

Safer food, better business Transcript of the DVD

Introduction

Welcome to the Safer food, better business DVD.

Safer food, better business pack and DVD disc appear on screen.

This section tells you how to use this DVD. It's very easy. If you're watching on a DVD player, you can use the remote control to move around or select things on the screen.

If you're watching on a computer, you can use the mouse.

DVD remote control and computer mouse come onto screen.

This is 'Mebo'.

Animated character floats onto screen.

He will help you find your way through the DVD. In a moment, you will be asked to choose between the Catering and the Retail sections.

Catering icon and Retail icon appear on screen.

If you work in a restaurant or a café, please select 'Catering'. If you work in a shop, please select 'Retail'. You then need to choose either the 'Managers' section or the 'Staff' section.

Managers icon and Staff icon appear on screen.

In both sections, you can click 'Play all' to watch everything, or just choose one video at a time. The videos for staff are split into five sections:

Cross-contamination, **Cross-contamination icon appears on screen.**

Cleaning, **Cleaning icon appears on screen.**

Chilling, **Chilling icon appears on screen.**

Cooking **Cooking icon appears on screen.**

and Management. **Management icon appears on screen.**

These are the same sections as in the 'Safer food, better business' pack. This DVD is all about keeping food safe.

Man prepares a sandwich under ultra violet light.

Some of the videos use special ultra violet light so you can see the bacteria. These bacteria are harmful because they could cause food poisoning.

Man cuts sandwich in half, bacteria are visible on the sandwich and on his hands under the ultra violet light.

In some of the videos, you will be asked if what you have watched is the right way to work or the wrong way. Select the tick if you think it's right and the cross if you think it's wrong.

Tick and cross icon appear on screen.

OK. So now you are ready to start.

Managers button and Staff button appear on screen.

Catering Managers

Scene one - Introduction

Food Standards Agency logo appears on screen.

Welcome to the Catering Managers section of the 'Safer food, better business' training DVD.

Safer food, better business pack for Caterers and DVD disc appear on screen.

This DVD is for you, the manager of the business, to use alongside your 'Safer food, better business' pack. The 'Safer food, better business' pack will help you make sure that the food you serve is safe for your customers to eat.

Index page and 'How to use this pack' page from Safer food, better business pack slide onto the screen.

The pack is flexible and easy to use, so you can adapt your pack to your business. Using the pack will help you comply with the law. It will also help you protect your business's reputation - and your profits.

This section of the DVD is suitable for you if you are the manager of a small catering business, such as a restaurant, café or takeaway.

Video footage of a café and various small restaurants.

Scene two – Safer food, better business

Before you start, make sure you have the pack called 'Safer food, better business for caterers'. Or you might have a version of the pack that has been developed for a specific cuisine.

Female manager walks into kitchen with Safer food, better business pack and places the pack on the work surface, she opens the pack and turns over a number of pages.

This DVD will help you use the pack. It does this in two ways. This section for the manager explains how to fill in the pack and how to use it in your business.

'Managers' icon appears on the screen.

The Staff section helps you train your staff because it contains videos showing how to keep food safe.

'Staff' icon appears on screen.

Scene three – The five sections

The 'Safer food, better business' pack is split into five sections.

These are:

Cross-contamination, **Cross-contamination icon appears on screen.**

Cleaning, **Cleaning icon appears on screen.**

Chilling, **Chilling icon appears on screen.**

Cooking, **Cooking icon appears on screen.**

and Management. **Management icon appears on screen.**

Cross-contamination happens when harmful bacteria are spread onto food from other food, surfaces, hands or equipment.

Cross-contamination icon appears in centre of screen.

This section of the pack covers topics including:

Personal hygiene

Animated 'Personal hygiene' safe method from the pack.

Cloths

Page turns to show animated 'Cloths' safe method from the pack.

Separating foods

Page turns to show animated 'Separating foods' safe method from the pack.

Pest control

Page turns to show animated 'Pest control' safe method from the pack.

Proper cleaning is essential to get rid of harmful bacteria and stops them spreading to food.

Cleaning icon appears in centre of screen.

This section of the pack covers:

Cleaning effectively

Animated 'Cleaning effectively' safe method from the pack.

How to 'Clear and clean as you go'

Page turns to show animated 'Clear and clean as you go' safe method from the pack.

Writing a cleaning schedule

Page turns to show animated 'Your cleaning schedule' safe method from the pack.

Chilling food properly helps to stop harmful bacteria from growing.

Chilling icon appears in centre of screen.

This section of the pack covers:

Chilled storage

Animated ‘Chilled storage and displaying chilled food’ safe method from the pack

Chilling down hot food

Page turns to show animated ‘Chilling down hot food’ safe method from the pack.

Defrosting

Page turns to show animated ‘Defrosting’ safe method from the pack.

Freezing

Page turns to show animated ‘Freezing’ safe method from the pack.

Cooking food properly is essential to kill any harmful bacteria.

Cooking icon appears in centre of screen.

This section of the pack covers topics including:

Cooking safely

Animated ‘Cooking safely’ safe method from the pack.

Reheating

Page turns to show animated ‘Reheating’ safe method from the pack.

Foods that need extra care

Page turns to show animated ‘Foods that need extra care’ safe method from the pack.

Hot holding

Page turns to show animated ‘Hot holding’ safe method from the pack.

Managing your business effectively is essential for food safety.

Management icon appears in centre of screen.

This section of the pack is to help you, the manager. It contains information on topics including: Checks to do when you open and close

Animated ‘Opening and closing checks’ safe method from the pack.

Training staff

Page turns to show animated ‘Training and supervision’ safe method from the pack.

Suppliers and contractors

Page turns to show animated ‘Suppliers and contractors’ safe method from the pack.

There is also a diary section in the pack. You need to fill in the diary every day.

Animated diary pages from the pack.

Scene four – Safe methods

The pack contains a number of 'safe methods'. These are sheets with information on the front and back.

Full page view of animated ‘Personal hygiene’ safe method from the pack.

They tell you what to do to make sure the food you serve is safe to eat. You can adapt them to your business.

Page turns to show the back of the animated 'Personal hygiene' safe method.

The 'safe methods' are easy to use. The 'Safety point' column tells you what to do to make food safely. The 'Why?' column tells you why the safety point is important. The 'How do you do this?' column is for you to write down what you do in your business.

Close up view of the animated 'Personal hygiene' safe method from the pack.

You only need to tick a box or write a few words. By working through the safe methods and filling them in, you can adapt your pack to your business.

'How do you do this column?' is filled out with animated ticks and writing.

On the back of the safe method, the 'What to do if things go wrong' column gives practical tips on how to tackle problems.

Close up view to show the back of the animated 'Personal hygiene' safe method.

