



Employee and Food Safety Quiz

Name: _____

Date: _____

1. To prevent slip and falls, employees must wear slip resistant shoes, immediately clean up spills and place "Wet floor" signs over the cleaned area. True _____ False _____ (check one)
2. To prevent accidents while moving through the facility, employees must follow these rules: _____ (insert letter)
 - a. Watch carefully as you move through aisles, around corners and through doors, keep all aisles free of clutter and obstructions and securely fasten electrical cords or hoses that cross aisles.
 - b. Use whistles to warn employees of the movement of carts.
 - c. Use an escort guard when moving heavy objects to keep employees out of your path.
 - d. All of the above.
3. Employees are allowed to use equipment similar to that located at their home kitchens, such as meat grinders, without prior instruction or inspection of the equipment. True _____ False _____ (check one)
4. Employees must wear cut resistant gloves when carrying out the trash. True _____ False _____ (check one)
5. Employees must immediately report safety hazards, accidents or injuries to their managers. True _____ False _____ (check one)
6. When moving heavy boxes or trays, employees should: _____ (check one)
 - a. Shout to other employees to move.
 - b. Never allow your vision to be blocked, slow down at corners and keep the weight distributed evenly in the items carried.
 - c. Call security to assist in the process.
7. Wait staff must follow the rules listed here to maintain a safe environment while working: _____ (insert letter)
 - a. No horseplay in work areas.
 - b. Always wear slip resistant shoes.
 - c. Always use burn protection when handling hot pans.
 - d. Cap liquid heat or sternos to put them out.
 - e. All of the above.
8. Preventing burns is an important part of employee safety. True _____ False _____ (check one)
9. Three types of hazards in food preparation and service that can lead to food borne illnesses are physical, biological and chemical. True _____ False _____ (check one)
10. Symptoms of food borne illnesses are similar to the flu, and include abdominal cramps, nausea, vomiting, diarrhea, fever and dehydration. True _____ False _____ (check one)
11. Key Principles to Food Safety are: _____ (insert letter)
 - a. Prevent cross-contamination.
 - b. Practice good personal hygiene and sanitation.
 - c. Prevent time and temperature abuse.
 - d. All of the above.
12. Food Safety Hazards can be avoided by: _____ (insert letter)
 - a. Selling only frozen food.
 - b. Washing hands frequently, properly cooking food, following temperature guidelines, properly thawing food and excellent sanitation.
 - c. Spraying chemicals in all food prep areas several times per hour.
13. Cross Contamination can occur by the transfer of harmful substances or micro-organisms to food by hands, or when food-contact surfaces or cleaning cloths touch raw food and then touch ready-to-eat foods. True _____ False _____ (check one)
14. "Clean" means free of visible soil; "Sanitary" is better and means free of harmful levels of contamination. True _____ False _____ (check one)
15. Employees must wash hands: _____ (insert letter)
 - a. When you begin work.
 - b. After you use the restroom.
 - c. After sneezing, coughing, scratching or touching hair.
 - d. After carrying out the garbage or smoking.
 - e. After using harmful chemicals.
 - f. All the above.
16. Gloves must be worn when handling ready to eat foods, over bandages on hands or fingers or when handling raw meat. True _____ False _____ (check one)

By signing below you are saying that you understand our Employee and Food Safety standards and will abide by these standards at all times while duty.

Signature: _____ Date: _____



MASTER KEY
Employee and Food Safety Quiz

Name: _____

Date: _____

1. To prevent slip and falls, employees must wear slip resistant shoes, immediately clean up spills and place "Wet floor" signs over the cleaned area. **True X** False _____ (check one)
2. To prevent accidents while moving through the facility, employees must follow these rules: **A** (insert letter)
a. Watch carefully as you move through aisles, around corners and through doors, keep all aisles free of clutter and obstructions and securely fasten electrical cords or hoses that cross aisles.
b. Use whistles to warn employees of the movement of carts.
c. Use an escort guard when moving heavy objects to keep employees out of your path.
d. All of the above.
3. Employees are allowed to use equipment similar to that located at their home kitchens, such as meat grinders, without prior instruction or inspection of the equipment. True _____ **False X** (check one)
4. Employees must wear cut resistant gloves when carrying out the trash. True _____ **False X** (check one)
5. Employees must immediately report safety hazards, accidents or injuries to their managers.
True X False _____ (check one)
6. When moving heavy boxes or trays, employees should: **B** (check one)
a. Shout to other employees to move.
b. Never allow your vision to be blocked, slow down at corners and keep the weight distributed evenly in the items carried.
c. Call security to assist in the process.
7. Wait staff must follow the rules listed here to maintain a safe environment while working: **E** (insert letter)
a. No horseplay in work areas. b. Always wear slip resistant shoes.
c. Always use burn protection when handling hot pans. d. Cap liquid heat or sternos to put them out.
e. All of the above.
8. Preventing burns is an important part of employee safety. **True X** False _____ (check one)
9. Three types of hazards in food preparation and service that can lead to food borne illnesses are physical, biological and chemical. **True X** False _____ (check one)
10. Symptoms of food borne illnesses are similar to the flu, and include abdominal cramps, nausea, vomiting, diarrhea, fever and dehydration. **True X** False _____ (check one)
11. Key Principles to Food Safety are: **D** (insert letter)
a. Prevent cross-contamination. b. Practice good personal hygiene and sanitation.
c. Prevent time and temperature abuse. **d. All of the above.**
12. Food Safety Hazards can be avoided by: **B** (insert letter)
a. Selling only frozen food.
b. Washing hands frequently, properly cooking food, following temperature guidelines, properly thawing food and excellent sanitation.
c. Spraying chemicals in all food prep areas several times per hour.
13. Cross Contamination can occur by the transfer of harmful substances or micro-organisms to food by hands, or when food-contact surfaces or cleaning cloths touch raw food and then touch ready-to-eat foods.
True X False _____ (check one)
14. "Clean" means free of visible soil; "Sanitary" is better and means free of harmful levels of contamination.
True X False _____ (check one)
15. Employees must wash hands: **F** (insert letter)
a. When you begin work. b. After you use the restroom.
c. After sneezing, coughing, scratching or touching hair. d. After carrying out the garbage or smoking.
e. After using harmful chemicals. **f. All the above.**
16. Gloves must be worn when handling ready to eat foods, over bandages on hands or fingers or when handling raw meat. **True X** False _____ (check one)

By signing below you are saying that you understand our Employee and Food Safety standards and will abide by these standards at all times while duty.

Make sure that all quiz forms are signed and dated.

Signature: _____ Date: _____



EMPLOYEE AND FOOD SAFETY
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Employee and Food Safety;
2. I understand the requirements and standards reviewed in the training;
3. I understand that every employee is required to comply with the requirements and standards presented in the training;
4. I am committed to being hospitable in all services and encounters with our customers, providing the best service possible for our guests and to improve all levels of service for our customers; and
5. I understand that failure to comply with the requirements and standards of the Employee and Food Safety training will subject me to disciplinary action, including dismissal.
6. When I have a concern about a possible violation of any Company Policies, I will report those concerns to a manager, the Corporate Compliance Committee, or Corporate Human Resources, or I will call the Help Line at 1-800-241-5689.

