The purpose of the research was to determine the extent and level of food safety training conducted at a prominent South African entertainment facility in order to ascertain the deployment of the training policy and thus the commitment of management towards empowering food handlers. A questionnaire survey was conducted on a random sample of staff in all seven kitchens within the facility to determine various aspects related to food safety training.

The results showed that training had been provided to 38 of the 63 employees interviewed, with 0.55 days as the average time spent in training. Furthermore, of the untrained employees in this sample, 16 had been employed for less than one year and these staff had no prior experience with handling food. Sixty-two percent (62%) of staff agreed with disciplinary action taken if the correct food safety behaviours were not practiced.

Given ample research findings that point to food handlers as a causal factor in many outbreaks of food-borne illness, the importance of ensuring food safety training is essential as part of a preventive food safety management system. This study further highlights the role of line management in the food safety management systems by ensuring skilled and competent staff via effective training programmes.