You can refer to this if something goes wrong. The 'How to stop this happening again' column tells you how you can prevent problems. When you have filled in a safe method, sign and date the 'safe method completion record' in the Management section. You only need to do this once for each safe method.

Close up of animated 'Safe method completion record' page from the pack.

Animated writing fills in the date and signature.

When you have worked through all of the safe methods that are relevant to your business, make sure that you and your staff always follow your safe methods. You also need to fill in the diary every day.

Female manager and male member of staff in kitchen looking at open Safer food, better business pack; manager turns pages to diary section.

Scene five – Opening and closing checks

Every day, you should do some quick checks in your business, when you open and when you close. These are called 'Opening and closing checks' and you can find them in the Management section of the pack and in the diary.

Close up of animated 'Opening and closing checks' safe method from the pack.

You can also write down your own checks, if you want to.

Animated text 'Check for signs of pests' written in the opening checks section.

One of the 'opening checks' is to make sure there are plenty of handwashing and cleaning materials, such as disposable towels and soap.

Female member of staff at the wash hand basin opens the lid of the towel dispenser and checks there is disposable paper towel and checks the soap dispenser.

When you have done all of the opening checks, tick the 'opening checks' box for that day in the diary.

Female member of staff opens the Safer food, better business pack to the diary section and ticks the 'opening checks' box. Daytime icon appears on screen.

One of the 'Closing checks' is to make sure that any food past its 'use by' date has been thrown away. This member of staff is checking the 'use by' dates on the food. They are all still within their 'use by' date.

Female member of staff opens the fridge door and checks the use by date on foods in the fridge. She closes the fridge door.

When you have done all of the closing checks, tick the 'closing checks' box for that day in the diary.

Female member of staff opens the Safer food, better business pack to the diary section and ticks the 'closing checks' box. Nighttime icon appears on screen.

Scene six – The diary

The diary is an essential part of the 'Safer food, better business' pack. If you do not fill in the diary every day, you will not comply with the law.

Close up of animated diary pages in the Safer food, better business pack.

Fill in the date at the top of the page. Every day, tick when you have done your opening checks and your closing checks. Write your name and sign to say that all the safe methods have been followed on that day. On many days, that is all you will need to do. This should only take a minute.

Animated writing follows: Date is filled in at the top of the page. Opening checks box is ticked - Daytime icon appears on the screen. Closing checks box is ticked - Nighttime icon appears on the screen. Name and signature is entered.

If anything different happens, or something goes wrong, make a note of it. Write down what happened and what action you took.

Animated text entered on diary page.

Scene seven – Four weekly review

In the diary, there is a 'Four-weekly review' for you to fill out.

Female manager and male member of staff at desk with Safer food, better business pack. Close up of 'Four-weekly review' page in the diary section of Safer food, better business.

Look back at what you have written in the diary in the past four weeks.

Manager turns pages to past four week's diary entries.

This will help you to work out if there are any serious problems, or if the same problem is happening again and again. Make a note of any problems like these on the Four-weekly review.

Close up of animated ‘Four-weekly review’ page. Four-weekly review page is filled out with animated ticks and writing.

There are also some questions about things that might have changed in your business over the previous four weeks. Stop and think whether any of these could affect your safe methods.

Scene eight – Delegating

When you are not going to be at your business, you can give responsibility for filling in the diary to a member of staff.

Female manager and female member of staff in an office talking. Close up of diary page in the Safer food, better business pack.

If you do this, it is very important for you to explain how to use the diary. Make sure the member of staff understands that they need to fill in the diary every day for your business to comply with the law. When someone signs the diary, they are signing to say that all of your safe methods have been followed that day. If anything goes wrong, they should write down what happened and what they did about it.

Manager points to the diary page and shows the member of staff what needs to be filled in. Manager talks to member of staff and then leaves the office.

Scene nine – Staff training

It is very important to train your staff, so they know how 'Safer food, better business' works. When you have filled in the safe methods in the 'Safer food, better business' pack, you can use these to train your staff.

Female manager and male member of staff enter the kitchen. Manager is holding the ‘Personal hygiene’ safe method from the Safer food, better business pack.

Make sure that each member of staff knows the safe methods for all the tasks they do.

Manager talks to member of staff and points to the hand wash basin and paper towel dispenser.

This includes staff who are already working in your business, even if they already have food hygiene training.

When a new member of staff starts, train them in your safe methods straight away.

Manager shows member of staff the safe method. Manager points out text on the safe method and then points to the uniform the member of staff is wearing.

Remember to fill in the Staff training record in the diary every time you train a member of staff on a safe method.

Close up of animated ‘Staff training record’ page from the Safer food, better business pack. Animated writing fills in part of the training record.

This DVD will also help you train your staff.

Close up shot of a laptop computer screen with a scene from the DVD guide.

The videos in the Staff section show people in a real catering environment. They will show your staff how to work to keep food safe. It will be particularly useful if staff do not understand English or if they find it hard to read the safe methods in the pack. You can use the DVD in different ways. You might want to ask a member of staff to work through it on their own on a computer.

Male member of staff is sitting at a table with the computer and the Safer food, better business pack. Member of staff uses the computer to look at the DVD guide.

Or you can use it to train a few members of staff together.

Female manager in office with three members of staff looking at the DVD guide on a laptop computer.

If a member of staff has a DVD player, then you may want to ask them to take home the DVD to work through some parts.

Female member of staff at home.

Member of staff makes a selection with a DVD remote control to play the DVD guide using the television.

Scene ten – Cleaning schedule

Everything in your kitchen needs to be cleaned.

Close up of microwave, wash hand basin and cooking hob.

But some things need cleaning more often than others. Look around and make a list of everything that needs cleaning.

Female manager and female member of staff in kitchen, Safer food, better business pack open on the work surface. Manager is talking to the member of staff and writing on a notepad she is holding.

The safe method 'Your cleaning schedule' in the Cleaning section of the pack will help you do this. It is important to write down how you clean different things on the cleaning schedule. You can find this in the diary.

Screen splits in two and shows a close up of the animated 'Cleaning schedule' page from the Safer food, better business pack.

For each different thing to be cleaned, fill in one row in the cleaning schedule.

Animated writing fills in one line of the cleaning schedule.

When you have filled in the cleaning schedule, staff can use it to check how often they should clean things, and in what way.

Scene eleven – Checking your menu

It's very important to be able to show how you check that the food you serve is properly cooked.

Female manager in kitchen with Safer food, better business pack on work surface.

To help you do this, there is a safe method in the Cooking section called 'Checking your menu'. In some versions of the pack this is called 'Checking food is cooked'.

Manager turns pages in the pack to the cooking section. Manager turns pages in cooking section to 'Checking your menu' safe method. Close up of animated 'Checking your menu' safe method.

