

The background is a close-up photograph of a hand holding a silver fork, serving a colorful salad from a white tray. The salad contains diced tomatoes, green bell peppers, and other vegetables. In the background, another white tray contains a dish of sliced chicken. The entire scene is overlaid with a semi-transparent blue banner that contains the title and author information.

# A hygiene guide for restaurants

- By Servicegrossistene

# Content

A polished first impression (intro) .....	s. 4
Chap. 1 ...Great kitchen habits.....	s. 6
A healthy business	
A goos food hygiene	
Food packaging	
Chap. 2 ...Technical solutions .....	s. 11
Chap. 3 ...Cost-effective cleaning .....	s. 14
Chap. 4 ...Healthy employees .....	s. 19
Chap. 5 ...Shared responsibility.....	s. 22
Team effort	
Environment issues	

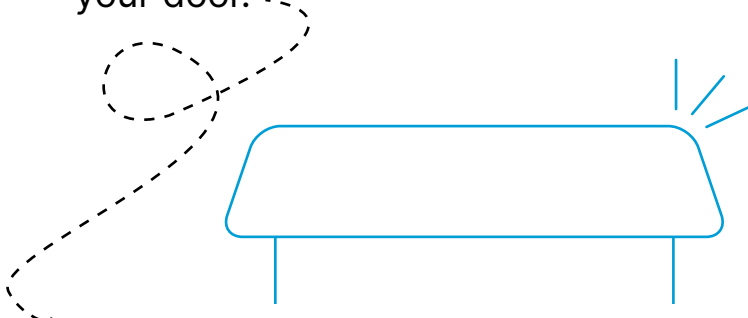


Stay updated on government recommendations: A reassurance for your business, as well as for guests and employees.

## What does it take for your guests to feel safe in your restaurant?

Running a dining establishment comes with a great deal of responsibility.

The Norwegian government regulations are strict, and customer expectations have changed. Scandi customers have incredibly high standards when it comes to food, menus, and hygiene, and their judgment is made the moment they step through your door.



Here's a little help to guide you  
on the path to a spotless restaurant  
– and a great reputation!



A polished first impression (intro)



- Make it a habit: Take a walk around the restaurant before opening for the day.
- A tidy sidewalk makes a great impression!

# Chapter 1: Great kitchen habits



**Having a clear and effective hygiene plan that all employees follow is essential for maintaining a clean and organized restaurant operation.**

### **A Healthy Business**

You know your business best! Take the time to identify the high-touch surfaces that customers and staff interact with frequently, and create a solid plan. Here are some areas that deserve extra attention:

Restaurant Tables: Clean thoroughly after each guest. Frequently sanitize items on the tables, or better yet, minimize table settings to reduce clutter.

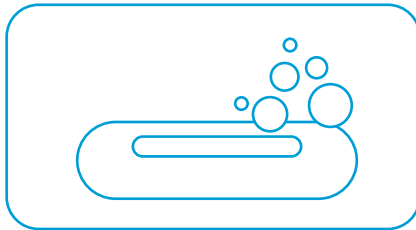
Restrooms: Clean regularly throughout the day. Check and refill paper and soap dispensers frequently.

In the Kitchen: Clean countertops, cutting boards, and utensils thoroughly and often. Wash guest utensils twice. Always rinse fruits and vegetables well before preparation.

### **New toilet habits?**

Have you considered that the common man uses accessible toilets a little differently than perhaps 10-15 years ago? A more urban lifestyle is changing our habits: Many may go straight from work and go out for a bite to eat. Your toilets become make-up rooms and changing rooms, break rooms and telephone booths. - Worth keeping in mind?

Read more [in this article](#) from Retailmagasinet.





Every day:

- Proper waste management.
- Floor cleaning.
- Vacuuming carpets and mats.
- Spot-cleaning walls, doors, and glass.

Monthly: Conduct a thorough inspection and follow-up on cleanliness.

