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PROJECT PROPOSAL

Food Safety & Hygiene Training
for all food handlers through
Manuals & Videos

Project Title

Developing and Managing Food Safety & Hygiene Training & Technical Service
Standards for food handlers & cooks



Prepared by
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Training Proposal

Project Title:

Developing and Managing Food Safety & Hygiene Training Technical Service Standards for food handlers

Objective for this proposal:

The objective of the training is to ensure that the food handlers like chefs/cooks or service personnel of the catering department should deliver food safety and hygiene standard in line with best practices and legislative requirements.

The new 'Food Safety and Standards Regulations Act' by Government of India came into effect from 05 Aug 2011. Under this act if a person violates the regulation, he or she should undergo a maximum penalty of Rs. 10 lakhs.

Refer this official link : <http://fssai.gov.in/Portals/0/Pdf/Now%20serving.pdf>

With this proposal, **Food Safety Solutions** aims to ensure that staff from catering department should not only gain the knowledge and skills but to implement the best practices of food hygiene.

Food Safety Solutions assists in training the department to gain that ability, to manage and to improve themselves consistently with high standards of food hygiene management in the longer term, by developing the capabilities of an In-house catering team.

Benefits for the staff

- ⤴ Increased awareness regarding the food safety standards and requirements.
- ⤴ Reduced frequency of errors.
- ⤴ Up-gradation in the knowledge.
- ⤴ Convenient learning because of the Video & slide shows.
- ⤴ Better than the old procedures of conducting classes which have less impact on the students. Our training includes Videos, diagrams, slide shows etc. it enhances the quick learning and remembering important facts.

Benefits for the Organizations

- ⤴ Maintaining the records regarding the food safety classes conducted.
- ⤴ Increased reputation.
- ⤴ Lesser supervision required after the completion of the training.
- ⤴ Uniform training of innumerable staff members in house through this pack.





Additional responsibilities and duties

The Organization will:

- Be responsible for implementation, control, monitoring and review of this policy
- Ensure that all staff are trained in the food handling techniques and the requirements of food safety
- Be qualified to implement and review the Food Safety Policy regulations & practices
- Ensure that all records and systems in relation to food safety are maintained and filed.

The manager will:

- be responsible for the day-to-day implementation and control of food safety
- ensure that all records and systems in relation to food safety are maintained
- ensure that staff will follow all personal hygiene rules
- ensure that all work areas are kept clean and free from pests
- ensure that all staff are trained in the food handling techniques and the requirements of the food safety policy
- be qualified to implement and review the food handling techniques and the requirements of the food safety policy.

All kitchen staff will:

- be responsible for food safety in the kitchen, preparation and storage areas
- be qualified to implement the food handling techniques and the requirements of the food safety policy
- complete all records and systems in relation to food safety in the kitchen, preparation, receiving and storage areas as directed
- abide by all personal hygiene rules
- report incidents that impact on the quality of food, to the manager (e.g. sightings of pests, malfunctioning or defective appliances, etc)
- keep all work areas clean and free from pests
- be trained in food handling techniques and the requirements of the food safety policy
- report to the manager if they are suffering from any communicable disease.

Other staff (e.g. assistant, cleaners) will:

- be responsible for food safety during service
- abide by the Food Safety Policy regulations and practices
- abide by all personal hygiene rules
- keep work areas and equipment clean
- report incidents that impact on the quality of food, to the manager (e.g. sightings of pests, malfunctioning or defective appliances, etc)
- report to their supervisor if they are suffering from any communicable disease.





Structure of this Proposal

This proposal's objective is to provide a long-term hygiene management solution to the kitchen by delivering a Training Programme for kitchen staff and also by developing the skills of supervisors and catering managers to initiate, communicate, and implement through on-going training and auditing/monitoring of these standards and carrying out corrective actions where the standards are not being achieved.

