06

Pathway

Traceability and Cleaning: Keeping Food Safe

RESTwithEU

European Commission

Sanitation and hygiene, along with the traceability of food, are undeniably among the most critical aspects of a restaurant's operation. These factors play a pivotal role as they directly influence the well-being and health of your diners. First, it is an obligation on the part of restaurants to keep the premises and kitchens clean, maintain the inventory, and control the state of each ingredient. However, control does not need to be manual and rudimentary. This challenge presents new, digital methods to control the traceability and cleanliness of your restaurants. This function, despite being an internal task for the restaurant, is relevant for the diners: health inspection or bad food is on the top of the list of deterrents to return to a restaurant and can reduce recommendations and reviews. Implementing tools that help in traceability systems or cleaning protocols and processes can help in keeping food safe.

Let's dive into ways to enhance these tasks as outlined in the best practices established for this challenge.

WHAT ARE THE RECOMMENDED BEST PRACTICES FOR THIS CHALLENGE?

01 BEST PRACTICE 1:
MONITORING FOOD SAFETY

02 BEST PRACTICE 2:
CLEANING MANAGEMENT

What is **RESTwithEU** **Pilot Project**

RESTwithEU is a European Commission Pilot Project that aims to make the restaurant sector more resilient and sustainable by 2030 through accelerated digitisation.

DIGITALISATION WITHIN RESTAURANT INDUSTRY

Digitalisation in the restaurant industry involves more than just integrating new technology or connecting to the Internet. It's the process of transitioning a company's operations into the digital realm. This guide specifically addresses digitalisation challenges faced by restaurants and provides recommendations for implementing best practices in your day-to-day operations.

WHAT IS A BEST PRACTICE

A best practice, in essence, is a method or technique consistently proven to yield superior results compared to alternatives in a specific field. It represents the most effective and efficient way of accomplishing a particular goal, typically developed through experience, research, and experimentation, enjoying widespread recognition within an industry or field. In the context of the restaurant industry, these practices aim to optimize restaurant operations for maximum effectiveness and efficiency, contributing to improved performance and heightened customer satisfaction.

RESTAURANT CHALLENGES

The most effective strategies that can significantly benefit your business have been organised and redefined as restaurant industry challenges. The aim is to make these challenges relatable to you, so you can personally connect with one or more and feel inspired to explore and implement the corresponding best practices in your business.

DIGITAL PATHWAYS

Digitalisation pathways refer to the various routes that restaurants can take to incorporate digital technologies and processes into their daily operations and overall functioning. The objective of these pathways is to guide you through digitalization processes, offering support, assistance, and recommendations to help you initiate and navigate these initiatives effectively.

Are you in need of assistance in selecting the ideal challenge for your business?

Delve into the Digital Pathway Tool to explore and pinpoint the most fitting best practices aligned with your current level of digitalisation. This tool has been designed to help restaurants SMEs identify and prioritise your digitalisation efforts.

Why should you embrace the best practices in this challenge?

We strongly recommend embracing these best practices for the following compelling reasons:

ENHANCED FOOD SAFETY AND COMPLIANCE

Implementing digital traceability and cleaning management systems ensures that your restaurant consistently meets and exceeds food safety standards. This minimises the risk of foodborne illnesses and potential legal issues, safeguarding your customers as well as your business.

PERFORMING THE TASK MANUALLY DESPITE THE RISK OF ERRORS

Engaging in manual processes, despite the potential for errors, may be a consequence of a lack of the essential tools and systems required to optimise operations and improve efficiency. This deficiency can result in heightened workloads, increased chances of errors, and delays in managing pivotal tasks, such as tracking and monitoring, which are fundamental for upholding food safety and quality standards. As a direct response to this challenge, there are several and easily accessible digital solutions that can enable meticulous oversight of this pivotal facet within your restaurant.di

ENHANCED CUSTOMER TRUST AND REPUTATION

By diligently implementing digital traceability and cleaning management, you demonstrate a strong commitment to food safety and quality. This fosters customer trust and contributes to a positive reputation. Happy, confident customers are more likely to become loyal patrons and brand advocates, bolstering your restaurant's long-term success.