Signature

Employee Name

Position

Location

Date



Centerplate

Employee and Food Safety Follow Up Notes

DAY ONE

1. Employee and Food Safety

a. FLOORS

1. Wet floors – even a few drops – cause more accidents than anything else.
 - a) Wipe up spills immediately.
 - b) If you must walk on wet slippery floors, slow down and take short steps.
 - c) Put out caution signs where there are wet floors.
2. Immediately pick up anything you drop on the floor or any foreign object you see on the floor.
3. Sweep up – don't pick up – broken glass.
4. Wear shoes with slip resistant soles and hard toes.

b. TRAFFIC, CLEAR AISLES

1. Watch where you are going at all times, especially through doorways, busy aisles and corners.
2. Keep aisles, halls and walkways free from obstructions like boxes, carts, electrical cords and hoses.
3. Observe all traffic signals, speed limits and warning signs while driving company vehicles.
4. Keep work areas clean and orderly – remove all trash.

c. LIFTING

1. Follow instructions in lifting heavy objects so as to avoid serious injury. Get help when it is more than you can handle.
2. Use care when lifting objects and use a cart or hand truck when necessary.
3. Pull – do not push – carts through doorways.
4. Use an approved ladder or step stool, not a box, crate or chair, for reaching high objects.

d. SMOKING

1. All designated “No smoking” areas in Centerplate or our Client's place of business will be observed.

e. EQUIPMENT

1. Always ask for instructions before using any type of equipment with which you are not entirely experienced or fully trained on.
2. Inspect all equipment to insure proper function before use.
3. Always unplug equipment before cleaning it.
4. Do not put your hands in the garbage disposal.
5. Store all equipment and utensils properly and in the correct place when finished using them.

Employee and Food Safety Follow Up Notes

6. Use a plastic or wooded tamper when operating food choppers or grinders.
 7. Wear cut resistant gloves when slicing, dicing and chopping and when cleaning the slicer.
- f. REPORTING
1. All personnel need to report any safety hazards to your supervisor immediately.
 2. Every accident, no matter how slight, must be reported immediately to your supervisor.

2. Wait Staff Safety

- To prevent injuries during the service of events follow these standards:
- Understand what the lifting limit is for full trays of food being served or dishware being cleared.
- Always be aware of your surroundings and never lose focus on where you are going.
- Never allow your load to block your vision.
- Never take for granted that fellow workers will only enter from the “in” door or exit from the “out” door.
- Never allow yourself to be pressured into doing anything unsafe; whether adding extra plates to your tray or running back to the kitchen through the wrong door. Both can lead to potential injuries and disaster.
- While customer service is paramount to the role of wait staff, it is secondary to ensuring the event is conducted in a safe manner.
- Never horseplay in any work area.
- Always wear slip resistant shoes.
- Never touch “hot plates or chafing dishes” with a bare hand to “test temperature”.
- Always use burn protection when handling hot pans.
- Warn customers of steam hazard when changing out chafing pans.
- Always “cap” liquid heat or sternos to put out flames and under no circumstance should you move a lighted can of liquid heat.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Employee and Food Safety Day 1

Employee and Food Safety Follow Up Notes

DAY TWO

3. Preventing Burns

- Use only approved Personal Protection Equipment when handling hot pans and when cleaning ovens, fryers, kettles, steamers, and other heated equipment.
- PPE includes heat resistant gloves, pads, and sleeves. The best protection provides a moisture barrier in the event the PPE gets wet or there are hot spills.
- Never place pans of food to be heated at a level higher than chest height in ovens and steam cabinets. Pans not level when removing them or checking them will lead to hot liquid spills.
- Ensure hot equipment is turned off and unplugged before cleaning.
- Move hot pans of food on carts. Announce the movement of hot food when practical when confronting other employees.
- Always be observant of workers around you when handling hot pans.
- Never place a hot pan near the pot and pan sink area and risk burning a fellow worker.
- Move your head away from escaping steam when removing lids from hot pans or opening doors of ovens and steamers.
- When changing pans on a buffet line, politely warn customers to “please stand away” from the chafing rack where steam will escape.

4. Preventing Cut and Laceration Injuries

- Always wear prescribed Personal Protection Equipment for the job you are doing.
- Wear cut resistant gloves (Kevlar or metal mesh) when manually slicing with a knife. Kevlar must be worn when using knives with serrated blades.
- Wear cut resistant gloves (Kevlar or metal mesh) when cleaning any equipment with a blade (slicing machine, food chopper or cutter, blender, etc.). Ensure any electrical equipment is unplugged before removing guards to clean.
- Never wear cut resistant gloves when operating slicing or chopping machines. (Meat slicers, buffalo choppers, etc.).
- Use proper tools to open boxes, buckets, or bags of food that are designed for that purpose. Never use an exposed knife blade. It is not designed for that purpose.
- Keep all cutting blades and knives sharpened. Dull blades slide off cutting surfaces and can cut hands and fingers.
- Replace any knives with broken or chipped blades.
- Wear a cut resistant glove when opening cans of food to remove blade lids.
- Never pick up broken glass with an unprotected hand. Use a broom and dustpan and place all broken glass in a trash receptacle designated for broken glass.
- Always store knives in a protective rack designed for knife storage. Never store knives in drawers, with blades unprotected.
- Never attempt to “catch” anything that is sharp from falling. This includes knives, scissors, box cutters, and boxes of plastic wrap or aluminum foil. Let them fall.

Employee and Food Safety Follow Up Notes

5. Preventing Lifting Injuries

Lifting injuries are not only costly, but can be debilitating and seriously affect quality of life. Lifting injuries are preventable if steps are taken to ensure workers are properly trained in safe lifting and are periodically observed to ensure compliance with lifting standards.

Step 1: Size up your load. If it obviously is too heavy seek assistance from others.

Step 2: Never get into a hurry. Take your time and follow the standard procedures for lifting:

- Test the weight of the object to ensure it does not exceed the weight limit of your operation.
- Bend at the knees and lower yourself to the level that will allow you to grasp the object.
- Reach around item being lifted and pull close to body.
- Lift using the legs to carry the weight.
- If moving a long distance place object on cart and transport on that way.
- Follow the same standards when placing object down at the end of the carry.

Step 3: Never lift heavy objects above chest level without assistance.

Step 4: Never allow object being lifted to block your vision.

Step 5: Never run with object you are carrying.

Step 6: Always be aware of workers in your area who may be hoisting or carrying objects. Never distract them from their tasks.

Step 7: Do not overload carts, and load the carts by evenly distributing the weight of objects, and keeping the objects level to prevent items from falling off.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Employee and Food Safety Day 2

Employee and Food Safety Follow Up Notes

DAY THREE

6. Food Safety.

Hazards involved in Food Preparation, Handling and Service are:

1. Physical – objects that accidentally enter food, a foreign matter (dirt, hair, nails, metal, etc.)
2. Biological – danger of Food contamination by disease-causing micro-organisms (bacteria, viruses, parasites, or fungi) certain plants and fish that carry toxins.
3. Chemical – Food contamination by pesticides, food additives, preservatives, cleaning supplies and toxic metals that leech through worm cookware and equipment.

