



# CATERSAFE CONSULTANTS



KEEPING YOUR FOOD-SERVICE BUSINESS  
SAFE, LEGAL & PROFITABLE

# INTRODUCING

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CaterSafe is based in Ashford, Kent and was conceived by Sam Turner, who began his career as an apprentice chef. After working for many years in the catering and hospitality industry, he went on to become a catering college lecturer, Food Safety trainer and HACCP specialist. Sam now heads up CaterSafe as Principal Consultant.

CaterSafe consultants work predominately in Kent, Sussex, Surrey and the London area but are willing to travel further afield.

CaterSafe has experience in delivering Food Safety training and HACCP systems for a variety of businesses including: hotels, restaurants, cafés, supermarkets, education/school caterers, farmers & W.I markets, butchers and abattoirs, etc.

In our experience, many, if not most, food safety consultants have a scientific, rather than a food-service management background. Consequently they cannot genuinely empathise with the day-to-day pressures associated with running a demanding business, whilst practically implementing food safety legislation.

CaterSafe is different. Each of our fully qualified consultants has many years of experience managing busy food-service operations, whilst maintaining high standards of food safety

control, so we understand the obstacles you face! At CaterSafe we work in partnership with you, taking the time to understand the unique features of your business, in order to develop a food safety management system that can be practically and consistently implemented on a day to day basis.

Our aim isn't just about satisfying the requirements of your local Environmental Health Officer, as important as that is, but rather, helping you to meet your legal obligation to the people most essential to your business's success – your customers! Customers have a right to expect that the food sold by your business is stored, prepared, cooked, and served in a way that fully complies with current food safety regulations.

Anyone eating food supplied by your business should be absolutely confident that it will not make them ill!

A truly successful food-service business is one that has both a large number of satisfied customers and very high standards of food safety, something which is critical to the long term profitability of your business.

By appointing CaterSafe as your food safety partner you can be sure that you are not only complying with the law, but delivering a product that your customers will regularly enjoy and confidently recommend to their friends.

# TRAINING

FOOD SAFETY

## What level of food safety training do your staff need?

The Food Regulations (England) 2006 require that food businesses implement training activities that are appropriate to the needs of the business operation.

This means that as a food business proprietor you are required to evaluate the risks associated with the different job functions that your staff perform and provide appropriate food safety training. The regulations do not demand that all employees go through standardised, classroom based training programmes.

The following four main stages of Food Safety training are recommended by CaterSafe as a brief guide to compliance with the regulations.

## Induction training

Staff members who handle food must receive written or verbal instructions in the essentials of food safety before commencing work. This should include personal hygiene, temperature control, cleaning procedures and pest awareness. This training can be carried out on site by CaterSafe as part of an employees' induction.

## Formal level 1 training

Food Safety Awareness; a more detailed knowledge about food safety, aimed at food handlers involved with on-site support and front-of-house activities but not directly involved in the preparation of open foods (e.g. waiting staff, counter staff, cellar men, bar staff, retail staff etc.)

## Formal level 2 training

Designed to impart detailed knowledge to food handlers who prepare and handle open food (e.g. chefs, cooks, kitchen assistants). This knowledge will include how to avoid cross contamination, safe storage, cooking, reheating, hot holding, and cleaning.

## Formal level 3 training

It is also regarded as good practice if managers, head chefs and food business owners take further, more advanced training which covers food safety and management systems in greater detail. The Food Hygiene Regulations introduced in 2006 have placed greater onus and accountability on anyone in the food business with supervisory responsibility. It is therefore vital they are equipped with both the knowledge and confidence to do their job effectively.

Formal level 3 training is aimed at team leaders, supervisors and junior managers in medium to large businesses and covers legislation, supervisory management, temperature control (chilling, cooking), cleaning, contamination control, applying and monitoring good hygiene practices, implementing good food safety procedures and contributing to the safety training of others.

CaterSafe can deliver a range of on-site and off-site courses by professional trainers, ensuring that you and your staff comply with the law and develop skills and knowledge to enhance your business.

Chartered Institute of Environmental Health (CIEH) and Highfield Awarding Body for Compliance (HABC) courses are available, as well as our own bespoke CaterSafe non-accredited courses.

When you engage CaterSafe to deliver your Food Safety training you don't necessarily have to close your business – we can come to you and fit training around your service times. We will identify specific training needs by observing staff whilst they are working.

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# HYGIENE RATING

THE NATIONAL FOOD HYGIENE RATING SCHEME

The scheme aims to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in restaurants, cafés, takeaways, hotels and food shops.

Ratings are given to places where members of the public can eat out, such as restaurants, takeaways, cafés, sandwich shops, pubs, and hotels. Ratings are also given to other places the public eat at, when away from home, such as schools, hospitals and residential care homes.

