



Hello

I'm delighted to welcome you to your new role in Food and Beverage at the National Trust. It's never been a more exciting time to be part of our team.

Our food business operates at around 200 special places, with over 300 outlets and it's truly unique. We harvest ingredients from the places we care for and at the same time, the proceeds we make help us to look after them too. It's this special connection that makes us different and it's why we champion real, honest food, made from carefully sourced ingredients. But it's also the experiences we provide that make food at the National Trust so special.

We can't do this without the right people in the right place, feeling confident, capable and engaged. And that's where you come in... you'll be playing a crucial part in something really special. We understand that whether you're new to an organisation, or moving roles within one, there's a lot to take in.

We're passionate about making sure there's plenty of support there for you every step of the way. We believe in supporting you within your role and developing your knowledge and skills, so that you, in turn, can do your role with confidence and pride. We want to help you fulfil your potential and it all starts with your induction.

You'll have received an electronic copy of your induction book along with this letter. This is just for you to have a look through, to get familiar with Food & Beverage at the National Trust. Your induction is an opportunity to really understand the significance of the part you play within the organisation. Whether it's learning the stories behind our wonderful houses and collections, or connecting with nature, you have the opportunity to inspire our audiences, and we want you to appreciate that the work you'll be doing brings as much benefit to our charity as any other work in the Trust.

It's great to have you in the team and I wish you every success in your new role.

Best wishes

Florin Arcin

Head of Food & Beverage



National
Trust

Welcome to the team

National Trust Induction | Food and Beverage

Team member name:

Start date:

Hello from our Director General

Congratulations on your new role and welcome to the National Trust!

It's great to have you join the team and thank you for your support for our cause.

We've put together this handy Welcome Pack to help you get up to speed on everything you need to know about the Trust, from a brief history of the organisation to the way we work. Your manager will also arrange a full induction programme with you, which you can work through together to identify any other activities that may help you. If you ever feel you need more support, please don't hesitate to talk to your manager or a member of the People team.

We want you to feel at home as soon as possible and for you to understand the important part you play in our work. Whether you're serving great food at one of our outdoor sites or working in a busy cafe, you are helping us deliver the best possible service to our millions of members and visitors. Great service improves the experience we offer and in turn encourages more people to support our work.

Good luck in your new role and thank you for being part of the National Trust team.

Best wishes



Hilary McGrady



What's covered in your induction?

This booklet is full of useful information about the National Trust and the way we work. Think of it as your own personal reference tool, so feel free to scribble throughout and add your own notes. It also includes helpful links to other documents and Acorn (our internal intranet) pages.

There's a lot to discover in this booklet, so please take your time and take it all in at your own pace so you fully understand the valuable part you play in achieving our objectives.



This induction encourages you to find out more about your property/portfolio. In other words, all those interesting facts and secrets people love to know about the places we care for. This knowledge will help you deliver exceptional service every time by telling stories about your property and the wider National Trust, engaging our supporters deeper with our special places and our cause.

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1 - Welcome to the National Trust

While our story began in 1884, it wasn't until 1895 that the National Trust we all love and know today was founded by three Victorian philanthropists – Miss Octavia Hill, Sir Robert Hunter and Canon Hardwicke Rawnsley. Concerned about the impact of uncontrolled development and industrialisation, they set up the Trust to act as a guardian for the nation in acquiring and protecting threatened coastline, countryside and buildings.

Over 130 years later we continue to proudly follow their lead and add to our collection of sites and properties around the country. And we don't plan on stopping anytime soon.

Looking out for special places

Taking care of coastlines, forests, woods, fens, beaches, farmland and moorland is just the beginning. We're also responsible for countless nature reserves, historic houses, archaeological remains and even the odd pub. And in every case we restore them, protect them and open them up to everyone.

It's our calling

Why do we do it? Simple really, because nature retreats, heritage sites and open spaces all play an important role in our lives. They provide an escape, a chance to relax and an opportunity to create memorable experiences for all ages. They also provide an invaluable learning tool. We believe these are things everyone has the right to enjoy every day. That's what inspired our founders to set up the National Trust, and it's what continues to drive us today.

The National Trust Act, 1907

In 1907, Sir Robert Hunter drafted the National Trust Act of Parliament. The work of the Trust today continues to be based on its original Act. This is defined as the following:

'...promoting the permanent preservation for the benefit of the nation of lands and tenements, including buildings, of beauty or historic interest and as regards lands so far as practical for the preservation of their natural aspect, features and animal and plant life...'

The Act gave the Trust its unique powers to hold land 'inalienably', which means that once property has been declared "inalienable" it cannot be taken from the Trust or developed against its wishes, without the express consent of Parliament.

Did you know?

We look after special places, for everyone, for ever.



People & Nature Thriving

Our 2025 to 2035 strategy

Our goals for 2050

Restore nature not just on National Trust land, but everywhere

End unequal access to nature, beauty and history

Inspire millions more people to care and take action

What we'll do by 2035

Work with others to create 250,000 hectares of thriving, nature-rich landscape and help society transition to a climate-positive future.

Work with others to help more people access and benefit from nature and heritage close to where they live.

Work with others to inspire more people – particularly children and young people – to take care of the world around them.

How we'll measure success

- **Area:** at least 30% of UK land and water will be well-managed for nature
- **Quality:** nature will be thriving in areas like species abundance and carbon storage
- **Connected:** species will move and breed through the landscape in wildlife corridors and healthy habitats

- **Availability:** % of people with access to nature and cultural heritage
- **Utility:** frequency and depth of use of places rich in nature and cultural heritage
- **Equity:** % of under-represented groups who access and enjoy the benefits

- **Reach:** more people feel connected to nature and their cultural heritage
- **Action:** the number of people who take action to support our cause
- **Influence:** a societal shift with more people and partners working together

How we'll work

To do this, we will **renew our ways of working**, in a world that's changing fast

- Make our work sustainable and take advantage of new innovations
- Collaborate with many others for success
- Make best use of digital
- Create a more diverse and resilient funding base
- Become an inclusive and diverse organisation that reflects the communities we serve

For more information visit the Acorn page [Our new strategy: People & Nature Thriving](#)



‘All the staff were so welcoming and happy! Also the scones and pasties were exceptionally delicious!’