7. Food Borne Illnesses

Causes

- Contaminated food from food sources not approved.
- Bacteria, Viruses, and Other Pathogens.
- Toxins.
- Chemical Contamination.
- Physical Contamination.
- Cross – Contamination.
- Failure to properly cool food.

8. Symptoms

Symptoms of Food Borne Illnesses resemble intestinal flu and may last for several hours to several days, and include abdominal cramping, nausea, vomiting, diarrhea, fever and dehydration.

Symptoms can range from mild to very serious.

REPORT ALL SUSPECTED CASES TO YOUR MANAGER IMMEDIATELY, AND SEEK APPROPRIATE MEDICAL ATTENTION!

9. Prevention

- Prevention is the key to protecting customers from Food Borne Illnesses.
- Purchasing/Receiving – Only accept product from an approved source. Receive product in proper and intact packaging, within prescribed temperature range and with no obvious signs of damage or expiration. Reject if necessary.
- Always cook food to the minimum safe temperature as outlined in the FDA Model Food Code.
- Store food at 40°F or below. Keep hot food hot at above 140°F. Ensure leftovers are properly cooled, dated and labeled.
- Wash your hands frequently; after handling food products, before handling a different food product, when you switch tasks etc.
- Wear hair covering and clean uniforms to prevent physical contamination. Disposable gloves should be worn when handling food and changes frequently when changing tasks.
- Foods must be thawed in a manner that does not allow the food to reach the temperature danger zone.

Employee and Food Safety Follow Up Notes

- Store the leftover food or additional food products in frig. Helps to place food products in a container that is shallow.
- Leftovers must be properly cooled, covered, and stored with the product name and date on the label. Leftovers in refrigerated storage must be used up in 48 hours or disposed of. Frozen leftovers must be utilized within 14 days.
- Proper sanitation, including thorough cleaning, sanitizing and pest management, is key to prevention.

10. Cross-Contamination

a. Cross-Contamination is the transfer of harmful substances or disease-causing micro-organisms to food by hands, food-contact surfaces or cleaning cloths that touch raw food, are not cleaned and sanitized and then touch ready-to-eat food. Cross-Contamination can also occur when contaminated food or stored raw food touches or drips fluids on cooked or ready-to-eat food.

Food contact surfaces include any equipment or utensil surface which normally comes in contact with food or which may drain, drip or splash in food or on surfaces normally in contact with food. Cutting boards, knives and splash areas are examples of food-contact surfaces.

b. To Prevent Cross-Contamination:

- Properly store all food and supplies.
- Thoroughly clean and sanitize your facility.
- Use reputable, reliable suppliers.
- Remove garbage and recyclables quickly and properly.
- Keep facility free of insects and rodents.
- Clean and sanitize work surfaces frequently.
- Use color coded equipment to distinguish between uses for raw meat, cooked meat, vegetables, poultry, etc.
- Clean and sanitize utensils between uses.
- Keep coughing or sneezing workers away from food preparation.
- Never place fresh food on top of old food.

11. Factors most often named in Food borne outbreaks:

- Failure to properly cool food.
- Failure to thoroughly heat or cook food.
- Infected employee who practiced poor personal hygiene at home and work.
- Preparing food a day or more in advance.
- Adding raw, contaminated ingredients to food that receives no further-cooking.
- Allowing foods to stay for too long at temperatures favorable to bacteria growth.
- Failure to reheat cooked foods to temperatures that kill bacteria.
- Cross-contamination of cooked food by raw food, improperly cleaned and sanitized equipment, or employees who mishandle food.

All these factors can be divided into three categories: time and temperature abuse, poor personal hygiene, and cross-contamination.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Employee and Food Safety Day 3

Employee and Food Safety Follow Up Notes

DAY FOUR

12. Wash your hands:

a. Steps

- When you begin work.
- After you have used the restroom.
- After coughing, sneezing, scratching, touching hair.
- After a break (smoke, eat, drink).
- After handling potentially hazardous foods.
- After cleaning or taking out the garbage.

b. Handwashing Requirements

- Turn on warm/hot water and wet hands.
- Apply soap to hands and scrub over tops and palms of hands, between fingers and fingernails.
- Scrub hands for at least 20 seconds. ABC's
- Rinse hands thoroughly under running water.
- Dry hands with single use paper towel.
- Turn faucet off with the paper towel.

13. The Proper Use of Gloves

Never use gloves in place of hand washing!

- Wash hands thoroughly.
 - Before putting on gloves.
 - When changing into fresh gloves.
- Wear gloves
 - When handling ready-to-eat foods (salads, deli-meats, pickles, etc.).
 - Over bandages on hands and forearms.
 - When handling raw meats, such as ground beef.
- Change gloves
 - When punctured or torn.
 - Before beginning a new task.
 - Every hour during continual use.

14. Sanitization bucket

a. Why use a sanitizer bucket?

- The proper use of sanitizer is to sanitize food contact surfaces AFTER the surface has been properly cleaned.
- Effective sanitation of food contact surfaces will help prevent the transmission of microorganisms and food spoilage.
- A clean surface is absent of visible debris. (Not good enough)
- A sanitized surface is the absence of harmful microorganisms. (GOOD)

b. Proper Use of Sanitizer Buckets

1. Make sure sanitizer buckets are clean prior to use.
2. Sanitizer buckets are for sanitizer use only. Red Buckets.
3. Using the Ecolab Oasis system, fill the buckets. The proper formula of sanitizer and water will be automatically mixed and flow into the bucket.

Employee and Food Safety Follow Up Notes

4. Always measure the sanitizer concentration using the proper test strip.
5. Record the concentration on the Concession Log or Sanitizer Log.
6. Place a clean cloth in the sanitizer solution and store bucket under food prep or serving stations until ready to use.
7. Test the solution's concentration every 2 hours and change when below standard or solution gets cloudy or dirty.
8. Discard solution at the end of the day and wash bucket.
9. Sanitizer buckets are to be set up fresh prior to starting food prep.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Employee and Food Safety Day 4