### **Good Food Hygiene**

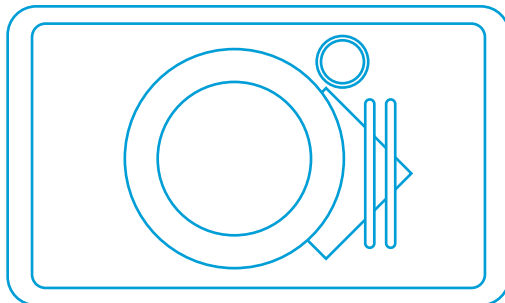
Pandemic or not, no one wants to risk illness caused by food contamination. Be extra cautious with buffet services and always follow the Norwegian Food Safety Authority's (Mattilsynet) guidelines when serving large groups. Learn more at [mattilsynet.no](https://mattilsynet.no).

### **Food Packaging**

Proper packaging builds trust in the food you serve, especially during times of heightened awareness around hygiene. However, excessive plastic use remains an environmental issue. Now might be the perfect time to explore sustainable packaging options for the future. Your local catering supplier likely offers a wide selection!

### Tips for a safe buffet

- Keep the buffet clean and tidy at all times.
- Avoid making too much of the dish. Make it easy and delicious with fresh herbs, fruit and vegetables. Brightly colored food, such as strawberries, grapes and cherry tomatoes liven things up.
- Think simple dishes: For example, ready-made vegetable and salad mixes are hygienic to handle and easy to serve.
- Do not fill up too much at a time, but follow feel free to fill up the buffet if necessary.
- Ask the guest to drink or wash hands before helping himself/herself, and inform that the serving cutlery should only be used for the dish in which it is placed.
- Replace and wash serving cutlery often.



## Chapter 2: Technical solutions



## **Embrace digital solutions: Save time and enhance guest experience.**

### **Safe and contact-free ordering**

During the pandemic, physical menus were seen as potential health risks. Many restaurants have since invested in large touchscreens—cleaned frequently—and web-based menus guests can access on their own smartphones. Could new solutions make food ordering even safer?

### **Cashless payments**

Payment methods using cards or mobile devices are convenient and hygienic. Customers are now accustomed to online payments, tap-to-pay, and Vipps. What payment options does your business offer?

### **Digital menu boards**

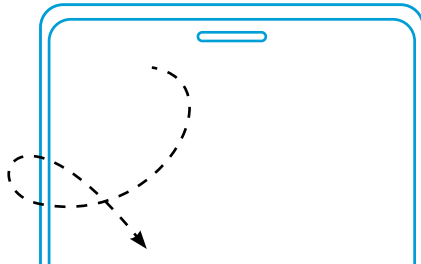
Smart boards allow you to update menu items with just a few clicks and share information with multiple guests at once. Many reliable providers offer solutions that are surprisingly affordable!

## Go digital to stay connected

Using social media actively can bring you closer to your guests. Share updates on daily specials and great deals—without any physical contact.

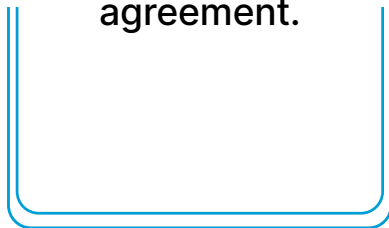
## High-tech restrooms?

For a future-proof investment, consider touch-free faucets and dispensers. These modern interior solutions leave a great impression on guests.



Do you need technical help?

- Contact your local wholesaler or those with whom you have a purchase agreement.



# Chapter 3: Cost-effective cleaning



**What we really want are affordable hygiene solutions that get the job done.**

### **Government's Basic Requirements**

Basic cleaning doesn't have to be complicated. [The Norwegian Institute of Public Health \(FHI\)](#) states on their website:

“Use standard cleaning products according to your usual routines.”

“Daily cleaning is recommended in areas with heavy foot traffic. Standard cleaning agents and methods are sufficient.”

They also emphasize:

“Pay extra attention to kitchen and dining areas. Hand hygiene should be performed before using these spaces.”


