

6 TIPS TO HELP YOU PREPARE FOR YOUR FOOD HYGIENE INSPECTION

Know how to handle the officer's arrival

Stay calm, confident, and welcoming when the officer arrives. First impressions matter — greet them politely and with a smile, just like you would with a customer.



Decide who will take the lead

Imagine arriving somewhere and being ignored—it creates a bad impression. Avoid this by assigning a team member(s) to lead the visit. Make sure the team member knows what to expect and how they can prepare.



Earn the officer's trust

Ignoring the officer can create suspicion or at least a bad first impression. One person should take the lead and the rest of the team should continue their work as normal (no sudden cleaning or hiding food!)

Stay calm, be polite, answer questions honestly, and never falsify records.



Know your procedures and records

Know what records the officer will review and where to find them, don't wait until the inspection. Be prepared to show your food safety management system (HACCP procedures), along with food safety related records (temperature records, staff training records, and pest control records etc.)

Follow your food safety procedures

Staff training, competence and motivation are key. The officer will check that what's written matches what happens in real life. For example; if your procedures say fridge temperatures are checked twice daily, your records should reflect this.



Identify and prevent common causes of low ratings

A low food hygiene rating can result from cross-contamination, poor cleaning, pest issues, or missing/incomplete records and procedures. To avoid this, make sure the team is aware and follows food safety procedures, that records are completed correctly and procedures are available.



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