Employee and Food Safety Follow Up Notes

DAY FIVE

15. Temperature

- a. Temperature monitoring is also critical to protecting food. Food temperatures must be monitored throughout the flow of food process;
 - Receiving.
 - Storage.
 - Hot and Cold food Preparation.
 - Hot and Cold food Serving.
 - Hot and Cold food handling as leftovers.
 - Reheating of hot food leftovers.
 - Reutilization of cold food leftovers.
- b. The #1 cause of food borne illness is time & temperature abuse!
 - Keep hot foods hot! 140° F or above
 - Keep Cold foods cold! 41° F or below
 - Keep food out of the "Temperature Danger Zone" 41° to 140° F.
 - We use metal food thermometers. Food thermometers should be able to measure internal temperatures from 0° to 220°F (-17.8° to 104.4°C). They should be accurate to + 2°F or + 1°C. Common types of thermometers include:
 - Thermocouples -measure temperature through a sensor in the tip of the stem. This device accurately and quickly measures a range of temperatures without the need to recalibrate.
 - Bi-metallic -most common. They measure temperature through a metal stem with a sensor in the lower end.
 - Digital Thermometers – measure temperatures through a metal tip or sensing area and provide a digital readout.
 - Time Temperature Indicators (TTI's) -Liquid crystals in strips that change color when packaged product reach an unsafe temperature.
- c. Danger Zone
 - Above 41 degrees.
 - Below 140 degrees (FDA MFC 135°F).
 - Time temperature abuse #1 is the most commonly reported of Food borne illnesses.
 - Food may not be allowed to remain in the temperature danger zone more than a total of 4 hours throughout the entire flow of food process.
- d. Critical Control Points (CCP'S)

A critical control point (CCP) is an operation (practice, preparation step or procedure) where a preventative or control measure can be applied that would:

1. Eliminate (remove) a hazard
2. Prevent a hazard, or
3. Lessen the risk that a hazard will happen.
 - Final Cook Poultry, Stuffed Meats -165°F for 15 seconds.
 - Final Cook Ground Beef, Hamburgers -160°F.
 - Final Cook Pork -145°F for 4 minutes.
 - Final Cook Ground Pork including Sausages -155°F for 15 seconds.
 - Final Cook Steak – Surface temperature is 145°F.

Employee and Food Safety Follow Up Notes

- Final Cook Whole Muscle Roasts (Rare) 130°F for 112 minutes.
- Final Cook Whole Muscle Roasts (Med to Well) 145°F for 4 minutes.
- Final Cook Fish, Eggs -145°F for 15 seconds.
- Final Cook Time for Other potentially hazardous foods -145°F for 15 seconds.

Critical Control Point

Hold all Hot Potentially Hazardous Foods at 140°F or above.

e. A Hazard Analysis Critical Control Point (HACCP) food safety system helps you:

- Identify the foods and procedures that are most likely to cause food borne illness.
- Build in procedures that reduce the risks of food borne outbreaks.
- Monitor all procedures to ensure food safety.

Make sure you uniformly follow each of the CCP's listed:

Critical Control Point

- Cooling all Potentially Hazardous Foods.
- 140°F down to 70°F with in 2 hours.
- 70°F down to 41°F or below in an additional 4 hours.

Critical Control Point

- Hold ALL Cold Potentially Hazardous Foods at 41°F or Below.

Critical Control Point

- Reheat all Potentially Hazardous Foods to 165°F or above for 15 seconds.

f. Procedure for Taking Proper Temperature

1. Insert stem of thermometer into the center of food item for 10 seconds.
2. Log temperature on the Concession or appropriate Temperature Log.
3. If item is in the Temperature Danger Zone, take corrective action (Re-heat, rapid chill, check again or discard) and enter action in log.
4. Sanitize thermometer stem.
5. Temperatures should be taken and logged every hour.

g. Calibrating Your Thermometer

Ice Point Method

Ice-Point – submerge the sensor in a 50/50 ice and water slush. For a bi-metallic stemmed thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 32°F (0°C). For a thermocouple or digital thermometer, try a new battery or have the manufacturer or a repair service check the unit.

- Place tip of the thermometer in the center of bowl of 50/50 water and crushed ice and wait 3 minutes. If thermometer does not read 32°F, turn calibration nut until it reads 32°F.

Boiling Point Method.

Boiling-Point – submerge the sensor into boiling water. For a bi-metallic thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 212 °F (100°C). You need to be very careful using this method to avoid burns.

Note: The boiling point method lowers about 1°F (.6°C) for each 550 feet above sea level.

Employee and Food Safety Follow Up Notes

- Submerge the sensor into boiling water. For a bi-metallic thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 212 °F (100°C).
 - Log in Thermometer Calibration Log or Concessions Log.
 - Sanitize thermometer before use.

You need to make sure your thermometer readings are accurate. Recalibrate thermometers regularly, after an extreme temperature change, or if the unit has been dropped. Thermometers may be calibrated by one of two methods.

h. Keeping Proper Records

Take and Record Temperatures Every Hour and Record any Corrective Actions Taken.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Employee and Food Safety Day 5

Employee and Food Safety Follow Up Notes

DAY SIX

16. Proper Methods to Thaw Food are:

1. In the refrigerator:
 - store raw foods on the lowest shelves to prevent them from dripping or splashing on other foods.
 - allow a day or more for large items, such as turkey and roasts, to thaw.
2. In potable (drinkable) water:

The product should be thawed within two hours, then prepped and closed.

 - use a large cleaned and sanitized sink used only for thawing.
 - use a stream of water strong enough to wash off loose particles of skin or dirt. Do not let the water splash on other food or food – contact surfaces.
 - remove the food from the sink as soon as it is thawed. Sanitize the sink and all utensils used in thawing.
2. In the microwave:

Use this method only if the food will be moved immediately to other cooking equipment or finished immediately in the microwave. This method is not effective for large items.
3. As part of the cooking process:

This method works well with vegetables, seafood (such as shrimp), hamburger patties, pie shells and similar foods – but not large items.

17. Food Allergens

- a. Common Food Allergens
 - Milk and dairy products (cheese, butter, etc.)
 - Eggs and egg products
 - Fish (fresh and saltwater)
 - Shellfish
 - Wheat
 - Peanuts
 - Tree nuts
 - Soy and soy products
- b. Symptoms of an allergic reaction include:
 - Itching in and around the mouth, face, or scalp.
 - Tightening in the throat.
 - Wheezing or shortness of breath.
 - Hives.
 - Swelling of the face, eyes, hands, or feet.
 - Gastrointestinal symptoms.
 - Loss of consciousness and death.
- c. To respond to guests with food allergies:
 - Be able to fully describe menu items.
 - If you are unsure if an item is allergen free, tell the guest you are unsure, and urge the guest to order something else.
 - Ensure that cookware and utensils used to prepare the guests' food are allergen free.
 - Call a manager if the customer requires, or if the customer demands information you don't know about the product.

Employee and Food Safety Follow Up Notes

18. Steps to Respond to Customer Complaints (internally)

1. Gather factual information – who, what, when, where, why? – complete Customer Illness Report.
2. Contact Brian Walters, Corporate Safety and Environmental Manager at (864) 598-8664 or (864) 435-0397; or contact Carole Foster at (864) 598-8644.
3. If unavailable, contact one of the following Centerplate contacts:
 - Keith King, General Counsel: (203) 975-5906.
 - Paul Daly, SVP Purchasing: (864) 598-8618; (864) 621-4240.
4. Follow the Food Borne Illness Investigation Procedures to prevent the risk of further illness.
5. Contact your LOB Vice President to advise.
6. Direct any claims questions to Brian Walters at (864) 598-8664 or Carole Foster at (864) 598-8644 in Risk Management.
Direct all media questions to Bob Pascal, SVP Sales & Marketing at (203) 975-5943.