### **Cleaning During Outbreaks**

FHI further notes: “Routine disinfection of surfaces, including contact points, is not necessary. Disinfectants can be used as an alternative to washing for additional cleaning of contact points.”

“Disinfectants are less effective on surfaces with biological materials (blood, bodily fluids, secretions) or visibly dirty surfaces. Spills of biological material must be wiped up with paper towels or cloths before applying disinfectant.”

### **Conclusion**

Good old soap and water remain the most effective way to eliminate bacteria, viruses, and other biological materials. For those of us in the food service industry, we should prioritize: Clean tables between each guest and providing easy access to hand hygiene for all guests.

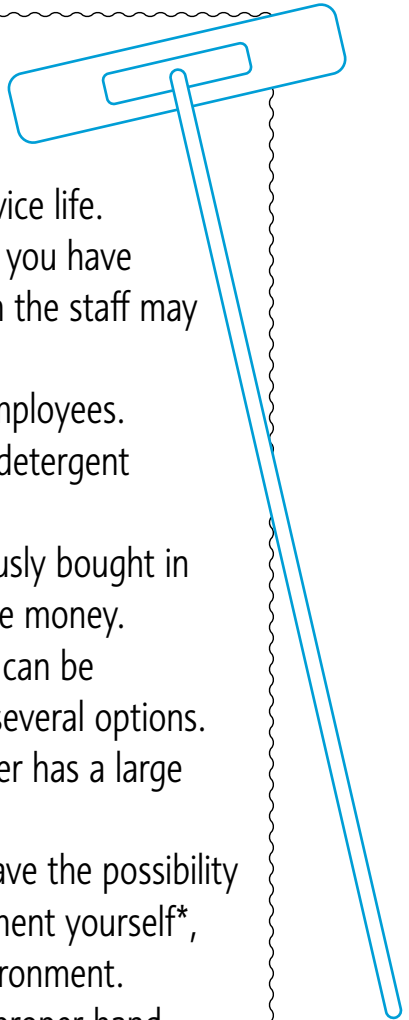


There is money to be saved!  
Consult your local commercial kitchen wholesaler and get good offers on exactly what you need.



### Smart, cost-effective tips

- Choose cleaning tools with good ergonomics and long service life.
- Have a good overview of what you have cleaning articles. One person in the staff may have the overall responsibility.
- Ensure good training for the employees.
- Calculate the exact amount of detergent most efficient use possible.
- Detergents can be advantageously bought in larger quantities, - and you save money.
- There are many suppliers, so it can be economically smart to look at several options. A commercial kitchen wholesaler has a large assortment with many options.
- Reuse where possible; if you have the possibility to sterilize your cooking equipment yourself\*, you'll save money and the environment.
- Remember: Arrangements for proper hand washing, both for employees and guests, is the most affordable hygiene insurance you can get!



\*Please note that in critical pandemic periods, FHI may recommend a more extensive use of disposable items than otherwise.

### What is "modern" cleaning?

- No strong detergents, however more frequent and more efficient washing.
- Cleaning and more sustainable products.
- Cleaning with effective materials, such as microfiber, bactericidal technology and nanotechnology.
- Avoid touching food with the hands. Use clean tongs and utensils as often as you can.
- Color coding and order the cleaning equipment; all employees get a full overview.
- Ensure correct settings on dishwashers and other equipment.

Good rule of thumb:  
Avoid skipper roof cleaning.  
- Rather, wash regularly and often!

# Chapter 4: Healthy employees



## **Take care of your most valuable resource: Your employees.**

### **Preventing sick leave**

Key factors for happy and healthy employees include respect, trust, and the freedom to contribute and influence their workplace. A transparent work environment where colleagues listen, share responsibility, and support each other is essential. Having a clear, shared plan that is followed when issues arise adds an extra layer of security.

### **Safety for everyone**

Shared guidelines and mutual understanding among everyone involved in the business create a sense of security for employees. Clear communication with guests and partners builds a foundation for a positive work environment and overall health. Tools like information posters, hand sanitizer stations, and a polite, attentive staff offering clear instructions help maintain this balance.

