

# FOOD SAFETY TRAINING & SOLUTIONS

Catering and Manufacturing

2023



**LSQA**  
MIDDLE EAST  
FOOD SAFETY CENTER

Food Safety Center  
LSQA Middle East

[www.lsqa-jo.com](http://www.lsqa-jo.com)



# Food Safety comes always first

Food Safety Center by LSQA Middle East is the best choice provider of Complete food safety in food manufacturing, catering and hospitality in Jordan and Middle East.

Food manufacturers and foodservice establishments such as hotels, restaurants, school cafeterias, clubs, hospitals, catering companies, etc., who are looking into complying with the rising local and international Food Safety rules and regulations can benefit from our long experience in the field of Food Safety Trainings as well as our wide range of Food and Personal safety products and solutions.

Our Experts are specialized in food safety in various sectors.

## Schemes

- HACCP and ISO22000
- ISO/Fssc 22000, BRC, IFS, SQF and Organic
- Halal Food
- Kitchen and Factory Layout review and modification
- Food Safety compliant kitchen and factory inspections and audits against local standards
- Hospitality Mystery Shopping

## Training Programmes

- Food Safety Training Level 1, 2, 3 & 4
- Person In Charge (PIC) Level 1, 2 & 3
- HACCP, ISO, FSSC 22000 Training
- Inspection and Auditing skills Training
- HABC awards in Food Safety
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- First Aid in Catering industries







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IN-FSqAP™; Food Safety Inspection of Food Premises

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# Training services

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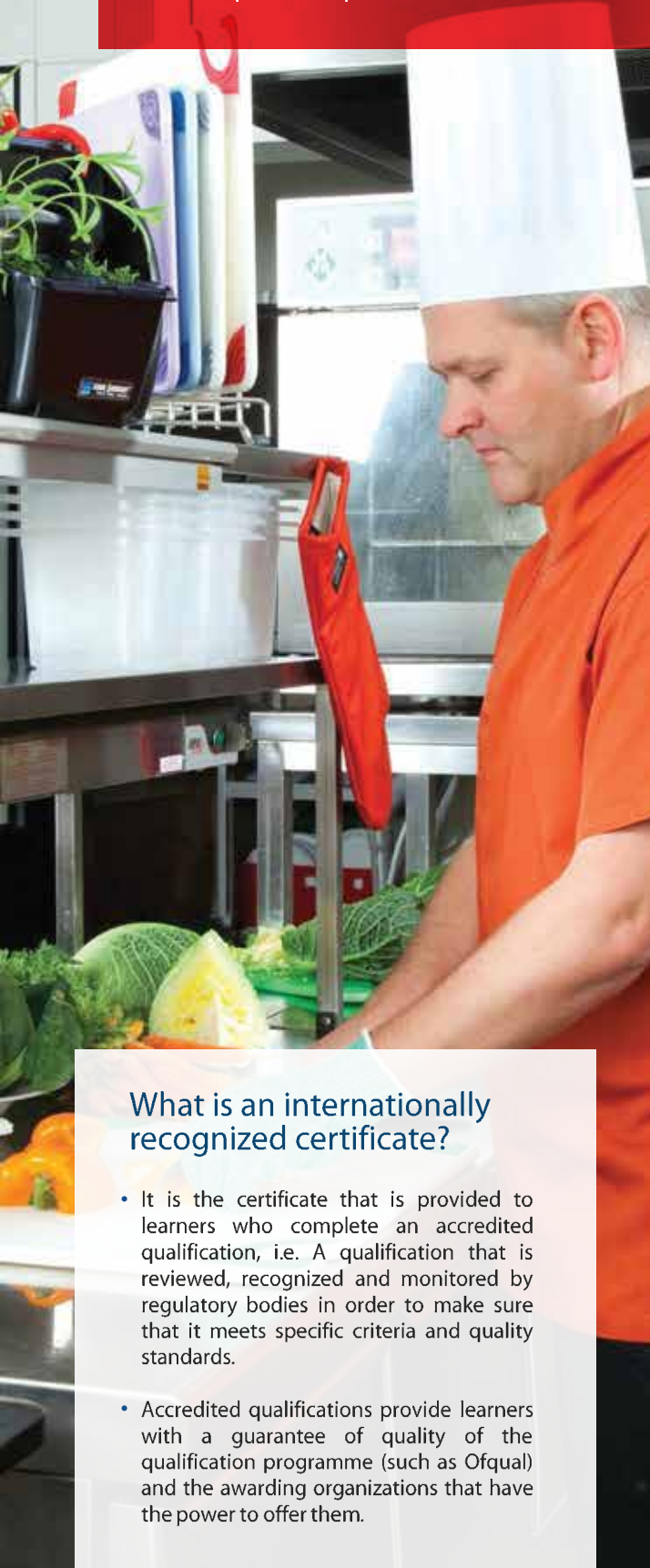
LSQA Trainers and Experts have more than 25 years of experience in the field of food production and processing. They are approved by International awarding bodies and local authorities and local and International Standards.