‘The staff at the takeaway cafe were lovely, they helped look at ingredients for my son with allergies and helped carry my 5 hot drinks outside to my family’



People & Nature Thriving

We’ve been looking after special places for over 130 years.

Exceptional Service at the National Trust is all about connecting people with our special places and their wonderful stories.

Creating great service experiences for our visitors is a crucial part of everyone’s role, no matter where they work or volunteer. We make it happen every day by bringing our service principles to life in our own personalised way.

They’re simple, memorable and for everyone:

- We welcome everyone
- We earn trust
- We make it easy
- We are remarkable



Our National Trust Experience

We create consistently good, repeatable experiences.
We do little things that make a big difference.

We welcome everyone

Whether visiting in person, calling, or connecting online, at every interaction we help people feel valued, respected and included.



We treat everyone as an individual, listening and adapting to their unique needs and enabling them to interact on their own terms.

People feel represented in all that we do, from images on the website to the stories we share in our programming. We feel relevant.

Warm welcomes and thoughtful goodbyes, leave people looking forward to next time.

We earn trust

Honesty, fairness and care shines through in everything we do.



We take pride, knowing that people can rely on consistent, high-quality experiences whenever and wherever they visit.

We make it easy

Directions, answers and support are always clear, inclusive and easy to find. They leave people feeling informed and confident, they give choices.



We think ahead anticipating people's needs to ensure everything flows smoothly.

We take responsibility when things go wrong and show people that they matter to us.

We are remarkable

People remark about their positive experiences, share their stories and champion us.



By doing this we drive visits, grow support and bring benefit to more people.

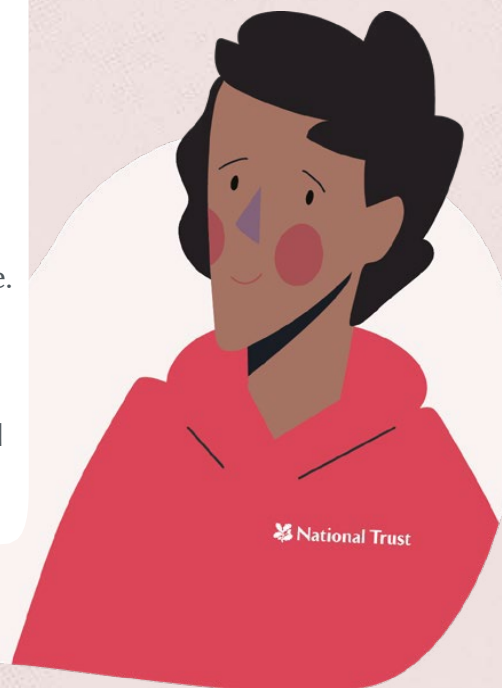
Explore more by visiting [The Visitor Journey Hub](#) page on Acorn

Everyone Welcome

Inclusion and Diversity at the National Trust

As society becomes more diverse, we need to evolve so we continue to meet the needs of everyone. That's why one of our goals is to be an organisation where anyone who works, volunteers or visits can have an equally positive experience. We want everyone to feel included and that they belong.

Our approach is to focus on inclusion first by creating a culture which recognises, respects and values difference. We believe that diversity, through the mix of identities, experiences and perspectives we represent, is an opportunity for the Trust to add more value to what we do. But diversity will only flourish when we have created genuinely inclusive conditions in which everyone benefits, and everyone plays a role.





Ask yourself the following questions:

Do you feel welcome at the National Trust?

What makes you feel welcome?

How can you make other people feel welcome and included, whether they be volunteers, staff, members, visitors or partners?

Your learning journey

Now you're a National Trust team member you'll have lots of opportunities for learning and development. We have a wide range of courses covering a huge variety of subjects designed to help you succeed in your current role and grow into your next one. So make sure you check out our Training Pages on Acorn, where you'll find everything you need for you to start your personal learning journey.

As well as the training you will receive from your Line Manager and Area Manager. There is additional training support from our Barista Trainers, Kitchen Trainers and Retail Trainers. They have lots of training modules to support you to be the best you can be in your new role or if you are thinking about next steps in your career.



A few other useful things to know

Your manager's probably told you about a few mandatory training programmes you'll need to complete, including e-modules on The Rulebook, Data Protection and Information Security eLearning and Fire Safety. All our programmes are comprehensive yet simple and easy to follow, and designed to help you get the most out of your role. It's also really important to read our social media policy to keep ourselves and the Trust safe at all times.

Wellbeing

We take the wellbeing of our team members very seriously and you can find out more on this on Acorn. This includes a 'Perks at Work' scheme of high street discounts, subsidised health cash plan, occupational health, free Trust entry and Income Protection & Life Assurance.

Go to the [Wellbeing Hub](#) on Acorn.

Staff card

Not only will this get you 20% off in our cafés and shops, it'll gain you free admission to hundreds of special places around the UK.



Holiday cottage discount

Enjoy up to 35% off at a host of holiday cottages around the UK.

Perks at work

Register for discounts on everyday shopping, leisure time attractions and special days out.

The Rulebook covers the following areas that are relevant to you, as well as many other areas of relevance to the wider Trust:

- How to book time off
- MyPlace
- Personal development and training
- Performance leadership and management
- Health and safety
- Fire safety
- ID badges and partner cards.

Employee assistance programme

Get all the help and support you need, when you need it most, by calling our free 24-hour confidential helpline on **0800 316 9337**.

How many special places are there that you can explore for free with your staff card?

- a. Over 150?
- b. Over 250?
- c. Over 500?

You are the National Trust

Our values looks at four ways we can help you play your part in the National Trust, after all, you are the National Trust.

Love people and places

People and places need each other to thrive. We care for nature, beauty and history for everyone, for ever.