The different checks you could use are shown on the left. On the right, you should write down each type of dish next to the check you use for it. You don't need to write down every dish on your menu. You can group dishes together if they use the same check, for example 'meat curries'.

Animated writing fills in the 'Types of dish' column on the right hand side of the page.

Scene twelve – Further information

Now that you have finished watching this section, it's time to fill in the safe methods in the pack, if you haven't done this already.

Safer food, better business pack and pen appear on screen.

It may help to discuss each safe method with the chef or kitchen staff.

'Pest control' safe method and 'Cleaning effectively' safe method slide onto the top of the pack.

When you are filling in the pack, it's a good idea to go through this section of the DVD again.

DVD disc drops onto the screen by the pack.

And you may find it helpful to watch the videos in the Staff section, because these demonstrate best practice in a number of important areas. It's also good to be familiar with the Staff section, so you can use it to train your staff.

Laptop computer with DVD guide showing on the laptop screen comes into view.

Remember, you need to fill in all the safe methods that are relevant to your business and use the diary every day. This will help you comply with the law.

Diary icon appears on screen.

For more information, visit food.gov.uk/Safer food, better business or contact the environmental health service at your local authority.

Catering Staff**Cross-contamination - Scene one – Personal hygiene**

Before you start working with food, make sure you're not wearing a watch or any jewellery, and change into clean clothes.

Female member of staff in changing room takes off bracelet and changes into a clean chef's jacket.

Keep long hair tied back and wear a hat. This will help protect the food.

Female member of staff ties back hair and puts on a hat.

When you are working with food, you should not smoke, drink or eat. And try not to touch your face, or sneeze.

Animated warning icons shown - no smoking, no eating or drinking and no touching face.

If you have a cut, make sure you cover it with a brightly coloured waterproof dressing.

Animated warning icon shown - hand with waterproof dressing on finger.

It is also very important to tell your manager if you have vomiting or diarrhoea.

Animated warning icon shown - exclamation mark.

Cross-contamination - Scene two – Washing hands effectively

It is very important to wash your hands properly, to help stop bacteria from spreading. This is how you do it. First, wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.

Female member of staff in kitchen turns on tap at wash hand basin, wets hands and squirts liquid soap onto palm.

Rub your hands together to make a lather.

She rubs her hands together to make a lather with the soap.

Then, rub one hand along the back of the other and along the fingers.

Repeat with the other hand.

She rubs one hand along the back of the other hand, along the fingers and does the same with the other hand.

Next, rub in between each of your fingers, round your thumbs and your fingertips and nails.

She rubs in between each finger, round her thumbs and her fingertips and nails.

Rinse off the soap with clean water.

She rinses off the soap with clean water.

When you've finished, dry your hands thoroughly on a disposable towel, turn off the tap with the towel and throw it away.

She dries her hands on a disposable towel and turns off the tap with the towel.

Cross-contamination - Scene three – Using cloths

Watch carefully what happens next. See if you think the person is using cloths in the right way or the wrong way.

Male member of staff in kitchen picks up diced raw meat from a chopping board with his hands. He drops some raw meat onto the work surface and puts the remainder into a dish next to a plate of salad. He then picks up the raw meat from the work surface and puts it in the dish. He takes a cloth and wipes the work surface in the place from where he picked up the raw meat and uses the same cloth to wipe the side of the salad plate.

So, what do you think? Was that right or wrong?

Tick and cross icon appear on screen.

Tick icon selected.

No, that wasn't the right way of working. Now you will see why.

Cross icon selected.

Well done! That was the wrong way of working. Now you will see why.

Watch what happened again. This time you can see the bacteria. Bacteria have spread onto his hands and the work surface from the raw meat. The bacteria spread from the work surface to the cloth. Using the same cloth spreads the bacteria to the plate, which could make a customer ill. That was the wrong way to work.

The video rewinds and plays the same scene again using ultra violet light so that the bacteria from the raw meat can be seen.

Now select 'play' and watch the right way to work.

Play icon appears on screen. Video replays using ultra violet light showing the right way to work.

Bacteria have spread onto his hands and the work surface from the raw meat.

Male member of staff in kitchen picks up diced raw meat from a chopping board with his hands. He drops some raw meat onto the work surface and puts the remainder into a dish on a clear work surface. He then picks up the raw meat from the work surface and puts it in the dish.

This time he cleans the surface and washes his hands.

He removes the dish containing the raw meat, the chopping board and the knife. He washes the work surface thoroughly and washes his hands.

This time, he wipes the plate with a new, clean cloth. Now you can see that there are no bacteria on the plate. That's because different cloths were used for different tasks.

He puts a plate of salad on the clean work surface and uses a clean disposable cloth to wipe the side of the plate.

Cross-contamination - Scene four – Storing food in the fridge

The way you store foods in your fridge is very important. Take a look at this fridge.
Can you see anything wrong in the way foods are stored?

Fridge in a kitchen shown with foods stored incorrectly.

Select a part of the fridge where you think something is wrong.

Hot spot icon appears on screen next to the raw chicken.

Raw chicken is on the top shelf. That isn't the right place for it, because it can drip onto the food below.

Raw chicken shown on the top shelf dripping onto foods below.

Anything else?

Hot spot icon appears on screen next to the cheese.

The cheese isn't covered. You should cover any food that is ready to eat.

A block of feta cheese shown not covered underneath the raw chicken.

Anything else?

Hot spot icon appears on screen next to the raw lamb chops.

The raw lamb chops are touching the salad. That means bacteria could spread onto the salad.

Raw lamb chops shown not covered and next to salad.

Let's see how the food should be stored.

Empty fridge shown.

Raw chicken and lamb chops should go at the bottom of the fridge in a container, away from foods that are ready to eat.

Raw chicken and lamb chops are placed in a container, covered and put on the bottom shelf of the fridge.

Salad should be stored higher up in the fridge, away from raw meat and chicken.

Salad items moved to a different shelf away from the raw meats.

Cheese should be covered and also stored higher up the fridge, away from raw meat and chicken.

Cheese put into a container with a lid and moved to a higher shelf.

Cross-contamination - Scene five – Preparing raw meat

Watch carefully what happens next. See if you think the person is preparing the food in the right way or the wrong way.

Male member of staff in kitchen cuts raw chicken on a chopping board with a knife, he picks up the raw chicken with his hands. He places a lettuce on the same board and cuts the lettuce with the same knife.

So, what do you think? Was that right or wrong?
Tick and cross icon appear on screen.

Tick icon selected.

No, that wasn't the right way of working. Now you will see why.

Cross icon selected.

Well done! That was the wrong way of working. Now you will see why.