We propose two ways to achieve the standards,

Part A	Part B
Training - For Catering Managers and Supervisor	Training - For Catering Staff & Food Service Staff

Part A

Proposes to work with the Catering Department's Managers and Supervisors Team

1. To develop a system and skills in food hygiene auditing and monitoring which includes giving effective suggestions to staff, particularly where performance is below standard.
2. To initiate and communicate the standard operating practices for hygiene standards for the kitchen and review them on a regular basis in monitoring their effectiveness.
3. To groom their skills as trainers, which can be used in inducting new staff in food hygiene practices, communicating their responsibilities regarding food hygiene, delivering on-the-job, off-the-job food hygiene training and refresher training to staff.
4. With the help of the Food Safety Complete pack, one of the managers can train the new staff on induction, which will reduce the cost of the further training.

Part B

Proposal seeks to deliver training sessions to all kitchen staff and service staff, as follows:

1. A food hygiene refresher training, including monitoring and recording food temperatures in line.
2. Develop a system and skills in food hygiene auditing and monitoring including giving effective feedback to staff, particularly where performance is below standard.
3. Develop and communicate standard operating practices for hygiene standards for the kitchen and review these on a regular basis in monitoring their effectiveness.





PROPOSAL – Part A [Catering Managers and Supervisor]

PART - A (session): Food Safety & Hygiene Training for Managers and Supervisors of F&B Production

Target Participants: For Managers and supervisors.
(**Note:** *Managers and supervisors of the Catering Department.*)

Aim:

To improve the application of hygiene practices by every individual member of kitchen, in meeting the required standards of food hygiene at all stages of food handling, storage and management at kitchen level.

Duration: Each session would be 2 hours in duration. Includes Level -1 and Level -2
Level 1 (Introduction to Food Safety)
Level 2 (Follow up Training)

Objectives:

On completion of this training session, each participant will:

1. Be clear about the standards of hygiene required in all operations carried out in the kitchen.
2. Understand the reasons for these standards and the consequences of non compliance.
3. Be able to demonstrate how they could apply these standards to any aspect of their work procedures.
4. Make a commitment to apply these standards in all aspects of their daily routine.

Programme Content:

Topics of Level 1 and Level 2 are

- ❖ Food Safety, functions, side effects
- ❖ Handling food temperature
- ❖ Danger zone temperatures
- ❖ Sources the food passes through till consumption, i.e. purchasing-storage-cooking-serving
- ❖ Personal hygiene, related practices, techniques
- ❖ Can you work if you are sick?
- ❖ Working during bad health
- ❖ Cleaning and sanitation
- ❖ Pest control

- ❖ Waste disposal
- ❖ Food safety hazards i.e. physical, chemical and bacterial with their types as well as factors affecting them.
- ❖ Prevention of hazards.
- ❖ Cross contamination and its avoidance.
- ❖ Recording of temperatures
- ❖ HACCP (Hazards analysis critical control points)
- ❖ Flow of food from purchasing to serving





PROPOSAL – Part B

[Catering staff and Food Service staff]

PART - B (session) : Catering staff & Food Service Technical Skills Training

Number of participants: Max. 20 per session.

Target Participants: Kitchen operative staff & Food Service staff.

Duration: Each session would be 2 hours in duration. Includes Level -1 and Level -2
Level 1 (Introduction to Food Safety)
Level 2 (Follow on Training)

Aim: To provide the technical skills and confidence to the kitchen teams and service team in order to deliver consistent standards of food service and customer service.

Objectives: At the end of this training session, participants will

1. Be clear about the required standards of handling, storage and presentation of food, at ward kitchen level.
2. Understand all correct food storage arrangements including monitoring and controlling of temperatures.
3. Be able to consistently present food according to agreed standards and control guidelines.
4. Have greater confidence in handling food with respect to time and temperature.

