

Design Document

Training Title: Disease Prevention through Safe Food Handling Practices

Business Goal and Problem	The goal is to create customer satisfaction and trust with repeat patronage through safe food handling practices.
Target Audience	Restaurant staff including kitchen staff, wait staff, food runners, and host staff. All employees possess a foundational understanding of food safe certifications, emphasizing basic hand hygiene and food handling practice.
Learning Objectives	<p>Terminal LOs:</p> <ul style="list-style-type: none">• Apply the established timetable for hand washing.• Demonstrate proper food handling and storage procedures by using real-life scenarios.• Apply disease prevention practices at restaurant XYZ business scenarios. <p>Enabling LOs:</p> <p>For LO 1</p> <ul style="list-style-type: none">• Identify hand washing stations.• Identify the events leading to hand washing. <p>For LO 2</p> <ul style="list-style-type: none">• Identify the First In, First Out (FIFO) procedure. <p>For LO 3</p> <ul style="list-style-type: none">• Identify proper temperatures for food storage.
Training Recommendation	<p>Delivery Method:</p> <p>This course is designed as an eLearning module, this format will allow employees to complete asynchronously, future new hires can complete as a part of the onboarding process.</p> <p>Approach:</p> <p>The training will be scenario based to increase learner relevance. There will be interactive elements throughout the course and a graded assessment to ensure mastery. Follow-up walkthroughs with feedback to the employee would help increase transfer to the workplace.</p>
Training Time	30 minutes

Deliverables	<ul style="list-style-type: none"> • 1 eLearning authored in Rise • 1 storyboard
Training Outline	<ul style="list-style-type: none"> A. Course Overview B. Food Safety Practices <ul style="list-style-type: none"> 1. Hand Washing Best Practices 2. First In, First Out Best Practices 3. Food Storage Best Practices C. Final Quiz D. Course Summary
Assessment Plan	<p>Level 2 Assessment:</p> <ul style="list-style-type: none"> • One graded final quiz with five questions and feedback to guide understanding. Questions are aligned to the three learning objectives. • Learners must score 80% or higher to pass. • Questions are scenario based in multiple response format. • Learners are given unlimited attempts to pass the final graded quiz. <p>Level 3 Assessment:</p> <ul style="list-style-type: none"> • On the job observations to see if learners are implementing customer service strategies with members (three months after training) • Member survey results to analyze customer satisfaction and to determine any correlations to member services staff (quarterly)