



# FEED THE FUTURE

The U.S. Government's Global Hunger & Food Security Initiative



## TRAINING REPORT ON GOOD HYGIENIC PRACTICES AND FOOD SAFETY IN HOTELS AND RESTAURANTS

FEED THE FUTURE BANGLADESH IMPROVING TRADE AND BUSINESS ENABLING ENVIRONMENT



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**FOOD & AGRICULTURE EXPORT ALLIANCE**

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## LIST OF ACRONYMS

BFSA	Bangladesh Food Safety Authority
BROA	Bangladesh Restaurant Owner’s Association
FAEA	Food and Agriculture Export Alliance
FAO	Food and Agriculture Organization
FBO	Food Business Operators
FS	Food Safety
F2F FSQ	Farmer-to-Farmer Food Safety and Quality
GHP	Good Hygienic Practices
GOB	Government of Bangladesh
HACCP	Hazard Analysis and Critical Control Point
SPS	Sanitary and Phytosanitary

## EXECUTIVE SUMMARY

Food is a potential source of infection and is often contaminated by microorganisms that frequently lead to food poisoning or foodborne illness. The global burden of foodborne diseases in 2015 was 33 million healthy life years lost with about 600 million foodborne illnesses and 420,000 deaths. Food hygiene is extremely important to reduce the impact of foodborne illness and largely depends upon personal hygiene and the practices of the personnel (food handlers) who prepare food in food establishments (hotels and restaurants). If personal hygiene is not satisfactory, food preparers may cross-contaminate foods and contribute to the spread of diseases.

The Bangladesh Food Safety Authority (BFSA) has developed a grading system for restaurants based on the quality of food, food safety, and the establishments' overall hygiene. As part of the system, colored stickers including green, blue, yellow, and orange will signify the grades of A+, A, B, and C, respectively, and will be awarded to the restaurants after scrutiny. The stickers will be pasted at a visible place on restaurant premises for the convenience of its patrons.

However, few hotels and restaurants in Dhaka city are able to achieve the desired sticker (green) based on the BFSA provided checklist of food safety compliance standards due to lack of good hygienic practices and food safety knowledge and awareness among the food handlers in these establishments.

In this context, the Feed the Future Bangladesh Trade Activity, Food and Agriculture Organization (FAO) Bangladesh, and Food and Agriculture Export Alliance (FAEA) jointly organized and sponsored a two-day training on "Good Hygienic Practice and Food Safety in Hotel and Restaurants" on March 24-25, 2021, at the Six Seasons Hotel, Gulshan-2, Dhaka, for the foodservice handlers, caterers, managers, and/or restaurant owners, etc. The participants of this training came from different designated hotels and restaurants in Dhaka city (list provided by BFSA) who are struggling to obtain the highest grading as per the checklist of BFSA. FAO Bangladesh also helped to manage the list of restaurants from BFSA.

This training aims to provide an understanding of food safety and good hygienic practices (GHP) ideas for food handlers and caterers. This event enables them to minimize cross-contamination when handling food products, help their establishment uphold a suitable safety system, and enhance their hygienic grading system determined by BFSA.

In the pre-test, all of the participants obtained less than 70% marks. On the other hand, after completing this training, most of the participants (except one) obtained more than 80% marks. There was a significant individual improvement observed after completion of this training.

However, after completing the training, the trainees provided 'training evaluation feedback' to the trainers. It was found that their comments were mostly 'highly useful' and 'extremely effective' regarding this training. The participants rated the content of the training, logistics, training delivery, etc., with the highest appreciation. They also recommended further organizing refreshers' training, advanced workshops, and more video tutorials on food safety and good hygiene practices to continue the learning source.