19. Steps to Respond to Customer Complaints

1. Seek information.
Ask the customer what he/she ate, when, where purchased, who witnessed, and all facts related to complaint. Try to assess the medical condition of the customer.
2. Provide assistance.
Refer the guest to first aid, call security, call 911, or notify Facility management to seek medical assistance, depending on the medical condition of the customer. Provide first aid until medical providers arrive.
3. Inform management.
Notify Centerplate management immediately and follow emergency procedures f the building.
4. Assist family members of ill customer.
Provide the family members with contact information of hospital, directions or other information needed.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____
Employee and Food Safety Day 6



Employee and Food Safety (1.27.12)



Employee and Food Safety Training



Employee and Food Safety

Notes page 3

Welcome to Frontline Employee Training on Employee and Food Safety.

Let's get started!



Employee and Food Safety

Centerplate has adopted various safety standards to keep employees and guests safe while at our venues.

Employee Safety is the responsibility of all employees. Food Safety supports our goal to provide the highest quality food and beverage services.



Notes: pg 4

Centerplate is committed to providing and maintaining a Safe work environment for our employees as well as our guests.

You will set the tone for a safe work place by being proactive and setting the example for others.

The efforts you make to identify and eliminate hazards will ensure not only your safety, but the safety of others.



Employee Safety Rules

FLOORS

1. Wet floors – even a few drops – cause more accidents than anything else.
 - a) Wipe up spills immediately.
 - b) If you must walk on wet slippery floors, slow down and take short steps.
 - c) Put out caution signs where there are wet floors.
2. Immediately pick up anything you drop on the floor or any foreign object you see on the floor.
3. Sweep up – **don't pick up** – broken glass.
4. Wear shoes with slip resistant soles and hard toes.



Notes: pg 5

Slip, trip and fall injuries are common and can lead to serious injuries. Follow these rules to help keep all employees and guests safe from dangerous floor conditions.

[Pause to read slide]



Employee Safety Rules

TRAFFIC, CLEAR AISLES

5. Watch where you are going at all times, especially through doorways, busy aisles and corners.
6. Keep aisles, halls and walkways free from obstructions like boxes, carts, electrical cords and hoses.
7. Observe all traffic signals, speed limits and warning signs while driving company vehicles.
8. Keep work areas clean and orderly – remove all trash.



Notes: pg 6

Being aware of your surroundings and moving around in a safe manner is important to avoid unnecessary collisions. Follow all protocols regarding safely moving about the facility, and keep all aisles and hallways free from obstructions, boxes, carts, hoses and electrical cords.



Employee Safety Rules

LIFTING

9. Follow instructions in lifting heavy objects so as to avoid serious injury. Get help when it is more than you can handle.



10. Use care when lifting objects and use a cart or hand truck when necessary.

11. Pull – **do not push** – carts through doorways.

12. Use an approved ladder or step stool, not a box, crate or chair, for reaching high objects.

SMOKING

13. All designated “No smoking” areas in Centerplate or our Client’s place of business will be observed.



Notes: pg 7

Use common sense to avoid injuries when lifting or moving heavy objects. Use only approved ladders for reaching high objects. Smoke only in approved designated areas.



Employee Safety Rules



14. Always ask for instructions before using any type of equipment with which you are not entirely experienced or fully trained on.
15. Inspect all equipment to insure proper function before use.
16. Always unplug equipment before cleaning it.
17. Do not put your hands in the garbage disposal.
18. Store all equipment and utensils properly and in the correct place when finished using them.
19. Use a plastic or wooded tamper when operating food choppers or grinders.



Notes: pg 8

Following these simple rules when using equipment will greatly reduce your chance of injury. Only operate equipment on which you have received instructions or training, and inspect the equipment before use. Unplug all equipment before cleaning. Store equipment and utensils in their proper places. Do not put your hands in or near the garbage disposal or in the food chopper or grinder. Wear cut resistant gloves when cutting food or cleaning the slicer.



Employee Safety Rules

20. Wear cut resistant gloves when slicing, dicing and chopping and when cleaning the slicer.

REPORTING

21. All personnel need to report any safety hazards to your supervisor immediately.
22. Every accident, no matter how slight, must be reported immediately to your supervisor.

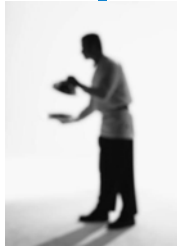


Notes: pg 9

Be proactive and aware of your surroundings. Report all safety hazards and ANY accident, no matter how slight, to your supervisor immediately.



Preventing Slips and Falls



- Always wear slip resistant shoes.
- Always be aware of your surroundings and keep alert for spills on the floor, objects in front of you, and the workers around you.
- Horseplay and/or running within the food service area is prohibited.
- If you spill it, wipe it up. 🗣️
- Never walk through spills, always around them.
- Remain at a spill until it can be properly cleaned up to protect everyone in the operation.
- When cleaning floors always place a "Wet Floor" Sign in the immediate area.
- Clean floors in sections and allow floor to dry completely before removing "Wet Floor" signs.

Notes: pg 10

Now let's address preventing slips and falls.

Always be aware of your surroundings. Use the motto "never place your feet where your eyes have not already been." Do not allow yourself to become distracted. Walk around obvious spills, but better yet; if you see a spill – stand by it until you can get the attention of someone to take responsibility to clean up the spill.

Always identify spills or recently mopped areas with "wet floor" signs.

If using the traditional method, mop floors with hot, soapy water, then, using another mop and bucket, with clean cool water. This ensures soap residue is removed from the floor. If using the new "one step" floor care products, follow the manufacturer's instructions.

NO horseplay or running in the food service areas.



Preventing Trips, Slips and Falls



- Never place objects on the floor that others can trip over.
- Never allow your vision to be blocked by items you carry.
- Push carts in a manner that allows you to maintain a clear sight path in front of you.
- Slow down when approaching corners or closed doors.
- Never allow your vision to become obstructed when climbing up or downstairs. 🧑🏻
- Always check ladders before using to ensure they are in good condition.
- Keep lights on and properly working so you can see your path.

Notes: pg 11

Common sense will help avoid many slip and fall injuries. Do not place objects on the floor that others might trip over. Always carry objects in a manner that you can see the floor and where you are going. Push carts so you can see where you are going.

Slow down when approaching corners or closed doors. Enter on the right if there are two doors into the kitchen or service area.

Follow these rules when using ladders:

1. inspect the ladder and use only if in good condition.
2. ensure the ladder is big enough to avoid over reaching.
3. climb up and down facing the ladder.
4. secure the ladder before climbing.

Lighting – always turn on the light before entering a room, keep walkways visible with proper lighting, replace used light bulbs and repair faulty switches.

Stairs – climb up and down slowly, one step at a time and hold onto railing. No horseplay on stairs.