Watch it again. This time you can see the bacteria. The raw meat leaves bacteria on the chopping board, the knife, and on his hands. The bacteria spread onto the lettuce. That was the wrong way to work.

The video rewinds and plays the same scene again using ultra violet light so that the bacteria from the raw meat can be seen.

Now select 'play' and watch the right way to work.

Play icon appears on screen. Video replays using ultra violet light showing the right way to work.

This time, he takes away the chopping board and knife to be washed, after they have been used with the raw chicken. He also washes his hands properly to get rid of the bacteria.
He removes the chopping board and knife from the work surface to be washed after cutting raw chicken and he washes his hands.

He uses a clean chopping board and knife. You can see that there are no bacteria on the lettuce.

He uses a clean chopping board and knife to chop the lettuce.

Cross-contamination - Scene six – Pests

It's important to check regularly for signs of pests. This food packaging has been chewed and there are some droppings too. These are signs of mice.

Female member of staff in store room finds food packaging that has been chewed and mouse droppings on the floor.

If you find any signs of pests where you work, tell your manager straight away or call the pest control contractor.

She shows her manager there is a problem.

Throw away any food that could have been touched by pests. You should also wash and disinfect any surfaces or equipment that could have been touched by pests.

She removes the damaged food packaging and throws it in the bin and cleans the storeroom shelves thoroughly.

Cross-contamination - Scene seven – Storing chemicals

Look at the things on the shelf carefully. Do you think they are stored in the right way or the wrong way?

Shelf in storeroom shows chemical bottles next to packaged bread on the right and fruit on the left.

Some of these things should not be there. Select the items that you think shouldn't be on the shelf.

Icons appear on screen above the fruit, the chemical bottles and the bread.

Icon above the fruit and bread selected.

No, that's wrong. Cleaning chemicals should not be stored next to food.

Icon above the chemical bottles selected.

Yes, that's right. Cleaning chemicals should not be stored next to food. None of these bottles should be on the shelf.

Cleaning chemicals should always be stored away from food.

Male member of staff moves chemical bottles to a shelf where no food items are stored.

Cross-contamination - Scene eight– Physical contamination

Watch carefully what happens next. See if you think the person is preparing the food in the right way or the wrong way.

Male member of staff in a kitchen chops a bunch of parsley that is tied with a rubber band. The rubber band is hidden within the chopped parsley. He picks up the board and knife and is going to put the parsley and the rubber band in a pot of soup.

So, what do you think? Was that right or wrong?

Tick and cross icon appear on screen.

Tick icon selected.

No, that wasn't right. Did you see the plastic band get chopped up with the parsley and go into the soup?

He puts the parsley into the soup along with the rubber band.

Now let's see the right way to work. This time, he checks the parsley, sees the plastic band and throws it away. It is very important to look out for any objects that could get into food by mistake.

Video starts again to show the right way to work. He picks up parsley, removes the rubber band and throws the rubber band away and then chops the parsley.

Cross icon selected.

Yes, that was wrong. The plastic band has been chopped up with the parsley and goes into the soup.

He puts the parsley into the soup along with the rubber band.

Now let's see the right way to work. This time, he checks the parsley, sees the plastic band and throws it away. It is very important to look out for any objects that could get into food by mistake.

He picks up parsley, removes the rubber band and throws the rubber band away and then chops the parsley.

Cleaning - Scene one – Cleaning a work surface

It is very important to clean work surfaces properly to make sure you get rid of all the food, dirt and bacteria. Watch how to do it. First, wipe off any obvious food and dirt.

Female member of staff removes food dirt from work surface.

Wash the surface with hot soapy water and rinse with clean water.

She washes surface with hot soapy water and then rinses the surface with clean water.

Then, use a disinfectant. Make sure you leave it on for long enough.

She sprays the work surface with disinfectant.

Rinse with clean water to remove the disinfectant and dry the surface with a clean disposable cloth. Throw away the cloth when you have finished.

She rinses the surface with clean water, dries the surface with a clean disposable cloth and throws the cloth in a bin.

Cleaning - Scene two – Cleaning a fridge

It is important to clean fridges properly. Watch how to do it. Take all the food out of the fridge you are going to clean. If possible, put it in another fridge.

Male member of staff removes food from fridge shelves.

Take out the shelves.

He removes shelves from fridge.

Wash the inside of the fridge with hot soapy water.

He washes the inside of the fridge with hot soapy water.

Rinse it with clean water and dry with a clean, disposable cloth.

He rinses the fridge with clean water and then dries the fridge with a clean disposable cloth.

Next, wash the shelves with hot soapy water and rinse with clean water. Dry with a clean, disposable cloth.

He washes the shelves in hot soapy water and then rinses with clean water.

Put the shelves back in the fridge and finally, you can put the food back.

He dries the shelves with a clean disposable cloth and places the shelves back in the fridge; he then puts the food back in the fridge.

Cleaning - Scene three – Cleaning taps and handles

Dirt and bacteria can build up on anything that gets touched a lot. So it's very important to clean these things regularly, even if they don't look dirty. These are some of the things that need cleaning frequently

Sink tap is cleaned thoroughly. Knobs on cooker hob cleaned thoroughly. Door handle cleaned thoroughly.

Cleaning - Scene four – When to wash hands

It is very important to have clean hands when you're working with food. There are certain times when it is particularly important. Watch these examples to see when you should wash your hands. Always wash your hands after touching raw meat, poultry or eggs, after emptying a bin, after cleaning, after touching a cut or changing a dressing, and after a break or going to the toilet.

Man touches raw chicken and then washes hands. Woman ties up a bag of rubbish and washes hands. Woman takes off gloves after cleaning and washes hands. Man removes waterproof dressing from finger and washes hands. Man finishes break and washes hands.

Cleaning - Scene five – Raw meat and packaging

Watch carefully what happens next. See if you think the person is working in the right way or the wrong way.

Female member of staff in a kitchen lifts a bag of raw chicken portions out of a box and places the bag on a work surface, raw chicken juices drip onto the work surface from the bag. She places the chicken portions on a tray and removes the tray. She walks away and she returns and places fresh tomatoes on the dirty work surface.

So, what do you think? Was that right or wrong?

Tick and cross icon appear on screen.

Tick icon selected.

No, that wasn't the right way of working. Now you will see why.

Cross icon selected.

Yes, well done! That was the wrong way of working. Now you will see why.

Watch it again. This time you can see the bacteria. The bacteria on the chicken and packaging spread onto her hands. The bacteria have spread onto the work surface from

the packaging. So there are now bacteria on the tomatoes. That was the wrong way to work.

The video rewinds and plays the same scene again using ultra violet light so that the bacteria from the raw meat juices can be seen.

Now select 'play' and watch the right way to work.