Programme Content:

Topics of Level 1 and Level 2 are –

<ul style="list-style-type: none">❖ Food Safety, functions, side effects❖ Handling food temperature❖ Danger zone temperatures❖ Sources the food passes through till consumption, i.e. purchasing-storage-cooking-serving❖ Personal hygiene, related practices, techniques❖ Can you work if you are sick?❖ Working during bad health❖ Cleaning and sanitation❖ Pest control	<ul style="list-style-type: none">❖ Waste disposal❖ Food safety hazards i.e. physical, chemical and bacterial with their types as well as factors affecting them.❖ Prevention of hazards.❖ Cross contamination and its avoidance.❖ Recording of temperatures❖ HACCP (Hazards analysis critical control points)❖ Flow of food from purchasing to serving
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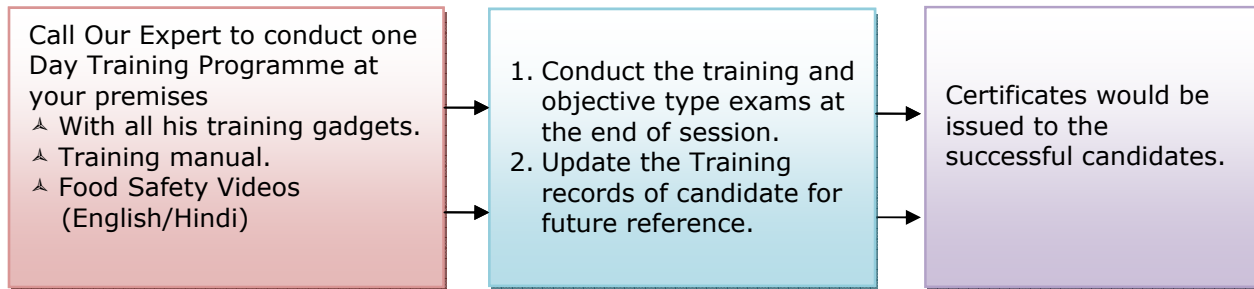




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FOOD SAFETY SOLUTIONS IS THE TRAINING EXPERT



Programme Booking:

Acceptance of proposal and confirmation of programme bookings will apply by means of written communication from management of Catering Department.

Cost of the training - Part A & Part B

Fee Breakdown:

Part A:		
Session 1 (2 hours) [Session for Managers & Supervisors]	:	Rs. 25000
Part B:		
Session 2 (2 hours) [Max 20 participants per session]	:	Rs. 20000
TOTAL COST (A & B session)		Rs. 45000

Fees include:

- ▲ Consultation/communication with Catering Department Management regarding programme design, delivery, scheduling etc.
- ▲ Programme design & development.
- ▲ Training materials, handouts, resources and documentation.





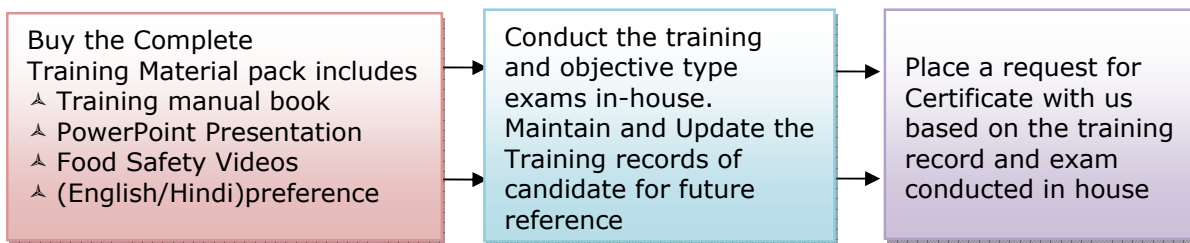
Ways to avail the training

Two models of training are available to clients. You may choose what suits you best.

