

# Cold Holding Policy

Perhaps you have been running restaurants for twenty years. Or maybe you just graduated from a prestigious culinary school. You know what you're doing. So why did you still get a cold holding violation?

Maybe it's time to create a cold holding policy, so you can ensure that your employees know what to check, when to check it, and what to do if something isn't right.

First of all, what is a policy and how do you create a cold holding policy for your food establishment?

*A policy is a defined set of actions that minimize food safety risks. Although some small food establishments may have verbal policies, it is best to write your policies down.*

Here are the key steps to consider when developing any policy:

- **Include the key people at the table**
- **Identify the most important steps in your processes**
- **Ensure that your policy includes corrective actions**
- **Revise the policy based on problems that arise, or as your food processes change**

Let's look at each of these steps more closely.

When writing your policy, make sure you are including the key people in your establishment, and also consider which staff members may be involved in each step. Who is your Certified Food Manager? Who conducts cold holding line checks? Do you have multiple shift leads who oversee your establishment throughout the day? If your establishment is part of a national chain that has uniform standards, you may want to include a regional manager or Quality Assurance personnel in writing your cold holding policy.







# A Retail Food Service Manager's Guide



To summarize, here are the key steps to consider with any policy:

- Include the key people at the table
- Identify the most important steps in your processes
- Check that your policy answers the questions: who, what, when, where, why and how
- Ensure that your policy includes corrective actions
- Revise the policy based on problems that arise, or as your food processes change

Remember, if you don't train your employees on your cold holding policy, it won't do much to help your establishment. Check out the next document, a Manager's Guide to training your employees.