- We care about places and nature for people
- We inspire people through our knowledge, enthusiasm and actions
- We work together to bring places to life for people
- We champion the variety of places and the people who connect with them

Welcome everyone

We are for everyone. We play a positive role locally and nationally connecting and inspiring people.

- We are understanding and respectful
- We are curious and learn from others
- We collaborate, proactively considering different perspectives
- We are welcoming and value difference

Think now and for ever

Be part of creating a lasting legacy for the future by valuing what we have, embracing change and moving forward.

- We respect and learn from the past to inform the decisions we make today
- We embrace change and think creatively so we're always relevant
- We act responsibly and sustainably, avoiding waste
- We consider the impact of everything we do on people, the planet and our financial health

Make it happen

We move forward with purpose and focus, always aiming to simplify and improve.

- We act efficiently and keep it simple
- We deliver great service and quality
- We prioritise effectively and own our actions
- We lead where we should, and support where we can



12 For more information go to Our Values page on Acorn.

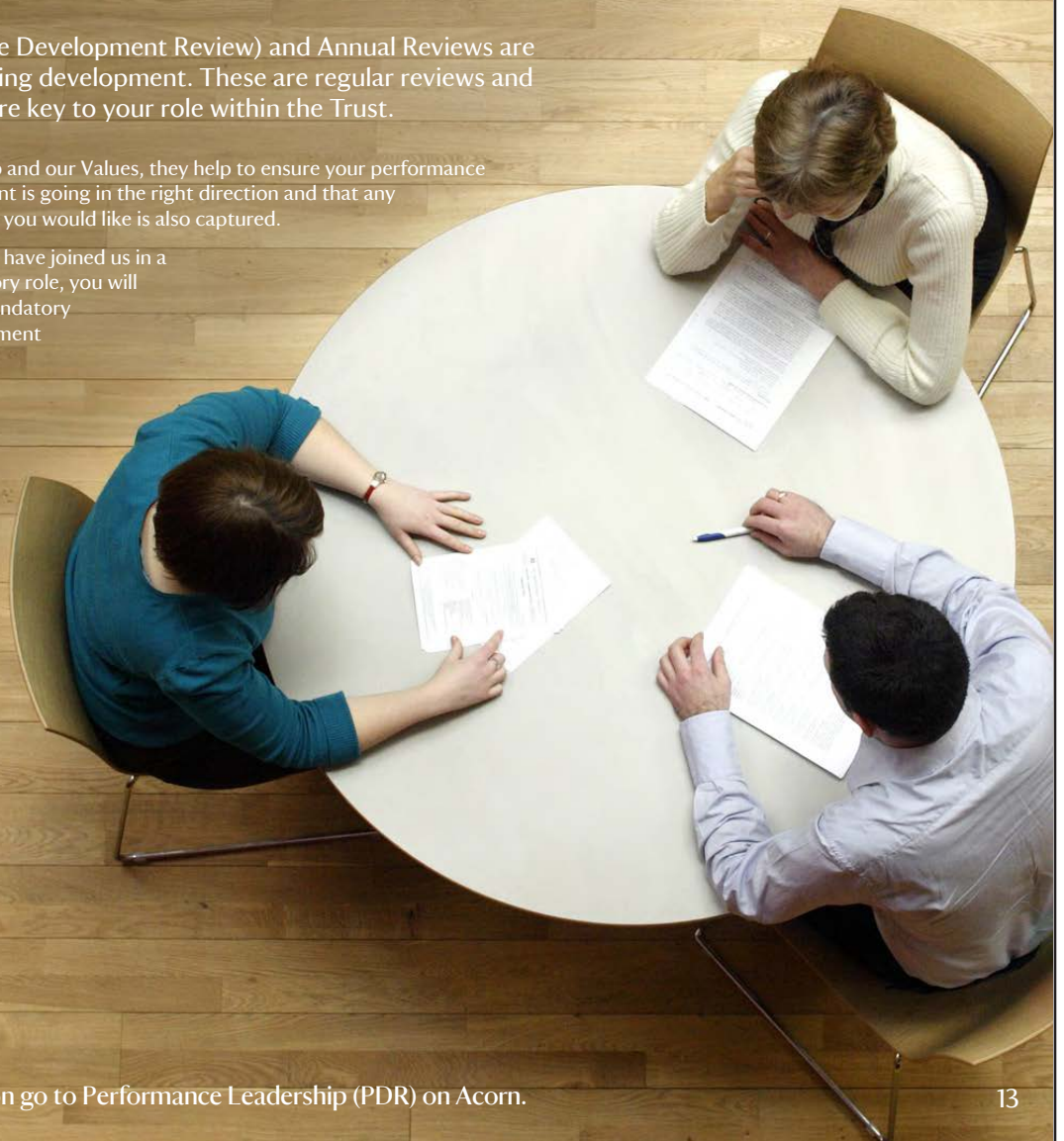
All about you

PDR (Performance Development Review) and Annual Reviews are part of your ongoing development. These are regular reviews and discussions that are key to your role within the Trust.

Based around your job and our Values, they help to ensure your performance and career development is going in the right direction and that any personal development you would like is also captured.

Please note that if you have joined us in a line manager/supervisory role, you will need to attend our mandatory Great People Management Programme.

For more information go to Performance Leadership (PDR) on Acorn.