## INTRODUCTION

Recently, the Bangladesh Food Safety Authority (BFSA) launched a restaurant grading system to help consumers in Bangladesh determine the hygiene and quality of food at eateries based on their good hygienic practices. They provide different colored stickers, including green, blue, yellow, and orange, symbolizing the grades A+, A, B, and C, respectively. The green sticker stands for ‘excellent’ and is only awarded to restaurants that score 90 points or above, while the yellow and orange sticker represents an ‘average’ score of 60–79 points. In comparison, orange stands for a pending grade for restaurants that score 59 points or lower.

In addition, the BFSA has set a 53-point checklist of compliance standards under ten headings that include necessary proof/certification documents, individual hygiene, approved source, relative contamination, cleanliness, processing procedures and temperature control, equipment/machinery, chemical substance, pests, and insects’ control, drainage and pipe management. However, as per the statement of BFSA, few restaurants in Dhaka city have achieved acceptable levels of food safety as per this point-based checklist and have been unable to attain a green sticker. Restaurants’ main problem is a lack of good hygienic practices and food safety knowledge and awareness among the food handlers and caterers working in these establishments’ kitchens. The kitchen is considered the major source of contamination from poor sourcing and handling practices, including undercooking, poor personal hygiene, unclean equipment, improper storage, and incorrect holding temperatures.

To improve food hygiene and assist hotels and restaurants achieve acceptable levels of food safety and meet compliance standards, under Objective 1.3: Enhanced Food Safety and Sanitary and Phytosanitary Procedures, the Feed the Future Bangladesh Trade Activity is working to build capacity and coordination with the primary agencies involved in food safety and Sanitary and Phytosanitary (SPS) issues. These activities are being designed to support and integrate with Trade Facilitation initiatives under Objective 1.1. To this end, the Feed the Future Bangladesh Trade Activity is working with BFSA (food safety), Bangladesh Standards and Testing Institution (Codex), and the National Plant Protection Organization (phytosanitary) for increasing the capacity and coordination among these agencies to reduce the loss of export potential and ineffectiveness in trade as a result of poor food hygienic practices.

Moreover, the Feed the Future Bangladesh Trade Activity is also supporting the Government of Bangladesh (GOB) to incorporate science-based practices by building the institutional capability and expertise of both the public and private sectors. Capacity is being built to ensure the public and private sector entities engaged in food handling follow policies and regulations to comply with internationally recognized hygiene standards, practices, and procedures. As per the request of BFSA, the Feed the Future Bangladesh Trade Activity included a two-day training (Activity Number 1.3.1.5) under Objective 1.3: Enhanced Food Safety and SPS of Task 1.3.1: Support to BFSA in the Year 2 Work Plan.

The aforementioned training, “Good Hygienic Practice and Food Safety in Hotels and Restaurants,” was held on March 24-25, 2021, at the Six Seasons Hotel, Gulshan-2, Dhaka, and was jointly organized and sponsored by the Feed the Future Bangladesh Trade Activity, FAO Bangladesh, and Food and Agriculture Export Alliance (FAEA). Participants included designated food handlers of hotels and restaurants in Dhaka city. The following report details the training background, methodology, results of the pre- and post-test training tests, overall training evaluation, and conclusion and next steps.



## TRAINING BACKGROUND

The BFSA has developed a grading system for restaurants based on food quality and the establishment’s overall hygiene. As part of the system, colored stickers (green, blue, yellow, and orange signifying the grades of A+, A, B, and C, respectively) are awarded to the restaurants after scrutiny. A+ indicates an excellent level of food hygiene, A is good, B is average, and C is grade pending. However, restaurants in both Dhaka city corporations have struggled to obtain a grade of A or higher largely because the food handlers working in these establishments do not have GHP awareness, knowledge, or education.

As per the request of BFSA to address this challenge, the Feed the Future Bangladesh Trade Activity delivered a two-day training that took place on 24-25 March 2021. The training course sought to give the participants knowledge, skills, and competence in HACCP Food Safety and good hygiene practice as per the Food Hygiene Regulation, 2017 of BFSA. The training included a total of 19 participants who came from various hotels and restaurants in Dhaka city. The participant’s list was collected from BFSA and Bangladesh Restaurant Owner’s Association (BROA), with the help of FAO Bangladesh, and included foodservice handlers, caterers, managers, and restaurant owners, etc. No female participants joined this training. The training agenda can be found in Annex A.

