



## Case study – restaurant group

### The client

The client operates a number of prestigious and well-known restaurants.

### The challenge

Restaurants must comply with legislative and best practice requirements, enforced by Local Authority Environmental Health Officers.

Food Alert had previously provided food hygiene & health and safety manuals and records folders to the client. Recent developments in both recognised good practice and legislative changes resulted in a need to update the documentation that was provided and implemented within the restaurants.

The objectives were to:

- explain to the client why updating the food hygiene and health and safety management systems was necessary and appropriate;
- agree how these changes would be implemented throughout a multi-site restaurant operator;
- personalise the manuals to reflect the specific organisational arrangements and control measures in place at each of the client sites;
- provide the new manuals and folders;
- communicate the changes to the restaurant management teams; and
- audit the implementation and compliance of the new manuals within each of the client sites.

### The strategy

A meeting was arranged with a number of the client's operational management team at one of their restaurants. The reasons for changes to the manual were introduced and a summary of the changes to be made was provided.

Key aspects relating to the client's policies and procedures were then personalised. These included the Food Safety Policy, Health and Safety Policy and Food Safety Management System (HACCP). In addition, a new set of updated occupational safety risk assessment templates was provided, based on the client's current operations and systems.

An overriding hygiene and safety manual supported by dedicated folders were designed for the organisation of 'due diligence' records.

Additional control documentation was added to reflect the Critical Control Points relating to some of the menu items that posed food safety challenges, for example, partially-cooked dishes, vacuum packed foods and oysters.

The new manual and associated monitoring systems were then trialled for an agreed period within one of the group's restaurants. Final amendments were made based on the feedback received and these were then implemented across the group.

Food Alert organised and delivered a briefing session for the client's management team where the new manuals were introduced and changes explained. Managers were given clear instructions on the implementation of the manuals at site level.

Food Alert ensured that sites were aware of who they could contact should they have any queries or require support during the implementation phase.

During the following round of planned audits, the implementation of the new manuals was audited. Where non-compliances were identified, these were reported at both site and Head Office level so that corrective actions could be remedied and maintained going forwards.

## **Outcome**

The client understood the reasons for updating the manuals and valued the additional benefits to the ongoing success of the business.

The strategy for implementation was discussed and agreed with the senior management team.

Managers were provided with high quality hygiene and safety documents together with the tools enabling them to implement and monitor the control measures within their restaurant

## **Testimonial**

*"Food Alert listened to our business need and suggested methods of delivering the updated information. They explained the updates concisely and with clarity ensuring a clear strategy for implementation was laid out. Our management teams were aware of what was required of them. It is beneficial to our business that the hygiene and safety manuals and the audit reports are available on-line. This enables live action management at site level and also allows monitoring of progress at corporate level."*

## **On-going service and support**

As well as the provision of safety policies and procedures, the client receives unannounced food hygiene & health and safety audits from Food Alert. The audit findings are uploaded to the on-line management dashboard so that completed actions can be 'closed-out'. Restaurants and Head Office can monitor audit scores and progression of action plans.

Alleged food poisoning cases are reported to Food Alert who investigates them on a case-by-case basis. Customers are spoken to and a final summary of findings provided to them, following approval from the client.

Food Alert provides technical support in respect of the approval of food suppliers.

The client makes use of Food Alert's training services which encompass a comprehensive range of accredited and bespoke courses.

The telephone 'Advice Line' is available to all restaurants and operational management.

The secure on-line Resource Centre provides the group with the tools that allow the restaurants to manage:

- Environmental Health Officer and other enforcement officer inspections;
- accidents;
- alleged food poisonings (AFPs);
- training; and
- food supplier approvals.

In addition the following can be accessed through the Resource Centre:

- hygiene and safety manuals;
- monitoring forms;
- risk assessments;
- contractor approval
- form manager
- technical library of relevant hygiene and safety information; and
- useful contact details.

## **Our relationship with the client**

Food Alert has developed a successful working relationship with the client over a number of years.

Regular meetings are held between the Food Alert Account Management team and the client's senior team in order to ensure a high degree of communication and co-operation is maintained.

Additional support is provided by the Customer Services Director.

All restaurants receive the bi-monthly update e-newsletters throughout the year as well as e-alerts when appropriate.

The Food Alert Client seminar is a valuable opportunity for the client to attend a high-quality hospitality event when they are updated on current hygiene and safety related developments. It also provides a networking opportunity with peers within the hospitality industry.

## **Summary**

The client has a respected reputation which must be protected.

Their valued relationship with Food Alert enables them to:

- have a thorough understanding of their obligations;
- create a positive food safety and health and safety culture; and
- achieve and maintain excellent standards of operation.

END