

10 tips for a TOP FOOD HYGIENE RATING



1 BE PREPARED

Make sure your team is trained and your food safety documentation is accurate, complete, up to date and easy to find.

2 DON'T PANIC

Stay calm, panicking leads to mistakes. EHOs aren't there to catch you out, they're there to ensure compliance and help you improve. Take a deep breath and be ready to show them what you know.



3 BE WELCOMING

Welcome the EHO with a positive, friendly attitude, just as you would a customer. First impressions matter, and you want the EHO to have confidence in your business from the moment they arrive.

4 BE ORGANISED

Keep your food safety management system and records accessible. Let the EHO know they can see anything they need. Being able to locate documents and records quickly shows they're being used.

5 BE CONFIDENT

Whoever accompanies the EHO should be confident, polite, and know the inspection process. Panic often leads to mistakes. Make sure everyone knows to stay calm and continue working normally.

6 INVOLVE OTHER TEAM MEMBERS

Introduce the EHO to your team to ease nerves and show you take the visit seriously. Consider letting team members answer questions or provide information.



7 ASK QUESTIONS

Use the inspection to learn and improve. EHOs are usually happy to answer relevant questions and give advice. Asking for feedback shows you take food safety and continual improvement seriously.

8 LISTEN TO FEEDBACK

Pay close attention to feedback. The EHO will usually record the actions you need to take, but always check if you're unsure.

9 TAKE NOTES AND SUMMARISE

There's a lot to take in, so it's a good idea to take notes. It can show that you're taking the inspection seriously and gives you a clear record if you need to refer to it later.



10 TAKE ACTION

Complete any required improvements within the timescales given. EHOs may revisit to check, and failing to act can affect their confidence in management and potentially your next food hygiene rating.

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