Slip Resistant Shoes

- Shoes should conform to the approved safety standards and present a businesslike appearance.
- Shoes must be non-slip in nature and in good condition.
- Non-slip shoes are clearly labeled as such and are available from a number of sources:
 - * Shoes for Crews, through payroll deduction.
 - * Keuka Footwear, through payroll deduction.
 - * Wal-Mart
 - * K-Mart
 - * Payless Shoes
 - * Famous Footwear



Notes: pg 12

Slip resistant shoes can greatly reduce employee injuries.

Make sure your shoes are slip resistant and conform to Centerplate's safety requirements. You can find proper shoes at many stores listed here. Many locations utilize the "Shoes for Crews" or Keuka footwear programs.



Slip Resistant Shoes



- Supervisors should check staff at every event, or daily, to ensure compliance with the non-slip shoe policy.
- Employees who fail to wear appropriate footwear should either not be allowed to work, or should be issued a one time set of disposable non-slip shoe covers, if available.
- Employees must be reminded that while slip resistant shoes will help prevent slip and fall injuries, this does not mean they can walk through spills or debris.
- Staying clear of hazards, staying focused where the feet are being placed, and never allowing ones' vision to be blocked are the best ways of preventing slip and fall injuries.



Notes: pg 13

Tips to prevent slip and falls:

- Wear slip resistant shoes, properly fitted.
- Walk on nonslip walking surfaces/coatings where available.
- Stand on heavy mats where available.
- Walk within designated walking aisles.
- Identify and inform management of cables that cross walkways or run overhead.
- Avoid and remove trip hazards.

Be proactive to assist your manager in keeping the work area safe!



Wait Staff Safety

- Wait staff can be involved in numerous injuries that can be very serious.
- To prevent injuries during the service of events follow these standards:
 - Understand what the lifting limit is for full trays of food being served or dishware being cleared.
 - Always be aware of your surroundings and never lose focus on where you are going.
 - Never allow your load to block your vision.
 - Never take for granted that fellow workers will only enter from the “in” door or exit from the “out” door.



Notes: pg 14

To prevent injury while serving our guests, follow these rules:

- Understand what the lifting limit is for full trays of food being served or dishware being cleared.
- Always be aware of your surroundings and never lose focus on where you are going.
- Never allow your load to block your vision.
- Never take for granted that fellow workers will only enter from the “in” door or exit from the “out” door.



Wait Staff Safety



- Never allow yourself to be pressured into doing anything unsafe, whether adding extra plates to your tray or running back to the kitchen through the wrong door.
- Never horseplay in any work area.
- Always wear slip resistant shoes.
- Never touch “hot plates or chafing dishes” with a bare hand to “test temperature”.
- Always use burn protection when handling hot pans.
- Warn customers of steam hazard when changing out chafing pans.
- Always “cap” liquid heat or sternos to put out flames and under no circumstance should you move a lighted can of liquid heat.



Notes: pg 15

Additional rules to keep our wait staff free of injury include:

- Don't overload trays.
- No Running in the food service areas.
- Never horseplay in any work area.
- Always wear slip resistant shoes.
- Never touch “hot plates or chafing dishes” with a bare hand to “test the temperature”.
- Always use burn protection when handling hot pans.
- Warn customers of steam hazards when changing out chafing pans.
- Always “cap” liquid heat or sternos to put out flames, and under no circumstance should you move a lighted can of liquid heat.



Preventing Burns



- Use only approved Personal Protection Equipment when handling hot pans and when cleaning ovens, fryers, kettles, steamers and other heated equipment.
- PPE includes heat resistant gloves, pads and sleeves. The best protection provides a moisture barrier in the event the PPE gets wet or there are hot spills.
- Never place pans of food to be heated at a level higher than chest height in ovens and steam cabinets. Pans not level when removing them or checking them will lead to hot liquid spills.
- Ensure hot equipment is turned off and unplugged before cleaning.



Notes: pg 16

Burns are serious and must be avoided by following these safe work rules:

- Use approved personal protection equipment such as heat resistant gloves, pads and sleeves when handling hot equipment or pans, or cleaning heated equipment.
- Carry pans of hot food at chest level or lower and keep them level to prevent spills.
- Turn off hot equipment, and unplug, before cleaning.



Preventing Burns



- Move hot pans of food on carts. Announce the movement of hot food when practical when confronting other employees.
- Always be observant of workers around you when handling hot pans.
- Never place a hot pan near the pot and pan sink area and risk burning a fellow worker.
- Move your head away from escaping steam when removing lids from hot pans or opening doors of ovens and steamers.
- When changing pans on a buffet line, politely warn customers to “please stand away” from the chafing rack where steam will escape.



Notes: pg 17

You can avoid burns by moving hot food on carts, and announce the movement of hot food when practical to other employees. Always be observant of other employees when handling hot pans. Always move your head AWAY from escaping steam when removing lids from hot pans or opening stove doors or steamers. When changing pans on a buffet line, politely warn customers to stand away and avoid the escaping steam.



Preventing Cuts and Lacerations



- Always wear prescribed Personal Protection Equipment for the job you are doing.
- Wear cut resistant gloves (Kevlar or metal mesh) when manually slicing with a knife. Kevlar must be worn when using knives with serrated blades.
- Wear cut resistant gloves (Kevlar or metal mesh) when cleaning any equipment with a blade (slicing machine, food chopper or cutter, blender, etc.). Ensure any electrical equipment is unplugged before removing guards to clean.
- Never wear cut resistant gloves when operating slicing or chopping machines. (Meat slicers, buffalo choppers, etc.).
- Use proper tools to open boxes, buckets or bags of food that are designed for that purpose. Never use an exposed knife blade. It is not designed for that purpose.



Notes: pg 18

We will now consider safety standards to prevent cuts and lacerations. We work around kitchens, which have plenty of opportunities for cuts and lacerations.

These rules will help prevent those injuries:

- Always wear approved Personal Protection Equipment when using knives, or cleaning equipment with blades.
- Unplug equipment before cleaning.
- **NEVER** wear PPE (Personal Protection Equipment) when operating slicing/chopping machines. Use proper tools to open boxes, bags and other items.
- Keep all cutting bladed and knives sharpened.



Preventing Cuts and Lacerations



- Replace any knives with broken or chipped blades.
- Wear a cut resistant glove when opening cans of food to remove blade lids.
- Never pick up broken glass with an unprotected hand. Use a broom and dustpan and place all broken glass in a trash receptacle designated for broken glass.
- Always store knives in a protective rack designed for knife storage. Never store knives in drawers, with blades unprotected.
- Never attempt to “catch” anything that is sharp from falling. This includes knives, scissors, box cutters and boxes of plastic wrap or aluminum foil. Let them fall.



Notes: pg 19

Additional standards to prevent cuts and lacerations include that knives with broken or chipped blades should be replaced. Wear PPE (Personal Protection Equipment) when removing lids from opened cans. Use a broom and dustpan to clean up broken glass. Store knives in a protective rack designed for knife storage, not in a drawer. NEVER attempt to catch anything sharp that is falling – let it hit the floor. This applies to knives, scissors, box cutters or boxes of aluminum foil/plastic wrap.