After completion of this training, the participants should:

- Understand the importance of food hygiene and recognize food hazards (microbiological, physical, chemical, and food allergens).
- Demonstrate and maintain high standards of personal hygiene and hand hygiene.
- Maintain work areas and follow good hygiene procedures.
- Preparation, cooking, cooling, reheating, holding and service controls, etc.

## TRAINING METHODOLOGY

The design and delivery of training include the following approaches:

### A. PowerPoint-Based Lecture

Lectures were delivered by Mr. Syed Moazzem Hossain, Food Safety Specialist of the Feed the Future Bangladesh Trade Activity, Ms. Kulsum Begum Chowdhury of FAO Bangladesh, Mr. Imrul Hasan of Alcumus Bangladesh, and Chief Chef Mr. Ahmed Hossain from Dhaka Regency Hotel through PowerPoint presentations. In addition, the Country Director of the Farmer-to-Farmer (F2F) Project of Land-O-Lakes, Mr Maksudur Rahman, also presented a small session on their food safety project.



Figure 1. Presentation of Mr. Hossain and Ms. Kulsum

## B. Pre- and Post- Training Test

Hard copies of food safety questions were distributed among the participants before starting the training, and their responses were recorded. The same set of questions were provided after completion of the training to test the impact, and the scores of the two tests were compared.

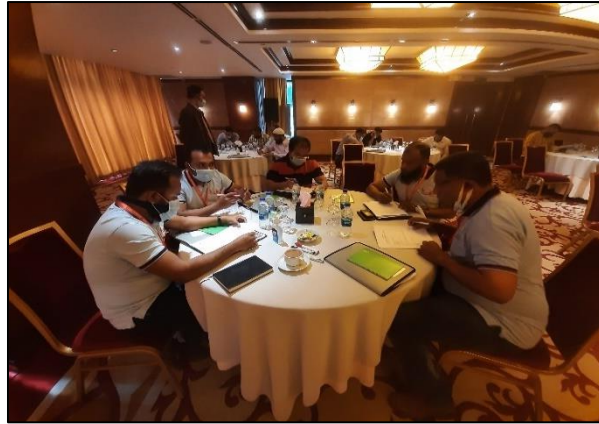


Figure 2. Participants Taking Part in the Pre- and Post-Training Evaluation

## C. Live Glow Germ Bacteria Demonstration

For the proper understanding of cross-contamination, a practical session was demonstrated how the microorganisms spread through cross-contaminations by food handlers.



