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# The Everclean Report

## Time for Training

Food safety training should be a daily routine for every staff member; so that they can learn, perform, and properly demonstrate food safety practices in their job. In situations where it may not be possible to have an employee training class, becoming creative with ideas can create a simple way to help train the staff:

1 - Start at the beginning. Most locations have an employee orientation which goes over information that employees need to know about their job. Discussing the expectations for their position in regards to food safety procedures should be included as part of that orientation.

2 - On the job training. Training opportunities occur throughout the day. Take time out to train! Changing gloves, hand washing, measuring temperatures of cooked food, and proper use of sanitizer are all examples of on-the-job training that can be conducted quickly and effectively. It is best to reinforce proper food safety procedures and begin training early in an employee's career.

3 - In pre-shift meetings. Some locations have a brief meeting before a shift. Mentioning proper food safety practices can be a topic to discuss. These brief meetings might remind employees of the importance of food safety practices for their positions.

-M. Lichlyter

## International Language of Food Safety

Language is a factor in training for everything from recipes, uniform, scheduling, and food safety. You may have people who work with you or for you who do not speak the same first language that you do. While some organizations have translated training materials and food safety training into languages other than English, you may still find that you need to get creative when communicating with team members. Here are a few suggestions:

1 - **Have another employee help interpret and train.** This should be an employee who understands what you are training and the importance of it. Ask the employee to help communicate, either by interpreting or demonstrating the practice. This may even be a member on your team who does not work the position.

2 - **Demonstration.** Employees appreciate if you demonstrate directly to them the task or practice that you want them to learn. Spending the time washing your hands, taking temperatures, or showing them how to properly perform creates credibility, trust and understanding. Leading an employee with your words and your actions can be very effective.

3 - **Ask and learn.** One of the most valuable skills you can learn is to be able to communicate with employees who speak another language. Asking how to say key phrases in their own language like: "wash your hands", "change your gloves," and learning how to discuss them in a second language creates an environment of teamwork and understanding that employees may appreciate.

-M. Lichlyter

## Topics to Train

During a Health Department visit and/or Everclean audit, employees may be asked about food safety practices. Employees should be able to explain food safety practices related to their assigned position. For example: Cook's should know proper cooking temperatures and hand washing. Bartenders should know how to properly scoop ice and set up the three compartment sink.

While the expectations for an employee may not be as technical or detailed as a member of the management team, the inspector is looking for clear demonstration of knowledge and practices. Think about the position that the employee is assigned in the restaurant and determine which food safety practices they should master. If you have questions, work with your Everclean auditor to come up with a list for particular positions.

-M. Lichlyter

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of Food Safety

What to Train

### Everclean Services

Phone:  
(877) 532-5326  
(818) 874-1290

Fax:  
(818) 865-0465  
E-Mail:

[info@evercleanservices.com](mailto:info@evercleanservices.com)

Any comments or questions should be directed to [info@evercleanservices.com](mailto:info@evercleanservices.com).