CONTINUOUS IMPROVEMENT AND ADAPTABILITY

The adoption of digital solutions allows for continuous improvement and adaptability. Through data-driven insights, you can identify areas for enhancement in food safety, cleaning, and overall operations. This flexibility is crucial in staying ahead in a competitive and ever-evolving industry.

* This challenge has curated a selection of best practices to improve your tracking and monitoring processes in the current digital age. These practices are designed to optimise efficiency, accuracy, and transparency, ultimately ensuring the safety and quality of your products and services. Hence, it would be beneficial for you to dedicate some time to pinpoint the best practice that aligns most closely with your business needs. While it is conceivable that initiating the first practice may organically lead to the adoption of others, it is important to prioritise them according to how well they address the unique circumstances and requirements of your establishment.

BEST PRACTICE 1:

MONITORING FOOD SAFETY

Ensuring food safety and traceability is of utmost importance since any health issues arising from your restaurant, especially related to food, can not only erode diners' interest but also potentially lead to the closure of your establishment, depending on their visibility.

Therefore, embracing digitalisation is a transformative force in upholding your customers' well-being, safeguarding your reputation, and meeting legal requirements. Traditional methods that are prone to errors and time-consuming processes can be revolutionised through digitalisation, enhancing both customer safety and your business's integrity.

What you should keep in mind to implement this best practice

We break down the crucial factors you need to consider when applying the recommended best practices. Utilise the provided template to verify that each recommendation is in place before commencing the implementation process.

Mark either a tick or a cross in the boxes presented on the following page.

CHOOSE THE CORRECT SOLUTION FOR YOUR RESTAURANT

ATTEND THE CONSEQUENCES OF NEGLECTING FOOD QUALITY AND SAFETY

This is no trifling matter. A negative dining experience, whether stemming from health concerns due to subpar food conditions or the quality of the meal, can dissuade customers from making a return visit. When we consider online reviews, as discussed in the best practices of **Challenge 1, "Digital Presence: Connecting with Diners"**, neglecting the quality and safety of the food can lead to economic peril for a restaurant, potentially jeopardising its survival.

MAINTAINING FOOD QUALITY FROM DELIVERY TO DINING

Digital HACCP systems offer a practical solution for restaurants to automate and streamline their food safety procedures. By minimising the reliance on manual record-keeping, these systems not only improve efficiency but also ensure strict adherence to regulations. In addition, the available solutions in the market enable restaurants to effectively track the journey of food products within the supply chain, starting with raw materials and culminating in the final product. This advanced tracking capability is instrumental in swiftly pinpointing the source of contamination in case a food-borne illness outbreak occurs.

ENSURING SAFETY AND HYGIENE STANDARDS

It is the expectation of diners that restaurants uphold rigorous safety and hygiene standards, encompassing meticulous sanitation, responsible food handling, and the implementation of employee health protocols. This commitment to safety and hygiene not only enhances the dining experience but also safeguards the well-being of all patrons.

MONITORING FOOD SAFETY

HOW HAVE YOU MANAGED FOOD SAFETY UNTIL NOW?:

Prior to selecting a digital solution, it is vital to gain a comprehensive understanding of your current food safety practices. This initial assessment enables the identification of existing procedures and areas in need of enhancement. By thoroughly evaluating your current practices, you can identify both strengths and weaknesses in your food safety protocols. This knowledge serves as the cornerstone for making informed decisions when choosing the right digital solution for effective food safety management. It also allows you to tailor the technology to address specific areas that require improvement and aligns the digital solution with your restaurant's unique needs and challenges.

DIGITAL SOLUTIONS FOR FOOD TRACEABILITY:

Digital solutions available in the market offer valuable features to improve food safety, including pre-configured HACCP forms, tools for monitoring food temperatures, and records to track cooler temperatures. To fully utilise these capabilities, integration with smart devices and sensors may be necessary. Effective implementation of these solutions requires specific hardware requirements, such as sensors for real-time data collection, smart devices for streamlined integration, adequate data storage and processing capacity, and a robust network infrastructure for prompt information access and informed decision-making to maintain food safety standards. Consider all of these factors when selecting a solution provider.