Play icon appears on screen. Video replays using ultra violet light showing the right way to work.

You can see the bacteria on the packaging, the work surface and on her hands.

She puts a bag of raw chicken portions on a work surface and put the chicken portions on a tray; the bacteria from the raw chicken are visible on the work surface under ultra violet light. She removes the tray and the packaging.

This time she washes her hands. Then she cleans the work surface thoroughly and afterwards she washes her hands again.

She washes her hands and cleans the work surface.

This time there are no bacteria on the tomatoes.

She places tomatoes on the clean work surface.

That is because she has cleaned the work surface and washed her hands.

Chilling - Scene one – Chilled foods

Watch carefully what happens next. See if you think the person is handling chilled food in the right way or the wrong way.

Male member of staff checks a number of chilled food items left on a work surface. He leaves the food on the work surface and walks away. An animated clock appears on screen to show the passing of time.

So, what do you think? Was that right or wrong?

A tick icon and a cross icon appear on screen.

Tick icon selected.

No, that wasn't the right way of working. Now you will see the right way.

Cross icon selected.

Yes, well done! That was the wrong way of working. Now you will see the right way.

Some foods need to be kept chilled to keep them safe. If they are left out at room temperature, bacteria can grow. You should always put chilled foods in the fridge straight away.

Video plays showing the right way of working. Man checks the chilled foods on the work surface and puts the foods away in the fridge.

Chilling - Scene two – Chilling down hot foods

Hot food should be chilled down as quickly as possible. To make food chill down more quickly, you can put a container of food in cold water. If food is left to chill down slowly, bacteria could grow in the food.

Split screen shows a pan of hot soup on the right hand side of the screen on the work surface, thermometer icon shows the temperature is coming down slowly. Split screen shows a pan of hot soup on the left hand side of the screen. The pan has been placed in a sink of iced water with a lid, thermometer icon shows the temperature is coming down quickly.

Another way to make food chill down more quickly is to spread it out or divide it into smaller portions.

Split screen shows a pan of hot cooked rice on the right hand side of the screen on the work surface, thermometer icon shows the temperature is coming down slowly. Split screen shows hot cooked rice being spread out in a shallow dish on the left hand side of the screen, thermometer icon shows the temperature is coming down quickly.

The most important thing is to chill down the food as quickly as possible and then put it in the fridge.

Male member of staff places the tray of chilled, covered rice in the fridge.

Cooking - Scene one – Cooking safely

It is very important to cook food safely. The next videos will show you how to check that different foods are properly cooked. You will see bad and good examples for each food. Bad examples show food that isn't cooked. Good examples show food that is properly cooked.

Check a whole bird in the thickest part of the leg. If it is properly cooked, the juices will not have any pink or red in them. The meat should not be pink or red.

Split screen shows whole chicken that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows whole chicken that is properly cooked, icon with a tick appears on screen.

Check a chicken portion in the middle. The meat should not be pink or red and it should be very hot.

Split screen shows chicken portion that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows chicken portion that is properly cooked, icon with a tick appears on screen.

Check the largest piece of meat in a curry or stew by cutting it open in the middle. The meat should not be pink or red and it should be very hot.

Split screen shows a piece of meat from a curry that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a piece of meat from a curry that is properly cooked, icon with a tick appears on screen.

Check a burger in the middle. The meat should not be pink or red and it should be very hot.

Split screen shows a burger that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a burger that is properly cooked, icon with a tick appears on screen.

Check a sausage in the middle. The meat should not be pink or red and it should be very hot.

Split screen shows a sausage that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a sausage that is properly cooked, icon with a tick appears on screen.

Check a 'combination dish' in the middle. It should be very hot.

Split screen shows a combination dish that is not thoroughly hot on the left, icon with a cross appears on screen. Split screen shows a combination dish that is cooked thoroughly until piping hot; icon with a tick appears on screen.

Check the outside of whole cuts of beef and lamb, such as steaks, chops and whole joints. All of the outside surfaces should be fully cooked and not pink or red.

Split screen shows a whole cut of meat that is not properly cooked on the outside surfaces on the left, icon with a cross appears on screen. Split screen shows a whole cut of meat that is properly cooked on the outside surfaces, icon with a tick appears on screen.

Check a rolled joint in the middle. The juices should not have any pink or red in them.

Split screen shows a rolled joint that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a rolled joint that is properly cooked, icon with a tick appears on screen.

Some foods need to be treated with extra care to make sure they are safe to eat. Ask your manager about these foods.

Cooking - Scene two – Reheating

When a food has been cooked before and you heat it up again, it is important to make sure it is very hot all the way through. The food has to get very hot to make sure any bacteria are killed.

Saucepan is shown on the cooker. Male member of staff removes lid to show the soup is bubbling and steaming hot.

Cooking - Scene three – Hot holding

It is very important to keep food hot until it is served. This is called 'hot holding'.

A dish of rice and a dish of vegetables shown been kept hot on display.

Food that is being kept hot should always be above sixty three degrees Centigrade.
This is a legal requirement.

Thermometer icon shows that temperature is above sixty three degrees Centigrade.

Management

There are special checks to do every day when you open and when you close.
They are very easy and quick to do. Ask your manager about the 'Opening and closing checks' that need to be done where you work.

One of the opening checks is to make sure that fridges, chilled display equipment and freezers are working properly. This person is checking that the fridge is at the right temperature.

Female member of staff opens a Safer food, better business pack to the opening and closing checks page. She checks through the opening and closing checks.

Digital temperature display of fridge is shown at five degrees Centigrade.

One of the closing checks is to make sure that any food past its 'use by' date has been thrown away. This person is checking the 'use by' dates on the food. These are all still within their 'use by' date.

Female member of staff opens fridge door, she checks the use by dates on the foods inside fridge.

If you have any questions about Safer food, better business or the videos you have watched ask your manager or visit food.gov.uk/sfbb

Animated scene with the Safer food, better business pack and the website address.

Retail Managers

Scene one – Introduction

Food Standards Agency logo appears on screen.

Welcome to the Retail Managers section of the 'Safer food, better business' training DVD.

Safer food, better business pack for Retailers and DVD disc appear on screen.

This DVD is for you, the manager of the business, to use alongside your 'Safer food, better business' pack.

Animated character floats onto screen.

The 'Safer food, better business' pack will help you make sure that the food you sell is safe for your customers to eat.

Index page and 'How to use this pack' page from Safer food, better business pack slide onto the screen.

The pack is flexible and easy to use, so you can adapt your pack to your business. Using the pack will help you comply with the law. It will also help you protect your business's reputation - and your profits.

This section of the DVD is suitable for you if you are the manager of a small retail business that sells food, for example a convenience store or newsagent.

Video footage of various small shops and a newsagent.