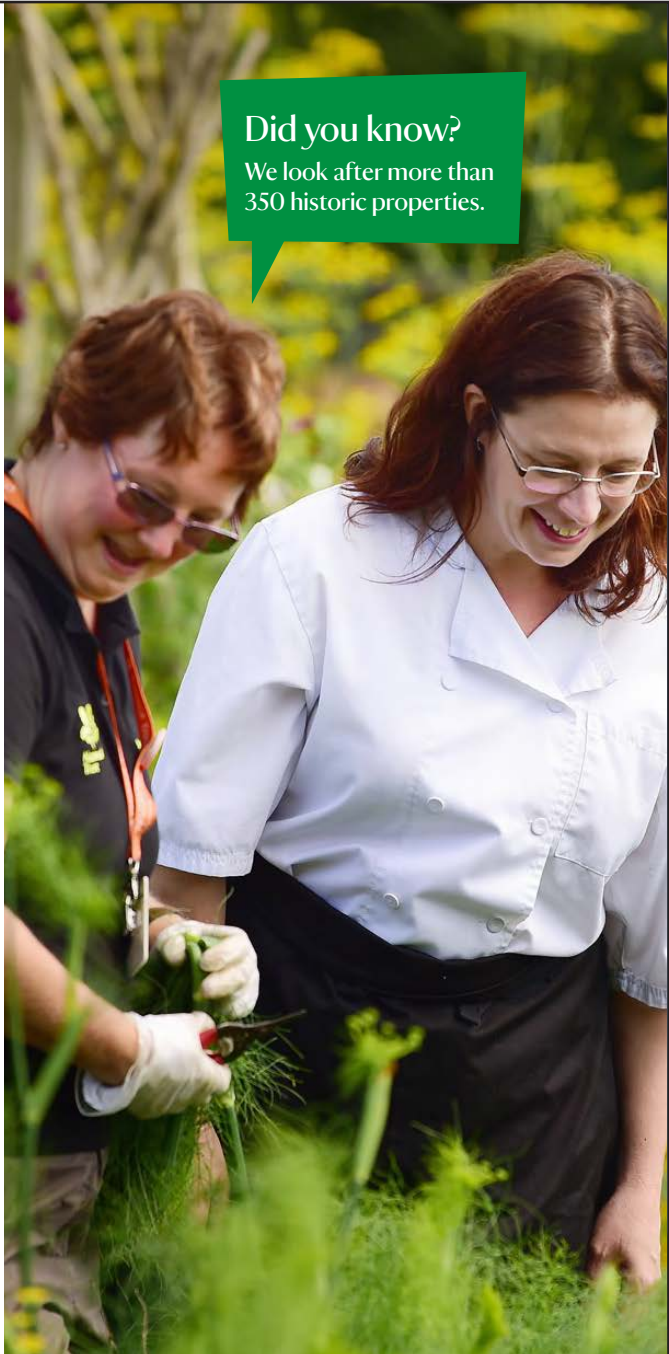


A special team

Great working relationships and teamwork are at the heart of everything we do. Now that you've hopefully had a chance to meet some of the wider team on your property let's focus on some of the people you'll be working closely with day-to-day. It's not always easy to remember lots of new names so take a moment to jot a few down in your work book.

Job Title	Name
General Manager	
Area Manager	
Food & Beverage Manager	
Assistant Manager	
Team Leader	
Kitchen Trainer	
Barista Trainer	
Retail Manager	

Did you know?
We look after more than 350 historic properties.



2 - Love special places

There's a lot to love about working for the National Trust. There's the setting, whether that's wild gardens, hidden forests or an historic castle. Then of course there's the history of the property and all the associated stories. That's why we strongly encourage you to learn all about the special place you're now a big part of. Go exploring. Unearth its secrets. Find out what shaped its past and what the future plans are. Because the more you know, the better conversations you'll be able to have with your visitors, and the prouder you will become. That's just what happens.

It's not just
a cup of tea...

1,000 cups of tea pays
for the paint for the
lighthouse pictured.

Did you know?

We help protect and look
after 775 miles of coastline.



Time to go exploring

One of the most amazing things about working for the National Trust is your location! Now is your chance to get out and about to discover more about your special place. Take some time meeting your colleagues in different departments and try to learn as much as you can about the history and hidden stories waiting to be discovered.



Separating fact from fiction

Did you know that in addition to your new position in Food and Beverage, you've also taken on the role of master storyteller? That's because being able to speak in detail to our visitors about our food and our cause has always been at the centre of what we do. With this in mind, fill in the spaces below with the fascinating facts and stories you're bursting to share with our visitors.



Interesting fact...

Did you know...

True story...

It's hard to believe but...

Not many people know...

Time to answer a few key questions

We imagine you are now really keen to know more about the specifics of your new role. Before we dive in, let's focus for a moment on some really important 'need to know' questions.

1. Where's the nearest toilet?

2. How do I contact a first aider?

3. How will I know when I am working?

4. Who should I contact if I'm unwell?

5. Do I need to sign in and out (and if so how)?

6. How do I book a holiday on MYplace?

7. What should I do if I lose my ID badge?

8. Where can I smoke and what are the rules on smoking breaks?

9. How and when do I get paid?

10. What is the emergency fire/flood procedure?

11. Where is the fire assembly point?

12. What should I do in the event of an accident?

Welcome to the National Trust – I'm delighted to have you join our Food & Beverage team. Food and drink are central to the visitor experience, and as a member of the Food & Beverage team, you have an important role in bringing our strategy to life.

From the ingredients we source to the way we manage waste, we aim to protect and restore nature not just on National Trust land, but everywhere. We do this through responsible food practices using sustainably sourced seasonal ingredients and reducing food waste.

Everyone deserves to experience and enjoy nature, heritage, and great food. By creating welcoming spaces and offering diverse and inclusive food choices, we delight our audiences and ensure that more people from all walks of life feel at home in our cafés and restaurants. Your role is essential in fostering a positive and accessible environment for every visitor.

Food is a powerful way to inspire change. By sharing the stories behind our food—how it supports conservation, heritage, and sustainable farming—you can help visitors make more informed and conscious choices. Whether it's highlighting ethical suppliers, promoting plant-based options, or educating customers on how we reduce our environmental footprint, every conversation and every meal served can spark action.

By being part of the Food & Beverage team, you directly contribute to these goals, shaping a more sustainable and inclusive future. That's why working here is so rewarding. It's great to have you in the team and I wish you every success in your new role.

Best wishes,
Florent Arcin
Head of Food and Beverage



Introducing our seasonal menus

We release a seasonal bank of national recipes and menus that are developed to make the best use of seasonal ingredients and produce from our kitchen gardens, meaning we can tell some pretty special stories to our supporters in our food and beverage outlets.

