

SAFE METHOD:

TRAINING AND SUPERVISION



It is essential to train and supervise your staff effectively to make sure they handle food safely.

You should train your staff in all the safe methods that are relevant to the job they do. You should also supervise them to check they are following the safe methods properly.

| WHAT TO DO | HOW? |
|---|--|
| Once you have worked through them, use the safe methods in this pack to train staff. You need to be sure that each member of staff knows the safe methods for all the tasks they do. | Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you. |
| Make sure you know what training each member of staff has received and, where necessary, provide refresher training regularly. | Make a note on the Staff training record in the diary every time you train a member of staff. |
| Watch the member of staff when they are carrying out a task as part of their work. When a member of staff has completed a task, ask them about how they followed the safe method, to help you find out if they did it correctly. | Make comments and observations to help the member of staff improve the way they work. Reward good performance by giving positive feedback when the member of staff has followed the safe method successfully. If the safe method is not being followed by the member of staff, tell them how they are going wrong and why it is important to follow the safe method. |

In addition to the safe methods in this pack, it is a good idea to provide your staff with other food safety training.

| WHAT TO DO IF THINGS GO WRONG | HOW TO STOP THIS HAPPENING AGAIN |
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| If staff are not following a safe method properly, train them again and make sure they understand why it is important to follow the method. | Use the 4-weekly review in the diary to identify any problems with how staff are following safe methods and plan your training to address these. |

MANAGE IT

When you sign the diary you are confirming that you have supervised all the staff involved in making food that day. This means making sure that your staff follow your safe methods and that any problems are being solved and recorded in the diary.

If you are away from the business, you can give responsibility for the diary to a member of staff. Sometimes there may be more than one person responsible during the day, e.g. when there is more than one shift, and in these cases the diary may need more than one signature.

Make a note in the diary of those members of staff who have been given this responsibility and train them on all the relevant safe methods, including any in the Management section. Staff must understand how the diary works. If something different happens, or something goes wrong, they will need to take action and make a note of what they have done in the diary. You should still complete the 4-weekly review yourself.



CUSTOMERS

Customer feedback is a good indication of how well you are managing your business.

Keeping your customers happy and protecting their health with good food hygiene is essential to the success of the business. It is very important to pay attention to any complaints to check whether mistakes have been made and prevent it happening again.

| WHAT TO DO | HOW? |
|---------------------------------|---|
| Listen to complaints. | <p>Always take complaints seriously, no matter what the circumstances - these could point out a problem in your business that needs to be addressed.</p> <p>Complaints could include customers who have:</p> <ul style="list-style-type: none"> • Symptoms of food poisoning after visiting your premises • Experienced an allergic reaction during or after visiting your premises • Found something in their food that made it unfit for eating |
| Find the source of the problem. | <p>Try and work out how the problem arose. To do this you may need to:</p> <ul style="list-style-type: none"> • Review the daily diary for details of any problems • Check your 'Prove It' records, look around your workplace and speak with staff to ensure relevant safe methods are being followed • See if any other similar complaints have been received • Check if any staff have reported illness in the days before <p>While you are investigating, it may be appropriate to remove any of the same batch of food eaten from sale. It may also be appropriate to inform the supplier who provided you with the food if the problem may have arisen at their premises.</p> |
| Solve the problem. | <p>Review the relevant safe methods as you may need to change how you do things to prevent it happening again and retrain staff.</p> <p>Record any changes in the relevant section of your pack and make a note in the diary.</p> |