



Food Safety Training in a Multicultural Environment

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The Quick Service Workforce Crew (and Shift Leaders)

Age

- ♂ 64% (83%) are 21+
- ♂ 17% are 18-20
- ♂ 19% are 16-17 (most part-time)
- ♂ 27 (29) years average age





The Quick Service Workforce Crew (and Shift Leaders)

Ethnic Association

- ⌘ 21% (27%) Non-Hispanic White
- ⌘ 12% (13%) African-American
- ⌘ 6% (10%) Asian/Pacific Islander
- ⌘ 61% (50%) Hispanic



Food Safety Training

Be Sensitive to Ethnic Differences in Your Workforce

- ⌘ Personal Appearance Standards
- ⌘ Life Priorities
- ⌘ Life Experiences
- ⌘ Religious Issues
- ⌘ Availability/Personal Commitments
- ⌘ Literacy Issues



Successful Food Safety Training

Look at the World through Their Eyes

- ⌘ **Be observant**
- ⌘ **Ask questions**
- ⌘ **Learn from other's experiences**
- ⌘ **Use others of same group to assist**
- ⌘ **Use lots of graphics in written materials and videos**
- ⌘ **Don't assume performance problems are training problems**

