

## GUIDANCE FOR OWNERS AND MANAGERS



***Welcome to "Food Safety is Everybody's Business". This is a DVD and training pack for catering businesses and gives an introduction to the main hygiene controls for new staff to be aware of.***

Training is essential for controlling food safety in all businesses. All food workers should receive guidance on working with food safely before they start. It is appreciated that for many small businesses training can be expensive and new members of staff don't always come with qualifications in food hygiene. This pack is something you can use for new staff. It can also help with refresher training for existing staff. The DVD enclosed has been developed to help you provide instruction on basic hygiene standards and requirements that should be in place in any kitchen or catering business.

The DVD concentrates on the main requirements of cleaning, cooking, chilling and cross contamination. It shows how these can be dealt with in a practical way within your business. It covers the importance of personal hygiene, suitable work clothing, reporting illness and why cleaning is important. It shows how to prevent cross contamination between raw foods and ready to eat foods and why it is important to keep foods very cold or very hot to keep it safe.

The DVD is approximately 10 minutes long. Staff can view it on the premises or in their own time at home. A copy of the "Points to remember" sheet can also be provided to them. This covers the main points made in the DVD. You might also want to put a copy of this within the kitchen to act as a constant reminder to staff.

Also in the pack you will find a training record you can use. Training records are important in demonstrating the training which staff have received. It is important that after staff have watched this DVD they complete the "How much do you remember?" questions. This covers some of the main points in the DVD and helps support the messages made. The completed questions could be marked by you and then signed by you and the member of staff. (The answers are listed at the end of this guidance note.) The sheet can be copied as often as you need it. It can be kept with your training records.

The training record form can be copied and used for each member of staff to record their training progress. This can be adapted to meet the needs of your business.

This is only the first stage in the training of your staff. It will help ensure they get off to a good start in understanding food hygiene but will need to be followed up with formal training or instruction as they continue to work in the business.



**Formal training** comes in different forms and is normally delivered over a number of hours with an examination at the end of the course.

**Basic** level training takes about six hours to complete. Training normally takes place away from the work place in an accredited training centre. A formal certificate will be awarded on completion of an exam. It is recommended that all staff handling high risk food have received this level of training, ideally within three months of starting work.

**Intermediate** level training is usually aimed at managers / supervisors of food handling staff. Courses normally last up to three days. The course covers food hygiene in more detail. Again training is delivered by an accredited centre and a formal certificate awarded on completion of exam.

**Advanced** level training is also aimed at managers and supervisors of food handling staff. Courses normally last five days and cover food hygiene in far greater depth than the other two levels of training. It will give a very good level of understanding and is particularly useful for larger businesses who may wish to deliver their own training.

Many **vocational** courses will include food hygiene training as part of the qualification. Separate training for staff holding such qualifications might therefore not be necessary.

In any business large or small training and instruction in food hygiene is ongoing. You will need to decide how best to ensure refresher training and if necessary retraining of staff is carried out.

**Refresher** training is useful to help staff remember what they learned during formal training. It can be concentrated on a particular work area and can be done on a one to one basis, or during staff meetings etc. It is important to keep records of refresher training.

**Retraining** of staff will be necessary if they are found not to be following safe working practices. Again records should be kept of any retraining given.

**Supervision** of staff is always important. Supervisors must have a good understanding of food hygiene to carry out their duties.

In a one – person operation you should have sufficient training and knowledge to work unsupervised.

Not all staff will need the same level of training. It will depend on the work they do and the type of food they handle. If you need more help in selecting suitable courses for your business then ask your food safety officer.

## Answers to “How much do you remember?” questions:

1. D 2. C 3. B 4. B 5. B 6. A 7. C 8. D 9. A 10. B



## POINTS TO REMEMBER

### Cleaning



- Wash your hands and stop bacteria spreading. Wash regularly with warm water and soap, and dry properly with paper towels.
- Always wash hands before handling cooked and ready to eat food and after handling raw food, using cleaning chemicals, coughing or sneezing, after using the toilet and contact with dirty items such as bins.
- If you are feeling unwell do not work with food.
- Always wear clean work clothing.
- Keep work surfaces and work tools clean. Use bactericidal cleaning chemicals. Remember "hand contact points" and clean as you go.