COMPLIANCE WITH FOOD SAFETY REGULATIONS:

For restaurants, ensuring adherence to Food Safety Regulations presents a multifaceted and intricate challenge. In the European Union, legal harmonisation exists at the EU level, yet there are slight variations in compliance requirements for food inspection and control between different countries. Hence, it is crucial for restaurants to collaborate closely with solution providers that are well-versed in these subtleties of food safety regulations, thereby ensuring a seamless and compliant approach. Regularly check for updates to ensure ongoing compliance and be prepared for audits and inspections by routinely conducting internal inspections. Develop a comprehensive crisis management and contingency plan for potential food safety incidents, outlining specific actions to be taken in cases of contamination, food-borne illnesses, or unforeseen emergencies. These measures are designed to minimise harm and protect the well-being of your customers while also safeguarding the reputation of your establishment.

SIZE OF THE RESTAURANT MATTERS:

The size of a restaurant is a pivotal factor in determining the level of complexity required for food safety management systems. Small restaurants, with their more straightforward operations and lower customer volume, can often manage with minimal digital systems to maintain efficient food safety practices. On the other hand, larger restaurants, characterised by high customer turnover and multiple dining rotations, face more intricate challenges, making advanced digital systems essential for streamlining operations and ensuring rigorous food safety compliance. Therefore, it is imperative to take this factor into account while selecting a food safety management solution that aligns with your restaurant's unique size, complexity, and operational requirements.

TIME HOLDS A FOUNDATIONAL SIGNIFICANCE:

Time is of paramount importance in restaurant management, and optimising food safety practices is crucial. To achieve this, it is prudent to replace time-consuming physical checklists with digital solutions to enhance efficiency and accuracy. Implementing digital tools that automate routine tasks, streamline food safety processes and reduce manual and repetitive labour to transition from traditional pen-and-paper methods to a digital platform is highly beneficial. While this shift may involve a learning curve, investing in the learning process with facilitators and solution providers is essential for effective problem management and overall operational efficiency. This approach not only saves valuable time for you and your staff but also ensures the consistency and reliability of food safety practices.

EMPLOYEE TRAINING:

Employee training is a critical aspect of food safety practices. It encompasses teaching all staff members the importance of proper hygiene, safe food preparation and cooking methods, and serving dishes at the correct temperatures. Moreover, considering the complexity of real-life food inspection systems in the digital age, allocating time for comprehensive education is vital for the smooth processes of the restaurant. Training during system setup and equipment testing is a crucial element in the digital transformation process. Dedicate resources to ensure that onboarding for new staff members is streamlined and that the system's value is not only understood but also utilised efficiently.

INTEGRATING FOOD SAFETY WITH INVENTORY MANAGEMENT:

To bolster food safety measures in your restaurant, consider implementing automated inventory management software that is intricately connected to your recipes and ingredient data, including their expiration dates. This digital solution provides real-time tracking and monitoring capabilities, reducing the risk of exhausting essential items and enhancing the overall management of your inventory. This not only contributes to streamlined restocking processes and reduced food waste but also ensures that your restaurant consistently maintains a well-managed supply of ingredients and cleaning supplies. By strengthening inventory management through automation, you fortify the foundation of food safety practices, enabling a safer and more efficient culinary operation. For a deeper insight into digital inventory management, explore the comprehensive insights provided in the best practices outlined in **Challenge 3: "Intelligent Warehouses: Towards Optimised Food and Stock Tracking".**

DOCUMENTATION AND RECORD-KEEPING:

Maintaining detailed records of food safety procedures, such as temperature logs, cleaning schedules, and incident reports, is highly advisable. Accurate documentation is a critical component for ensuring compliance and traceability, and digital solutions provide an efficient approach.
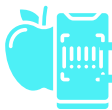
DIGITAL FOOD TRACKING TECHNOLOGIES:

