

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Cleaning Operations					
TSC	Food Shop Hygiene Maintenance					
TSC Description	Maintain the cleanliness and hygiene of food shop to ensure public health maintenance					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CGO-1002-1.1	EVS-CGO-2002-1.1	EVS-CGO-3002-1.1			
	Follow processes and procedures on cleaning of equipment and appliances in a food shop environment	Apply cleaning of equipment and appliances using the appropriate mechanical devices in a food shop environment	Supervise and review the cleaning processes and procedures of equipment and appliances in a food shop environment			
Knowledge	<ul style="list-style-type: none"> Dust, debris, soilage and spillage removal methods for floor area and table tops Appropriate Personal Protective Equipment (PPE) to clean the equipment and appliances found in the food shops Organisational procedures relating to cleaning floors, tables, used crockery and cutlery, and refuse-holding area Organisational procedures relating to collection of used crockery and cutlery Different types of safety signages Types and characteristics of crockery and cutlery and their handling and cleaning methods Types and characteristics of floors, tables and seats Types of receptacles and/or racks and their uses Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Organisational procedures relating to cleaning floors, tables, used crockery and cutlery, and refuse-holding area Different types of hand-held devices or machinery used to clean the floor in food shops Components of an automated dish washer Parts of the kitchen exhaust hood Appropriate Personal Protective Equipment (PPE) to clean the equipment and appliances found in the food shops Different types of safety signages Types and characteristics of crockery and cutlery and their handling and cleaning Types and proper uses of cleaning tools, equipment, supplies Types of commonly-used cleaning chemicals and their colour coding for cleaning food shops Public Utilities (Water Supply) Regulation 39 	<ul style="list-style-type: none"> Methods to remove dust, debris, soilage and spillage for floors and table tops Workplace Safety and Health (WSH) Act Different types of Personal Protective Equipment (PPE) for cleaning the surroundings and equipment in food shops Environmental Public Health Act Environment Protection and Management Act Different types of wastes for recycling and disposal Different types of automated mechanical devices that may assist to improve cleaning services Organisational reporting procedures Basic first-aid procedures Public Utilities (Water Supply) Regulation 39 			

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<p>Abilities</p>	<ul style="list-style-type: none"> • Use allocated PPE to collect used crockery and cutlery, when necessary • Perform cleaning of the food shop, including kitchen and wash areas, in accordance with organisational procedures • Secure waste collected in containers at the refuse-holding area • Replenish consumables cleaning supplies used for cleaning the food shops when necessary to ensure smooth operation of cleaning services provided • Dispose of waste in designated areas or containers when the waste containers at refuse-holding areas or racks are full • Clean the refuse-holding area • Display the appropriate safety signages at designated area to prevent accidents • Inform appropriate person or supervisor if work activities cannot be carried out 	<ul style="list-style-type: none"> • Select appropriate PPE to perform cleaning of the food shop • Perform cleaning of the food shop, including kitchen and wash areas, in accordance with organisational procedures and guidelines • Operate the hand-held equipment or machinery to perform cleaning of the food shop surroundings to maintain its hygiene level for food consumption within premises • Perform scheduled cleaning for the equipment and/or machinery used • Display the appropriate safety signage at designated area to prevent accidents within the food shop premises • Operate the automated dishwasher to perform cleaning of the used crockery and cutlery • Replenish consumables cleaning supplies used to ensure smooth cleaning operations • Inform appropriate person or supervisor if work activities cannot be carried out • Return cleaned crockery and cutlery to its designated position in accordance with organisational procedures 	<ul style="list-style-type: none"> • Communicate assigned cleaning tasks for the day to staff • Allocate appropriate PPE to staff in accordance with the tasks assigned • Monitor staff performing cleaning services in accordance with regulatory guidelines and organisational procedures • Monitor staff to ensure the various types of waste are disposed of in accordance with organisational guidelines • Ensure there are sufficient consumables cleaning supplies for smooth operation of the cleaning services provided • Assist or guide staff in performing basic first-aid when necessary • Monitor and review cleaning services provided to improve cleaning services • Report to higher management when accidents occur • Assist in incident investigations 			
-------------------------	--	---	--	--	--	--