

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 to confirm they understand fully. |
| Make sure you know what training each member of staff has received. | 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 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. |

| WHAT TO DO IF THINGS GO WRONG | HOW TO STOP THIS HAPPENING AGAIN |
|---|---|
| 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. Remember to include new staff. |

| 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. |

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. |
| 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 your food you should investigate carefully. If appropriate, you should inform your environmental health department. |
| 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