Figure 3. Presentation of Mr. Imrul Hasan



Figure 4. Live Glow Germ Bacteria Demonstration



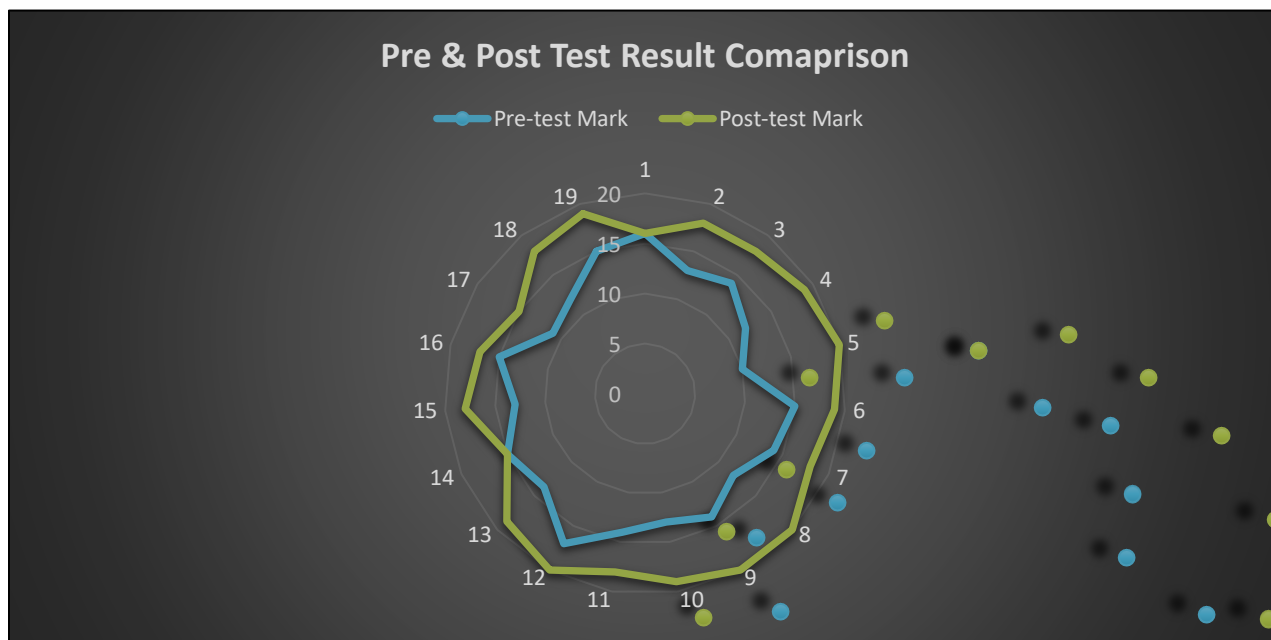
#### D. Video Tutorial

Different types of video clips were shown after completing the presentation, which helped the participants understand the presentation more effectively. These video tutorials are easy to consume, and learning is best achieved when information is delivered clearly.

#### E. Open Discussion

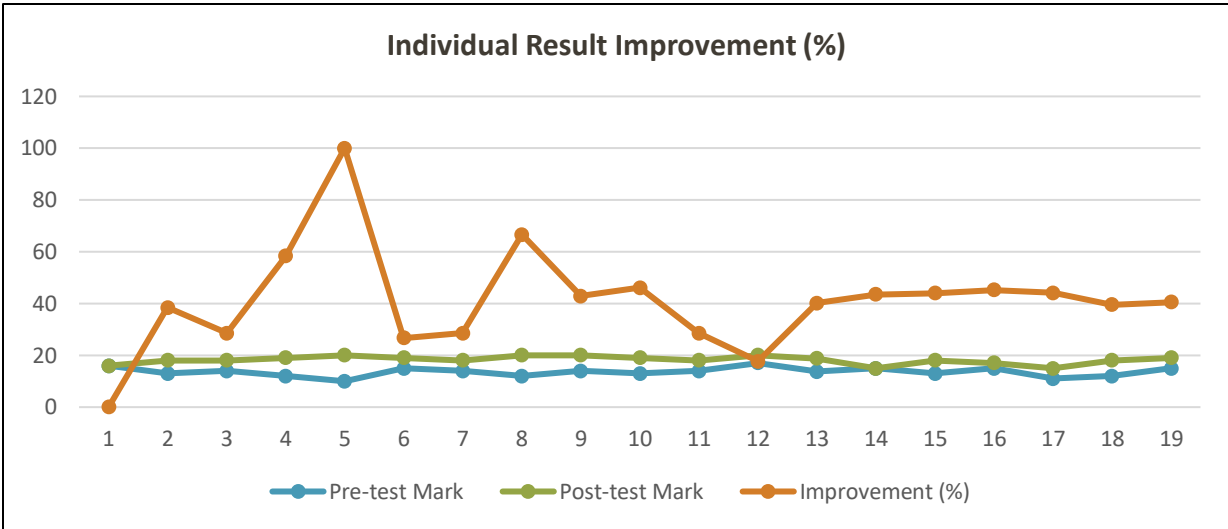
After completion of each presentation, there was a scheduled time for open discussion with participants and trainers. A question was asked at the middle and end of each presentation, and participants were invited to discuss possible answers with each other before the public discussion.