### Cooking



- Food should always be cooked and re – heated until it is piping hot.
- Food should be checked using a probe thermometer. After cooking food should be hotter than 75 degrees centigrade. It should be at least 82 degrees centigrade if you are re – heating it.
- Food being kept hot should always be hotter than 63 degrees centigrade.

### Chilling



- Food should never be kept out at room temperature for long periods.
- Cool hot foods quickly and store them in the fridge or freezer for later use. Never leave it to cool at room temperature overnight.
- Food should ideally be defrosted in the fridge.
- Food in the fridge should be kept at 5 degrees centigrade or colder.
- Food should be colder than minus 18 degrees centigrade if kept in a freezer.

### Cross Contamination



- Cooked and raw food should always be kept apart, handled and stored separately.
- Separate work tools and separate areas should be used for raw and cooked food.
- Separate cloths should be used to clean work areas.





## HOW MUCH DO YOU REMEMBER?

Now you have had a chance to watch the "Food Safety Is Everybody's Business" DVD here are a few questions to see how much you have remembered. There is only one answer for each question. Circle the letter you think is the best answer for each of the different questions.

### 1. Food being reheated before service must:

- A. Be warm enough to eat.
- B. Be hotter than 100 degrees centigrade.
- C. Reach at least 60 degrees centigrade.
- D. Reach at least 82 degrees centigrade.

### 6. A common cause of cross contamination is:

- A. Hands not being washed properly.
- B. Rubbish bins not being emptied.
- C. Broken equipment.
- D. Moulds on foods.

### 2. If you are feeling unwell, you should:

- A. Wash your hands more.
- B. Keep working as normal.
- C. Tell your manager.
- D. Cook the food a bit longer.

### 7. If there is only one fridge to store food in it is best to:

- A. Keep raw food and cooked food on same shelf.
- B. Store raw food somewhere else.
- C. Keep cooked food above raw food.
- D. Keep raw food above cooked food.

### 3. A good rule for working in a kitchen is:

- A. Clean up each day.
- B. Clean as you go.
- C. Clean up before your break.
- D. Clean up every few hours.

### 8. Food safety officers are allowed to visit:

- A. Only when you are not very busy.
- B. Only when the manager says they are allowed.
- C. If they let you know they are coming to visit.
- D. Anytime you are working.

### 4. If you have a cut on your hand you must:

- A. Keep washing your hands when handling food.
- B. Cover the cut with a blue waterproof plaster.
- C. Leave the cut open to get better.
- D. Wrap a bandage around it.

### 9. What should you do after visiting the toilet:

- A. Wash your hands.
- B. Put the light out.
- C. Sort your clothing.
- D. Comb your hair.

### 5. The reason you should wear protective clothing is:

- A. To look good to the customers.
- B. Protect food from contamination.
- C. Stop you getting dirty.
- D. Your manager tells you to.

### 10. The correct temperature for a fridge is:

- A. Between 20 and 25 degrees centigrade.
- B. Less than 5 degrees centigrade.
- C. About minus 18 degrees centigrade.
- D. 10 degrees centigrade.

Now ask your manager to check your answers. If you got all the answers correct, well done.

If you didn't get all the answers correct then watch the DVD again and find out where you went wrong.

## STAFF FOOD HYGIENE TRAINING RECORD

Name \_\_\_\_\_ Job title \_\_\_\_\_

Date started work \_\_\_\_\_ Date employment ended \_\_\_\_\_

Type of training	Date	How training carried out and by whom	Staff and manager signature
<b>New staff training</b>			
<b>Formal training</b> (as appropriate) <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced			
<b>Vocational training</b>			
<b>Refresher training</b>			
<b>Retraining</b>			
<b>HACCP training</b> <input type="checkbox"/> In - house procedures. <input type="checkbox"/> Formal training			
<b>Other training</b>			