Scene two – Safer food, better business

Before you start, make sure you have the pack called 'Safer food, better business for retailers'.

Male manager places Safer food, better business pack on the counter in a shop, he opens the pack and turns over a number of pages.

This DVD will help you use the pack. It does this in two ways.

This section for the manager explains how to fill in the pack and how to use it in your business.

Managers' icon appears on the screen.

The Staff section helps you train your staff because it contains videos showing how to keep food safe.

'Staff' icon appears on screen.

Scene three – The five sections

The 'Safer food, better business' pack is split into five sections.

These are:

Cross-contamination, **Cross-contamination icon appears on screen.**

Cleaning, **Cleaning icon appears on screen.**

Chilling, **Chilling icon appears on screen.**

Management, **Management icon appears on screen.**

Cooking and preparation, **Cooking and preparation icon appears on screen.**

Cross-contamination happens when harmful bacteria are spread onto food from other food, surfaces, hands or equipment.

Cross-contamination icon appears in centre of screen.

This section of the pack covers: Good housekeeping

Animated ‘Good housekeeping’ safe method from the pack.

Pest control

Page turns to show animated ‘Pest control’ safe method from the pack.

Proper cleaning is essential to get rid of harmful bacteria and stop them spreading to food.

Cleaning icon appears in centre of screen.

This section of the pack covers: Personal hygiene

Animated ‘Personal hygiene’ safe method from the pack.

Cleaning effectively

Page turns to show animated ‘Cleaning effectively’ safe method from the pack.

Writing a cleaning schedule

Page turns to show animated ‘Your cleaning schedule’ safe method from the pack.

Chilling food properly helps to stop harmful bacteria from growing.

Chilling icon appears in centre of screen.

This section of the pack covers: Chilled storage and display

Animated ‘Chilled storage and display’ safe method from the pack

Frozen storage and display

Page turns to show animated ‘Frozen storage and display’ safe method from the pack.

Managing your business effectively is essential for food safety.

Management icon appears in centre of screen.

This section of the pack is to help you, the manager. It covers topics including: Checks to do when you open and close

Animated ‘Opening and closing checks’ safe method from the pack.

Stock control

Page turns to show animated ‘Stock control’ safe method from the pack.

Training staff

Page turns to show animated ‘Training and supervision’ safe method from the pack.

If you cook or prepare any foods in your business, you need to work through the Cooking and preparation section of the pack.

Cooking and preparation icon appears in centre of screen.

This section covers topics including: Preparing unwrapped foods

Animated ‘Preparation –ready to eat foods’ safe method from the pack.

'Bake off' products

Page turns to show animated ‘Bake off products, reheating and hot holding’ safe method from the pack.

Cooking safely

Page turns to show animated ‘Cooking safely – bacon, sausages and eggs’ safe method from the pack.

There is also a diary section in the pack. You need to fill in the diary every day.

Animated diary pages from the pack.

Scene four – Safe methods

The pack contains a number of 'safe methods'. These are sheets with information on the front and back.

Full page view of animated ‘Personal hygiene’ safe method from the pack.

They tell you what to do to make sure the food you sell is safe to eat. You can adapt them to your business.

Page turns to show the back of the animated ‘Personal hygiene’ safe method.

The 'safe methods' are easy to use. The 'Safety point' column tells you what to do to make food safely. The 'Why?' column tells you why the safety point is important. The 'How do you do this?' column is for you to write down what you do in your business.

Close up view of the animated ‘Personal hygiene’ safe method from the pack.

You only need to tick a box or write a few words. By working through the safe methods and filling them in, you can adapt your pack to your business.

‘How do you do this column?’ is filled out with animated ticks and writing.

On the back of the safe method, the 'What to do if things go wrong' column gives practical tips on how to tackle problems.

Close up view to show the back of the animated ‘Personal hygiene’ safe method.

You can refer to this if something goes wrong. The 'How to stop this happening again' column tells you how you can prevent problems.

When you have filled in a safe method, sign and date the 'safe method completion record' in the Management section. You only need to do this once for each safe method.

**Close up of animated ‘Safe method completion record’ page from the pack.
Animated writing fills in the date and signature.**

When you have worked through all of the safe methods that are relevant to your business, make sure that you and your staff always follow your safe methods. You also need to fill in the diary every day.

Male manager in shop looking at open Safer food, better business pack; manager turns pages to diary section.

Scene five – Opening and closing checks

Every day you should do some quick checks in your business, when you open and when you close. These are called 'Opening and closing checks' and you can find them in the Management section of the pack and in the diary.

Close up of animated ‘Opening and closing checks’ safe method from the pack.

You can also write down your own checks, if you want to.

Animated text written in the closing checks section.

One of the 'opening checks' is to make sure that your chilled display equipment, fridges and freezers are working properly. This member of staff is checking that the fridge is at the right temperature.

Female member of staff points to the display fridge thermometer. Close up of thermometer showing five degrees Centigrade. Daytime icon appears on screen.

When you have done all of the opening checks, tick the 'opening checks' box for that day in the diary.

Female member of staff opens the Safer food, better business pack to the diary section and ticks the ‘opening checks’ box.

One of the 'closing checks' is to make sure that any food past its 'use by' date has been thrown away. This member of staff is checking the 'use by' dates on the food. They are all still within their 'use by' date.

**Female member of staff checks the use by date on foods in the display fridge.
Nighttime icon appears on screen.**

When you have done all of the closing checks, tick the 'closing checks' box for that day in the diary.

Female member of staff opens the Safer food, better business pack to the diary section and ticks the ‘closing checks’ box.

Scene six – The diary

The diary is an essential part of the 'Safer food, better business' pack. If you do not fill in the diary every day, you will not comply with the law.

Close up of animated diary pages in the Safer food, better business pack.

Fill in the date at the top of the page. Every day, tick when you have done your opening checks and your closing checks.

Write your name and sign to say that all the safe methods have been followed on that day. On many days, that is all you will need to do. This should only take a minute.

Animated writing follows:

Date is filled in at the top of the page. Opening checks box is ticked - Daytime icon appears on the screen. Closing checks box is ticked - Nighttime icon appears on the screen. Name and signature is entered.

If anything different happens, or something goes wrong, make a note of it. Write down what happened and what action you took.

Animated text entered on diary page.

Scene seven – Four weekly review

In the diary, there is a 'four-weekly review' for you to fill out.

Male manager and male member of staff at shop counter with Safer food, better business pack.

Look back at what you have written in the diary in the past four weeks. This will help you to work out if there are any serious problems, or if the same problem is happening again and again.

Manager turns pages to past four week's diary entries.

Make a note of any problems like these on the four-weekly review.

Close up of animated 'Four-weekly review' page.

Four-weekly review page is filled out with animated ticks and writing.