State-of-the-art technologies like RFID can provide instant inventory management, IoT sensors help in continuous storage condition monitoring, and barcode scanners provide precise product code scanning and inventory updates. These digital tools empower thorough tracking and surveillance, guaranteeing the safety and quality of ingredients. The adoption of these technologies not only streamlines restaurant operations but also strengthens their commitment to food safety, providing assurance for restaurant staff, managers, and diners. While this cutting-edge technology is readily available for restaurant use, it is essential to exercise caution when considering the investment and only make it at the optimal time for your establishment.

AN INVESTMENT, NOT JUST A BUDGET:

When contemplating the implementation of digital solutions to elevate food safety in your restaurant, it is crucial to shift your perspective from a simple cost to a strategic investment. While the necessary initial budget typically ranges between €2500–3000 for acquiring essential equipment and hardware, it is crucial to acknowledge that this financial commitment serves as a means to reinforce your restaurant's operational efficiency and safety standards, transcending mere expenditure. As previously mentioned, it is advisable to establish a threshold for restaurant size, such as 10–15 staff members, where this investment is justified, as this tends to be the point where the benefits of these digital solutions become significantly more evident and advantageous.

HARNESS THE POWER OF A CENTRAL MANAGEMENT SYSTEM AND DASHBOARD:

A central management system and dashboard act as the heart of your restaurant's food safety procedures and inspection checklists. By consolidating all pertinent activities, records, and procedures within this solution, it evolves into a comprehensive management hub that streamlines the oversight of food safety. This centralised dashboard meticulously tracks and manages all critical safety aspects, offering a holistic view of your restaurant's compliance. Moreover, these solutions will offer a feature to download and analyse your data in accordance with your specific requirements, empowering you to derive valuable insights, facilitating informed decision-making, and the ongoing improvement of food safety practices. This transformative capability holds game-changing value, affording you the opportunity to effortlessly supervise all food safety matters from a user-friendly interface, thus reducing the burden of manual task checks and streamlining employee coordination.

We highly recommend embracing digital solutions to streamline food safety management in your restaurant. These tools offer invaluable support for recording, controlling, and monitoring food safety aspects. However, it is crucial to remember that while digital tools simplify the process, they should complement rather than replace your daily diligence. For instance, if your restaurant serves dishes containing common allergens, it is strongly advised to maintain a robust allergen management system. Ensure your staff receives comprehensive training to prevent cross-contamination and that allergenic ingredients are clearly and accurately labelled on your menus. This dual approach, combining digital solutions with rigorous daily practices, is the key to ensuring food safety and customer satisfaction.

Recipe for Success:
Keeping food safe **– 5 Step Guide**

01

KNOW YOUR PROCEDURES.

Begin by conducting a comprehensive assessment of your restaurant's specific food safety requirements and challenges and identify areas where a digital solution can make the most significant impact. Consider the size of your establishment, the volume of customers, and the complexity of your food preparation processes.

02

RESEARCH AND SELECT THE RIGHT SOLUTION FOR YOUR RESTAURANT.

It is paramount to conduct a thorough evaluation of your options as you research digital solutions. Strive to find a solution that not only caters to the specific needs of your restaurant but also encompasses the crucial features essential for effective food safety management. These solutions often feature user-friendly interfaces that simplify the onboarding process for your restaurant staff. Based on the solution, they can include features such as HACCP forms, temperature monitoring for ingredients, digital checklists, and standardised protocols. They may also offer real-time alerts to notify staff or management of critical parameters, such as temperature or hygiene standards, as well as reporting tools to track performance. Ensuring seamless integration with your existing restaurant processes is a pivotal element, as it guarantees a smooth and efficient alignment with daily operations, thereby posing as a fundamental factor for achieving success.

03

CUSTOMISE THE SOLUTION AND IMPLEMENT IT IN YOUR RESTAURANT.