Spending time in our cafés is an important part of a supporters visit and we have an amazing opportunity to use this time to highlight how the land we care for produces the food we serve which in turn helps to pay for the special places we look after.

A recipe for success

Our seasonal menus offer more than simply a bank of recipes to use. They are designed to help enhance the food experiences of our visitors, boost our contribution and improve training quality. What's more these menus ensure a consistent approach can be taken across our hundreds of food and beverage outlets. This means whichever special place you visit you can be confident of the same high standards you enjoyed at another National Trust location, whilst maintaining a sense of uniqueness through menu rotations and the local recipes on offer.

Here are some of the things this helps us achieve:

- Ensures consistency in terms of the allergen requirements and nutritional content of our dishes across our many sites.
- Enables consistent pricing and national marketing opportunities.
- Helps us establish stronger links with our retail shops, print and publishing.



Did you know?

Each year, we serve over 3.5 million cups of tea. That's quite a lot of tea.

It's not just a cup of tea...

£25 will enable us to create a metre of wildlife trail around the flower-rich dunes and meadows near Gupton Farm, Pembrokeshire.



Hot beverages

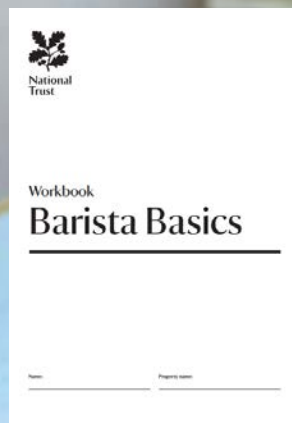
In the National Trust we take the same care in sourcing, preparing and serving drinks as we do with the food that we make and sell. This means that our tea, coffee and hot chocolate is Fairtrade certified. We use fresh coffee that we grind on site to make our espresso, the base of many of our hot drinks. Just like we ensure that we cater to all dietary requirements in the dishes we serve, we also offer oat and soya milk as dairy-alternative drinks as well as decaffeinated coffees and teas.

In the UK, 2.5 billion disposable coffee cups are used and discarded annually - 7 million every day, or 5,000 per minute. This is causing environmental harm.

We like to look after our places, so we encourage the use of any reusable cup in our cafes, and offer a 25p discount to customers who bring them for their hot drink. We also encourage our teams to lead by example, by bringing and using their own reusable cup or water bottle, or to use crockery at work. Hopefully by doing our bit we can encourage others, both team members and visitors, to do the same.

It's important that we follow guidance and recipes to ensure we get the best out of each drink, to meet customer expectation, improve the visitor experience and respect the many people whom have worked hard to produce these ingredients. We also have to be mindful of allergens and comply with government legislation.

You can find more information and resources on [The Barista Training Hub on Acorn](#), including recipe and coaching cards, our barista workbook and videos.



Our Coffee

The National Trust House blend

Is made up of three coffees from two origins: Brazil and Guatemala.

As a black coffee it tastes like butterscotch, with a marmalade quality and when mixed with cow's milk it tastes like millionaire shortbread with a malty finish.

35%

Ascarive, Brazil
natural process

50%

Ascarive, Brazil
washed process

15%

Acatenango,
Guatemala
washed process

2p from every kilo we sell will go to World Coffee Research

Coffee grows in very specific climate conditions. With that becoming more challenging WCR support coffee farmers by researching agronomic methods making coffee farming sustainable long term.

The blend is:

Fairtrade and 100% Arabica medium / dark roast coffee.

We have **transparent sourcing**, which means we know the co-operative farms on which it's grown, and the journey it's taken to reach our café's.

We also know the **processes** that the coffee has been through. It's hand-picked from coffee trees on steep slopes and then put through different processes.

Sun-dried (natural) coffee brings fruity character to the cup. Coffee processed with water (washed) brings a clean coffee flavour. The house blend has both styles of processing which gives it a broad flavour profile.

Did you know?

Coffee beans start their journey as a cherry on a tree. They grow on mountain sides in countries along the equator. There are many processes they go through, starting with being handpicked, washed, dried and exported to a coffee roastery as a green bean. It's only after the roasting process that the coffee beans turn brown. We then grind and brew the coffee beans to make the coffees we serve in our cafés.

4 - Safety first

Putting safety on the menu

You are now well on the way in developing your confidence and capability in your new role. It's now time to cover:

- Basic food safety
- Food Safety Management System (FSMS)
- Personal hygiene and looking after 'you'
- Control of Substances Hazardous to Health (COSHH)
- Knife safety
- Cross contamination
- Temperature controls and logs
- Allergens
- Kitchen cleaning and safety
- Correct use of chopping boards
- Food labelling

Did you know?

Gravity was discovered on National Trust land, at Woolsthorpe Manor, near Grantham.

The following module refers to but DOES NOT REPLACE key mandatory National Trust training programmes – Food Safety Level 2, (which must be completed before handling high risk foods unsupervised, and within the first 3 months of employment) Safety Induction, Control of Substances Hazardous to Health, and Allergens Training. You'll also need to complete Fire Safety, Information Security and Manual Handling training.

Please speak to your line manager for details.

Basic food safety

As a leading food retailer we must follow food safety legislation to the letter in order to protect our visitors and reputation at all times. You have a legal duty to comply with the Trust's policies and to make sure all food and drink is safe to consume. No exceptions, no excuses. Failure to do so is an offence and you could be held personally responsible. So to make sure you know everything you need to, we've put a host of measures in place to help ensure this never happens.

Food Safety Management System (FSMS)

It may not have the catchiest title, but this handbook is where you'll find all the information you need to know about our food safety standards and policies. As we take the well-being of our visitors so seriously you'll also find our own rules are often stricter than the Environmental Health Officer.

The FSMS is reviewed and updated on a regular basis to make sure we keep our teams and visitors safe.

Have you read and completed the 'Safety Induction and Health Checks' that should have come out with your contract?

Click the link to print off your copy from the [Food Safety Management System](#) page on Acorn; if you haven't signed a copy yet

You'll find a copy of our FSMS at

Have you read the FSMS?

What are the risks of poor food safety?