There are also some questions about things that might have changed in your business over the previous four weeks. Stop and think whether any of these could affect your safe methods.

Scene eight – Delegating

When you are not going to be at your business, you can give responsibility for filling in the diary to a member of staff.

Male manager and female member of staff at shop counter with Safer food, better business pack open at diary pages. Close up of diary page in the Safer food, better business pack.

If you do this, it is very important for you to explain how to use the diary. Make sure the member of staff understands that they need to fill in the diary every day for your business to comply with the law. When someone signs the diary, they are signing to say that all of your safe methods have been followed that day. If anything goes wrong, they should write down what happened and what they did about it.

Manager points to the diary page and shows the member of staff what needs to be filled in.

Scene nine – Staff training

It is very important to train your staff, so they know how 'Safer food, better business' works. When you have filled in the safe methods in the 'Safer food, better business' pack, you can use these to train your staff.

Male manager and male member of staff at shop counter with Safer food, better business pack.

Make sure that each member of staff knows the safe methods for all the tasks they do. This includes staff who are already working in your business. When a new member of staff starts, train them in your safe methods straight away.

Manager points out text on the safe method in the pack and talks to the member of staff.

Remember to fill in the Staff training record in the diary every time you train a member of staff on a safe method.

Close up of animated 'Staff training record' page from the Safer food, better business pack. Animated writing fills in part of the training record.

This DVD will also help you train your staff.

Close up shot of a laptop computer screen with a scene from the DVD guide.

The videos in the Staff section show people in a real shop. They will show your staff how to work to keep food safe. It will be particularly useful if staff do not understand English or if they find it hard to read the safe methods in the pack. You can use the DVD in different ways. You might want to ask a member of staff to work through it on their own on a computer.

Female member of staff is sitting at a table with the computer and the Safer food, better business pack. Member of staff uses the computer to look at the DVD guide.

Or you can use it to train a few members of staff together.

Male manager in office with two members of staff looking at the DVD guide on a laptop computer.

If a member of staff has a DVD player, then you may want to ask them to take home the DVD to work through some parts.

Female member of staff at home. Member of staff makes a selection with a DVD remote control to play the DVD guide using the television.

Scene ten – Cleaning schedule

Lots of things in your shop need to be cleaned. But some things need cleaning more often than others.

Close up in a shop of the counter, retail fridge, shop shelves and pie cabinet.

Look around and make a list of everything that needs cleaning.

Male manager looks around and starts writing on a notepad he is holding.

The safe method 'Your cleaning schedule' in the Cleaning section of the pack will help you do this. It is important to write down how you clean different things on the cleaning schedule. You can find this in the diary.

Screen splits in two and shows a close up of the animated 'Cleaning schedule' page from the Safer food, better business pack.

For each different thing to be cleaned, fill in one row of the cleaning schedule. When you have filled in the cleaning schedule, staff can use it to check how often they should clean things, and in what way.

Animated writing fills in one line of the cleaning schedule.

Scene eleven – Raw meat, poultry and eggs

If you cook any raw meat, poultry or eggs in your business, you need to work through the 'Raw meat, poultry and eggs' safe method in the 'Cooking and preparation' section of the pack. This is because all of these foods contain harmful bacteria. There are a number of things to consider if you cook any raw meat, poultry or eggs.

Male manager at shop counter with Safer food, better business pack open at 'Raw meat, poultry and eggs' safe method. Close up of animated 'Raw meat, poultry and eggs' safe method.

The safe method asks you about how you store these foods and how you keep them separate from other foods.

Animated writing fills in the 'How do you do this?' column on the right hand side of the page.

It is very important that your staff understand that raw meat, poultry and eggs contain harmful bacteria, so they need to take extra care when working with these foods.

Scene twelve – Further information

Now that you have finished watching this section, it's time to fill in the safe methods in the pack, if you haven't done this already.

Safer food, better business pack and pen appear on screen.

When you are filling in the pack, it's a good idea to go through this section of the DVD again.

'Pest control' safe method and 'Cleaning effectively' safe method slide onto the top of the pack. DVD disc drops onto the screen by the pack.

And you may find it helpful to watch the videos in the Staff section, because these demonstrate best practice in a number of important areas. It is also good to be familiar with the Staff section, so you can use it to train your staff.

Laptop computer with DVD guide showing on the laptop screen comes into view.

Remember, you need to fill in all the safe methods that are relevant to your business and also use the diary every day. This will help you comply with the law.

Diary icon appears on screen.

For more information, visit food.gov.uk/sfbb or contact the environmental health service at your local authority.

Retail Staff

Cross-contamination – Scene one – Pests

It's important to check regularly for signs of pests. This food packaging has been chewed and there are some droppings too. These are signs of mice.

Female member of staff in store room finds food packaging that has been chewed and mouse droppings on the floor.

If you find any signs of pests where you work, tell your manager straight away or call the pest control contractor.

She shows her manager there is a problem.

Throw away any food that could have been touched by pests. You should also wash and disinfect any surfaces or equipment that could have been touched by pests.

She removes the damaged food packaging and throws it in the bin and cleans the storeroom shelves thoroughly.

Cross-contamination – Scene two – Chemical storage

Look at the things on the shelf carefully. Do you think they are stored in the right way or the wrong way?

Shelf in storeroom shows chemical bottles next to packaged bread on the right and fruit on the left.

Some of these things should not be there. Select the items that you think shouldn't be on the shelf.

Icons appear on screen above the fruit, the chemical bottles and the bread.

Icon above the fruit and bread selected.

No, that's wrong. Cleaning chemicals should not be stored next to food.

Icon above the chemical bottles selected.

Yes, that's right. Cleaning chemicals should not be stored next to food. None of these bottles should be on the shelf.

Cleaning chemicals should always be stored away from food.

Male member of staff moves chemical bottles to a shelf where no food items are stored.

Cleaning – Scene one – Personal hygiene

When you work with food, you should always wear clean clothes. Make sure you don't wear a watch or any jewellery when you work with unwrapped food.

Female member of staff in changing room changes into a clean t'shirt and takes off her watch.

Keep long hair tied back and wear a hat.

She ties back hair and puts on a hat.

If you are handling unwrapped foods, wear a clean apron. When you are working with food, you should not smoke, drink or eat. And try not to touch your face, or sneeze.

Animated warning icons shown - no smoking, no eating or drinking and no touching face.

If you have a cut, make sure you cover it with a brightly coloured waterproof dressing.

Animated warning icon shown - hand with waterproof dressing on finger.

It is also very important to tell your manager if you have vomiting or diarrhoea.

Animated warning icon shown - exclamation mark.

Cleaning – Scene two – Washing hands effectively

It is very important to wash your hands properly, to help stop bacteria from spreading. This is how you do it. First, wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.

