

- 1) A food business needs to ensure it has suitable procedures regarding personal hygiene and that these are effective in practice.
- a) Outline, with examples, four ways a food handler can contaminate food. (4 marks)
 - b) State four ways in which food handlers can be effectively informed of their responsibilities regarding personal hygiene. (2 marks)
 - c) Describe three ways management can monitor personal hygiene standards. (3 marks)
 - d) Describe three factors you would take into account when determining the number and location of hand washing facilities. (3 marks)
 - e) Outline ways management can improve standards of personal hygiene. (5.5 marks)

Question 1a

- a) The four ways a food handler can contaminate food are as follows:

Physical contamination – A food handler that was wearing pinned name badge could have it fall off into the pot of spaghetti.

Biological contamination – A food handler could prepare sandwiches after touching nose/mouth and contaminate with staphylococcus aureus

Chemical contamination – A food handler could slice ready to eat quiche after using a heavy duty cleaner without washing hands or using correct PPE

Allergenic contamination – A food handler could prepare food after handling one of the 14 most common allergens without washing hands. For example making sandwiches after transferring peanuts to another container.

- b) Four ways the food handlers could be effectively informed of their responsibilities regarding personal hygiene are as follows:
- 1) **Hand washing posters** to remind staff to wash hands, and detailing the process to follow while doing so.
 - 2) **Face to face Induction training** before starting work at the company delivered by managers and supervisors to detail the policy
 - 3) **Email reminders**, talking about any themes that have been observed during managers spot checks and observations
 - 4) **Verbal communication (Meetings)** Ensuring there is a meeting before starting work where the supervisor can communicate standards and responsibilities verbally.
- c) The 3 ways managers can monitor are as follows:
- 1) **Spot checks** – managers can perform random checks to ensure compliance
 - 2) **Resource monitoring** – For example, staff could monitor paper hats to ensure the stock level is being depleted in line with daily use.
 - 3) **Observations** – managers can observe staff working practices to ensure they are in line with policy
- d) The 3 factors I would take into account when determining hand sinks are as follows:
- 1) **Easy access**: Ensuring hand sinks are not obstructed by walls, bins, work surfaces or any other obstruction
 - 2) **Size of room**: Ensuring staff to not have to travel long distances to use the hand sinks, these should be easily accessible from all areas to promote regular hand washing.
 - 3) **Number of staff**: Ensuring there is enough sinks for staff to use quickly and easily. More staff would mean more sinks.
- e) The ways management can improve standards of personal hygiene are as follows:
- 1) Performing an analysis of current systems and methods to see if this can be improved
 - 2) Creating a new and detailed policy and making any amends if required
 - 3) Ensuring this is communicated to staff effectively
 - 4) Providing uniform to staff in line with policy. For example no pop buttons.
 - 5) Issue handbooks for staff to outline the principles they must follow
 - 6) Assigning supervisors to perform spot checks

- 7) Assigning supervisors to perform observations
 - 8) Create a test for staff to complete to assess knowledge, and identify training areas.
 - 9) Put posters around the building to remind staff to wash hands
 - 10) Create a training program relating to personal hygiene
 - 11) Create a personal hygiene checklist for staff to complete each day
 - 12) Ensuring there is correct and sufficient resources, for example hats for staff
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