Work closely with the chosen solution provider to customise the system to meet your restaurant's unique requirements. This may include setting up temperature sensors, critical control points, and safety checklists. Implement the solution gradually to allow for a smooth transition and minimal disruption to daily operations.

04

TRAIN YOUR STAFF IN THE NEW DIGITAL PROCEDURES.

Provide thorough training for your staff to ensure that they understand how to effectively use the new digital solution. This includes providing training on data input, monitoring, and reporting procedures. Emphasise the importance of food safety protocols and the manner in which the digital system supports compliance. Maintain transparency throughout the entire process, as any alterations to any daily operations can potentially disrupt your staff's routine. It is vital to communicate openly with your team and stakeholders, providing them with clear information and guidance regarding the changes being implemented. This transparency fosters understanding, minimises resistance, and ensures a smoother transition to the new food safety practices. Additionally, encourage open dialogue and feedback channels, allowing for constructive discussions and adjustments as needed, to keep the restaurant running efficiently and harmoniously.

05

CONTINUOUSLY MONITOR THE EFFECTIVENESS OF THE NEW SOLUTION AND STRIVE FOR ONGOING IMPROVEMENT.

Regularly monitor the performance of the digital solution and track its impact on food safety practices. Utilise the data collected to identify areas for improvement and make necessary adjustments. Ask for feedback from your staff and customers to refine the system and ensure it continues to enhance food safety. Furthermore, encourage employees to report any safety concerns or suggestions for improvement.

BEST PRACTICE 2:
CLEANING MANAGEMENT

In the fiercely competitive restaurant sector, maintaining impeccable cleanliness and hygiene standards is not merely a regulatory necessity but also a fundamental component in crafting a delightful dining experience. To this end, numerous restaurants are increasingly adopting digital cleaning management solutions. Within this framework, we explore the streamlining of record-keeping processes, the identification of areas that require routine surveillance such as machinery, and the integration of digital monitoring across various facets of restaurant operations, spanning from the dining area to the kitchen and bathrooms. This guide explores recommendations for seamlessly integrating digital cleaning management into your restaurant operations. These solutions have been chosen to simplify cleaning procedures, improve operational efficiency, and enhance your restaurant's position. Let's delve into the transformative potential of digital solutions in revolutionising your cleaning management practices, making a substantial contribution to the overall success of your establishment.

What you should keep in mind to implement this best practice

We break down the crucial factors you need to consider when applying the recommended best practices. Utilise the provided template to verify that each recommendation is in place before commencing the implementation process.

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CHOOSE THE CORRECT SOLUTION FOR YOUR RESTAURANT

ENHANCE EFFICIENCY IN ROUTINE TASKS

Digital tools possess the potential to streamline and automate the management of cleaning procedures in your restaurant, leading to time savings and simplification of operations. This elevated efficiency not only results in savings of labour costs but also augments the precision of decision-making.

DON'T OVERLOOK CLEANING SCHEDULES

By utilising digital checklists, a common feature in digital cleaning management solutions, your restaurant can maintain a dependable and hygienic cleaning schedule. These capabilities streamline the identification of cleaning needs, especially for items requiring regular attention. Eliminate the need to rely on memory or expect your staff to recall task schedules. Instead, entrust a digital tool to manage this responsibility for yourself and your team.

Take note of:

Never stop improving! Embrace a culture of continuous adaptation and enhancement with respect to your cleaning management practices. The long-term success of your restaurant is based on your ability to evolve with the times, adopt new technologies, and learn from both challenges and successes. Actively seek feedback from your team and customers and use that information to make incremental refinements to your cleaning processes.

CLEANING MANAGEMENT

☐ IDENTIFY YOUR CLEANING NEEDS:

Before implementing a digital cleaning management solution, assess your restaurant's specific cleaning needs. Identify areas that require routine attention, such as kitchen equipment, dining areas, restrooms, and any other high-traffic or critical cleanliness areas. Understanding your requirements will help you choose the right solution.