Places where the public shop for food, such as supermarkets, bakeries, and delicatessens are also given a rating. The overarching aim of the scheme is to encourage businesses to improve hygiene standards, thus reducing the incidence of foodborne illness.

CaterSafe can provide a professional analysis of your business' food storage, preparation and production areas, food safety procedures and documentation. This is followed up with a written report containing implementation recommendations, to prove you have shown 'due diligence' when inspected by your local Environmental Health Practitioner.

A CaterSafe audit will help your business to achieve, or work towards, the 'very good' hygiene standard" rating operated by the National Food Hygiene Rating Scheme. The hygiene rating enables your customers to see how closely your business is meeting the requirements of food hygiene law.

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# FOOD POISONING

ALLEGATIONS

If an allegation is ever made that food purchased from your business made someone unwell, you must act promptly, take the matter seriously, and deal with it in a professional manner. We realize that responding to a food poisoning incident can be an incredibly stressful experience, placing additional pressures and demands upon your time, energy and resources. The impact this may have upon your business can be potentially disastrous. Good reputations, that may have taken years of hard work to establish, can be destroyed overnight if the matter is not dealt with correctly.

However, you don't need to feel alone and vulnerable, CaterSafe is able to help and support you through the whole process.

Our service includes corresponding with complainants, liaising with Environmental Health officials, submitting food samples for independent scientific analysis, etc.

Unfortunately we live in an increasingly litigious society, and even successful businesses will attract negative publicity when embroiled in a food poisoning allegation, whatever its legitimacy. You will have a sturdy defense if you are employing CaterSafe as your food safety partner.

We offer this particular service exclusively to those businesses that have a professionally developed food safety management system which is fully documented and regularly audited by CaterSafe.

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# FAQ

## FREQUENTLY ASKED QUESTIONS

Q. My staff need food hygiene training, but I haven't got the qualifications or the time to train them, and I certainly can't afford to close my business so they can attend a training course elsewhere. How can CaterSafe help?

A. We offer on-the-job training. We will come to you and train your staff in their actual working environment, so that all training is relevant and job-specific, and your staff aren't absent when you need them most.

Q. Is HACCP a legal requirement for all food businesses, even a small business like mine?

A. Yes it is. HACCP (Hazard Analysis and Critical Control Points) is a legal requirement for all food businesses. You must have a food safety management system based on the principals of HACCP. Under current legislation, a "food business" is defined as an organization, whether for profit or not, public or private, that either prepares, processes, manufactures, packages, stores, transports, distributes handles, sells or supplies food. We offer technical advice (including a written, Food Safety Management System and HACCP Manual, specific to your business) and training so that your business implements and complies with these requirements in a way that is appropriate for you.

Q. I own a small business and I'm not sure that I would be able to afford your fees. How much do you charge?

A. If you're very sensitive about cash-flow, then you probably can't afford to close your business for even a day in order to rectify problems identified by your local Environmental Health Officer.

An initial consultation with CaterSafe is normally free and without obligation. We work with you to ensure the money you spend on our advice is an investment which adds value to your business. We don't believe in a 'one size fits all' approach or in using a "sledge hammer to crack a nut". Our fees are dependent on the size and complexity of your business. Clients will always receive details of our fees in writing prior to CaterSafe undertaking any work on their behalf.

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## What Businesses are saying about CaterSafe

### CATERSAFE VALUES

*“From the beginning we were determined, that, above all, our business would be based on honesty and integrity. Our aim at CaterSafe is to work in partnership with our clients, so we take the time to listen and understand their specific requirements, rejecting a “one size fits all” approach, and instead, developing staff training and food safety management systems that are appropriate for their particular business. We fully understand that our business will only be successful if our clients’ businesses are successful!”*

Sam Turner, Principal Consultant

*We have used Sam Turner of CaterSafe Consultants to develop our Food Safety Management Systems across our stores and cafés. CaterSafe has assisted us not only in the implementation and administration of these policies, including liaison with our local EHO, but with the training and education of our staff team.*

Stephen Jempson  
Jempsons Group Ltd

*Sam Turner of CaterSafe really knows his stuff!*

*He has helped members of this Federation in Kent develop food safety systems and HACCP policies for their businesses.*

*Sam offers a tailor-made service and is willing to go the extra mile to make sure everything is in place.*

Richard Stevenson (Technical Manager)  
The National Federation of Meat & Food Traders

*I used CaterSafe Consultants to train the staff team across our chain of restaurants. I was delighted that we achieved a 100% pass rate. I am now confident that our staff are not only aware of current food safety regulations, but understand how they are to be implemented on a day to day basis.*

Shanker Pandey (Executive Chef)  
Everest Inn Group

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