




# Elevating Food Services with MSQH Standards

## COURSE OVERVIEW

This one-day virtual training is designed for food service managers, dietitians, catering supervisors, and kitchen staff, equipping them to translate MSQH Accreditation Standards into safe, compliant, and patient-centred food service delivery.

The program covers the five core MSQH Food Services standards— Organisation and Management, Human Resource Development, Policies and Procedures, Facilities and Equipment, and Food Safety & Performance Improvement—with practical strategies for embedding continuous survey readiness into daily operations.

Additionally, the training emphasises cross-cutting standards commonly assessed during accreditation surveys, including infection prevention and control, environmental safety, emergency preparedness, and patient-centred dietary care. By the end of the session, participants will be better prepared to maintain compliant documentation, strengthen kitchen operations, ensure food safety, and deliver nutritional services aligned with MSQH expectations for sustained accreditation readiness.

 **08:30 am - 04:30 pm**

 **Zoom Platform**

 **13 November 2025**



## REGISTER HERE

**Local  
Registration Form**

**International  
Registration Form**



### REGISTRATION FEE

#### Local rates

- **MSQH Member**  
RM 500 per pax
- **MSQH Non-Member**  
RM 650 per pax


#### International rates


- **MSQH & ASQUA Member**  
USD 120 per pax
- **MSQH & ASQUA Non-Member**  
USD 150 per pax

\*Note: all fees exclude 8% SST

**NOTE:** PARTICIPANTS ARE REQUIRED TO KEEP THEIR **CAMERAS ON** THROUGHOUT THE TRAINING. THOSE WHO FAIL TO DO SO MAY BE **REMOVED** FROM THE SESSION.

**Contact Us**

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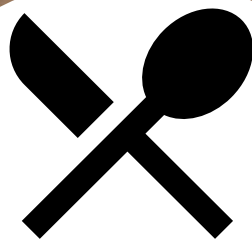


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# TRAINING PROGRAMME

08:30 AM	Participant Log-in & Registration
08:45 AM	Opening Remarks & Overview of Objectives and Agenda
09:00 AM	<b>Module 1: Stay Survey-Ready: Building Everyday Excellence in Food Services</b> <ul style="list-style-type: none"><li>• Introduction to MSQH Food Services Standards (Standard 22)</li><li>• Linking food services to patient safety, satisfaction &amp; accreditation readiness</li></ul>
09:30 AM	<b>Module 2: Leading the Kitchen</b> <ul style="list-style-type: none"><li>• Governance Framework</li><li>• Defining Leadership in Food Services</li></ul>
10:00 AM	Break
10:15 AM	<b>Module 3: People First</b> <ul style="list-style-type: none"><li>• Staffing Standards: Qualifications, training, and staffing requirements</li><li>• Capability Building: Orientation, competency assessment, and continuing education</li><li>• Workforce Well-being &amp; Compliance: Food handler health screening, immunisation, and statutory requirements</li></ul>
11:00 AM	<b>Module 4: Cooking Up Compliance</b> <ul style="list-style-type: none"><li>• Menu planning and cycle menus to meet nutritional standards</li><li>• Therapeutic diets and accommodation of cultural/religious dietary needs</li><li>• Safe storage, handling, preparation, and distribution of food</li></ul>
11:30 AM	<b>Module 5: Built for Safety</b> <ul style="list-style-type: none"><li>• Kitchen layout and workflow design for efficiency and safety</li><li>• Food storage facilities and equipment standards</li><li>• Maintenance, calibration, and preventive maintenance program</li><li>• Fire safety, ventilation, and occupational health &amp; safety requirements</li></ul>
12:30 PM	Lunch Break
01:30 PM	<b>Module 6: Serving Quality Every Time</b> <ul style="list-style-type: none"><li>• Incident reporting, investigation &amp; Root Cause Analysis (RCA)</li><li>• Food safety testing &amp; monitoring (HACCP, GMP, Halal compliance)</li><li>• Performance indicators &amp; benchmarking (microbial safety, contamination events, client satisfaction)</li></ul>
02:15 PM	<b>Module 7: Beyond the Kitchen</b> <ul style="list-style-type: none"><li>• Infection prevention &amp; control practices in food services</li><li>• Emergency preparedness &amp; disaster response (continuity of kitchen operations)</li><li>• Environmental safety, ergonomics &amp; staff wellbeing</li></ul>
03:00 PM	<b>Module 8: Next on the Menu – The 7th Edition Food Services Standard</b> <ul style="list-style-type: none"><li>• Ensuring safe, nutritious &amp; compliant food for staff, visitors, and the public</li><li>• Applying licensing, food handler training &amp; hygiene requirements</li><li>• Strengthening monitoring systems, safety audits &amp; performance improvement initiatives</li></ul>
03:45 PM	Q&A
04:30 PM	Wrap-up, and Closing