



Empowering & Inspiring Excellence

Company Registration No. 2014/063827/07

Effective Good Catering Practices (GCP) in the Hospitality and Foodservice Industry

Course Code: FBFS38

Overview

Compliance with hygiene regulations and standards is an essential part in the Hospitality or Foodservice Industry that involves food handling and preparation in hotels, restaurants, fast food operations, supermarkets, catering establishments, retail outlets, convenience stores, wholesales, canteens, and other foodservice establishments. Foodservice business owners have a responsibility to protect their customers against illnesses that are due to food poisoning and other food safety hazards, and manage aesthetics that can affect their business. This training addresses the requirements relevant for food preparation operations, from the procurement of both utensils and ingredients, including storage thereof through to cooking and serving of food to customers. The course also emphasizes cleaning and sanitation in order to maintain a hygienic environment essential for safe food. The course content allows food and beverage managers, chefs, supervisors, food handlers and restaurant owners to have an understanding of effective Good Catering Practices (GCP), food and personal hygiene, and enables them to develop the competency required to implement, control and monitor effective food safety systems. This course goes further in challenging those responsible for managing foodservice establishments to ensure the development of a food safety culture in their food handling environments, and develop a culture of continuous improvement in both the implementation and control of GCPs.

The majority of foodborne illnesses are due to poor food handling. The top contributing factors are related to poor personal hygiene practices and improper handling of food and ingredients. This justifies the importance of equipping food handlers and their managers in the foodservice industry with the skills and knowledge that will help them to prevent foodborne illness that can occur due to consumption of unsafe food or beverage. The course will also enable delegates to know how to control contamination of food with microbiological contaminants such as *Listeria monocytogenes*, *Salmonella spp*, *E. coli*, *Staphylococcus aureus* and other foodborne pathogens. The aim of this course is to equip delegates with food safety skills that minimize the chances of food contamination and food poisoning, safe guarding both public health and the company's reputation. The course encourages individuals who prepare and serve food to the public to become responsible food handlers. Thus, food handlers, supervisors, managers and owners will realize the level of

responsibility they have regarding the health and safety of their customers and the impact this has on their business.

This course focuses on the training of staff in best practices which are covered in GCPs based on local standards of Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972 R638 Regulations Governing General Hygiene requirements for Food Premises, the Transport of Food and Related Matters. Bespoke training courses will be designed as per specific requirements of clients and can include international standards, such as HACCP, ISO 22000, FSSC 22000 and ISO/TS 22002-2 prerequisite programmes (PRPs) for the catering industry including allergen management.

Course Objectives (Expected Outcomes)

- Understand the basics of food safety in relation to a foodservice establishment
- Familiarize with foodborne illnesses and their causes, including food poisoning caused by foodborne bacteria such as *Listeria*, *Salmonella*, *E. coli*, *Staphylococcus aureus* and other food poisoning bacteria
- Understand the acceptable food handling practices that are required for a foodservice establishment
- Identify and Understand the specific PRPs for catering
- Acquire the practical skills to implement a GCP system in a foodservice establishment

Course Content

This course equips individuals with skills and knowledge in Food Safety Management System Prerequisite programmes (PRPs) such as management of ingredients, packaging materials and cleaning chemicals; pest control; waste management; management of utilities such as water, energy, air, ice and other gases and liquids; personnel hygiene including identifying bad personnel habits, good hand washing techniques; cleaning and sanitizing equipment and utensils; suitable sanitary facilities; control of allergens; temperature control of food; and correct storage of food. The course covers:

- Basic concepts and principles of Food Safety
- Food Safety Hazards, nature, variety, sources and routes of contamination
- Control of Food Safety Hazards
- Importance of food safety: Implications of failing to control food safety hazards
- Case studies: Importance of food safety - Incidences of contamination, food poisoning or disease outbreaks and the results of making unsafe food.
- Good Catering Practices (GCPs) and Introduction to Pre-requisite programmes (PRPs)
- Benefits of GCPs
- Food Safety Standards: SANS 10049, SANS 10330 and ISO/TS 22002-2 for catering
- National Legislations
- Videos on Food Safety: Dos and Don'ts

Pre-Requisite Programmes / Good Catering Practices (GCPs)