Option 1 CALL OUR EXPERT TO TRAIN YOUR STAFF

(All the details which is mentioned above is of Option-1 – it is when you call the Food Safety Trainer to train your staff)

Option 2 BUY COMPLETE TRAINING PACK



Cost of the Complete Training pack

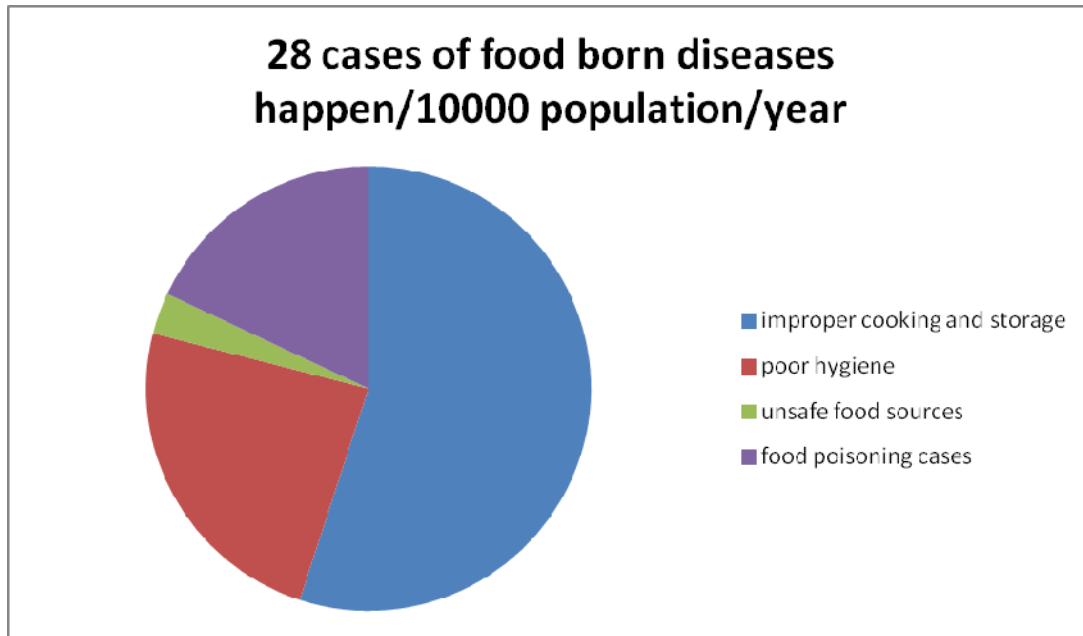
Title : Food Safety Training (Level 1 and Level 2)	Included	Price
Complete Training Pack level-1 & level-2 Food Safety & Hygiene Training <i>Includes:</i> ❖ Food Safety Training Manual ❖ Power Point Presentation Food Safety & Hygiene Training Movie -1 & Movie -2 in English and Hindi)	Book CD-ROM DVD	Rs. 10,000





WHY FOOD SAFETY TRAINING IS IMPORTANT

1. **By law:** According to the new food Safety and standard Regulation act by Govt of India, which came into effect from 5th august 2011. Under this Act if a person violates the regulation, he or she should undergo a maximum penalty of 10 lakhs rupees.
2. **By Improper food handling:** Food poisoning cases are increasing day by day.



Times of India: New Articles cut-outs-of food poisoning cases

TOI: [Poison theory floats as Bihar midday meal kills 27 kids](#) TOI 2 hrs. ago

... from Navatolia Middle School, near Madhubani, where 50 children fell sick. Sources said a dead lizard was found in the food served to the kids. There was no definitive narrative from the police on how the toxic food landed on the plates of the kids. The village...

TOI 23 May 2013,20:22 IST

Health department has concluded that food poisoning could be the reason of people illness in the three villages of Sattari taluka in North Goa.





TOI 23 Apr 2013, 21:16 IST

Around 53 wedding guests had to be rushed to the VN Desai Hospital in Santa Cruz after they complained of pain and uneasiness on Monday night. The patients had come with complaints of nausea, vomiting and loose motions soon after eating at the wedding. Out of the 53 who were brought to the hospital, 41 had to be admitted.

