

## Chapter 13 – Training Employees

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As stated in the Forward, the most important purpose of **this publication is to train food establishment supervisors**. It is not designed for other employees of the food establishment, although all levels of the food industry may find it useful. It is the responsibility of the management to ensure that all employees are fully aware of food safety and sanitation practices that are pertinent to their job(s) in the food establishment. It is the purpose of this section to discuss employee training and provide helpful hints for accomplishing this important task.

### **FOOD ESTABLISHMENT TRAINING CHALLENGE**

Based on some national statistics, the average age of an institutional food service worker is less than 25 years old, and that person remains on the job for less than one year. According to a representative of a national restaurant chain, its business "is a 7-billion-dollar company run by teenagers... and experiences a 200% turnover rate." The turnover rate of supervisors is quite a bit less. Of course, the statistics vary depending on the type of food industry. Regardless of the numbers, this information suggests that an owner or operator of a food establishment must assume that **training of food workers will be a continual and necessary function**.

**Supervisors (or managers) must assume a primary responsibility for food safety and sanitation training in a food establishment.** In most cases, supervisors occupy the important position between management and the other employees. His or her role is often to train employees in their tasks and provide ongoing supervision. During this training, food safety and sanitation training should be included.

### **TRAINER MUST BE KNOWLEDGEABLE**

One of the purposes of the Idaho Food Safety and Sanitation Supervisor Training Program is to help supervisors become knowledgeable about food safety and sanitation matters. The *Idaho Food Code* lists 15 questions in Section 2-102 that a supervisor **must** know. These questions are also listed in Chapter 15 of this manual. A supervisor cannot teach, recognize or monitor food safety and sanitation in the food establishment unless he or she has knowledge about these matters.

This manual is the key for understanding food safety and sanitation. The supervisor who has studied this manual sufficiently knows how to prevent foodborne disease outbreaks. Numerous examples are provided so the supervisor can understand and **appreciate** the public health principles behind certain requirements with which the food establishment is expected to comply. Furthermore, the manual is a resource of materials for training. **It is intended to provide employees with information needed to prevent foodborne disease outbreaks.**

### **METHODS OF EMPLOYEE TRAINING**

There are various methods for training employees. However, for the purpose of food safety and sanitation training in food establishments, only three methods will be briefly discussed here.

**Initial Training.** Initial training of employees may be done in groups or one-on-one.

- Group training requires more organization and formal presentation. However, it is an effective method of getting information to employees who have not been previously trained. Your local health district can assist you in organizing training by this method.
- One-on-one training is effective for an employee who is replacing another. Its primary value is that food safety and sanitation information can be tailored to the type of work the employee will be doing. For example, a dishwasher who does not handle food does not necessarily need to be trained in temperature control of food. Training in personal hygiene and dish washing procedures may be sufficient.

**Monitoring and Reinforcing Training.** Following training, monitoring the performance of employees will assist the supervisor in determining the effectiveness of the training and where additional emphasis is needed. Watching an employee doing his or her tasks is crucial for ensuring that the employee understands and is putting into practice proper food safety and sanitation methods.

**Continuing Education.** Generally, food establishments have periodic meetings with employees to discuss operations and other matters. No such meeting should be without some aspect of food safety and sanitation training. The subject is every bit as important as the subject matter for which the meeting was called.

## **MANUAL USAGE**

This manual is designed for educating the supervisor and to serve as a resource for training other employees. There are various training methods and different training needs for food establishment employees. Therefore, no specified method or agenda is proposed in this manual. It is to be used as the management or supervisor sees fit. The manual is not copyrighted.

## **TRAINING ASSISTANCE**

Nobody wants your food establishment to succeed in this training effort as much as your health agency. Adequate training will certainly contribute to a better understanding of food safety and sanitation. With this knowledge and with responsible performance, a reduced threat of foodborne disease outbreaks can be assured. In addition, the food establishment will undoubtedly score higher on health district inspections.

Although each food establishment has the primary responsibility for training their employees, your health agency will be happy to provide additional assistance. For information on how your health agency can help you with your training needs, contact your local health district office. See page 61 of this manual for contact information.