

Duties of Hygiene Managers and Hygiene Supervisors

Duties of Hygiene Managers

- To identify key areas of risk in various food operations for early remedial actions.
- To ensure compliance with the regulations, licensing conditions and codes of practice relating to food businesses.
- To monitor the health condition of food handlers and to arrange medical examination or suspension of work where necessary.
- To provide in-house training for the food handlers. For the purpose of preparing high risk food¹ by food handlers, to provide in-house training² for them before their engaging in food handling, and to subsequently deliver regular refresher trainings for the food handlers.
- To supervise the work of the Hygiene Supervisor (if any).
- To handle complaints or enquiries from customers on food hygiene matters.
- To act as a focal point of contact with the Food and Environmental Hygiene Department.

Duties of Hygiene Supervisors

- To advise food handlers on the proper food handling practices with particular attention to high risk foods¹ and ensure their observance.
- To conduct daily checks on the personal, environmental and food hygiene conditions of the food establishment and keep records on the findings.
- To act as a focal point of contact with the Food and Environmental Hygiene Department (Note: for food establishments not required to appoint a Hygiene Manager).

¹ High risk food is food that may contain pathogenic micro-organisms and will support formation of toxins or growth of pathogenic micro-organisms. They are sushi / sashimi, oyster / meat to be eaten raw, and any other food of animal / fish / shellfish origin to be eaten raw, etc.

² For example, the in-housing training can be broken down into five steps –

- (i) Explain to the food handlers why hygienic ways to handle food is important.
- (ii) Break down a food processing task into key parts as food handlers will find that learning several smaller tasks and putting those together is easier than trying to learn one large skill all at once.
- (iii) Demonstrate the food handlers exactly how the task is to be done. Involve the food handlers by asking questions and getting feedback. Have the food handlers explain the process or skill back.
- (iv) Need to help the learner develop confidence by carefully monitoring the food handlers at first, then allowing him or her to work without supervision, and make sure that the food handlers do each step correctly and avoids developing any bad habits.
- (v) Provide honest feedback to the food handlers in terms of encouragement, constructive criticism, and additional comments. Develop a check sheet with all of the listed tasks.