TOI 22 Apr 2013, 15:20 IST

Ameena Bee, 50, resident of Valmikinagar, Mysore road, West Bangalore died of food poisoning in Victoria hospital, Bangalore on Monday. She was the third victim to die of food poisoning since Saturday

TOI 02 Mar 2013, 22:58 IST

Around 85 people suffered from food poisoning at Kalewadi in Pimpri.

TOI 26 Dec 2012, 22:53 IST

Two students died due to food poisoning at a tribal school in Junnar taluka near Pune.

TOI 26 Dec 2012, 21:05 IST

Two students from a Ashram school in Junnar near Pune died of food poisoning on Wednesday.

TOI 25 Nov 2012, 21:43 IST

Around 50 persons were affected due to food poisoning at Kalamboli, during Muharram today. They were taken to MGM hospital complaining of nausea and vomiting.

TOI 29 Oct 2012, 21:44 IST

Nearly 50 persons had to be hospitalized following a bout of food poisoning at Palghar in rural Thane on Sunday. The group had been attending an engagement party at a resort. The Palghar police have been questioning the caterer. --

TOI 04 Oct 2012, 15:07 IST

15 nursing students of a private nursing college run by a private hospital have been hospitalised following food poison. Ten students are admitted to intensive care unit following severe vomiting. The food safety officials inspected the foods served to the students and took samples for testing.





TOI 09 Sep 2012, 20:07 IST

Fourteen people including five minor fell ill after they started complaining diarrhoea and vomiting late night on Saturday. The complainant alleged that the incident occurred due to consuming spoiled sweets at Sarafa market where they had visited last night with their family. Later, all 14 were rushed to Maharaja Yeshwantrao Hospital (MYH) for primary treatment.

TOI 08 Sep 2012, 22:00 IST

Gondia: Two persons died reportedly due to food poisoning at village Bhurtola in Tiroda tehsil. Another person is critical and undergoing treatment at KTS Hospital.

TOI 31 Jul 2012, 22:05 IST

Out of the 427 patients who fell ill after having food served at an iftar feast, 159 were discharged by Tuesday night. Hospital sources said that condition of seven patients were serious while the many from the rest would be discharged after keeping on observation for the night.

TOI 31 Jul 2012, 16:29 IST

The death toll in the food poisoning rose to two with one more child succumbing at the Beliaghata ID Hospital. 425 were rushed to the hospital with complaints of vomiting and loose motion. All affected are from Bankra locality near Dum Dum airport who had attended an iftar feast. Most are children. Conditions of eight are serious.

TOI 31 Jul 2012, 12:36 IST

A large number of patients have been rushed to Beliaghata ID Hospital with complaints of food poisoning. A child among the affected has died.

3. Effect on Business:

Such incidences can have a highly negative impact on the good will. Difficulties in licence renewal/closure of business/increase of insurance fees etc. are just a few setbacks out of the many that can hit you. Such havoc can be prevented if the right action is taken at the right time.





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We would appreciate if you give a thought to the following questions:

- Are your staffs aware of **food safety**?
- Do you and your staff learned about the **HACCP procedures** to handle food?
- Whether your staffs know that they are suffering from **certain disease** and if yes, how long are they not supposed to touch food?
- Does your staff have knowledge of **Danger Zone Temperature**?
- Does your staff know how to handle food at danger zone **temperature to make it safe for consumption**?
- Does your staff have understanding about the **Unhygienic or Hygienic practices** of food handler?
- Does your staff know the risk of different **HAZARDS/CROSS CONTAMINATION**?
- Does your staff know what need to do when a guest who has **food allergies** arrives? Do they know how to service them?
- Does your staff have an idea what's the **right temperature** to COOK AND SERVE food?
- Do you have the **right gadget (thermometer)** to check the cooked food?
- Does your experienced Chef verify that the food is cooked through **assumption** i.e. by touching the pot, time taken or looking at the texture? Do you think assuming is the right thing when the health of the customers is concerned?
- DO YOU **RECORD THE TEMPERATURE**?