- Details of PRPs/GCPs: What Good and Bad Looks like
 - Sanitary Facilities: Construction & lay-out of buildings
 - Surrounding environment
 - Lay-out of premises and workspace
 - Internal design, layout and traffic patterns (the movement patterns of materials, products and people, and the layout of equipment)
 - Physical separation of raw food from cooked food.
 - Storage of food, packaging materials, ingredients and non- food chemicals
 - Food Establishment Maintenance

- Hygienic design of equipment
 - Equipment suitability, cleaning & maintenance
 - Temperature control & monitoring equipment
 - Equipment calibration

- Management of services/Utilities
 - Water
 - Air (including compressed air and other gases and gas systems used in preparing food.
 - Energy

- Waste disposal

- Management of purchased materials
 - Proper receiving and storage practices for ingredients, chemicals and packaging materials
 - Selection and management of suppliers
 - Incoming material requirements (inspection of delivery vehicles and verification of materials)
 - Proper temperature control
 - Stock control

- Safe food handling: Measures for prevention of cross contamination
 - Proper handling and display of food
 - Preventing Microbiological cross-contamination
 - Managing/Controlling allergens
 - Controlling contamination by physical food safety hazards
 - Controlling contamination by Chemical food safety hazards

- Temperature control of food

- Personal health and hygiene
 - Introduction to personnel cleanliness/health & grooming
 - Food safety hazards associated with food handlers
 - Good hygiene practices and their importance

- Consequences of poor personal hygiene
- Training of food handlers
- Employee facilities
- PPE/C
- Personal Behaviours/habits

- Cleaning and Sanitizing
 - Cleaning and sanitizing agents
 - Cleaning tools and equipment
 - Cleaning and sanitizing procedures and programmes
 - Monitoring sanitation effectiveness

- Pest Control
- Product identification and traceability
- Food product information & consumer awareness
- Documenting GCPs
- Monitoring, Reviewing and Auditing of GCPs
- Management and supervision

- PRPs specific to Catering
 - Thawing
 - Preparation Cooking
 - Portioning
 - Cooling and storage
 - Freezing, storage and thawing
 - Transport
 - Food reheating
 - Food service
 - Identification and hygiene control system

Allergen Management Awareness

- What are food allergens?
- Importance of allergen management in the foodservice industry
- Potential sources of cross contamination in the foodservice industry

Who should attend?

The course can be designed for all levels of staff in the Foodservice Industry including:

- Food and Beverage Managers
- Chefs (commis, sous, chef de partie, executive chefs)
- Banqueting Managers and Supervisors of all foodservice establishments
- Quality Assurance and Quality Control managers
- Food Safety officers/managers, Food Safety Team, Food Safety Auditors and inspectors.
- Any other person working in a food preparation business.

Assessment

- Formative assessment through quizzes, workshop discussions and case studies
- Examination may be given at the end of the course.
- Full attendance of the course is essential for a certificate to be issued

Entry requirements

- A basic comprehension of English and be able to read and write

Duration of the course: 2-3 Days

Progression

- Basic HACCP Awareness Level 2
- Advanced HACCP Implementation (Integrated with TACCP & VACCP Awareness) for Managers and Food Safety Team: Level 4
- ISO 22000:2018 Food Safety Management System Implementation
- FSSC 22000 Version 5 Practical Implementation including Food Defense (TACCP) and Food Fraud (VACCP) Awareness
- Managing Food Integrity: TACCP (Food Defense) and VACCP (Food Fraud) – Threat and Vulnerability Assessment Implementation for FSSC 22000 Version 5

Cost

As per price list

Training can be arranged **in-house** for **5** or more participants at **discounted prices** and this has an added advantage of practical application at the learner's workplace

Venues

In South Africa:

Durban: Three Cities, Urban Park Hotel, 60 Meridian Drive, Umhlanga Ridge.

Johannesburg: City Lodge Hotel Sandton, Cnr Hill Rd & Rivonia Road, Morningside

Pretoria: Protea Hotel Manor Hatfield, 1050 Burnett Street Entrance on Festival Street, Hatfield, 0083 (5 minutes-walk from Gautrain Hatfield Station)

Cape Town: City Lodge Hotel Victoria & Alfred Waterfront - Corner Dock and Alfred Roads, Waterfront

Outside South Africa: To be advised

For Further Information on our training courses, or to register for a course, please contact us on:

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