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Т. В. Щедрина [T. V. Shchedrina]
 Н. С. Лимарева [N. S. Limareva]
 В. Б. Малахов [V. B. Malakhov]
 В. Н. Оробинская [V. N. Orobinskaya]
 Т. Ш. Шалтумаев [T. Sh. Shaltumaev]

ОБЕСПЕЧЕНИЕ БЕЗОПАСНОСТИ ПРОДУКЦИИ И УСЛУГ В РАБОТЕ СОВРЕМЕННЫХ ПРЕДПРИЯТИЙ ПИТАНИЯ

SAFETY OF PRODUCTS AND SERVICES IN THE MODERN CATERING SECTOR

ФГАОУ ВО «Северо-Кавказский Федеральный университет», Институт сервиса,
туризма и дизайна (филиал) СКФУ в г. Пятигорск, Россия

Аннотация. В настоящее время в России и, в частности, в регионах Северо-Кавказского федерального округа наблюдается активное развитие рынка предприятий питания. Сильная конкуренция между предприятиями стимулирует развитие новых форм и методов работы. От того, насколько в организации общественного питания будут соблюдаться требования в обеспечении качественных услуг и безопасности, зависит не только количество гостей предприятия, но и здоровье и настроение.

Цель исследования. Рассмотреть вопросы обеспечения безопасности продукции и услуг в работе современных предприятий питания. На примере несоответствия установленным требованиям предприятий общественного питания разработаны рекомендации для инновационного развития сферы услуг и обеспечения безопасности с учетом российского и европейского опыта.

Материалы, методы, результаты. В статье рассмотрены вопросы обеспечения безопасности продукции и услуг в работе современных предприятий питания. На примере несоответствия установленным требованиям предприятий общественного питания, разработаны рекомендации для инновационного развития сферы услуг и обеспечения безопасности с учетом российского и европейского опыта.

Заключение. В условиях Северного Кавказа развитие безопасных форм организации производства и обслуживания будет способствовать развитию кулинарного туризма, развитию гастрономических туров, даст возможность создать условия для стабильности экономических секторов экономики.

Ключевые слова: предприятия питания, безопасность продукции и услуг, европейский опыт, анализ, совершенствование работы.

Abstract. Currently, in Russia and, in particular, in the regions of the North Caucasus Federal district there is an active increase of the food sector market. Strong competition between enterprises stimulates the development of new forms and methods of work. Not only the number of guests of the region, but also health and mood depends on the organization of all the requirements providing quality of services and safety in catering.

The purpose of the study. To consider the issues of ensuring the safety of products and services in the work of modern food sectors. On the example of non-compliance with the established requirements of food companies, the recommendations for innovative development of services and safety, taking into account the Russian and European experience, were worked out.

Materials, methods, results. The article deals with the safety of products and services in the work of modern food companies. On the example of non-compliance with the established requirements of food companies, the recommendations for the innovative development of services and safety, taking into account the Russian and European experience, were worked out.

Conclusion. In the North Caucasus the development of safe forms of production and service organization will facilitate the development of culinary tourism and gastronomic tours; it will permit to make conditions for the stability of the economic sectors.

Key words: food sectors, safety of products and services, European experience, analysis, development of work.

Introduction. Different ways of attracting visitors are used in food sector. At the same time, enterprises are obliged to comply with the established state standards including sanitary, fire regulations, technical documents, other rules and regulations which are mandatory requirements for the safety of services for life, health, environment and property. [1]. The organization of work of the enterprises of the Hospitality Industry in Russia is constantly improving, there are new forms in the organization of production and service. Restaurant is a food company that provides the consumer

with food and leisure services or without leisure, with a wide range of dishes of complex manufacture, including specialties, alcoholic, soft, hot and other drinks, confectionery and bakery products, purchased goods [2],

Restaurant business is one of the most difficult in the implementation of quality and safety management, taking into account European standards. The providing of safety and services in the operation of food facilities begins at the stage of location selection and design. Placement and layout of production facilities of food and equipment in these areas should ensure consistency of technological processes of production and sales of products and meet the requirements of regulatory documents.