## **If stricter measures become necessary, here are additional steps to consider:**

### Physical protections:

Install plexiglass, provide visors, masks, and gloves.

### Personal hygiene for staff:

Keep nails short, wear hairnets, and remove jewelry before washing hands or handling food.

It's wise to keep masks and protective equipment on hand in case of new government restrictions—but avoid stockpiling. Remember, sanitized equipment has a limited shelf life.

### **Extra protection**

Visors and masks may seem like a holdover from the pandemic past. On the other hand: Using visible measures can also give a feeling of security: That you see that the restaurant kitchen really makes an effort and takes the food and the guests seriously.

# Chapter 5: Shared responsibility



## **Hygiene is more important than ever. The typically Norwegian spirit of service has received new content.**

### **Working for a cleaner environment**

During the pandemic, the entire population became masters of clean surfaces and good hand hygiene. People have become responsive to advice and guidance, and the catering industry still has an important role as a role model in this joint effort.

### **Considering the environment**

The environmental cause will be strong, also into the future. Here are some steps you can take to have as clean and green a company as possible:

- Energy saving: Temperature regulation on washing machines and other cleaning equipment. Reuse of cloths, mops and other washing equipment\*.
- Use the equipment you have correctly, and avoid using excessive amounts of detergents.
- Consideration for the employees: Products that are kinder to the skin and when inhaled.

\*Please note that you must then follow your own washing procedures. See the procedures for cleaning in your municipality.

- Waste management: ([norskgjenvinning.no](http://norskgjenvinning.no)):  
“Residues from cleaning agents such as chlorine, salamiak, plumbo, furniture polish, silver polish, car washes and degreasers, you must sort as hazardous waste.”
- Look for Svanemerket or Blomsten:  
([norskgjenvinning.no](http://norskgjenvinning.no);) “Detergents and cleaning products with the eco-labels Svanemerket or Blomsten take into account both health and the environment by containing the least possible substances harmful to health and the environment, contribute to less hazardous waste and produced with the least possible emission of hazardous substances and greenhouse gases.”

On the [Svanemerket website](#) you'll find an overview of all Nordic Ecolabelled cleaning products for professional use.

- Is your restaurant an Miljøfyrtårnet or a Svanemerket company? These schemes have their own programs for following up on environmentally friendly hygiene management for restaurants.





Are you serving home-made granola? Go ahead, you can serve whatever you want of the house specialities, - as long as you follow the applicable guidelines from the Norwegian Food Safety Authority.

**Do you need to learn more about cleaning?  
Here are some players who offer courses  
or guidance in cleaning for HORECA:**

[lilleborg.no](http://lilleborg.no)

[skovly.no](http://skovly.no)

[tingstad.no](http://tingstad.no)

[anticimex.no](http://anticimex.no)

[vileda-professional.no](http://vileda-professional.no)

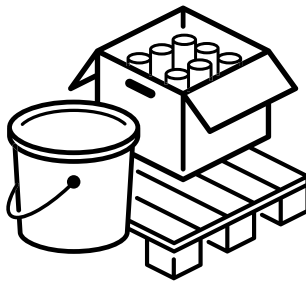
[essity.com](http://essity.com)



**The Norwegian Food Safety Authority's recommendations are those that apply at all times:**

**Read generally about hygiene and food safety on [the Norwegian Food Safety Authority's website](#).**

**- And be sure to participate in [the smiley face scheme \(Smilefjesordningen\)](#), then you will show your guests that you have everything in order!**



Sources:

[www.mattilsynet.no](http://www.mattilsynet.no), [forskning.no](http://forskning.no), [fhi.no](http://fhi.no), [anticimex.no](http://anticimex.no), [lilleborg.no](http://lilleborg.no),  
[svanerket.no](http://svanerket.no), [norskgjennvinning.no](http://norskgjennvinning.no), [retailmagasinet.no](http://retailmagasinet.no)

At Servicegrossistene you  
get everything you need  
for your restaurant:  
Food, drink and non-food  
- in one and the same delivery.

SG

