WORKSHEET 2.11

The Handover and the Record at the Point of Use

Subchapter 2.11 · case in the book: Tokyo

When your evening team hands over to the night team, what exactly is said about the food that is still cooling, holding or waiting, and where is it written?

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Week 1: Remove old chiller procedure; post current one in four languages		
Week 1: Handover sheet for evening to night; read together at the station		
Week 2–3: Walk all stations; list, replace or remove posted documents		
Week 3: Whiteboard cards on chillers, ovens, thawing cabinets		
Month 2: Extend handover sheets to banqueting and night-to-morning		
Monthly: Night visit by team leader; station document check		

These steps are the book’s method, not requirements of ISO 22000. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property’s own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
“Every procedure must be written down.”	No. Documented information required by the standard and determined as necessary by the organisation. The extent can depend on competence.	
“Records must be on paper and signed.”	No. Format and media are the organisation’s choice, provided they are appropriate.	
“Handovers are informal and outside the system.”	No. Internal communication on food safety issues must be effective.	
“Documents in the office binder are available.”	Not necessarily. They must be available and suitable for use where and when needed.	

What is commonly believed	What actually holds	Our position
“Old procedures can stay posted as reference.”	No. Changes must be controlled, which includes preventing the use of obsolete versions.	
“One language is enough for the kitchen.”	Not necessarily. Documents must be suitable for use by the people who use them.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Handing over facts instead of states		
Handing over in the corridor		
Leaving obsolete documents on the walls		
Keeping current procedures only in the office		
Writing only in the language of the management		
Treating the night shift as a smaller day shift		

Operative synthesis

- **The last check is the one a general manager can make in person, and it is best made at one in the morning. What the night team knows, and what is on its walls, is the food safety system as it actually exists at that hour.**
- **The visit need not be dramatic. It is enough to stand at the blast chiller and ask the night cook what is inside, when it went in and what he will do when the cycle ends. If the answer comes from the card on the chiller and matches it, the handover works. If the answer is a shrug and “the evening team said it was in there”, it does not.**
- **Does every handover carry the state of each running process in writing? (Executive chef): Signed handover sheets**
- **Does critical equipment show what process is running and what comes next? (Chef): Cards on chillers, ovens, thawing cabinets**
- **Is every posted document current, dated and readable by the person using it? (Team leader): Master list and station check records**
- **Are obsolete versions removed when new ones are posted? (Team leader): Monthly check results**
- **Does the night team receive the same support as the day teams? (General manager): Training records; night visit notes**

Action plan for our property

Action	Owner	Due	How we will know it worked

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 6a «The Helm», subchapter 2.11. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 22000. It is not legal advice: food law is that of the place where the property operates.