



# **FOOD SAFETY:** TRAINING YOUR STAFF ON BEST PRACTICES

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The background of the slide is a photograph of a professional kitchen. A male chef in a white uniform and hat is in the foreground, focused on slicing food on a wooden cutting board. He is wearing blue gloves. To his left is a large metal tray filled with green beans. In front of him is another large metal tray filled with white rice. The kitchen has stainless steel surfaces, a range hood, and another staff member is visible in the background.

## Training your restaurant staff is not a one-time effort.

Not only must you teach employees how to prepare food, you also need to **INSTILL A RESPECT** for preparing food safely using best practices.

Additionally, high staff turnover, staff diversity and continually changing regulations make the task of training even more difficult.

## Keeping food safe in your restaurant depends on people – for example how staff members:

A circular graphic with a blue gradient background is overlaid on the image. It contains the text "FOOD SAFETY DEPENDS ON PEOPLE" in white, bold, sans-serif capital letters.

### FOOD SAFETY DEPENDS ON PEOPLE

- >> cook, cool, handle and store food
- >> wash their hands
- >> follow proper cleaning procedures
- >> avoid cross-contamination

An **informed, engaged staff** that values food safety as much as you do can be your **SINGLE BEST DEFENSE** against a foodborne outbreak.



## Enhancing a culture of food safety

As the restaurant manager, you set the prevailing culture and values for food safety that are reinforced through training. If your restaurant's culture hints at a less than complete commitment to food safety, it's unrealistic to expect employees to embrace food safety practices.

Part of setting high standards includes reinforcing the importance of the food safety practices such as:



» **FREQUENT  
HAND WASHING**



» **AVOIDING  
CROSS-CONTAMINATION**



» **PROPERLY STORING,  
HANDLING &  
PREPARING FOOD**

In addition to training your employees to follow these practices, you can underscore their importance by emphasizing the consequences: illness, possible death and damage to the restaurant's reputation.

Make sure  
staff members  
**understand  
consequences:**  
**POOR BEHAVIORS  
AFFECT OTHERS**

» It is **essential**  
that you  
**SET &  
ENFORCE**  
high standards

Alternatively, **sound food safety practices**, when followed may lead to  
**HIGH GUEST SATISFACTION, REPEAT BUSINESS and BUSINESS GROWTH.**





## Build engagement

 Make training materials  
**highly visual** with fewer words



Employees  
want to be  
respected as  
**valued  
contributors**

In order to inspire employees to be truly engaged in their work and care about food safety, try to incorporate the concepts below:

- >> **Make the work feel meaningful.** Share your restaurant's vision and purpose. Doing so will help employees see how the restaurant – and how they as employees – are helping make the world a better place.
- >> **Set goals and challenges.** Providing opportunities for personal and professional growth and advancement, along with incentives, rewards and recognition for good work, can inspire workers to continuously learn and improve.
- >> **Evolve training program.** To meet the changing demographics of your staff, try using short (one-minute or less) and engaging online videos, each demonstrating a specific food safety practice. Reinforce training with signage in the kitchen and around the restaurant.
- >> **Be transparent.** Enlist the ideas and energy of your staff by being open about your restaurant's challenges and its successes. Employees will feel valued – and, in listening to them, you'll likely gain insights into how to improve food safety and other aspects of your operation.

**A strategic partnership** with vendors like Ecolab can assist in identifying the right products, tools, processes and on-site training to ensure a properly implemented and executed food safety program.



The investments in staff training, their growth and their engagement will be time and money well spent.





## ABOUT THE AUTHOR:

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Dr. Ruth Petran is the vice president of Food Safety and Public Health at Ecolab. Dr. Petran provides technical expertise and consultation to internal and external customers on food safety and public health issues, and identifies and tracks emerging food safety trends and control strategies.

➔ **LEARN MORE** about Dr. Petran at [ecolab.com](https://www.ecolab.com)



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