### PRE-TRAINING AND POST-TRAINING TEST EVALUATION



**Figure 5. Marks Obtained by 19 Participants in the Pre- and Post- Test Training**

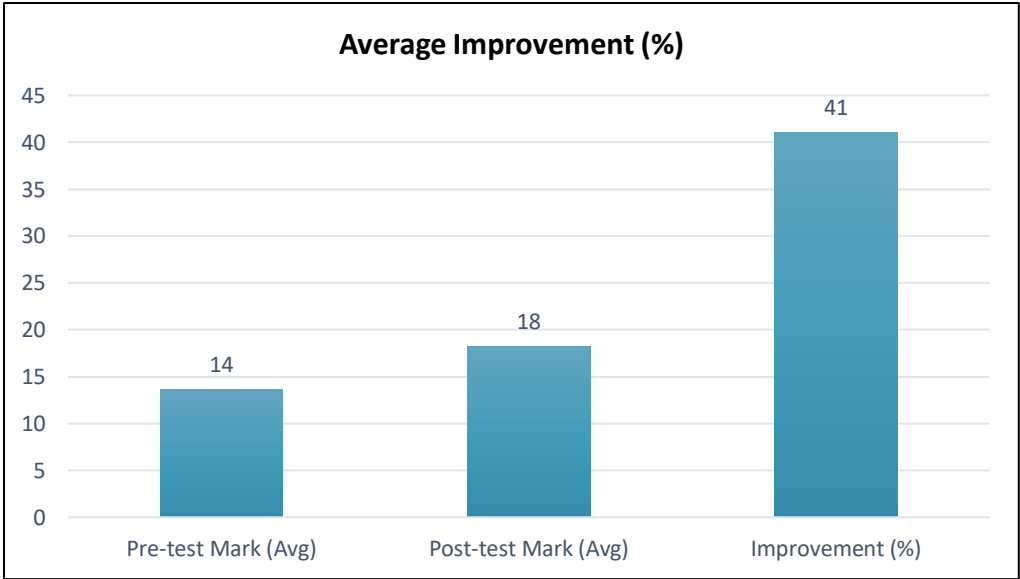
A total of 19 participants from various hotels and restaurants in Dhaka city took the pre-training and post-training tests. Each test had a total of 20 questions, and participants had 10 minutes to complete the test questionnaires. The pre-test and post-test questionnaires were translated into Bangla for better understating.



**Figure 6. Individual Test Result Improvement**

The lowest and highest scores in the pre-training test were 10 and 17, respectively, while that of the post-training test were 15 and 20, respectively. The lowest and highest average scores in the pre-and post-training test marks were 14 and 18, respectively. The improvement of the marks from pre-test to post-training was almost 41 percent. The details of marks are mentioned in Annex B. In the pre-test, except for one (obtained 18 out of 19), all participants marked less than 70% of the answers correctly. On the other hand, after completing this training, most of the participants (except two) marked over 80% of the answers correctly. There was a significant individual improvement observed after completion of the training. (Please see Figure-6).

The averages of the pre-and post-training tests were 14 and 18, respectively. The average improvement between the pre-and post-training results is almost 41 percent (please see Figure 7). Therefore, a significant average improvement was observed across the various participants receiving the training of “Good Hygienic Practices and Food Safety for Hotels and Restaurants.”



**Figure 7. Average Improvement in Pre- and Post-Test Evaluation**

## EVALUATION OF THE TRAINING

The participants completed the workshop evaluation form provided by the Feed the Future Bangladesh Improving Trade Activity. The form was comprised of two components, including Contents of the Training and Facilitation and Logistics. The evaluation shows that 53% of participants gave the training “excellent” remarks, 38% gave the training “good” remarks, and only 9% indicated “satisfactory” remarks (Figure-8).