## **Customized Courses:**

Customized training courses are also available for Allergens Management, Food Safety Culture, ISO 22000:2018, Fssc 22000, BRC issue 8 & 9, IFS, Halal, Dubai Food Code, etc., Contact us to know more.

## Food safety training

Level 2 | level 3 | level 4



### What is an internationally recognized certificate?

- It is the certificate that is provided to learners who complete an accredited qualification, i.e. A qualification that is reviewed, recognized and monitored by regulatory bodies in order to make sure that it meets specific criteria and quality standards.
- Accredited qualifications provide learners with a guarantee of quality of the qualification programme (such as Ofqual) and the awarding organizations that have the power to offer them.

## Level 2

Award in

### Food safety

(Catering or manufacturing)



### Who should attend?

Anyone working in the manufacturing, catering or hospitality industry such as food processing, slaughterhouses, restaurants, hotels as well as hospitals and schools kitchens.

This basic course gives participants a foundation to enroll in level 3 and level 4 courses.

### Objectives

- Provide individuals with knowledge of the basic food safety practices
- Develop a food safety commitment towards the organization
- Promote better food safety culture within the organization
- Demonstrate the need of on-site good hygiene practices in food preparation areas
- Deliver adequate understanding of local hygiene regulations

### Material

- Lecture notes
- The food safety handbook or similar

### Content

The course will cover topics including:

- Microbial, physical, chemical and allergenic hazards and controls
- Food safety management and temperature controls
- Food poisoning and control
- Personal hygiene
- Cleaning and disinfection
- Pest control
- Role of the food handler in keeping food safe



### Duration

This qualification is obtained by taking 6 hours course. The assessment will be held at the end of the course.

### Language

English, Arabic, Special arrangements for other languages can be provided.

### Assessment and certificates

Learners must successfully pass a multiple-choice assessment at the end of the course.

Successful learners will receive an internationally recognized certificate from HABC, UK level 2 award in food safety or a local certificate.



### Level 3

Award in

## Supervising food safety

(Catering or manufacturing)



### Who should attend?

This qualification is ideal for owners, supervisors, team leaders or line managers in the manufacturing, catering or hospitality industry.

The HABC level 3 award in supervising food safety in catering (QCF) is accredited and recognized internationally.

### Objectives

This qualification has been developed to protect customers, brand reputation and profits by allowing supervisors understand:

- Their role in training their staff and in ensuring compliance with food safety legislation
- The application and monitoring of good hygiene practices
- How to implement food safety management procedures

### Material

- Handouts
- Level 3 food safety book or similar



### Content

This is an intensive course and will be presented in a varied and interesting way using the Highfield training pack and covers the following topics:

- Microbiology
- Microbial, physical, chemical and allergenic hazards and controls
- Food poisoning
- Personal hygiene
- Premises and equipment
- Cleaning and disinfection
- Pest management
- Food safety management
- Supervisory management

### Duration

This qualification is obtained by taking 18 hours course. The assessment will be held within one week from training completion.

