



Safer food, better business case study: a business view

Café Roma

Local authority: Plymouth City Council



Café Roma is a small city centre café serving light bites. The kitchen is very small and preparation and cooking are limited.

The business owners found out about the course through a newsletter and an invitation letter sent to them from the environmental health department. Mr Baker, joint owner, said: 'The invitation to the seminar came at an excellent time as we were just in the middle of reviewing all our procedures. We were keen to attend the course to ensure we were up to date with the new requirements and that we were doing everything right.' They found the seminar useful as they were able to discuss openly with other businesses in a similar position and share ideas. The business also had two follow up coaching sessions.

Mr Baker found the Safer food, better business (SFBB) pack very useful. 'We have adjusted the pack slightly and are using it in conjunction with our own system. We are using the diary pages and have laminated our opening and closing checks,

cleaning rota and refrigerator checks on the wall so that all staff are aware what to check for every day,' he said. 'This is particularly handy as we have a lot of seasonal staff and it means we can use the pack as a training tool and the training is much more structured and accountable'. Mr Baker has split the pack into two separate folders. He said: 'Due to the limited size of our kitchen, it was easier to keep the procedures and diary separate'.

'We have used the training as an opportunity to combine all our procedures into one simple system. We have found that our stock control has definitely improved as a result. We now include the stock check as part of the closing checks and this means that our employees must check the stock and complete the ordering for the next day. We are now less likely to waste food or run out.'

Mr Baker advised that if they did not have the SFBB pack or the help from Plymouth City Council, then the process would have taken a lot longer to complete and may have been less structured. He said: 'The format of SFBB is easy and practical and it is also reassuring that you are following an approved format that is being adopted by the majority of food businesses. It is much easier to be given a comprehensive pack to complete than to try to understand the regulations. I would definitely recommend the pack and attending the free training. I would also advise other businesses to have an open relationship with environmental health, as they are there to help you and explain what you need to do to comply.'