15
Staff Food Safety Training

Chapter Overview

Chapter 15 introduces students to methods for evaluating staff and engaging them in food safety training.

Learning Objectives

15-1   Discuss the importance of initial and ongoing food safety training

15-2   List critical food safety knowledge needed by food handlers

15-3   Explain the requirement to maintain food safety training records

15-4   Discuss the importance of monitoring staff members after training them in food safety

15-5   Identify the need to retrain staff in food safety

15-6   Summarize different ways to train staff when teaching food safety

Opening Case Study

1. How do you think Katherine should identify her staff's food safety training needs?

Katherine should identify her staff's food safety training needs by observing their performance on the job. She could also administer food safety tests when employees are hired and periodically after they start working at the operation.

Chapter Breakdown

Pages 298 to 301	**15.1** Training Staff

Resources

PowerPoint Slides 3 to 5

Reinforce and Review:

- Ensure that staff has the knowledge and skills to handle food safely in your operation.

- Train staff when first hired and on an ongoing basis.

- First assess your operation's training needs. A training need is a gap between what staff members should know to perform their jobs and what they actually know.

- To identify food safety training needs, test your staff's knowledge and observe performance.

- Many health departments require operations to provide food safety training to employees who will be handling food, utensils, and equipment.

- All staff needs general food safety knowledge. Other knowledge will be specific to tasks.

- All staff should be retrained periodically due to the "forgetting curve." Repetition is an important way to fight it.

- Critical food safety knowledge for staff includes good personal hygiene, controlling time and temperature, preventing cross-contamination, and cleaning and sanitizing.

- Once staff members are trained, they should be monitored.

- Keep records of all food safety training at your operation. For legal reasons, be sure to document this training when a staff member completes it. Health departments may ask for these records.

Key Terms

- **Training need:** Gap between what staff should know to do their jobs and what they actually know.

Knowledge Check Answers

1. Some tasks seem intuitive, so people may not pay as much attention to training that addresses them. Employees may also take shortcuts given the fast-paced environment in which they work. Some people develop bad habits over time that can affect the safety of food. That's why monitoring is so important.

2. As time passes, people forget a lot of what they have learned. In brain science, it is called the "forgetting curve." One of the most important tools to fight it is repetition. The more time that passes without reinforcing information that has been learned the greater the likelihood that a person will forget it. This can be prevented by scheduling several short training sessions spaced out over time, scheduling planning meetings to update employees on new food safety procedures, or by holding quick review sessions that reinforce food safety practices.

Chapter Breakdown

Pages 301 to 308 | **15.2 Ways of Training**

Resources

PowerPoint Slides 6 to 10

Reinforce and Review:

- Training can be delivered in various ways. The most important consideration is what works best for the content.

- Use different training methods to motivate learners and meet their preferences.

Key Terms

No key terms for this section

Knowledge Check Answers

1. To ensure that videos promote learning, instructors should:

- Focus learners' attention on key areas before playing the video.

- Play video in short 3 to 5-minute segments.

- Use videos targeted to learning goals.

- Provide "guiding questions" for learners to consider as they watch the video.

- Pause the video at specific points and ask learners to discuss, provide feedback, debate, and answer questions.

- Reinforce the content with a summary, answer questions, and test for understanding.

2. Synchronous courses are live instructor-led courses taken with other learners at the same time, but in different locations. They are often delivered through online learning platforms such as Blackboard or Moodle or on video communication platforms like Zoom or Webex. They are usually referred to as "virtual classrooms." Asynchronous courses differ in that they are self-paced and allow learners to take the training at different times. The ServSafe Manager Online Course is an example.

CLASSROOM ACTIVITY: Train and Review

LO: 15-6 Summarize different ways to train staff when teaching food safety

Materials: Scratch paper

1. Divide students into small groups.

2. Assign each group a chapter from the Coursebook.

3. Ask groups to pick a concept from their chapter that they believe should be reviewed.

4. Groups should then evaluate the different training strategies and select the one that's most appropriate for reinforcing their group's concept.

5. Give groups time to prepare a brief training exercise that uses their selected strategy.

6. Ask each group to explain why they chose their specific strategy and then allow them to engage the class in their training activity.

Instructor notes: Instead of letting students select topics, you could assign topics to each group based on previous assessment results. This activity can be extended over two class periods and used for final exam review.

End of Chapter

Page 309	Discussion Questions

1. How can an operation determine its food safety training needs?

An operation can determine its food safety training needs by doing the following:

- Testing staff members' food safety knowledge

- Observing staff job performance

- Questioning or surveying staff members to identify areas of weakness

2. What are some methods that can be used to deliver food safety training?

Methods of delivering food safety training include:

- On-the-job training

- Classroom training

- Information search

- Guided discussion

- Games

- Role-play

- Demonstrations
- Jigsaw design
- Training videos and DVDs
- Technology-based training

Page 310	Apply Your Knowledge

Technology Saves the Day

1. Why do you think Ryan was considering a company-wide technology-based training program?

Technology-based training would allow Ryan to deliver food safety training when and where staff members needed it. It also could ensure that all staff received the same information.

2. List some of the situations where technology-based training is most appropriate?

Technology-based training is most appropriate when:

- Staff members work in different locations and/or need the same training at different times.
- It is costly to bring staff to the same place.
- Staff members need retraining.
- Staff members have different levels of knowledge about a topic.
- Staff members have different learning skills.
- Staff members need to learn at their own pace.
- You want to collect specific information, such as time spent on different topics, test scores, number of tries until the training was finished, and/or problem areas.

Pages 310 to 311	Study Questions

1. A. When hired, and then periodically after that
2. D. preventing cross-contamination
3. C. general food safety.
4. A. Scheduling several short training sessions spaced out over time.
5. B. Tell the learner how to wash the dishes.
6. A. Technology-based training