### Language

English or Arabic

### Assessment and certificates

Learners must successfully pass a 2-hour multiple-choice assessment (available in English and in Arabic) within one week from course completion.

Successful learners will receive an internationally recognized certificate from HABC, UK level 3 award in supervising food safety or a local certificate.

### Level 4

Award in

## Managing food safety

(Catering or manufacturing)



### Who should attend?

This qualification is intended for learners already working in manufacturing, catering or hospitality industry who are likely to have management responsibilities for an operational team, such as senior staff, food hygiene trainers, head chefs, food course designers internal auditors, etc.

A level 3 qualification is recommended before attendance.

### Objectives

This qualification covers the subject of food safety at a suitable depth to ensure learners have a thorough knowledge to:

- Identify hazards and controls
- Develop, implement and monitor food safety procedures and management systems
- Improve the standards and safety of their operation
- Reduce the risk of food poisoning
- Reduce the number and seriousness of food complaints
- Interpret the requirements of food legislation

### Material

- Handouts
- Level 3 food safety book or similar

### Content

This is an intensive course and will be presented in a varied and interesting way using the Highfield training pack and covers the following topics:

- Microbiology
- Microbial, physical, chemical and allergenic hazards and controls
- Food poisoning
- Personal hygiene
- Premises and equipment
- Cleaning and disinfection
- Pest management
- Food safety management
- Supervisory management and staff training

### Duration

This qualification is obtained by taking 30 hours course. The assessment will be held within ten days from training completion.

### Language

English or Arabic

### Assessment and certificates

Learners must successfully pass a 2.5-hour assessment (available in English and in Arabic) in two parts: multiple choice and written, within ten days from course completion.

Successful learners will receive an internationally recognized certificate from HABC, UK level 4 award in managing food safety or a local certificate.

## Food safety training

HACCP | inspection | auditing



### HACCP

Awareness

#### Training



#### Who should attend?

This training is designed for all persons employed in food and food related businesses who are directly or indirectly involved in implementing and maintaining HACCP.

#### Objectives

Learners will have knowledge to:

- Apply HACCP principles practically in food and food related businesses in order to ensure effective food safety
- Explain the need for a hazard analysis system, state the principles and terminology relating to HACCP, and relate HACCP principles to practical situations

#### Material

- Handouts

#### Content

- Hazards
- What is hazard analysis critical control point (HACCP)
- Benefits of a HACCP system
- Prerequisites for HACCP
- The 7 principles of HACCP
- The steps for implementing HACCP
- The framework for the implementation of HACCP
- Decision trees
- Monitoring forms



#### Duration

The course will be conducted in 4 hours.

#### Language

English and Arabic

#### Assessment and certificates

Assessment is optional.

Learners can receive an attendance certificate.



### Level 3

Award in

## HACCP implementation

(Catering or manufacturing)



### Who should attend?

This qualification is designed for all persons responsible for the development and maintenance of HACCP systems in manufacturing, processing, catering and retail food organizations, such as owners, managers, supervisors, food technologists, quality controllers, operations managers, production managers and HACCP team members. It is also appropriate for those who inspect or audit food premises.

### Objectives

The aim of this qualification is to teach individuals the principles of HACCP and their application to food safety in order to allow them successfully implement HACCP and improve the standards and compliance with legislative requirements within their own premises.

### Material

- Handouts,
- Group exercises
- Intermediate HACCP book



### Content

- The role of HACCP
- Legal obligations
- The principles of HACCP
- Hazard analysis methodology
- Identification of critical control points
- Monitoring procedures
- Verification of HACCP system
- Management of HACCP system

### Duration

This qualification is obtained by taking 18 hours course. The assessment will be held within one week from training completion.

