FoodCheck 2.0
Food Sector

KELSIUS

Four Seasons Hotel
Limassol, Cyprus

Background

On the sunny beach of Limassol in southern Cyprus lies the luxurious 5-star Four Seasons Hotel. This independently owned & operated luxury resort features over 300 elegant rooms, suites, and residences, a total of six restaurants, which are among the best in Cyprus, four busy bars, and extensive banqueting.

The hotel also offers an exclusive spa and comprehensive leisure facilities, including sauna, steam rooms, a fully equipped gym, indoor and outdoor pools as well as a kids' club and fashion boutiques.

Challenge/Requirements

In 2018, Hotel management took many decisions regarding sustainability, a major one of which was to reduce paper in as many areas of the hotel as possible and to go paperless in as many departments as possible.

In addition, the hotel was also transitioning from the traditional HACCP certification to ISO 22000, so it was the ideal opportunity to start looking for a digital system to manage HACCP requirements.

After a lengthy vetting process of four different systems, all of which were initially sourced via the internet, management opted for Kelsius' FoodCheck system as it was offering the closest match to their requirements.

FoodCheck Paperless HACCP System

The Kelsius HACCP solution is a fully automated, paperless system which ensures full compliance with statutory food safety requirements. Kelsius wireless temperature sensors monitor and record temperatures in all refrigerated areas and freezers. If a measured temperature rises above a set limit, an alert is triggered. This alert can be transmitted as a text message, email, and via local visual alarms.

In addition to continuous temperature recording, the Kelsius system also provides time and task management by recording key activities such as deliveries, cleaning tasks, hot & cold food probing. All records are securely stored on the Kelsius website, and each user can access their records at any time from any web-enabled PC or laptop. HACCP reports can also be automatically emailed as required.

Testimonial

Four Seasons Limassol HACCP Manager Petros Antoniou, a Scot–Cypriot, is ecstatic:

"The best thing for me personally is the fact that when taking food temperatures you can see exactly who, when, and where they were taken at the click of a mouse, and all the information is stored and available instantly! No more hunting through files and folders. The best thing is the information is digitized, in one place and very easy to find and check!"

"The efficiency and service levels from the team at Kelsius were excellent, reminiscent of our own philosophy and I must be the first to say that the installation was a dream. The engineer sent over to install our system was very knowledgeable and extremely efficient as well as being an effective trainer, passing on his knowledge to our own team members.

The system has met all our needs and is still evolving. Six months down the line, it has also meant that from our engineers' point of view, he can also perform better preventive maintenance on over 100 fridges and freezers we have on the premises.

It has met our needs in removing paper as well as greatly reducing time and labor from our HACCP management.

I would highly recommend the Kelsius system to any hotel."

Nick Aristou, Executive Director

Features and Benefits

- The surface temperature of food is scanned and recorded at goods inwards using handheld laser thermometers. Invoice details are recorded in the system, which stores data including food temperature at the touch of a button. The system is programmed so that it immediately detects food temperatures that fall outside of the acceptable range.

- Small sensors are installed in cold storage areas for automated and continuous temperature monitoring. Again, this data is wirelessly transmitted and recorded, eliminating manual checks, form completion, and saving labor costs.

- During preparation, food temperature is checked using highly accurate handheld probes with records stored electronically for full traceability. This means food is always cooked sufficiently and in line with food safety laws.

- Hygiene tasks such as hand washing and cleaning are recorded by the system with access down the line for reference and environmental checks. This means cleanliness is always at the forefront of the kitchen staff.

- Should problems arise, such as a fridge door being left ajar, location alarms and text messages are sent to management to prevent stock damage and loss.

- In the event of a reported food poisoning incident, all records are electronically maintained and can be accessed at any time for full traceability and to demonstrate safe food practices from delivery to storage and preparation.

Conclusion

Kelsius assisted the Four Seasons in removing paper from their kitchens by removing delivery sheets, probing sheets such as First Cook, Hot Holding, and Cold Serve Over records. Cleaning tasks schedules and paper records of manually recorded fridge and freezer temperatures have also been permanently removed from operation. This assisted management in the drive to go paperless and promote sustainability.

The digitalization of the HACCP system in the Four Seasons Limassol has helped drive the standards of excellence that are central to management's operation ethos. The processes now in place greatly reduce the risk of human error ever being a factor. With so many processes now being automated, it allows for greater transparency and security.

Kelsius has more than fulfilled the requirements set out at the beginning of the process and management of the Four Seasons Limassol are more confident now than ever that the correct decision was made in selecting Kelsius and FoodCheck.