



dusit thani
college

IHM1213

Food and Beverage Service Operations

Lesson 10 Supervisory Aspects of Food and Beverage Service

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Scope

- Legal consideration
 - Food and Safety
 - Safety and Sanitation
 - Responsible Alcohol Service
- Legal requirements
 - Compensation
 - Discrimination



Objectives

By the end of the session, the student will be able to:

- Identify the legal considerations in Food and Beverage Service and Operations specifically:
 - Food and Safety
 - Safety and Sanitation
 - Responsible Alcohol Service
- Describe the legal requirements of the following in Food and Beverage Service and Operations:
 - Compensation
 - Discrimination

Review

- Room Service
- In-room dining cycle
- Challenges in In-room dining

Legal Consideration

- legal and regulatory requirements associated with running a restaurant are a big part of day-to-day business operations.



Legal consideration

Licensing

- Food Service and Safety
- Safety and Security
- Responsible Alcohol Service



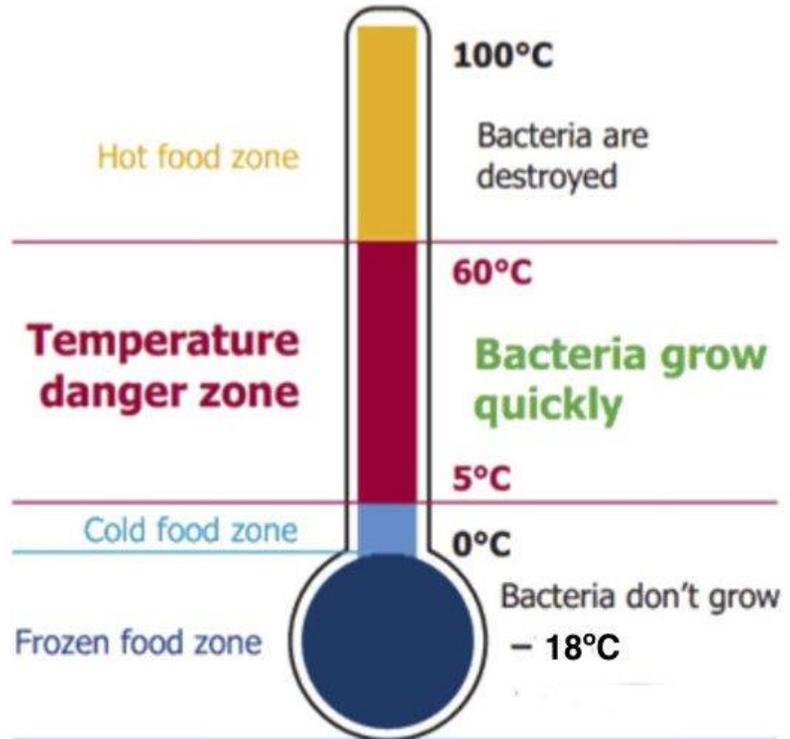
Legal consideration

Licensing – Food Safety

- ***HACCP Permit***
- ***Control of Substances Hazardous to Health (COSHH)***
 - Not having proper risk assessments in place is a criminal offense
- ***Food Safety Act 1990***



- The temperature danger zone is between 5°C and 60°C, when it is easiest for harmful bacteria to grow in food
- Minimise the time that food spends at these temperatures in order to keep food safe
- Refrigerated food needs to be kept at 5°C or below
- Hot food needs to be kept at 60°C or above



Legal consideration

Licensing – Food Safety

- *Food Safety Act 1990, establishments must not*
 - Sell (or keep for sale) food that is unfit for people to eat
 - Cause food to be dangerous to health
 - Sell food that isn't what the customer entitled to expect, in terms of content or quality
 - Describe or present food in a way that is misleading

Legal consideration

Licensing – Safety and Security

- *Guest Safety and Security*
- *Health and Safety at Work Act 1974*



Legal consideration

Workplace Safety and Security

Duties of employers

- Section 2 states that "It shall be the duty of every employer to ensure, so far as is **reasonably practicable**, the health, safety and welfare at work of all his/her employees
- information, instruction, training and supervision

Duties of employees

- Take reasonable care for the health and safety of him/herself
- Co-operate with employers or other persons



Legal consideration

Licensing - Responsible Alcohol Service

- *Alcoholic Beverage Control Act in 2008*
 - alcohol free zones
 - restrictions on the methods for selling alcohol
 - limits on advertising alcoholic products



Legal consideration

Licensing – Alcohol Service

- *Liquor License*
- criminal charges for serving alcohol to a minor or an intoxicated customer.
- liable if an intoxicated customer's actions lead to a death, injury or property damage

Legal consideration

Licensing - Responsible Alcohol Service

Alcoholic Beverage Control Act, B.E. 2551

- **No person shall sell alcoholic beverage to the following person:**
 - A person not yet over 20 years of age;
 - A person who is unconsciously drunk

Legal consideration

Licensing - Responsible Alcohol Service

Alcoholic Beverage Control Act, B.E. 2551

- **The selling of alcoholic beverage at or within the following place or area is prohibited:**
 - Temple or any place of worship
 - State public health service unit
 - Public Office
 - Dormitory under the law on dormitory
 - Education Institution
 - Petrol Station
 - Public Park

Legal consideration

Licensing - Responsible Alcohol Service

Alcohol Service in Thailand

- No Mid Afternoon Private Sales
 - 11:00 – 14:00 & 17:00 – 00:00 (midnight)
every day
- No Sales on Buddha Day
- No Open Container Laws
- No Alcohol Sales on Election Day

Legal consideration

Responsible Alcohol Service

- Delaying or suspending service
- Refusal of service



Legal consideration

Responsible Alcohol Service

Management Responsibilities

- Checking identification
- Consider safe transportations
- Avoiding conflict and violence



Legal Requirements

- ***Compensation***
 - ***Minimum Wage***
 - ***Tips***
 - ***Overtime***



Legal Requirements

Discrimination

- Gender
- Disability
- Racial
- Religion



Legal Requirements

Discrimination

- ***Sex Discrimination Act of 1975***
 - protect individuals from discrimination on the grounds of sex.



Legal Requirements

Discrimination

- ***Race Relations Act 2000***
 - colour, nationality, ethnic and national origin in the fields of employment, the provision of goods and services, education and public functions.



Legal Requirements



Discrimination

- ***American Disability Act 1992***
- ***Disability Discrimination Act 1995***
 - **"reasonable adjustments"** to be made when providing access to goods, facilities, services and premises.

Legal Requirements

Discrimination

- ***Religious Tolerance Act 2001***
 - to ensure that people are treated with dignity and respect, regardless of their religion



Sexual Harassment



Sexual Harassment

- **Quid pro quo: an employment decision**
 - promotion, an assignment, or even keeping your job
- **Hostile work environment:**
 - workplace environment intimidating, hostile, or offensive



**KEEP
CALM
AND
OBEY
THE LAW**

Thank you