### Language

English

### Assessment and certificates

Learners must successfully pass a two-hour multiple-choice assessment.

Successful learners will receive an internationally recognized certificate from HABC, UK level 3 award in HACCP or a local certificate.

### Level 3

Award in

## Effective auditing and inspection skills



### Who should attend?

This qualification is intended for persons who are or who may be involved in practical auditing or inspection of food premises, including internal and 3rd party auditors, enforcement officers and persons responsible for verifying HACCP, with the main emphasis of the course being on practical inspection and audit skills in the workplace.

### Objectives

This qualification ensures learners have a thorough knowledge to:

- Improve their auditing/inspection competency
- Verify HACCP/food safety management systems
- Ensure the business is capable of producing safe food

### Material

- Handouts
- Role plays
- Effective auditing and inspection skills book



### Content

This is an intensive course and will be presented in a varied and interesting way using the Highfield training pack and covers the following topics:

- The purpose of inspection process
- The basis for inspection
- The planning and the preparation of inspections
- The knowledge and skills of inspectors
- The modeling
- The inspection process
- The analysis and interpretation
- The report preparation

### Duration

This qualification is obtained by taking 6 hours course conducted in one day.

The assessment is optional and will be held at the end of the course.

### Language

English and Arabic

### Assessment and certificates

Learners must successfully pass a one-hour multiple-choice assessment.

Successful learners will receive an internationally recognized certificate from HABC, UK level 3 award in effective auditing and inspection skills or a local certificate.

## Person-in-charge (pic) training Dubai only



### Dubai municipality procedure

Dubai municipality inspectors will nominate your PICs and suggest the suitable PIC training level for your staff. Contact us for more details.

### Overview of the course

The person-in-charge (pic) program is an initiative by Dubai municipality food control department in order to establish food safety ownership in every food business in the emirate.

It is provided by internationally recognized awarding bodies accredited by EIAC.

The program involves the training and certification of pics in every food business where one PIC per shift per location is required.

The PIC in any food establishment will often be the person who has the overall responsibility for running that location during the entire time of operation.

The pics are accountable to their employer and to Dubai municipality for making sure that they and the employees on their shift are following effective policies and procedures for food safety.

The training is currently available in 2 levels: pic2 and pic3.

### Who should attend?

PIC training is intended for persons directly responsible for the food related operations in certain types of Food establishments with direct authority, control or supervision over employees who engage in the storage, preparation, display or service of foods.

It is a legal requirement that all businesses keep a copy of their PIC certificate on the premises and produce it for inspection on the request of food inspection officers.

### Objectives

This training is designed to enable managers identify practices that could lead to problems and carry out internal inspections of their premises in order to take appropriate corrective actions. It will provide pics with the knowledge to:

- Develop and implement policies and procedures to prevent foodborne illnesses
- Ensure that all employees are fully trained before they start to work
- Monitor employee activities to ensure compliance with food safety regulations especially during receiving, preparation, display and storage of high-risk foods
- Follow-up food inspections conducted by the food control department, take corrective and preventive actions when necessary
- Conduct in-house self-inspections of daily operations periodically to ensure that food safety policies and procedures are followed

### Material

- Handouts
- Person in charge food safety book





# ISO/FSSC 22000 FOOD SAFETY MANAGEMENT TRAINING

## LEVEL 1

### AWARENESS

## FOOD SAFETY ISO 22000:2018 (MANUFACTURING & CATERING)



### WHO SHOULD ATTEND?

Anyone working in the manufacturing, catering or hospitality industry such as food processing, slaughterhouses, restaurants, hotels as well as hospitals and schools kitchens. This basic course gives participants a foundation to enroll in Level 3 and Level 4 courses.