The development of gastronomic tourism in the North Caucasus Federal district determines the necessity to design the menu for the stable operation of food companies and to expand actively new forms of work with guests. The perspective in gastronomic tours is the expansion of specialized enterprises with national cuisine, the development and use of the menu "Caucasus feast". Here, together with tourists, you can cook popular dishes of the mountain peoples, dishes of Russian and Cossack cuisine. This form allows the resort guests to learn more about the culture and traditions of the indigenous people of the region and does not require high cost. When forming the national menu, it is necessary to take into account natural resources of the region, use products grown in the Federal district. This will help to stabilize economic development and to support domestic producers. The range of dishes for guests should include easy-to-cook, but delicious and spectacular to serve: hychiny, Ossetian pies.

This range of menu creates the conditions for opening a small family restaurants and cafes with delicious local cuisine. Available sources of information confirm the interest in the development of national cuisine in the regions. In many cities of Russia, Belarus, Kazakhstan, Georgia, etc., there are open restaurants of national and local cuisine with very interesting concepts: coffee shops, pubs and fast food [1, 2, 6, 7].

Materials and methods. Modern development of society defines new directions in the development of food enterprises. The menu should take into account the interest of consumers to functional products for healthy eating, a range of sports dishes and drinks, dishes and drinks for children, products for consumers with disabilities. [4,5].

Popular in the restaurant menu are dishes from ecological food raw materials in the author's presentation and original design. The art of decorating restaurant dishes becomes an obligatory part of modern restaurant cooking.

New types of food products are widely used in the work of modern food sectors. The author's presentation of dishes using food safety involves the prevention and elimination of potential hazards that may arise at any time from the place of production and to the place of consumption of products.

Since food safety hazards can happen at any stage of the process, proper risk control must be exercised in the operation of the food chain, from food supply to marketing. In fact, food safety can only be supported by the joint efforts of all parties involved: governments, producers, trade organizations and final consumers.

Results. According to the World Health Organization [8], 97 percent of all food poisoning is associated with violation of technological processes and requirements of sanitary norms and regulations. Table 1 presents the analysis of violations in the work of food enterprises.

Table 1

Analysis of violations in the work of public catering enterprises

№ п/п	Review of identified violations	Comment
1.	the mandatory requirements of the sanitary legislation: - to collect garbage and food waste on the territory only one container is available the hard surface area is not equipped	To collect garbage and food waste, separate containers with lids should be equipped, installed on sites with a hard coating. (2.6 SP 2.3.6.1079-01)
2.	the production room of the organization of public food is not equipped with wash basin with hot and cold water to enable staff to wash hands	At public catering enterprises, water supply should be provided from a centralized water supply system, with hot and cold water supply (article 11, article 17 Federal Law of 30.03.1999 №52-FZ, p. 3.1, SP 2.3.6.1079-01)
3.	there is no toilet and sinks for visitors to wash hands	The organization must provide separate toilets and sinks for staff and visitors (p.3.14 SP 2.3.6.1079-01).
4.	used cutting boards and knives have no special marking	The inventory for different types of material (fish, meat, vegetables, raw or cooked products) should be marked and kept separately (article 11, article 17 of the Federal Law of 30.03.1999 g No. 52-FZ, paragraph 6.5 SP 2.3.6.1079-01).

5.	for washing dishes and kitchen utensils, glassware and Cutlery only one 2-slot washing tub is available treatment of ware is carried out without taking into account the concentration and volume of used the instruction about rules of washing of ware and stock is absent	Washing of the dining room and kitchen utensils shall be made separately in two-section and three-section tubs. For the treatment and disinfection of ware certified means must be used. There should be instructions for staff to use them properly (PP. 3.1, 6.11, 6.21, 6.14, 6.15, 6.16 SP 2.3.6.1079-01)
6.	- the results of the daily assessment of the quality of semi-finished products and dishes with indication of the time of manufacture of the product, its name, results are not provided organoleptic assessment, including assessment of the degree of readiness, time of permission for the distribution (sale) of products, name of manufacturer of product name and surname, of person who carried out the organoleptic assessment are not provided	In the organization on a daily basis should be carried out Brackage control (organoleptic assessment) of the finished product, with the entry of the results in the " Brackage journal ". (p. 15.1 SP 2.3.6.1079-01)
7.	- the documents confirming quality and safety of food and raw materials are not provided - sale of finished products manufactured outside the public food organization is carried out in the absence of supporting documents (bill of lading, quality and safety certificates, declaration or certificate of conformity) ...	Accompanying documentation (certificates, declarations of conformity, vet. certificates, etc.) must be kept until the full sale of raw materials. Also marking labels from the manufacturer of production (after packing, repacking) should be kept. To be able to identify: the manufacturer, storage conditions, shelf life (clause 1, article 13, part 9, article 17 TR CU 021/2011, p. 1, part 4.1, Art. 4 TR CU 022/2011).
8.	- frozen semi-cooked products (dumplings), packed butter is not marked with the name and expiration date of products, marking labels of packaging places are absent - containers with ready meals stored in the refrigeration equipment do not have a label indicating the name and address of the organization-manufacturer, date and hour of manufacture, storage conditions and shelf life	To control the shelf life, the workpiece must be marked, with the date, time of manufacturing and responsible person who made the workpiece (part 4.12, Art. 4 TR CU 022/2011).