Preventing Lifting Injuries

Step 1: Size up your load. If it is too heavy, seek assistance from others.

Step 2: Never get into a hurry. Take your time and follow the standard procedures for lifting:



- * Test the weight of the object to ensure it does not exceed the weight limit of your operation.
- * Bend at the knees and lower yourself to the level that will allow you to grasp the object.
- * Reach around item being lifted and pull close to body.
- * Lift using the legs to carry the weight.
- * If moving a long distance place object on cart and transport on that way.
- * Follow the same standards when placing object down at the end of the carry.



Notes: pg 20

Back injuries account for nearly 20% of all injuries and illnesses in the workplace. Six million people a year seek medical treatment because of back pain, often because they did not use the proper methods of lifting and moving an object. An improper lift is defined as one that places most of the stress on your back muscles.

Dangerous Lifting Techniques include: standing too far away from the object, lifting more than you can handle, bending your back, looking at the ground while you are lifting, or carrying the object over a slippery or cluttered floor.

Safe Lifting Techniques include: making sure you have an open and clear place to set the object down, stand close to the object, tighten your stomach muscles, lower your body by bending your knees with a straight back, and lift and lower both smoothly and slowly.



Preventing Lifting Injuries

Step 3: Never lift heavy objects above chest level without assistance.

Step 4: Never allow object being lifted to block your vision.

Step 5: Never run with object you are carrying.

Step 6: Always be aware of workers in your area who may be hoisting or carrying objects. Never distract them from their tasks.

Step 7: Do not overload carts, and load the carts by evenly distributing the weight of objects, and keeping the objects level to prevent items from falling off.



Notes: pg 21

Other lifting tips include do not lift heavy objects above your chest without assistance, and don't let objects block your vision. Never run when carrying an object. Be aware of workers in the area. Do not distract workers who are carrying heavy loads.

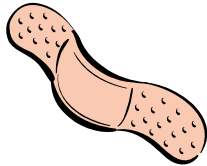
If using a cart, make sure it is loaded properly: appropriate weight for the size of content, and loaded so that items do not block your vision or will fall off the cart.

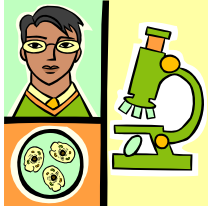
Now let's turn our attention to food safety and proper food handling and preparation techniques, and the symptoms of, prevention of and response to Food Borne Illnesses.



Centerplate – Food Safety Hazards

Three Types of Hazards


Physical


Biological


Chemical



Notes: pg 22

Serving wholesome, tasty, safe food to our customers is one of our main goals. However, the day to day work of running a food service operation is complex and demanding. Employees, food and equipment must be managed and coordinated every minute of every working day.

Food Safety depends on every area of the operation working properly – from receiving food at the loading dock to serving it to customers. We need to involve all of our employees working together to ensure food safety.

Hazards involved in Food Preparation, Handling and Service are:

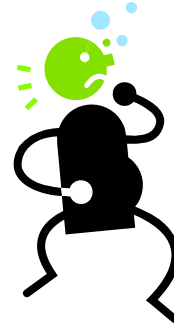
1. **Physical** - objects that accidentally enter food, a foreign matter (dirt, hair, nails, metal, etc.)
2. **Biological** – danger of Food contamination by disease-causing micro-organisms (bacteria, viruses, parasites, or fungi) certain plants and fish that carry toxins.
3. **Chemical** – Food contamination by pesticides, food additives, preservatives, cleaning supplies and toxic metals that leech through warm cookware and equipment.



Centerplate – Food Safety Hazards

Food Borne Illnesses

- Causes
- Symptoms
- Risk Factors
- Prevention
- Points to Remember



Notes: pg 23

A Food borne Illness is defined as a disease carried or transmitted to people by food.

Lets discuss the various causes, symptoms, risk factors, prevention steps and key points in preventing food borne illnesses.



Food Borne Illnesses - Causes

- Contaminated food from food sources not approved.
- Bacteria, Viruses and Other Pathogens.
- Toxins.
- Chemical Contamination.
- Physical Contamination.
- Cross – Contamination.
- Failure to properly cool food.



Notes: pg 24

Many things can contaminate food and cause food borne illnesses. Bacteria are everywhere; on hands, and in throats, ears and hair. Raw foods are not sterile. Contamination can occur during slaughter of meat or the harvest of seafood.

Bacteria can be stopped or killed only by cooking at high temperatures. Freezing may slow the growth but once in the right climate they will grow again.

Toxins can be the result of chemicals accidentally introduced into food, or are the result of bacteria present or may even be part of the growing process in some foods. Ensuring food is only purchased from authorized sources, that proper temperatures are maintained and that chemicals used in the operation are controlled will help prevent toxins from poisoning food.

Physical contaminants include such things as human hair, false fingernails or broken glass. These objects can be controlled from entering the food chain by ensuring employees follow grooming and uniform standards and keeping unneeded objects out of the food preparation and serving areas.

Cross – Contamination is the transfer of harmful substances or micro-organisms to food by:

1. Hands touch raw foods and then touch cooked or ready to eat foods;
2. Food contact surfaces (cutting boards, knives) touch raw food, are not cleaned and sanitized, and then touch food that is ready to eat; or
3. Raw or Contaminated food touch or drip onto cooked or ready to eat foods.



Food Borne Illnesses

- 5,000 Deaths
- 325,000 Hospitalizations
- 76 Million Illnesses



Notes: pg 25

Food borne illnesses are thought to be responsible for these numbers. It is hard to be 100% accurate because many afflicted with Food Borne Illnesses never seek medical attention, while others may report having Food Borne Illnesses when in fact it may be another problem they are experiencing.

No matter, the impact caused by Food Borne Illness is staggering and unnecessary.



Symptoms

- Abdominal Cramps
- Nausea
- Vomiting
- Diarrhea
- Fever
- Dehydration



REPORT ALL SUSPECTED CASES TO YOUR MANAGER IMMEDIATELY, AND SEEK APPROPRIATE MEDICAL ATTENTION!



Notes: pg 26

Symptoms of Food Borne Illnesses resemble intestinal flu and may last for several hours to several days, and include abdominal cramping, nausea, vomiting, diarrhea, fever and dehydration.

Symptoms can range from mild to very serious.

REPORT ALL SUSPECTED CASES TO YOUR MANAGER IMMEDIATELY, AND SEEK APPROPRIATE MEDICAL ATTENTION!



Risk Factors

- Age
 - Young children
 - Pregnant women and fetus
 - Elderly
- Immune system
 - Lower immune system is at higher risk.



Notes: pg 27

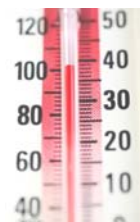
The age of a person plays a big part in how their body reacts to pathogens of any type. The younger the person is the more likely they will contract disease. Factors must be figured in is the habit of putting hands in mouth, biting nails, wiping the nose with hands etc. These habits are found predominantly in young children. Pregnant women run a risk of contracted disease and passing along to the fetus they carry. The elderly are also at risk for Food Borne illnesses.