### OBJECTIVES

- Provide individuals with knowledge of the ISO 22000 requirements
- Develop a food safety commitment towards the organization
- Promote Better Food Safety Culture within the organization
- Knowledge about HLS Structure
- Basics of HACCP
- Deliver adequate understanding of local hygiene regulations

### MATERIAL

- Lecture notes
- The ISO 22000 Handbook or similar

### CONTENT

The course will cover topics including:

- Microbial, Physical, Chemical and Allergenic hazards and controls
- Food safety management and temperature controls
- Food poisoning and control
- Personal hygiene
- Cleaning and disinfection
- Pest control
- Role of the food handler in keeping food safe

### DURATION

This qualification is obtained by taking 6 hours course. The assessment will be held at the end of the course.

### LANGUAGE


English, Arabic,

### ASSESSMENT AND CERTIFICATES

Learners must successfully pass a multiple-choice assessment at the end of the course. Successful learners will receive an internationally recognized certificate from LSQ Academy.

**LEVEL 2**

CERTIFIED INTERNAL AUDITOR  
ISO/FSSC 22000  
(MANUFACTURING & CATERING)



**WHY SHOULD ATTEND?**

This course designed for those learners who are new to internal auditing, are currently performing internal audits or process owners / personnel responsible for managing safety, managing the FSMS audit process. Each participant will have the opportunity to develop a, FSMS audit process through the use of FSMS auditing tools.

**WHO SHOULD ATTEND?**

- Auditors seeking to perform and lead FSMS ISO 22000/FSSC 22000 certification audits
- Managers or consultants seeking to master a FSMS ISO 22000/FSSC 22000 audit process
- Individuals responsible for maintaining conformance with FSMS ISO 22000/FSSC 22000 requirements
- Technical experts seeking to prepare for a FSMS ISO 22000/FSSC 22000 audit
- Expert and advisors in FSMS ISO 22000/FSSC 22000

**MATERIAL**

- Handouts

**CONTENT**

This is an intensive course and will be presented in a varied and interesting interactive way with practical scenarios. This course covers the following topics:

- ISO 22000 Requirements
- ISO 19011 Requirements
- FSSC 22000 Requirements
- Audit Planning
- Audit execution
- Audit Reporting
- Audit team
- Roles, Responsibilities of auditors
- Audit follow-up

**DURATION**

This qualification is obtained by taking 20 hours course. The assessment will be held within one week from training completion.

**LANGUAGE**

English or Arabic


**ASSESSMENT AND CERTIFICATES**

Learners shall successfully pass a 1-hour multiple choice assessment (available in English) within one week from course completion.

Successful learners will receive an internationally recognized certificate from LSQAcademy.

**LEVEL 3**

IRCA REGISTERED  
ISO/FSSC 22000  
(MANUFACTURING & CATERING)



**WHY SHOULD ATTEND?**

Enable learners to develop the necessary expertise to perform an Food Safety Management Systems (FSMS) audit by applying widely recognized audit principles, procedures and techniques. During this training course, learners will acquire the knowledge and skills to plan and carry out internal and external audits in compliance with ISO 19011 and the certification process according to ISO/IEC 17021-1.

**WHO SHOULD ATTEND?**

- Auditors seeking to perform and lead FSMS ISO 22000/FSSC 22000 certification audits
- Managers or consultants seeking to master a FSMS ISO 22000/FSSC 22000 audit process
- Individuals responsible for maintaining conformance with FSMS ISO 22000/FSSC 22000 requirements
- Technical experts seeking to prepare for a FSMS ISO 22000/FSSC 22000 audit
- Expert and advisors in FSMS ISO 22000/FSSC 22000

**CONTENT**

This is an intensive course and will be presented in a varied and interesting interactive way with practical scenarios. This course covers the following topics:

- ISO 22000 Requirements
- ISO 19011/17021 Requirements
- FSSC 22000 Requirements
- Audit Planning
- Audit execution
- Audit Reporting
- Audit team
- Roles, Responsibilities of Lead Auditors
- Audit follow-up

**DURATION**

This qualification is obtained by taking 40 hours course. The assessment will be held on the last training day.

