



Hygiene and Safety Protocols for Service Staff



Certification

Graduates receive DTA Short Course Certificate



Duration

1 day (8 hours)

Course Description

The Hygiene and Safety Protocols for Service Staff course is a one-day professional development programme designed to ensure that all hospitality staff understand and implement proper hygiene and safety standards in guest-facing and service environments. Covering critical areas such as personal hygiene, food handling, workstation sanitation, guest interaction, and legal compliance, the course is aligned with Botswana's Public Health Act, BOBS standards, and HACCP principles.

Participants are trained to prevent foodborne illness, manage service area cleanliness, respond to guest complaints professionally, and create a safe, hygienic workplace that protects both guests and team members.

Course Outcome

By the end of this course, participants will be able to:

- Explain the importance of hygiene and food safety, including Botswana's Public Health Act and HACCP principles
- Demonstrate proper personal hygiene, handwashing, PPE use, and grooming practices
- Identify common foodborne illnesses and high-risk contamination areas in food and service environments
- Apply correct food handling techniques, including temperature control, cross-contamination prevention, and allergen management
- Clean and sanitize workstations, sculleries, service stations, and guest areas using appropriate tools, colour-coded cloths, and cleaning agents
- Organize safe and efficient workstations and implement scheduled cleaning checklists
- Engage professionally with guests around hygiene-related concerns and demonstrate appropriate complaint handling
- Ensure environmentally safe waste disposal, including colour-coded bins and safe chemical storage
- Recognize and address common service safety hazards, including cuts, burns, spills, and pest risks
- Apply best practices to reduce hygiene violations, including routine inspections, staff self-assessments, and documentation of compliance

Topics Covered

- Introduction to Hygiene Protocols & Foodborne Illnesses
- Personal Hygiene, Handwashing & Grooming Standards
- PPE Requirements & Uniform Compliance
- Food Handling, Storage & Temperature Control
- Cross-Contamination Prevention & Allergen Management
- Cleaning Routines for Kitchen, Scullery & Front of House
- Colour-Coded Cloths, Cleaning Agents & Equipment Safety
- Waste Segregation, Environmental Sanitation & Sustainability
- Guest Safety, Complaint Handling & Service Area Cleanliness
- Hazard Recognition, Injury Prevention & Pest Control
- Best Practices vs. Common Mistakes
- HACCP-Based Checklists for Kitchen & FOH Monitoring



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