☐ CHOOSE THE RIGHT SOFTWARE:

Select a digital cleaning management software or platform that aligns with your restaurant's needs and budget. Look for features that allow you to create and manage cleaning schedules, checklists, and monitoring tasks. Ensure that the software is user-friendly and can be easily adopted by your staff. Throughout these recommendations, we will highlight certain features that you should contemplate when considering the implementation of digital cleaning management software in your restaurant. Consider your restaurant's size, particularly if it is small, and seek these features in solutions that encompass various aspects of your business, such as applications that centralise business control (e.g., an ERP system) integrated with your POS or similar systems. You might also want to explore trials or demonstrations before making your final tool selection.

☐ INTEGRATION WITH EXISTING SYSTEMS:

If you possess other restaurant management software such as POS and inventory management, consider the manner in which the digital cleaning management solution can be integrated with them. This can streamline your operations and offer a comprehensive perspective of your restaurant's performance, as opposed to employing numerous disconnected tools, which can diminish efficiency. Cleaning features can also be present in food safety control applications, as demonstrated in the previous best practice.

☐ ADHERE TO COMPLIANCE AND REGULATIONS:

Digital tools can assist restaurants in ensuring compliance with a variety of regulations and standards to maintain a safe and healthy environment. These tools should also aid in maintaining accurate records, which are essential for inspections and audits related to local health and safety regulations.

☐ LEVERAGING DIGITAL FOOD SAFETY SOLUTIONS:

Embracing digital food safety solutions is vital in upholding food safety standards and ensuring a secure and hygienic dining experience for customers. These solutions include tasks such as digital temperature monitoring and food safety checklists for cleaning and sanitisation, as discussed in the previous best practice.

☐ EFFECTIVE TRAINING AND "CLEAN AS YOU GO" APPROACH:

Utilise digital platforms to deliver policy updates, offer staff training, and encourage smooth communication within your team. The "clean as you go" approach is a fundamental part of your restaurant staff's responsibilities and involves maintaining cleanliness and organisation in real-time, immediately cleaning and tidying up workspaces, equipment, and tools after use or during the work process to uphold a consistently clean work environment. This practice prevents the accumulation of dirt, clutter, or potential hazards, thereby promoting a safer and more efficient work environment.

☐ COMMUNICATION AND ACCOUNTABILITY:

In addition to previous recommendations, foster clear communication within your team regarding cleaning tasks and responsibilities. You can use the digital solution to assign tasks and track completion. Accountability is crucial to maintaining the cleanliness standards of your restaurant.

Recipe for Success: Enhancing cleaning management– 5 Step Guide

01

SELECT THE APPROPRIATE SOLUTION FOR YOUR CLEANING REQUIREMENTS.

To successfully implement a digital cleaning management solution in your restaurant, begin by assessing your cleaning needs. Identify the critical areas and tasks that require routine cleaning and maintenance. This should encompass various sections of your restaurant, including the kitchen, dining areas, restrooms, and more. Once you have a clear understanding of your cleaning requirements, proceed to choose the right software for the job. Thoroughly research and select a digital cleaning management software or platform that is not only aligned with your restaurant's needs and budget but also offers essential features like cleaning schedules, checklists, monitoring capabilities, and integration options. This step will lay the foundation for a more efficient and effective cleaning management system in your establishment.

02

ONBOARD AND CUSTOMISE YOUR CLEANING MANAGEMENT SOLUTION.

In the second step, it is crucial to onboard the chosen solution in collaboration with the solution provider or their support team. This collaborative approach ensures that you receive guidance and support during the initial setup of the solution. Subsequently, customise the digital cleaning management tool to suit your restaurant's unique requirements. This phase involves not only the technical setup but also ensuring that the software can address your specific cleaning needs and schedules. Adequate configuration and tailoring of the tool will ensure that it smoothly integrates into your restaurant's operations, making it more efficient and effective in maintaining cleanliness and hygiene standards.

03

ESTABLISH CLEAR CLEANING PROTOCOLS AND SCHEDULES.

