

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. There are some safe methods that all staff need to cover on their first day. You should also supervise them to check they are following the safe methods properly.

Whoever signs the diary is confirming that they have supervised all the staff involved in handling 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.

What to do

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.

Make sure you know what training each member of staff has received.

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 method, to help you find out if they did it correctly.

How?

Show the member of staff what to do, question them carefully on their knowledge and then ask them to show you to confirm they understand fully.

Make a note on the Staff training record in the diary every time you train a member of staff.

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.

What to do if things go wrong

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.

How to stop this happening again

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. Remember to include new staff.

Safe method:

Customers – feedback

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 your business. So it is very important to pay attention to any complaints.

What to do	How?
Listen to complaints.	Listen to any complaints carefully and write down the details. These could point out a problem in your business, with a supplier, or with an individual product.
Find the source of the problem.	Work out how the problem arose. This is especially important if it is a problem affecting food safety. If a customer complains of being made ill by food you sell you should investigate carefully.
Solve the problem.	Review the relevant safe methods. You may need to change how you do things. Note any changes in the diary. If it is a complaint about a food product, you may need to inform other people – see the 'Product withdrawal and recall' safe method.
Train staff on how to deal with customers.	It is important that staff know how to respond to customer feedback and what action to take.



Write down what went wrong and what you did about it in your diary.