Conclusion. Planned inspections which can be carried out no more than 1 time in 3 years in the same enterprise (organization) on the basis of the approved plan. The specified plan is placed in the General access on the website of Rospotrebnadzor (consumer watchdog).

Unscheduled inspections are usually carried out on the basis of complaints received from consumers, as well as from public authorities, after the signals about low-quality products and, as a result, mass poisoning and diseases. Also such action can be carried out for control of execution of earlier issued instructions about elimination of the revealed violations.

Successful activity which has a favorable impact and a positive result providing safety of production and services delivered to consumers of the enterprise. The absence of complaints about the work of the catering company is a guarantee to avoid unscheduled inspections, to create conditions for the stability of the enterprise.

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ОБ АВТОРАХ

Щедрина Татьяна Викторовна, Доцент кафедры технологии продуктов питания и товароведения, Школа Кавказского гостеприимства, Институт сервиса, туризма и дизайна (филиал) федерального государственного автономного образовательного учреждения высшего образования

«Северо-Кавказский федеральный университет» в г. Пятигорске

Shchedrina Tatyana Viktorovna, Associate Professor of the Department of Food Technology and Commodity Science, School of Caucasus Hospitality, Institute of Service, Tourism and Design (branch) of Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasus Federal University” in Pyatigorsk

Лимарева Наталья Сергеевна, Доцент кафедры технологии продуктов питания и товароведения, Школа Кавказского гостеприимства, Институт сервиса, туризма и дизайна (филиал) федерального государственного автономного образовательного учреждения высшего образования

«Северо-Кавказский федеральный университет» в г. Пятигорске

Limareva Natalia Sergeevna, Associate Professor of the Department of Food Technology and Commodity Science, School of Caucasus Hospitality, Institute of Service, Tourism and Design (branch) of Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasus Federal University” in Pyatigorsk

Малахов Вениамин Борисович, Старший преподаватель кафедры туризма и гостиничного дела, Школа Кавказского гостеприимства, Институт сервиса, туризма и дизайна (филиал) федерального государственного автономного образовательного учреждения высшего образования

«Северо-Кавказский федеральный университет» в г. Пятигорске

Malakhov Venjamin Borisovich, Senior Lecturer of the Department of Tourism and Hospitality, School of Caucasus Hospitality, Institute of Service, Tourism and Design (branch) of Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasus Federal University” in Pyatigorsk

Оробинская Валерия Николаевна, Доцент кафедры технологии продуктов питания и товароведения, Школа Кавказского гостеприимства, Институт сервиса, туризма и дизайна (филиал) федерального государственного автономного образовательного учреждения высшего образования

«Северо-Кавказский федеральный университет» в г. Пятигорске

Orobinskaya Valeriya Nikolaevna, Associate Professor of Department of Food Technology and Commodity Science, School of Caucasus Hospitality, Institute of Service, Tourism and Design (branch) of Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasus Federal University” in Pyatigorsk

Шалтумаев Тимур Шамильевич, Доцент кафедры технологии продуктов питания и товароведения, Школа Кавказского гостеприимства, Институт сервиса, туризма и дизайна (филиал) федерального государственного автономного образовательного учреждения высшего образования «Северо-Кавказский федеральный университет» в г. Пятигорске

Shaltumaev Timur Shamiljevich, Associate Professor of the Department of Food Technology and Commodity Science, School of Caucasus Hospitality, Institute of Service, Tourism and Design (branch) of Federal State Autonomous Educational Institution of Higher Professional Education “North-Caucasus Federal University” in Pyatigorsk

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