.4.4. Floors

- The floor finish shall be of impervious and non-slip materials conducive for cleaning.
- If tiles are used for the floor, all joints shall be sealed using epoxy grout and shall be well maintained at all times.
- A water proof skirting, preferably of the same material as the floor, shall be provided. Where a continuous floor covering is used a skirting shall be formed with the same material.

2.4.5 Walls

The wall finish, up to a minimum of 2 m height, shall be of impervious material conducive for cleaning.

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2.5. Food court Hygiene Standards

2.5.1. Kitchen in the food counter

- 2.5.1.1. All work tops and counters shall be made of Stainless Steel. A S/S sink with hot and cold water via a mixer tap shall be available.
- 2.5.1.2. All cooked and uncooked food must be covered at all times
- 2.5.1.3. All bulk prepared food must be stored at the appropriate temperature Suitable equipment / appliances shall be available to ensure that prepared food is maintained at the correct temperatures up to the point of delivering to the client.
- 2.5.1.4. Adequate temperature controlled storage facilities shall be available to store the food items. Dry goods shall be stored separately.
- 2.5.1.5. Kitchen utensils shall be of very good quality, clean and adequate.
- 2.5.1.6. A S/S exhaust canopy of adequate size with grease filters shall be provided for the Hot Range equipment. The canopy shall be connected to a dedicated kitchen exhaust duct. If the Hot Range equipment is not in an enclosed space and is open to the seating area, an automatic fire suppression system shall be provided for the exhaust canopy.
- 2.5.1.7. A fire blanket shall be available close to the hot range and shall be permanently mounted in a conspicuous and easily accessible place.
- 2.5.1.8. All sinks shall have hot and cold water via a mixer tap and shall be provided with a strainer and a trap.
- 2.5.1.9. A dedicated stainless steel sink of adequate size with hot and cold water via a mixer tap shall be provided within the kitchen if the washing of pots and pans are to be carried out individually (This requirement does not apply if the policy is to use the centralized pot wash).
- 2.5.1.10. All staff handling food shall be trained in food hygiene and HACCP procedures and shall be medically tested twice a year one of which may be only regarding food safety and the other general.
- 2.5.1.11. Adequate first aid facilities shall be available for each outlet.
- 2.5.1.12. A foot or knee operated hand wash sink with hot and cold water, soap and drying facility shall be available at the entrance to the kitchen area.

2.6 Centralized Facilities (Where Provided)

2.6.1 Wash up area

- 2.6.1.1 A scrapping table and a pre-wash sink with a spray rinse shall be available. Adequate space shall be available to store soiled items close to the scrapping table. Adequate number of dish washer racks shall be available.
- 2.6.1.2 An automatic dish washing machine of adequate capacity with correct rinsing temperature shall be available.
- 2.6.1.3 A dedicated automatic Glass Washer shall be available.

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2.6.1.4 Adequate stainless steel racks or shelving shall be available to store clean items of cutlery, crockery and glassware. This must be located away from the soiled item area to avoid cross contamination.

2.6.2 Pot Wash

2.6.2.1 The pot wash shall be adequate in size and shall preferably have two sinks.

2.6.2.2 The sinks shall be made of stainless steel and shall be provided with an easily cleanable solid trap of adequate size.

2.6.2.3 The pot wash shall have hot and cold water and shall be provided with wall mounted mixer tap/s with a long neck.

2.6.2.4 Adequate number of stainless steel racks shall be available to store washed pots and pans.

2.6.2.5 The pot wash area shall be adequately lit and well ventilated.

2.6.3 Centralized Ice Cube making machines

2.6.3.1 An adequate number of Ice Cube making machines shall be available.

2.6.3.2 The ice cube maker shall be connected to a potable water supply via a UV sterilizer unit of adequate flow rate.

2.6.3.3 A suitable stainless steel scoop fixed with a sufficiently long chain shall be available for each ice cube maker for collecting ice cubes.

2.6.4 Garbage Disposal

2.6.4.1 Separate colour coded bins with foot operated lids shall be available for different types of garbage. There shall be separate bins for food waste, paper, plastics and other recyclable materials such as glass and metal. This segregation is not required if the garbage is disposed off in a 'waste to power' station. Documentary evidence shall be available to support this agreement if segregation of waste is to be waved off.

2.6.4.2 If garbage needs to be segregated, sorting shall be carried out at the source. Adequate facilities shall be provided for this.

2.6 Staff

2.6.1 Staff Toilets Changing rooms & Locker rooms

2.6.1.1 Separate and an adequate number of clean toilets with water closets in good working order and well maintained wash basins and showers shall be available for the staff

2.6.1.2 Walls of toilets shall be covered in impervious materials. The minimum height of the impervious finish shall be 1500 mm for W/C and wash basin area and 2100 mm for the shower area.

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- 2.6.1.3 The floor inside the toilets, including the shower area, shall be covered with non-slippery impervious material
- 2.6.1.4 Adequate number of lockers well ventilated and of suitable size shall be available for the staff. The recommended size of a locker is 0.13 cu.m. per person with a height of not less than 900 mm and width of not less than 450 mm.
- 2.6.1.5 Adequate and comfortable furniture shall be available in the staff locker room
- 2.6.1.6 A central enclosed and air-conditioned meal room of adequate size shall be available to be used by all staff (including janitorial and security staff) consuming food brought from home or outside. The room shall have adequate exhaust facility to prevent the lingering of food odours in the room.

2.6.2 Staff attire

- 2.6.2.1 All staff shall be in uniformed attire. The attire may be common for the entire food court or different for different outlets.
- 2.6.2.2 All staff shall be in suitable footwear (exception – where the uniform calls for barefoot)
- 2.6.2.3 The uniforms shall be clean at all times.

2.6.3 Staff training

- 2.6.3.1 All staff shall be provided with an orientation program to familiarize themselves with the establishment and the different facilities available. This should ideally be carried out by training department of the main organization in which the food court is located. Where the food court is a standalone facility such training may be carried out by the individual organizations.
- 2.6.3.2 The stewarding staff shall be trained in efficient and courteous service.
- 2.6.3.3 The staff must be trained in personal hygiene and personal grooming.
- 2.6.3.4 English classes shall be conducted for the staff where practically possible. Where such facilities are not available in house, arrangements must be made to obtain outside assistance.
- 2.6.3.5 All staff shall be trained in first aid firefighting and emergency procedures particularly with respect to fire. The staff shall be capable of directing the guests to the nearest exit path and assist in safe evacuation.
