WORKSHEET 2.8

Traceability and the Recall That Reaches the Kitchen

Subchapter 2.8 · case in the book: Valparaíso

If a supplier telephoned at six this evening to recall a lot of something you bought last week, how long would it take you to say which dishes it went into and which guests ate them?

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
0–10 minutes: Record the recall: product, lot, supplier, reason, contact		
0–15 minutes: Stop use of the product and any product that may contain it; secure and label it		
15–30 minutes: Check the daily log: was the lot used, when, in which dishes?		
15–30 minutes: Adjust the evening menu; brief service staff		
30–60 minutes: Retrieve guest lists for the dishes and days concerned: restaurant, room service, events		
Within the first hour: Inform the general manager and the authority if required; confirm contacts		

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
"Keeping supplier invoices is traceability."	No. The system must relate lots of received materials to end products and their distribution.	
"Hotels do not need to trace to the guest."	Not in every case. The first stage of distribution must be identified. In a hotel that may be the outlet or event; tracing to individual guests is a proportionate choice.	
"Recall procedures are for manufacturers."	No. Withdrawal and recall requirements apply to any organisation whose products may be potentially unsafe, including those received from suppliers and not yet consumed.	

What is commonly believed	What actually holds	Our position
“Mock recalls are optional good practice.”	No. Effectiveness of withdrawal and recall must be verified, for example through mock exercises; traceability must be tested.	
“Records need only be kept for a year.”	No. Records must be retained for a defined period including at least the shelf life of the product, and any longer period required by law or contract.	
“Decanting into dated tubs is enough.”	No. A date does not identify a lot. The relation between lot and end product is lost.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Relying on invoices		
Decanting without the lot		
Using lots in rotation without record		
Forgetting rework		
No guest lists for events and private dining		
Never practising		

Operative synthesis

- **The last check is the one an owner can make with a single question. A hotel that can give the date and duration of its last mock recall, and what it learned, has a traceability system. A hotel that has never timed one has, at best, a set of invoices.**
- **For each high-risk product, is the lot kept from receiving to use? (Chef): Labels in the cold room; the daily log**
- **Can the hotel say which days and dishes used a given lot? (Team leader): Result of the last mock recall**
- **Can guests be identified by dish and date for each channel? (Front office and restaurant managers): Retrieval test; event lists**
- **Is there a first-hour checklist beside the telephone? (Duty manager): The checklist and contact list**
- **When was the last mock recall, and how long did it take? (Owner or general manager): Mock recall record in management review**

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 2.8. 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.