How many of these questions could you answer?

Your organisation can suffer to a very large extent if you answered "NO"!

Protect Your Business & Grow your Customers Confidence





DETAILS OF TRAINING MANUAL RESOURCES INCLUDED IN THE COMPLETE PACK

Food Safety Training Materials

Title : Food Safety Training (Level 1 and Level 2)	Included
Complete Training Pack level-1 & level-2 Food Safety & Hygiene Training <i>Includes:</i> Food Safety Training Manual Power Point Presentation Food Safety & Hygiene Training Movie -1 & Movie -2 in English and Hindi	 Book CD-ROM DVD

Details of the Materials inside are listed below:-

FOOD SAFETY & HYGIENE TRAINING LEVEL -1

It would focus on training the new employees before they start performing their roles in the food industry. Overall training would take 45 minutes or an hour to finish which would include 30 minutes for the presentation of the slides and 30 minutes for viewing the training video.

It would include all the necessary aspects. Starting from food safety, temperature, hygiene to the disposal of the waste. There would also be competency tests in the end of the training which ensure the overall understanding of the subject.



FOOD SAFETY & HYGIENE TRAINING LEVEL -2

It is known as the follow-on training. It is for the employees during the first 6 months of their employment. The duration depends on whether the employees are involved in high risk activities or low risk ones.



In case of the former, the training begins immediately after they start their work in the food environment and in case of the latter; it takes place within the six months after their first induction. The training outline takes approximately 45 minutes to get over with. It includes topics ranging from food hazards, temperature recordings, flow of food etc.





Topics Covered in the Manual are:

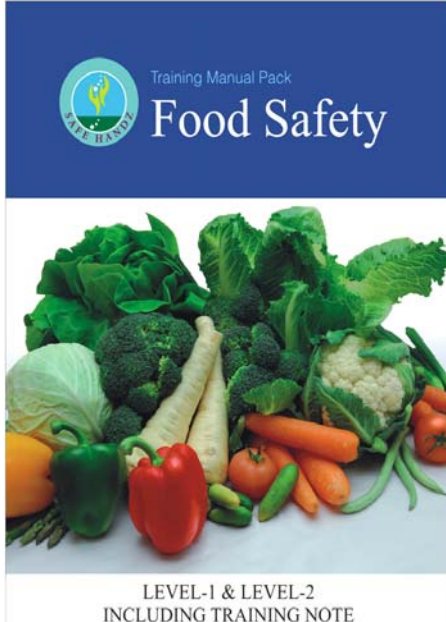
LEVEL -1

Topics Covered	Resources Covered
Food Safety, functions, side effects	Power Point Slides
Handling food temperature	Training Notes
Danger zone temperatures	Video- Food Safety & Hygiene Movie 1 (English/Hindi)
Sources the food passes through till consumption i.e. purchasing-storage-cooking-serving	
Personal hygiene, related practices, techniques	
Can you work if you are sick?	
Working during bad health	
Cleaning and sanitation	
Pest control	
Waste disposal	

LEVEL - 2

Topics Covered	Resources Covered
Food safety	Power point slides for follow on training
Food safety hazards i.e. physical, chemical and bacterial with their types as well as factors affecting them. Prevention of hazards.	Training notes
Cross contamination and its avoidance	Video- Food Safety & Hygiene Movie 2 (English/Hindi)
Recording of temperatures	
HACCP (Hazards analysis critical control points)	
Flow of food from purchasing to serving	





Trainer's Manual

The training resource pack includes a food safety training manual that encompasses all the detailed aspects of food safety and the related topics as well as the important guidelines to ensure the best understanding of the issue.