**LANGUAGE**

English and Arabic

**ASSESSMENT AND CERTIFICATES**

Learners shall successfully pass a 2-hour multiple choice and essay assessment (available in English) on the last training day. Successful learners will receive an internationally recognized certificate from LSQAcademy & IRCA Approved Certificate.



## Level 2

Person in charge

### 2 days training



#### Content

- Personal hygiene
- Structural hygiene
- Food safety operations
- Food safety management
- Staff training and management
- Food safety regulations

#### Duration

Conducted in 10 learning hours spread over 2 days.

The assessment will be conducted upon completion of the training course by the awarding body on behalf of the food control department.

#### Language

English and Arabic

#### Assessment and certificates

Learners must successfully pass a one-hour multiple-choice assessment (available in English and in Arabic).

## Level 3

Person in charge

### 3 days training



#### Content

- Personal hygiene
- Structural hygiene
- Food safety operations
- Food safety during product preparation
- Food safety management
- Staff training and management
- Food safety regulations

#### Duration

Conducted in 18 learning hours spread over 3 days.

The assessment will be conducted upon completion of the training course by the awarding body on behalf of the food control department.

#### Language

English and Arabic

#### Assessment and certificates

Learners must successfully pass a two-hour multiple-choice assessment (available in English and in Arabic).



## Person-in-charge (PIC) training

Business Type	PIC requirement	Recommendation		
		PIC LEVEL 1	PIC LEVEL 2	PIC LEVEL 3
Bakery/confectionery cat. I: meat, egg/cream/milk based products	One/shift in production area		Others	One at least
Bakery/Confectionery Cat. II: bread, chocolate, sweets, sugar, confectionery	One/establishment		One at least	
<ul style="list-style-type: none"> <li>Fishmonger/fish stall</li> <li>Butcher shop</li> <li>Fruit and vegetables stall: raw, whole vegetables only</li> </ul>	One/establishment	One at least		
Grocery: Pre-packed food only	One/establishment		One at least	
Departmental store/supermarket cat. I: mixed activities, open display of open high risk foods and preparing to order	One on each counter where open high risk food is handled		One/counter (high risk food; delicatessen, salad counter)	One at least (for the store)
Departmental Store/Supermarket Cat. II: Pre-packaged food only	One/shift		One at least	
Vending machine requiring temperature control			License holder/manager	
Food kiosks Cat. I: Low risk foods	One/establishment	License holder/manager		
Food kiosks cat. II: high risk foods	One/establishment		License holder/manager	
Catering company Cat. I: With preparation at service site	One/shift/kitchen (depends on the size)			One/kitchen
Catering company cat. II: with only hot holding at service site	One/shift		One/site	
Central kitchens of restaurants or catering companies	One/shift/kitchen (depends on the size)			One/kitchen
<ul style="list-style-type: none"> <li>Hospital kitchen</li> <li>Nursing home</li> <li>Day care, pre-school, school cat. I: Production/preparation</li> </ul>	One/shift in production area			One/kitchen
Day Care, Pre-school, School Cat. II: Tea, coffee, snacks only	One/establishment		One/kitchen	
Restaurant cat. I: (that use complex processes involving cooling and reheating of cooked food)	One/shift in kitchen		Others	At least 2 (owner or Manager or chef)
Restaurant Cat. II: (That have same day cook and service)	One/shift in production area			One/shift
Cafeteria, café	One/shift in kitchen			One/shift
Hotels	Needs based		Others	At least one/kitchen



# First Aid Training

## HABC level 2

International award in

### Emergency First Aid at Work

(defibrillation and CPR)

#### Overview

All organizations should ensure that they have a sufficient number of employees who possess a first-aid qualification in order to fulfill their first-aid needs at all times.

Employers must ensure that their provision is 'adequate and appropriate in the circumstances'.