Female member of staff turns on tap at wash hand basin, wets hands and squirts liquid soap onto palm.

Rub your hands together to make a lather.

She rubs her hands together to make a lather with the soap.

Then, rub one hand along the back of the other and along the fingers.

Repeat with the other hand.

She rubs one hand along the back of the other hand, along the fingers and does the same with the other hand.

Next, rub in between each of your fingers, round your thumbs and your fingertips and nails.

She rubs in between each finger, round her thumbs and her fingertips and nails.

Rinse off the soap with clean water.

She rinses off the soap with clean water.

When you've finished, dry your hands thoroughly on a disposable towel, turn off the tap with the towel and throw it away.

She dries her hands on a disposable towel and turns off the tap with the towel.

Cleaning – Scene three – When to wash hands

There are certain times when it is particularly important to wash your hands. Watch these examples to see when. Always wash your hands after cleaning, after emptying a bin, after touching a cut or changing a dressing, after a break or after going to the toilet and after touching raw meat, poultry or eggs.

Woman takes off gloves after cleaning and washes hands. Man ties up a bag of rubbish and washes hands. Woman removes waterproof dressing from finger and washes hands. Man finishes break and washes hands. Woman touches raw bacon and then washes hands.

Cleaning – Scene four – Cleaning a work surface

It is very important to clean work surfaces properly to make sure you get rid of all the food, dirt and bacteria. Watch how to do it. First, wipe off any obvious food and dirt.

Female member of staff removes food dirt from work surface.

Wash the surface with hot soapy water and rinse with clean water.

She washes surface with hot soapy water and then rinses the surface with clean water.

Then, use a disinfectant. Make sure you leave it on for long enough.

She sprays the work surface with disinfectant.

Rinse with clean water to remove the disinfectant and dry the surface with a clean disposable cloth. Throw away the cloth when you have finished.

She rinses the surface with clean water, dries the surface with a clean disposable cloth and throws the cloth in a bin.

Cleaning – Scene five – Cleaning a fridge

It is important to clean fridges properly. Watch how to do it. Take all the food out of the fridge you are going to clean. If possible, put it in another fridge.

Female member of staff in a shop removes food from the shelves of a display fridge.

Wash the inside and front of the fridge with hot soapy water.

She washes the inside of the fridge with hot soapy water.

Rinse with clean water and dry with a clean, disposable cloth.

She rinses the fridge with clean water and then dries the fridge with a clean disposable cloth.

Finally, you can put the food back.

She puts the food back in the fridge.

Cleaning – Scene six – Cleaning taps and handles

Dirt and bacteria can build up on anything that gets touched a lot. So it's very important to clean these things regularly, even if they don't look dirty. These are some of the things that need cleaning frequently.

Sink tap is cleaned thoroughly. Telephone is cleaned thoroughly. Door handle is cleaned thoroughly.

Chilling– Scene one – Fridge temperatures

It is very important to make sure that fridges and other chilled equipment are cold enough to keep food safe. Fridges should be set at five degrees Centigrade or below.

Female member of staff in a shop checks the thermometer on the display fridge. Close up of thermometer showing five degrees Centigrade.

Chilling– Scene two – Chilled foods

When any chilled or frozen food is delivered, put it into the fridge or freezer straight away. If you leave chilled or frozen food at room temperature, bacteria could grow in the food.

Male member of staff in a shop brings in a delivery of milk. He put the milk away in the display fridge.

Management

There are special checks to do when you open and when you close. They are very easy and quick to do. Ask your manager about the 'Opening and closing checks' that need to be done where you work.

Female member of staff opens a Safer food, better business pack to the opening and closing checks page. She checks through the opening and closing checks.

One of the opening checks is to make sure that fridges, chilled display equipment and freezers are working properly. This person is checking that the fridge is at the right temperature.

She points to temperature display on fridge.

One of the closing checks is to make sure that any food past its 'use by' date has been thrown away. This person is checking the 'use by' dates on the food. These are all still within their 'use by' date.

Female member of staff checks the use by dates on the foods inside the display fridge.

Cooking and preparation – Scene one – Hot holding

If you do any cooking where you work, you should go through this section. Ask your manager if you are not sure, or contact the environmental health service at your local authority.

If you sell any hot food, it is very important to keep it properly hot until it is sold. This is called 'hot holding'. Food that is being kept hot should be above sixty three degrees Centigrade. This is a legal requirement.

Close up of pies in a hot cabinet. Thermometer appears on screen to indicate temperature is above sixty three degrees Centigrade.

Cooking and preparation – Scene two – Raw meat, poultry and eggs

If you cook any raw meat, poultry or eggs, it is very important to handle these carefully because they contain harmful bacteria. In this video you can see the bacteria. Watch carefully what happens next. When he touches the bacon, bacteria spread onto his hands.

Close up of raw bacon under ultra violet light. Male member of staff uses a knife to separate raw bacon rashers and puts the bacon on a baking tray; the bacteria from the raw bacon are visible on his hands and the knife.

When he picks up the bread, bacteria spread from his hands to the bread. Bacteria also spread to the cheese and the tomatoes.

He picks up two slices of bread and makes a sandwich using cheese and sliced tomatoes.

Look at the bacteria on the sandwich. That could make a customer ill.

Man cuts the sandwich in half; the bacteria from the raw bacon are visible on the sandwich.

Now let's see the right way of working.

Video replays using ultra violet light showing the right way to work.

This time he washes his hands after touching the raw meat. So no bacteria are spread to the sandwich.

Male member of staff puts raw bacon onto a tray, this time he washes his hands thoroughly before making the sandwich; there are no bacteria visible on the sandwich.

Cooking and preparation – Scene three – Cooking safely

It is very important to cook food safely. The next videos will show you how to check that different foods are properly cooked. You will see bad and good examples for each food. Bad examples show food that isn't cooked. Good examples show food that is properly cooked.

Check a pie in the middle. It should be very hot, with steam coming out.

Split screen shows a pie that is not properly hot on the left, icon with a cross appears on screen. Split screen shows a pie that is properly hot with steam coming out the top, icon with a tick appears on screen.

Check a sausage in the middle.

The meat should not be pink or red and it should be very hot.

Split screen shows a sausage that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a sausage that is properly cooked, icon with a tick appears on screen.

Check that the colour and texture of bacon has changed. It should also be very hot.
Split screen shows a piece of bacon that is not properly cooked on the left, icon with a cross appears on screen. Split screen shows a piece of bacon that is properly cooked, icon with a tick appears on screen.

If you have any questions about Safer food, better business or the videos you have watched ask your manager or visit food.gov.uk/sfbb
Animated scene with the Safer food, better business pack and the website address.