

# Protect your business, staff and customers

Hospo Safe – the online food and workplace safety essential

It can be a real pain meeting the requirements of the Health and Safety at Work Act and the Food Act. Failing to meet the requirements can be an even bigger pain. Now, thanks to industry-endorsed online Hospo Safe training, you can get some relief.

In just a few hours, Hospo Safe gives your kitchen and front of house staff the knowledge they need to protect your business, customers, themselves and fellow staff from foodborne illness, cross-contamination and workplace injury.

As well as helping you show regulators that you are complying with government requirements, it gives you peace of mind knowing that your business, staff and customers are in safe hands.



## Benefits for your business

Upskilling your employees in this online training programme helps you:

- ▶ keep records of training through individual course achievement certificates
- ▶ lower the risk of food safety incidents
- ▶ lower the risk of workplace accidents
- ▶ show your customers you take their safety seriously
- ▶ stand-out with a top reputation for customer care
- ▶ show your staff that you are serious about safety.

## Benefits for your employees

Upskilling your employees in this online training programme helps them:

- ▶ understand the importance of safety in your business
- ▶ see the large consequences of small lapses
- ▶ gain valuable career skills to do a great job
- ▶ increase their job satisfaction through industry knowledge.

# Programme features

## Knowledge and skills for safety

Whether new to your business or old hands; handling food in the kitchen; or taking and delivering orders front of house, every member of your team needs essential food and occupational health and safety skills and knowledge.

Here's a brief summary of what this comprehensive two-part online training covers.

### Food safety module

- ▶ Food hazard identification – why each is important and how to reduce risk.
- ▶ Foodborne illness pathogens and harmful microbes – what they are and how they grow.
- ▶ Temperature and time – the Temperature Danger Zone and how to stay out of it.
- ▶ Effective hand-washing and drying – why it makes a huge difference.
- ▶ Proper use of disposable gloves, and jewellery in the workplace – what to do and why.
- ▶ Food allergens – the potential risk to life and how to keep customers safe.
- ▶ Cross-contamination – what it is, why it matters and how to prevent it.
- ▶ Cleaning and sanitising – what the difference is and why both matter.
- ▶ Food storage – how and why fresh, chilled, frozen and dried goods are stored.



### Health, safety and security module

- ▶ Responsibilities and rights – what the law says employers and employees must do.
- ▶ Workplace hazard identification – why each is important and how to control them.
- ▶ Using personal protective equipment – how it protects and consequences of non-use.
- ▶ Manual handling techniques – safely lift, move, push, pull, load, carry and climb.
- ▶ Gradual Process Injury – recognise and prevent injuries from repetitive tasks.
- ▶ Accident and incident – reporting and why the procedures matter.
- ▶ Emergencies – response and procedure.
- ▶ Security – how to keep customers and premises safe and secure.

With in-course testing, you can be assured the learning is retained and understood. There are also links to useful free guides and more information for an in-depth experience.



### Why ServiceIQ?

ServiceIQ is a business division of Te Pūkenga – New Zealand Institute of Skills and Technology. We are your industry-endorsed training partner and are committed to helping you build a successful business through world-class customer service. We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

### More

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.