This step is not dependent on the use of a digital solution. However, based on the features provided by the selected solution, you may be required to integrate your cleaning protocols into the system. If you already have these protocols in various formats, such as paper documents, or if you have not yet formally established them, this is the opportune moment to do so. These protocols entail the development of precise instructions for your staff, detailing when and how cleaning tasks should be executed.

04

STAFF TRAINING.

Focus on providing thorough training to your staff in the use of the digital cleaning management solution and make sure that they are proficient in creating and following cleaning schedules, using checklists, and effectively utilising the monitoring features. Implement the solution in your daily operations, fostering a culture of cleanliness and accountability within your restaurant. Implement this transition methodically, incorporating trial and transition periods to facilitate your staff's adaptation to the new procedures. Maintain transparency throughout the process, as you may face some initial resistance to adopting these new digital methods.

05

CONTINUOUS MONITORING AND IMPROVEMENT.

In the fifth and final step, establish a system for ongoing monitoring and improvement of your digital cleaning management solution. Regularly review reports, track progress, and seek feedback from your staff and customers regarding the system's effectiveness. Utilise this data to make continuous enhancements and refinements to your cleaning processes, ensuring that your restaurant maintains the highest standards of cleanliness and hygiene over time.

Other SME restaurants have already proved the best practice

Restaurant Ritual (SC Giovis Delivery from Romania) implementing the product of Kitchen OS (from Ireland)

[We learned] to digitalise all the small things that needed to be done by hand. [Such digital solutions] eliminate a lot of work and stress from the chef's shoulder. We are a small restaurant and for us, it was really an opportunity to see that things can be done easier, but it is not easy to make the employees embrace the idea that things will be done differently from now on. It [the solution] makes the work easier and safer.

Ritual (SC Giovis Delivery) (RO)

Objective of the pilot

The main objective of the pilot was to establish a digital system as well as processes for food safety management in the restaurant, with goals to improve inspections, implement digital traceability, ensure staff compliance, manage assets efficiently, and reduce food losses.

Overview

The pilot project involved implementing a digital food safety system in SC Giovis Delivery, a restaurant in Romania, with specific objectives as stated above. The project was divided into four sprints with an estimated budget of around €8,770, including hardware costs of €2,650, training and translation expenses of €1,500, and 22 months of software licenses following the pilot, with the amount totalling €4,620. Replicability and scalability were dependent on factors such as local adaptation, restaurant size, and investment justification, while risks include onboarding challenges, hardware reliability, and financial sustainability, with matching grants potentially accelerating the digitalisation process.

HERE ARE OUR ACCOMPLISHMENTS:

- The initial set-up of the restaurant into the digital system involved users' identification along with identification of the main assets available at the restaurant (coolers, fridges, etc).
- Creation of food safety requirements, which was done through the introduction of St Giovis inspection and control checklists into the system to ensure that they can be managed on-site and printed for local inspection requirements.
- Set up of the hardware in the restaurant and connection of all equipment.
- Provision of training in the management of the system throughout the different sprints.
- Testing the system in real-life scenarios.

ABOUT THE RESTAURANT

An SC Giovis Delivery SRL, operating under the name Ritual, is a standalone restaurant located in Deva, Hunedoara County, Romania. Established in 2018, Ritual began as a healthy vegan breakfast delivery service, offering oat and fruit-based meals prepared without added sugar. Initially starting in a van, Ritual has gradually grown to boast a 100 sqm restaurant space. They have introduced a wellness menu that features low-calorie, health-conscious meals prepared from organic ingredients with minimal fats and no sugar while also offering various vegan alternatives. In addition, Ritual Delice specialises in crafting raw vegan sweets using natural sweeteners such as honey and dates, promoting a reduced-sugar lifestyle. Committed to promoting nutrition and culinary knowledge, Ritual Academy provides cooking classes for both children and adults. With a mission to connect people through healthy food for a good life, Ritual embraces ancient ingredients while embracing modern rituals.

ABOUT THE SOLUTION PROVIDER

Kitchen OS delivers digital solutions to address the challenges in hospitality and food service with a focus on back-of-house/kitchen operations.