Figure 8. Pie-chart of Training Evaluation Response

TABLE: I EVALUATION QUESTIONNAIRES							
CATEGORY	PARTICIPANTS	EXCELLENT	GOOD	SATISFACTION	POOR	SLIGHTLY	NO COMMENT
CONTENTS AND USEFULNESS							
Was the quality of the content consistent throughout the course	19	14	05				
What was the quality of the content of the workshop	19	10	09				
How usefulness to the content of the participants	19	09	10				
How engaging would you say the overall content was	19	06	12	01			
How much do you think the action will contribute to your organization	19	06	09	04			
Overall, how relevant was the action to will contribute to your organization	19	14	05				
Do you think you can apply the action results in your current and future work	19	17	02				

Can you describe how successful the course outcome was compared to your expectation	19	05	14				
Did the action include elements that you considered unnecessary *	19		08	11			
<b>Facilitation and Logistics</b>							
Rate your opinion about the overall time management of the workshop	19	12	03	03	01		
How was the overall room settings, logistics, safety, cleanliness, and support	19	14	03	02			
Rate the facilitators capacity to make participants understand	19	05	13	01			
Rate the interactiveness and participation of trainers and trainee	19	10	09				
Rate overall professionalism of trainers	19	12	09				
Rate the technical knowledge of trainers	19	11	08	01			
Rate the presentation quality of the trainers.	19	14	02	03			
<b>Total</b>	<b>19</b>						
<b>Percentage</b>	<b>100</b>	<b>52.30</b>	<b>36.84</b>	<b>8.88</b>	<b>0.332</b>		

## CONCLUSION AND NEXT STEPS

The participants of the “Good Hygienic Practices and Food Safety for Hotels and Restaurants” training came from various hotels and restaurants in Dhaka city. The project faced challenges in scheduling because the participants had difficulty taking time away from their daily job duties in food service and catering. However, these challenges were overcome by contacting each participant and their supervisor/owners of the relevant establishment, briefing them on the necessity of the training, and explaining how the training would help maintain and/or improve food safety in their workplace. In addition, establishment owners and supervisors were also contacted by the President of the BROA for sending the participants to this training.

Another challenge faced was the English-Bangla language barrier, as most of the participants were not fluent in English. To overcome this challenge, it was essential to make the presentation slides more pictorial and translate some slides into Bangla to ensure the participants’ understanding.

The major takeaway from this training was that the participants prefer and value practical, hands-on activities during the training above conventional lecture-style presentations. The training participants mostly come from small and medium food establishments and have a medium level of education. They are looking for practical knowledge to take back to their jobs to improve food handling and hygiene. To make these types of trainings valuable for the participants, it is important that they encompass presentations, case studies/discussions of real-life examples, and hands-on activities. The participants were very interested in real-life experience and practical, interactive sessions as opposed to a conventional presentation approach. The participants also recommended other events, including refresher training, advanced workshops, and more video tutorials, to continue the learning source. It was also recommended that structured preparatory training material be sent out to participants before the training to review and reference before coming to the training.



## ANNEX A. TRAINING AGENDA

### Training Program Schedule

#### Training on “Good Hygienic Practice and Food Safety in Hotel and Restaurants”

24-25 March 2021, Venue: Hotel Six seasons, House No 19, Road No 96, Gulshan 2, Dhaka 1212