It is the employer's responsibility to decide what the requirements of the organization are by assessing any specific work hazards and ensuring that sufficient equipment, facilities and personnel are available to deal with the consequences of these hazards.

The level 2 international award in emergency first aid, defibrillation and CPR is a qualification aimed at providing learners with the necessary knowledge, understanding and skills to conduct emergency first aid and to use a defibrillator. The HABC level 2 international award in emergency first aid at work is accredited and recognized internationally and has been developed to protect customers, brand reputation and profits.

Topics covered include basic emergency first aid, major bleed control, cardiopulmonary resuscitation (CPR), the use of automated external defibrillators and managing a choking casualty.

#### Duration

This qualification is usually achieved by taking a one- day (8 hours) classroom-based course.

#### Assessment and certificates

This qualification is assessed by the following methods:

- Practical observation
- Open response assessment

Learners must provide a short response to questions, either written or oral, across the breadth of the course syllabus throughout the duration of the course.







# Inspection Services

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A full range of food safety inspections are provided by experienced experts. Ask about our food safety inspection programmes customized as per your food business needs and characteristics.



## Layout

Design and Review

### Food premises

The first step for a food business in order to achieve high food safety standards is to carefully plan the layout of the food areas and the equipment in the most efficient manner.

We will assist you design the most suitable layout depending on the type of your business, its size and its location.

Our consultants will sit with you and your kitchen designer to carefully study the layout of the food facility you are planning to construct or the layout of your current food facility and will assist you meet the food safety requirements as set by local and international standards.

We will review all the points that affect the efficiency of your layout with focus on:

- The site and location of your business: this will be chosen based on the capacity of service required
- Spatial planning: adequate space must be provided for food and equipment storage, food preparation, movement of staff, equipment, materials and waste, etc
- Flow of work: must be continuous with physical separation of the high-risk ready-to-eat food products, equipment, utensils and tools.
- The structure: the floors, walls, ceilings, lighting, utensils and equipment, food contact surfaces, temperature and humidity, pest control, utility and mop room, laundry, employee facilities, receiving area, dry storage area.
- Food preparation and storage facilities: chilled and frozen storage facilities, cooking and hot holding facilities, food displays etc.
- Pot washing and dishwashing facilities
- Personal hygiene facilities
- Ice supply facilities
- Other business specific facilities

#### Inspection of **Food premises**

This service is provided periodically according to the request of business operators, ultimately, every 2 months.

our experts will visit the premises and conduct a detailed inspection to evaluate the standard of the structure and of the practices then raise a report with suggested course of action covering:

- The facilities
- Water and ice
- Calibration of measuring equipment
- Personal hygiene
- Stock rotation
- Cleaning and disinfection
- Pest management
- Waste management
- Food storage
- Temperature control and monitoring
- Receiving
- Housekeeping
- Segregation
- Food safety communication and awareness
- Thawing
- Cooking
- Cooling
- Reheating
- Allergens management
- Food safety management system availability and implementation

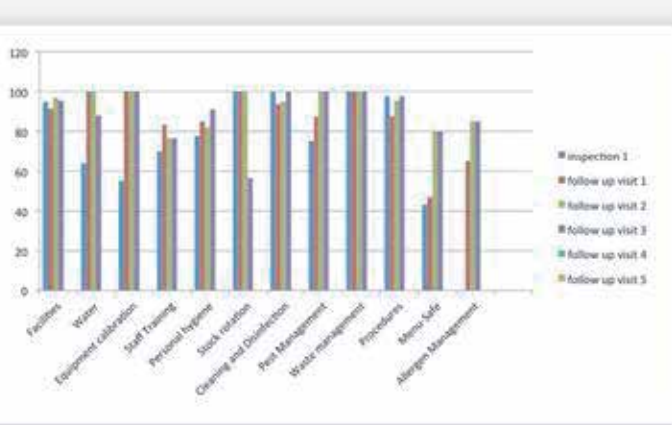
All findings will be communicated to the establishment's management in an easy to follow recommendations report with a detailed objective grading system covering all the details of the international good hygiene practices with a final mark for each section that will be summarized in an easy-to-read follow-up graph for each inspection to clearly represent the progress/ retreat of each section helping the management focus on areas that require improvement.