Power Point Presentation Slides

PPT slides have been included in the pack because they help the learners grasp the subject in lesser time and with more understanding. When they see the slides along with the lecture, the blend thus formed increases the learning abilities. The slides cover all the topics in a compact form with the required explanations of each.

Trainer's Notes

The trainer's notes are meant to assist the trainer while he guides the food handlers. These notes have been made with fully researched data and information. They cover all the topics in a way that would help the trainer teach conveniently and in the best possible manner. He/she would just have to go through them to get prepared for a session which would result in the students gaining more and retaining more.

Training Record Chart

The training resource pack also includes a training record chart. This chart covers the details of the employees who undertake the training such as the name, date, time etc. This chart helps the food company in keeping a track of all the learners as well as making sure that all the employees have undertaken what is required to become a good and a responsible food handler.

Competency Test Questions

The training resource pack includes a set of test questions which are supposed to prepare the food handlers at the end of their sessions. These questions help them to judge how much they have understood and how much do they need to learn from their training. The competency test covers all the topics discussed in the training.





Trainer's Video



This pack encompasses the videos regarding food safety and hygiene. There are 2 movies that give a clear picture of what food safety is, how important it is as well as its detailing. Videos help the food handlers understand the concept better than the theoretical classes.

The images of the topics formed in the minds of the students after watching the videos stay with them for as long as possible. This helps them become aware and more learned.

Movie 1 includes Induction level 1 meant for the new employees set to take on their new roles. It comprises all about food safety, hygiene, food temperatures etc. Everything would be in a picturised version. It is presented in English as well as Hindi.

Movie 2 includes Induction level 2 meant for the follow-on training of the employees during their first 6 months after their first induction. It encompasses food safety hazards, food flow etc. It is also presented in English as well as Hindi.

All the aspects of food safety would be visually depicted so that it becomes easy for the learners to understand. Hygiene practices, flow of food, types of food hazards such as different bacteria's, all would be shown in form of diagrams and pictures.

Benefits of supplementary resource pack:

- ✦ Convenience in learning and grasping the subjects.
- ✦ More interactive (seeing what you are learning).
- ✦ They show how tasks are performed bringing training to life.
- ✦ Hold learner's interest.
- ✦ Helps the trainer in communicating his message quickly and effectively.
- ✦ Allows the learner to go back over the areas missed.

Benefits for Trainers:

- ✦ Through Food Safety DVDs, CD ROMs on Power Point, Manuals, Diagrams and other resources the trainers can teach conveniently and effectively.
- ✦ Liberty to select either the Hindi or English version.
- ✦ The trainer's manual is so simply designed that even the chefs/managers or the supervisors can be a good trainers.
- ✦ Chef de cuisine, executive chefs/sous chefs/trainee managers/supervisors or above are eligible to train the staff as per the convenience of their schedules.





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WHO ARE WE

Food Safety Solutions as a company is a Training provider for all the food handlers in the catering industry. This training has been specifically designed for hotels and restaurants. It aims to make the employees working in the food industry well trained and equipped with correct understanding of all the Food safety aspects related to food. The purpose of its chain of courses is to reduce the incidence of illnesses and mishaps that are caused due to food and alcoholic drinks.



The training program has been formulated with all the necessary resources, experienced personnel and highly researched data. It is a blend of all the ingredients that result in what is called 'quality teaching' required to make the learners well informed and thorough with the subject. It includes teaching guides, presentations and audio visuals.

These packs have been designed for places where food is handled directly or indirectly such as hotels, restaurants, catering services and hospitals. It is a complete updated pack that would train the whole in house staff regarding food safety. It has been designed in a way that would make it very convenient for the food handlers to understand.

The packs include a wide range of subjects from the importance of food safety and hygiene, temperature control, food storage, food hazards etc.

- ✦ Train your staff about Food Safety & its importance.
- ✦ Food Safety Solutions launches new method of Food Safety training to all food industry.
- ✦ Train your staff with the easiest method of training, through videos & slides shows.

CONTACT US

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