- Visitors suffering from food poisoning or an allergic reaction
- Food containing foreign objects being served
- Loss of reputation and bad press
- Lowering of standards
- Prosecution for you and the National Trust

Did you know?

We employ an independent company to audit our sites to ensure we're fully complying with the law.



Personal hygiene and looking after 'you'

It's important you understand the risk poor personal hygiene can pose to our visitors and your own health.

It's possible that we could be carrying harmful bacteria on our hands, face, nose, ears and in our stomach, which can easily be passed onto to our visitors if we don't wash our hands regularly. It's why we insist you use hot water and antibacterial soap to wash your hands regularly throughout the day.

The following list includes, but is not limited to, times when you must wash your hands:

- When entering work
- After visiting the toilet
- After a smoke break
- After handling raw meat
- After handling rubbish or cleaning
- Before handling ready to eat food
- After eating or drinking
- After touching your face
- After handling food containing allergens
- Before putting gloves on and after taking them off
- Before preparing food for an allergy sufferer

Naturally there'll be many other times you'll need to wash your hands, so just apply a healthy dose of common sense to the situation. You'll find a dedicated section on personal hygiene in the FSMS.

Frequent hand washing can remove essential oils from your hands so moisturiser will be available for use if required. Regularly immersing your hands in water can potentially lead to health issues with your skin, so you're encouraged to use gloves as much as possible.

If you become aware of dry, red and itchy skin you should inform your F&B manager.

It's also really important to report any symptoms of illness to a duty manager before starting work as it might not be safe for you to handle food. Speak to your line manager if you are concerned.

Personal uniform

It's important you wear your kitchen whites with pride and your uniform with distinction at all times. It's also essential to change into your work wear when you arrive to avoid bringing in dirt from the outside.



Looking good

- Clean and ironed uniform
- Long hair tied back
- No nail polish, false nails or false eyelashes
- No bangles, bracelets or watches
- Plain wedding band only
- Sleeper earrings only
- No visible piercings
- Clean and fully enclosed footwear

Control of Substances Hazardous to Health (COSHH)



What does COSHH stand for?

What does PPE stand for?

Where will you find your COSHH Safety Data Sheets (SDS) ?

Have you had your COSHH training from your line manager?

Visit the [COSHH for F&B](#) page on Acorn for more details.

Chemical Top Tips

Here's a quick refresher course on what you can do to help avoid any COSHH incidents happening:

- Always read the label
- Only use approved chemicals
- Use the correct chemicals for the correct job
- Never mix chemicals
- Never taste or smell chemicals
- Add the chemical to the water NOT water to the chemical, if diluting the appropriate chemical
- Never put a chemical into another container that's not designed for the job or clearly labelled
- Always wear PPE as instructed
- Be sure you know what first aid treatment is required if you accidentally spill chemicals on yourself or others
- Store chemicals correctly and safely away from food
- Clear up any spillages and use a wet floor sign
- Report any accidents immediately
- Never use a chemical for which you haven't received training
- Always wash your hands after handling any chemicals

In the table below list any chemicals you use, what they're used for along with any Personal Protective Equipment (PPE) you need to wear (if applicable).

Chemical	Use	PPE



Did you know?

On average, over ten different types of knife are used in a National Trust kitchen.

Knife safety

The most commonly used piece of equipment in the kitchen also happens to be one of the most dangerous. That's why it's essential you quickly get to grips with the many different types of knives we use.

Have you watched the videos? Time to fill in the answers below:

1. How should you carry a knife?

2. What should you do if you drop a sharp knife?

3. Name three types of knives you might find in your kitchen:

A.

B.

C.

4. Why is it important to have a sharp knife?

5. How should you hold the knife?

6. How can you stop your chopping board slipping?

7. How should you stand when using a knife?

8. How should you wash your knife?

Visit the [Kitchen Training Hub](#) page on Acorn to find the videos.

Cross contamination

Did you know?

We look after 10% of the UK's museums.

You'll find the term cross contamination featured heavily in our Food Safety Management System, but what does it actually mean? Simply put, it refers to any instance when harmful bacteria or allergens are unintentionally transferred to ready-to-eat or non-allergenic food with harmful effect. This could happen directly (for example, raw/unwashed food comes into direct contact with ready-to-eat food) or indirectly (for example, the same knife is used to prepare allergenic ingredients and non-allergenic ingredients).

Write down three ways the risk of cross contamination of harmful bacteria can be reduced:

1. _____
2. _____
3. _____

Harmful bacteria aren't the only thing we need to look out for. Contamination also covers allergens (e.g. tree nuts or gluten), foreign bodies (e.g. hair, plasters or broken glass) or chemicals (e.g. pesticides or harmful cleaning chemicals).

Jot down three ways you can reduce the risk of allergenic, foreign body or chemical contamination:

1. _____
2. _____
3. _____



Using the FSMS list the headings for the table marked 'HACCP Plan Summary', starting with 'Step'.

Why are these important?

28 What does 'HACCP' stand for?

Temperature controls

Effectively controlling and keeping track of food temperatures is one of the most important things in a kitchen. The danger zone for food poisoning bacteria is between 5°C - 63°C, which is why it's vital we keep our food stored properly and make sure it is cooked to the right temperature. Getting it wrong could cause an outbreak of food poisoning which may lead to legal action, increased wastage and damage the reputation of the Trust, which impacts on our ability to look after special places.

Temperature logs

Taking temperatures of both fridges and freezers, as well as cooked, reheated, cooling, chilled, hot held and delivered food stuffs is a vital part of our food safety management system. It's a legal requirement that such processes are put in place within our kitchens, and always checked and recorded in a thorough and accurate way. Refer to the FSMS before answering the following questions:

Top tips for controlling harmful bacteria

- Keep food at 5°C or below by storing it in a fridge
- Prepare food quickly and don't let it sit around in the kitchen
- Cook food to 75°C or above and ensure it is only reheated once.
- Keep hot food at 63°C or above
- If hot food needs to be cooled down, cool it rapidly to below 20°C within 2 hours
- Keep a careful eye on the temperature of display fridges and pre-chill food before placing on display

1. What type of thermometer should be used to check the core temperatures of food?

2. How should a probe thermometer be disinfected?

3. What's the correct course of action when a delivery doesn't meet the target temperatures?

4. What's a suitable method of taking fridge temperatures?

5. How often should thermometers be checked to make sure they are working accurately?

Allergens

Certain types of food and drink can trigger reactions associated with intolerances, allergies or medical conditions like coeliac disease.

