



*Accreditation of Personnel:
Facilitating Trade in Services
Around the World*

ANSI - Personnel Certification
Conference 2005



Globalization

Its impact on Associate Accreditation within Multinational Industries and Organizations

Presented by:

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■ **Agenda**

- Foreword
- The Scope and Magnitude of the Variables
- Accreditation Requirements of Multinational Industries and Organizations



Foreword

1. Today I will be speaking about the specific accreditation needs of Marriott International in the arena of food and beverage safety and handling. This is not the only area that Marriott requires accreditation of staff and/or processes and materials.
2. Marriott International Requires that all Food and Beverage Managers be certified in food handling every 5 years by an accredited training and certification body.
3. It is also required that all hourly associates be trained and certified in food safety practices every 2 years.



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The Scope and Magnitude of the Variables:

- 2600 Hotels
- 15 brands
- Food and Beverages are presented in Retail, Grocery, Catering (on and off premise), Room Service, and Gratis environments
- 133,000 Associates (1/3 Food and Beverage Related)
 - Many illiterate in local languages
- 65 Countries and Territories



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The Scope and Magnitude of the Variables:

- Over 75 Languages and Dialects
- Over 1000 Franchisee's and Owners
- Multiple Company, Country, State, Providence, Territory, County and City Ordinances and Codes
- Multiple training organizations with numerous educators
- Multiple Accreditation Platforms, Exams and Training Materials
- Includes a large family of support industries that require certification as well



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The Scope and Magnitude of the Variables:

- Training and Support materials are based on a variety of codes, many of which are not applicable to different areas of the world.
- Conflicts between FDA Food Code and other recognized codes throughout the world.
- Independent groups and companies are working within independent silos to prepare their materials and exam protocols.
- States, Countries, Cities use the certification process as a means to generate revenues into budget coffers.



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Accreditation Requirements:

- **An Exam** that is based on Globally accepted Codes and Processes
 - Questions must be applicable to all types of operations, focusing on those things that are common to all food service applications
 - Based on **critical control elements** that are known to reduce the opportunities of contamination and bacterial and viral growth along the entire **food and beverage continuum**
 - Support and motivate **behavioral change** or adherence to set standards
 - Culinary and/or Industry specific
 - Heavy in **procedures and practices**, Light in organisms, chemistry and biology
 - Translated into all necessary languages and dialects



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Accreditation Requirements:

- **Training Materials** that are based on Globally accepted Code and Processes
 - Translated into local languages and dialects
 - Ability to be tailored to local environments and cultures
 - Instructed by **local** authorities and trainers
 - Must include **local** pictures and nomenclature





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Thank You

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