

Design Document

Training Title: Food Safety & Sanitation

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| Business Goal and Problem | Customers have made complaints about poor sanitation practices and have contracted foodborne illnesses from eating at the restaurant. To increase implementation of proper food safety and sanitation procedures by the restaurant staff by 50%. |
| Target Audience | Restaurant employees, including servers, cooks, hosts, bartenders, and managers; ranging in age and gender and have some general knowledge about food safety and sanitation but do not know the specifications regarding foodborne illnesses. |
| Learning Objectives | <p>Terminal LOs:</p> <ul style="list-style-type: none">• By the end of this course, the learner will be able to practice good hygiene to provide a clean and safe restaurant.• By the end of this course, the learner will be able to demonstrate proper handling of food and kitchen equipment to avoid cross-contamination.• By the end of this course, the learner will be able to implement the four keys to food safety to prevent illness and reduce violations. <p>Enabling LOs:</p> |
| Training Recommendation | <p>Delivery Method:</p> <p>This training will be delivered via e-Learning by using Articulate Storyline.</p> <p>Approach:</p> <ul style="list-style-type: none">•• Knowledge Check• Performance-based Assessment |
| Training Time | The training time for this course is 15 minutes. |
| Deliverables | <ul style="list-style-type: none">• Published SCORM files• Working .story file• Content Map |

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| Training Outline | <p>Food Safety & Sanitation (Welcome Slide) (Welcome Slide branches to either) Navigation/Scenario (Slides) Learning Objectives</p> <ul style="list-style-type: none"> • By the end of this course, the learner will be able to practice good hygiene to provide a clean and safe restaurant. • By the end of this course, the learner will be able to demonstrate proper handling of food and kitchen equipment to avoid cross-contamination. • By the end of this course, the learner will be able to implement the four keys to food safety to prevent illness and reduce violations. <p>Practicing Good Hygiene Handling Equipment Safely Preventing Cross-Contamination Causes of Food-Borne Illness Four Steps to Food Safety Assessment Summary Congratulations</p> |
| Assessment Plan | <p>Level 2 Assessment: The learner will be assessed in a graded format. At the end of the course, there will be 5 questions consisting of multiple choice responses. All of the questions will be scenario-based. They will be allowed unlimited attempts to reach the passing score of 80%.</p> <p>Level 3 Assessment: 3 months after the training, a few things will take place to evaluate whether the training has helped to reach the business goal. The restaurant manager will be interviewed with questions about whether or not implementation of proper food safety and sanitation procedures by the restaurant staff has decreased customer complaints. A survey will be given to the employees requesting their feedback about the training and how it has changed their views in the restaurant or how it may have helped their job as a whole. And last, a survey will be conducted among the customers to see if they've noticed a difference.</p> |