These reactions can cause serious illness (Anaphylactic shock) and in some cases even death so it's vital we understand the many different allergens that exist.

Whilst you need to be aware by law of the 14 allergens, there may be instances where a visitor asks you about an allergy outside of this. In this instance ask the senior member of staff on duty for clarification.

With this in mind, we've put together a dedicated training course which **MUST** be completed within the first week of starting your new role. This will ensure you're armed with all the information you need to protect our visitors, avoid complaints and answer any questions posed by an auditor or an Environmental Health Officer.

If a customer asks about allergens, call the senior member of staff on duty to assist. If you have not completed the separate allergy training course do not deal with the request on your own.

1. Why must we know about the presence of allergens in our food?

2. Have you completed the allergens training course?

3. List 5 things you have learnt from completing the allergens training:

6. Name the 14 major food allergens we need to be aware of:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____

7. Tick the **correct** statements below:

- a. A food intolerance is an allergic reaction to a type of food.
- b. Food intolerance can cause abdominal pain and bloating.
- c. Food intolerance is caused by an enzyme deficiency.
- d. Food intolerance symptoms may not occur until several hours after eating the food.
- e. Coeliac is an allergic condition.

8. Tick the **incorrect** statements below:

- a. Food allergy affects up to 2% of adults and 8% of children in the United Kingdom.
- b. Allergic reactions can range from mild to very serious.
- c. Allergic reactions do not occur until several hours after eating the food.
- d. A reaction to a food allergy can kill.

9. List four common symptoms of an allergic reaction to food:

1. _____
2. _____
3. _____
4. _____

10. What should you do if you think someone is having an allergic reaction?

11. Fill in the missing words:

Notified of an allergy?

CHECK the _____ information

WARN the _____ of the allergen risk

TELL any _____ that need to know

It's not just
a cup of tea...

£25 could buy a
handmade clay tile and
fund a craftsperson to
lay it and make sure it's
watertight at The Vyne.





It's not just
a cup of tea...

It costs £3,000 per mile to
maintain coastal paths.

Kitchen cleaning and safety

Kitchen hygiene and tidiness isn't just important for the safety of our visitors, it's key in ensuring a safe workspace for yourself too. After all, with so many sharp knives in use and pans of boiling water always on the go the last thing you can afford is a trip or slip. Here's a few handy tips to always keep in mind:

Kitchen dos

- Always clean as you go.
- Mop up any spillages and put a wet floor sign up
- Never leave a spillage unattended
- Use a dry oven cloth to take things out of the oven
- Always use the right knife for the job
- Ensure all food is correctly labelled in line with our shelf life guidance
- Take extra care when carrying hot pans
- Always ask for help if required or if you're uncertain
- Remember to remove any rubbish regularly throughout the day and always at the end of the day
- Always report any signs of damage or defective equipment to your line manager immediately
- If you see any evidence of pest activity, again report this to your line manager straight away

Kitchen don'ts

- Don't leave rubbish on the floor to trip over
- Don't ignore wet floor signs
- Don't use wet cloths to take things out the oven that could result in steam burn
- Don't ignore anything that's broken rather than reporting it
- Don't leave unattended knives in a sink of water
- Don't relabel food to extend its shelf life
- Don't attempt to carry heavy objects by yourself
- Don't ignore anything that you think is unsafe or doesn't appear to be right - always let the duty manager know.

Correct use of chopping boards

Use of the correct colour coded chopping boards helps reduce the risk of cross contamination from harmful bacteria and allergens.

It is also important to store your red, blue and brown boards separately to avoid cross contamination of pathogenic bacteria.





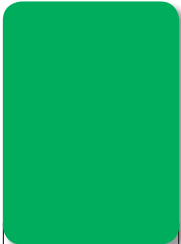
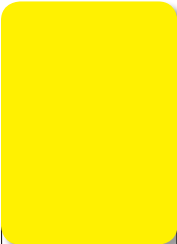
Allergy equipment

We use separate purple coloured chopping boards, knives, tongs and spoons to prepare food for allergy sufferers.

You will find it stored separately to all the other equipment in a lidded plastic box it will be labelled 'Allergy only'.

Name that board

Demonstrate you know your cooked poultry from your pastry by filling in the table below with the correct chopping board uses:

		
Use:	Use:	Use:
		
Use:	Use:	Use:

Labelling guide

v.01.01.2025

Type of food	Labelling requirements
Chilled food kept in manufacturers packaging	<ul style="list-style-type: none"> - Follow manufacturer instructions for product once opened. - If no guidance on packaging, apply three days (including the day of opening) once the product is opened.
Frozen food kept in manufacturers packaging	<ul style="list-style-type: none"> - Use manufacturer expiry date. - If decanted into another container, transfer the expiry date from the original packaging.
Dry food kept in manufacturers packaging	<ul style="list-style-type: none"> - Use manufacturer expiry date. - If decanted into another container, transfer the expiry date from the original packaging.
Chilled ready to eat food made on site	<ul style="list-style-type: none"> - Use guidance on recipe card. If no guidance available apply three days (including the day of production). Make sure this does not extend the use-by date of any ready to eat ingredients.
Prepared on-site salads, sandwiches and toasties	<ul style="list-style-type: none"> - Use guidance on recipe card. If no guidance available, day of production only. - Three days shelf life (including the day of production) can be applied to prepared on-site toasties provided they are kept in a storage fridge prior to heating. Make sure this does not extend the use-by date of any ready to eat ingredients.
Fresh cake and bakes made on site	<ul style="list-style-type: none"> - Use guidance on recipe card. If no guidance available apply three days (including the day of production) for quality purposes.
Food delivered chilled and frozen down or made on site and frozen down	<ul style="list-style-type: none"> - Apply three months from when the product is frozen. - Label with date of freezing. - Food should be frozen at least two days before expiry. - Frozen raw meat which is defrosted, cooked and cooled can then be re-frozen for up to three months.
Defrosted foods	<ul style="list-style-type: none"> - Follow manufacturer instructions for product once defrosted. - If no guidance on packaging: <ul style="list-style-type: none"> Bakery items: two days once defrosted. Bread: four days once defrosted. All other ready to eat foods: one day once defrosted (allow no more than one day to defrost) All other raw/non-ready to eat foods: one day once defrosted - Label with date of defrosting and use-by date.