Sample report showing gaps and recommendations with score, progress chart and pictures taken during inspection

Area of Inspection	Score	Out of	Comments	Initial	Progress
<b>SECTION: FACILITIES AND GRADING</b>					
<b>1. FACILITIES</b>					
<b>a. LAYOUT &amp; STRUCTURE</b>					
1	10	10	Observation: Standard: Design, layout and structure that shall be suitable to ensure accessibility of food.		
2	10	10	Observation: Standard: Adequate for inspection, design and construction of floor that is uniform in surface, free from cracks, holes or other defects.		
3	10	10	Standard: Level approval for floor - level approval shall be given from the floor level to the ceiling level. The floor shall be level and free from any defects.		
4	10	10	Observation: Standard: Design, layout and structure that shall be suitable to ensure accessibility of food.		
5	10	10	Observation: Standard: Floor structure, design and construction shall be suitable to ensure accessibility of food.		
6	10	10	Observation: Standard: A proper floor for ensuring proper drainage shall be provided to ensure accessibility of food.		
7	10	10	Observation: Standard: A proper floor for ensuring proper drainage shall be provided to ensure accessibility of food.		
8	10	10	Observation: Standard: A proper floor for ensuring proper drainage shall be provided to ensure accessibility of food.		

Area of Inspection	Score	Out of	Comments	Initial	Progress
<b>SECTION: FACILITIES AND GRADING</b>					
<b>2. PERMITTING CONSTRUCTION</b>					
9	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
10	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
<b>3. FLOOR CONSTRUCTION</b>					
11	10	10	Observation: Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		

Area of Inspection	Score	Out of	Comments	Initial	Progress
12	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
13	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
14	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
15	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
16	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		
17	10	10	Standard: Floor tiles and expansion joints for durability and to provide water to be removed and other contaminants, discolored when necessary, being laid on a concrete or other suitable, compact, smooth, or other suitable material in accordance with the manufacturer's instructions.		







**IN-FSqAP™**

## Hospitality Mystery Shopping

### Why Mystery Shop?

Every year, thousands of businesses pay mystery shopping companies to visit and conduct secret surveys of their premises and operations. The information provided by mystery shoppers can then be used to help the business improve against important industry benchmarks.

Food businesses in particular find this exercise exceedingly beneficial as the hospitality industry, more so than others, comes with a significant amount of ever-changing customer expectations and touch points. This creates an increasing need for food businesses to not only know excel at their core offering, but also stay ahead of the game in other aspects, to impress their customers.

*We help you uncover what it takes to wow your customer. Through a fully customized program for your business, we provide sound assessment and critical insight into the improvements you may have missed.*

### Why work with us?

- Completely tailor-made to suit your business
- Customized as per your premises' attributes and specific needs
- Industry-specialized evaluators
- Prompt turnaround time
- Comprehensive, meticulous, unbiased and fact-checked reporting
- Insightful and practical solutions

### Our methodology

We refer professional evaluators who report on the experience your restaurant provides so that you have a record of where you are and can get to where you want to be. Our prompt and thorough analysis of the data provided by the evaluators will highlight the path forward to your businesses' optimal performance success, whether your next move is as simple as reducing the appetizer delivery time by two minutes or as elaborate as reimagining every single touch point.

The report will cover more than 90 points, including observations, loyalty index, action plan, timing/fulfilment over time report and executive summary. Telephone and reception etiquette, bar and table service, management behavior, facility and kitchen standards are just some of the touch points we will deliver insight into.

**Duration:** as per outlet size and needs

**frequency:** as requested

The market's top performing restaurants rely on us for our mystery shopping insights and knowledge





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*Nothing but food safety*