

Cheshire West & Chester Council

# New or existing food business?

Do you want to increase your customer numbers and maximise profits?



Setting up and running a food business can be daunting. There's a lot to learn and manage to make sure your business complies with the law. You will also want to get the best food hygiene rating to reassure the public that you take food safety seriously. In turn, having a high food hygiene rating is likely to increase footfall and help your profits.

All food businesses are awarded a food hygiene rating which is published on the Government's Food Standards Agency website, accessible by the public.

With our **GET 5 – Gain Excellence Together scheme**, our experienced environmental health professionals will coach your business to ensure you get the very best food hygiene rating.

We will visit your premises to give specific advice to your individual business. Provided you follow the advice in relation to structure, practices and food safety management, you will get the all-important **5 food hygiene rating\*** which in a competitive market may make the difference to where customers choose to spend their money.

Let us help you **GET** ahead in business – **GET 5**

Book your visit now

**01244 973708** or email

regulatoryservices@cheshirewestandchester.gov.uk

\*rating will be awarded at your next inspection

For additional information about food safety and training please visit:  
[cheshirewestandchester.gov.uk/food](http://cheshirewestandchester.gov.uk/food)

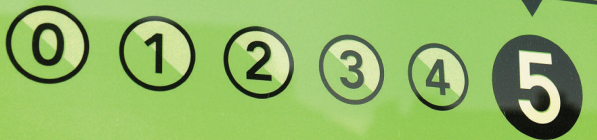
 Cheshire West and Chester



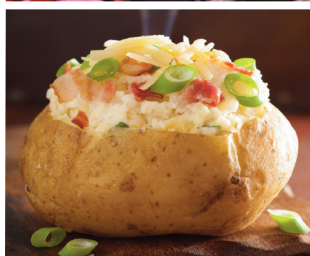
Food  
Standards  
Agency  
food.gov.uk/ratings



## FOOD HYGIENE RATING



VERY GOOD



An environmental health professional will undertake a two hour coaching visit at your premises and give you the knowledge and information you need for:

- Producing safe food and keeping customers safe
- Writing a food safety management system (includes free templates and written examples)
- Correct cooking and cooling methods
- Good cleaning practices and avoiding cross contamination
- Allergen awareness, menu advice and providing information to customers
- Staff training and supervision
- Structure and facilities requirements
- Good hand washing techniques and effectiveness of cleaning (practical demonstrations)
- How to deal with allegations of food poisoning and foreign objects

- Basic health and safety advice on completing risk assessments, accident reporting and electrical and gas safety.
- General licensing advice (how to apply and comply with licence conditions)

Our food safety expert will contact you after the visit to offer 30 minutes of additional advice and ensure everything is in place to achieve a **5 Food Hygiene Rating** when your next official food hygiene inspection is undertaken (usually within 28 days). You may wish to use this time to get additional advice, ask us to check documents or answer any queries you have.

**GET 5** businesses will also receive additional discounts on training and other advice packages.

You will need to follow our officers' expert advice in **full** and **wholly** comply with food law to receive a **5 Food Hygiene Rating**

Poor performing food businesses rated 0, 1 or 2 may be eligible to take part in the GET 5 scheme, however prior to acceptance an officer will liaise with the business to assess suitability and commitment to achieving and maintaining a 5 food hygiene rating. There is an additional charge for this service.

In the event a business is unable to achieve a 5 food hygiene rating for circumstances beyond their control, e.g. structural issue in rented building, the business will be notified at the earliest opportunity. The officer will work with the business to ensure that the best possible rating can be achieved.