Food labels must include the following information:

Item Name	Name of product
Date	Date of opening/preparation/ freezing/defrosting
Use By	Expiry date
Init.	Initials

Important:
When applying expiry date labels to visitor-facing packaged items (e.g. defrosted prepacked cakes/toasties), the wording "Use By" must be added before the expiry date on the label

Important: Foods may only be labelled as 'homemade' if they are made from scratch and none of the food or drinks which are prepared in our kitchens can be labelled as 'gluten free' due to the risk of cross contamination.

Food labelling

Food labelling at the Trust

Food must be labelled to make sure it is not used past its expiry date. Consistent labelling allows stock to be rotated and therefore reduces wastage. Labelling food containers with their contents also reduces the risk of allergenic contamination.

All labels should contain the product name, date of opening/preparing/freezing or defrosting, expiry date and initials of the person applying the label.

Remember: re-labelling foods to extend shelf life is a disciplinary offence.



Did you know?

We're the nation's largest farmer, with more than 618,000 acres of land and about 1,500 tenant farmers.



Licensing

1. How old must you be to be authorised to sell alcohol?

2. Why might you refuse a sale of alcohol?

3. What must you do if you refuse a sale of alcohol?

4. Who and what is the DPS?

3. What forms of ID do we accept as proof of age?

3. What is Challenge 25?

F&B Equipment Training and sign off

At the National Trust we take your safety at work very seriously.

We have created a series of training cards and hazard sheets so our managers can use these to successfully train you on the equipment you will be using in your role with us. It is vitally important that you do not use any equipment until you are trained on how to operate and clean it safely, so you understand any hazards, can work safely and know what to do if something goes wrong.

Once you have been trained you must sign off the completed training for each piece of equipment you will be using relevant to your role. Your line manager will print off the 'F&B Equipment Sign off' document which must be signed, dated and kept in your personnel file. This document can be found on the [Our People](#) Acorn page of Manage Cafe.

I.....

have successfully completed the equipment training relative to my role. I understand how to use this equipment safely and will report any defects in equipment to my manager immediately.

Signed.....

Date.....

5 - Day-to-day

With all the food basics now covered, it's finally time to turn our attention to making your day-to-day job as rewarding as possible. Not to mention as simple as possible too.



The gift of the National Trust

Sales of National Trust gift cards have grown considerably over the last few years and as well as being sold in our shops are now sold via the online shop, Sainsbury's and WHSmith stores, and are used for employee reward and business incentive schemes.

They can either be a plastic card or a digital gift card which is printed out and presented when redeeming. Instructions on how to process are shown on the print out.

It's important that your line manager shows you what to do with gift cards, so please ask if you're unsure.



It's good to know

A National Trust café or coffee shop is not the same as the high street... and we're extremely proud of that. Our offering reflects the highest standard of sourcing, both in terms of sustainability of ingredients and in the utilisation of local suppliers. These are some of the stories our visitors love to hear about. So let's have a mini quiz...

Who supplies our eggs?

What brand of tea do we serve?

What is our most popular cake?

How much is a shortbread biscuit?



It's good to talk

In our line of work, communication is key. Whether that's with one another, with our visitors or with our supporters. The more open and transparent we all are, the easier our jobs will be.

Why is it important to talk to one another during a shift?

1. _____
2. _____
3. _____

Who do you regularly talk to during your shift?

How should you answer the phone?

Which customer is the most important of the day?

What's discussed at a pre-shift briefing and why is the briefing so important?

Environmental Policy

With the continual growth of F&B within our places, it is imperative that we all contribute towards a healthier, more beautiful environment.

We can achieve this by reducing waste, preventing pollution and using our precious resources, such as energy and water, wisely.

The F&B national operations team are setting Environmental ambitions, which support the Trust's Environment Policy and sets out a number of challenging targets for us to deliver. It is important for us all to understand the Trust's commitment to sustainability, and what you can do in your everyday work to support these and help motivate others to do the same.

You can embed positive environmental change behaviours through your induction by:

- Knowing what you use across F&B and reduce it – i.e. energy, water & waste
- Contribute to the 50% reduction in carbon emissions through our operations
- Share 'best practice' with our F&B teams and others
- Prevent pollution by ensuring all food waste is placed in your designated food bin along with milk waste. Prevent Fats, Oils and Grease (FOG) entering the drains via sinks or dishwashers where it can cause blockages.

List 5 ways you can be more sustainable:

1. _____
2. _____
3. _____
4. _____
5. _____

Visit the [F&B Environmental Practices Hub](#) page on Acorn.



6 - Sign-off and appendices

Dotting 'I's and making tea:

Please ensure your line manager has printed off the 'F&B Induction Sign off sheet' from Acorn, to successfully complete your induction you will need to sign off all those that are applicable to your role, including the successful completion of the F&B Induction Book and the eLearning module.

Now to complete your induction via MyPlace.

Please log onto MyPlace, click the 'Learning Link' link and then click the 'eLearning' icon and complete the short F&B induction sign-off.

F&B induction sign off

I.....have successfully completed and understood my F&B Induction and have signed off on the relevant sections on the 'F&B induction Sign off sheet'.

Signed..... Date.....

For further information please contact:

Your Area Manager, or the Training teams

or visit the Food & Beverage Hub page on Acorn

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