Day: 01		
Time	Program	
09.30-10.00	Registration of Participants	
	Inauguration Session	
10.00-10.05	Welcome address by Chief of Party, Feed the Future Bangladesh Improving Trade Activity	
10.05-10.10	Introduction of Participants	
10.10-10.20	Photo Session	
<b>10.20-10.30</b>	<b>Welcome Refreshment</b>	
10.45-11.00	Pre-Evaluation Test	Syed Moazzem Hossain Food Safety Specialist, Feed the Future Bangladesh Improving Trade Activity
11.00-12.00	<b>Module 1: Food Safety Hazards and Their Sources</b> <ul style="list-style-type: none"> <li>Define foodborne illness</li> <li>Identify food safety hazards and their sources</li> <li>Identify what microorganisms are typically found in food</li> <li>Identify illnesses that can result from eating contaminated food</li> </ul>	Imrul Hasan, Alcumus Bangladesh
12.00-12.45	<b>Module 2: Conditions that Allow Bacteria to Grow</b> <ul style="list-style-type: none"> <li>List the conditions necessary for bacterial growth</li> <li>Identify the types of foods that must be under temperature control to prevent bacterial growth</li> </ul>	Imrul Hasan, Alcumus Bangladesh Ltd.
12.45-13.00	Open Discussion	
<b>13.00-14.00</b>	<b>Lunch and Prayer</b>	
14.00-15.00	<b>Module 3: Food Safety Control Measures</b> <ul style="list-style-type: none"> <li>List methods for controlling pathogen growth</li> <li>Describe employee health and hygiene control measures</li> <li>List ways to prevent cross-contamination</li> <li>Describe the importance of using safe water and raw materials</li> </ul>	Imrul Hasan, Alcumus Bangladesh Ltd.
<b>15.00-15.15</b>	<b>Tea and Coffee Break</b>	
15.15-15:45	Group Discussion – Group task on specific Food Safety (FS) topic in Restaurant	Group Task
15:45-16:15	Interactive Discussion – Video Tutorial of GHP in Restaurants	Syed Moazzem Hossain Food Safety Specialist, Feed the Future Bangladesh Improving Trade Activity
16.15-16.30	Open discussion	

Day: 02		
Time	Program	
10.00-11.00	Food Safety (Food Hygiene) Regulations, 2018	Syed Moazzem Hossain Food Safety Specialist, Feed the Future Bangladesh Improving Trade Activity
<b>11.00-11.30</b>	<b>Tea and Coffee Break</b>	
11.30-12.30	Food safety and quality control framework in Bangladesh <ul style="list-style-type: none"> <li>• Food Safety Act, 2013</li> <li>• Food Safety (seizure and Administrative Action) Regulation 2014</li> <li>• Role and responsibility of Food Business Operators (FBOs)</li> <li>• Compliance and enforcement</li> </ul>	Dr. Kulsum Begum Chowdhury National Value Chain and Consumer Studies Specialist, FAO
12.30-13.00	Open discussion	
<b>13.00-14.00</b>	<b>Lunch and Prayer</b>	
14.00-15.00	Role of effective communication in food safety	Syed Moazzem Hossain Food Safety Specialist, Feed the Future Bangladesh Improving Trade Activity
<b>15.00-15.15</b>	<b>Tea and Coffee Break</b>	
15.15-16.00	Obligation of Hotels and Restaurant for complying with the Good Hygienic Practice	Chef Ahmed Hossain
16.00-16:15	Short briefing about the USAID - Farmer-to-Farmer Food Safety and Quality (F2F FSQ) Project and identify the FS requirements from Hotels & Restaurants	Md. Maksudur Rahman, Country Director, USAID F2F Food Safety and Quality Program, Land-O-Lakes Venture37
16.15-16.30	Open discussion	
16.30-17.00	Closing Session: - Post Evaluation Test - Distribution of Certificates	Syed Moazzem Hossain Food Safety Specialist, Feed the Future Bangladesh Improving Trade Activity

## ANNEX B. PRE- AND POST-TRAINING TEST

PARTICIPANT SERIAL NUMBER	PRE-TEST MARK	POST-TEST MARK	IMPROVEMENT (%)
1	16	16	0
2	13	18	38
3	14	18	29
4	12	19	58
5	10	20	100
6	15	19	27
7	14	18	29
8	12	20	67
9	14	20	43
10	13	19	46
11	14	18	29
12	17	20	18
13	14	19	40
14	15	15	44
15	13	18	44
16	15	17	45
17	11	15	44
18	12	18	40
19	15	19	41