The immune system works primarily to fight off infection and foreign bodies. When the immune system (due to previous or current infections, illnesses, etc) is weakened then it can not fight the illness which becomes fatal at times.



3 Key Principles of Food Safety

- Prevent Cross-Contamination.
- Practice Good Personal Hygiene and Sanitation.
- Prevent Time and Temperature Abuse.



Notes: pg 28

There are three key principles to protecting food and preventing food borne illness. Violate any of the three and a food borne illness can occur.

1. Keep raw foods separate from cooked or ready to eat foods. Store foods so no raw juices can drip on leftover or finished product. Clean and sanitize work surfaces frequently and never at less than 4 hour intervals.
2. Ensure personal hygiene levels are high, including the cleanliness of uniforms and apparel, hair covering, hand washing frequency and glove use.
3. Keep food out of the temperature danger zone.



Prevention of Food Contamination

- Proper purchasing/receiving.
- Proper cooking.
- Temperature logs.
- Proper refrigeration.
- Hand washing.
- Practice good personal hygiene.
- Proper thawing.
- Good sanitation and cleaning.
- Storage.
- Pest management.
- Proper serving.



Notes: pg 29

Prevention is the key to protecting customers from Food Borne Illnesses.

Purchasing/Receiving – Only accept product from an approved source. Receive product in proper and intact packaging, within prescribed temperature range and with no obvious signs of damage or expiration. Reject if necessary.

Always cook food to the minimum safe temperature as outlined in the FDA Model Food Code.

Store food at 40°F or below. Keep hot food hot at above 140°F. Ensure leftovers are properly cooled, dated and labeled.

Wash your hands frequently; after handling food products, before handling a different food product, when you switch tasks etc.

Wear hair covering and clean uniforms to prevent physical contamination. Disposable gloves should be worn when handling food and changed frequently when changing tasks.

Foods must be thawed in a manner that does not allow the food to reach the temperature danger zone.

Store the leftover food or additional food products in a refrigerator. Helps to place food products in a container that is shallow.

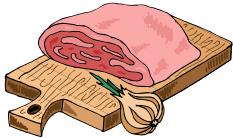
Leftovers must be properly cooled, covered, and stored with the product name and date on the label. Leftovers in refrigerated storage must be used up in 48 hours or disposed of. Frozen leftovers must be utilized within 14 days.

Proper sanitation, including thorough cleaning, sanitizing and pest management, is key to prevention.



Food Safety Hazards

Cross-Contamination



Cutting Boards
Food-contact
surfaces

Hands

Raw
Foods

Cleaning
Cloths and
Sponges



Notes: pg 30

Cross-Contamination is the transfer of harmful substances or disease-causing micro-organisms to food by hands, food-contact surfaces or cleaning cloths that touch raw food, are not cleaned and sanitized and then touch ready-to-eat food. Cross-Contamination can also occur when contaminated food or stored raw food touches or drips fluids on cooked or ready-to-eat food.

Food contact surfaces include any equipment or utensil surface which normally comes in contact with food or which may drain, drip or splash in food or on surfaces normally in contact with food. Cutting boards, knives and splash areas are examples of food-contact surfaces.



Cross Contamination





- Properly store all food and supplies.
- Thoroughly clean and sanitize your facility.
- Use reputable, reliable suppliers.
- Remove garbage and recyclables quickly and properly.
- Keep facility free of insects and rodents.



Notes: pg 31

Cross-Contamination is more likely to happen if the same employee does certain tasks during the same shift.

For example, Employees should not perform both of these tasks unless proper precautions are taken:

- work with both raw and cooked foods;
- wash dirty dishes and stack clean ones; or
- clear dirty dishes and then reset tables with clean dishes.



Prevention

- Clean and sanitize work surfaces frequently.
- Use color coded equipment to distinguish between uses for raw meat, cooked meat, vegetables, poultry, etc.
- Clean and sanitize utensils between uses.
- Keep coughing or sneezing workers away from food preparation.
- Never place fresh food on top of old food.



Notes: pg 32

There is a difference in Clean vs Sanitary!

Clean means free of visible soil.

Sanitary means free of harmful levels of contamination.

Clean food, equipment and utensils may not be sanitary. For example, a glass may look sparkling clean but may carry harmful bacteria and chemicals. The FDA defines sanitization as the use of heat or chemicals to destroy 99.999% of the disease-causing micro-organisms on a food-contact surface.

Color coding and proper storage make a difference in the hazards that may be present. Uncooked items should be stored beneath cooked items. A good rotation clearly labeled for first in first out (inventory system – “FIFO”) is the proper way to rotate the products be it both cold or dry storage. It can eliminate guesswork and keep product fresh. If there is a question upon delivery of product as to freshness or contamination, reject the shipment.

Never place fresh food on top of old food: Utilize the practice “FIFO”, which stands for First In, First Out.



Safe Food Handling



- No stand, cart, kitchen or pantry will open for business unless the hand-washing sinks are stocked with paper towels and soap.
- Every stand, cart, kitchen and pantry will have a supply of gloves which everyone handling ready to eat foods must wear.
- Temperatures will be taken and logged at every event for final cook, hot holding and cold holding.
- Stands, carts, kitchens and pantries will have a red sanitizer bucket with the proper sanitizing solution.
- No 3-compartment sink will be use for thawing, storing ice, etc.
- Proper personal hygiene habits are followed.
- Points in the flow of food where hazards can be prevented, eliminated or reduced are attained as a standard procedure.



Notes: pg 33

Factors most often named in Food borne outbreaks:

- Failure to properly cool food.
- Failure to thoroughly heat or cook food.
- Infected employee who practiced poor personal hygiene at home and work.
- Preparing food a day or more in advance.
- Adding raw, contaminated ingredients to food that receives no further cooking.
- Allowing foods to stay for too long at temperatures favorable to bacteria growth.
- Failure to reheat cooked foods to temperatures that kill bacteria.
- Cross-contamination of cooked food by raw food, improperly cleaned and sanitized equipment, or employees who mishandle food.

All these factors can be divided into three categories: time and temperature abuse, poor personal hygiene, and cross-contamination.

Follow the rules listed on this slide to prevent food borne illnesses.

[Pause to read]



Washing Hands Safe Food Handling

- When you begin work.
- After you have used the restroom.
- After coughing, sneezing, scratching or touching hair.
- After a break (smoke, eat, drink).
- After handling potentially hazardous foods.
- After cleaning, or taking out the garbage.



Notes: pg 34

Proper handwashing is critical to sanitation and cleanliness!

There should be at least one sink set aside only for handwashing – never to be used for cleaning or preparing food. Make sure that handwashing sinks are also conveniently located in preparation and warehousing areas.



Handwashing Basics



- Turn on warm/hot water and wet hands.
- Apply soap to hands and scrub over tops and palms of hands, between fingers and fingernails.
- Scrub hands for at least 20 seconds. ABC's
- Rinse hands thoroughly under running water.
- Dry hands with single use paper towel.
- Turn faucet off with the paper towel.



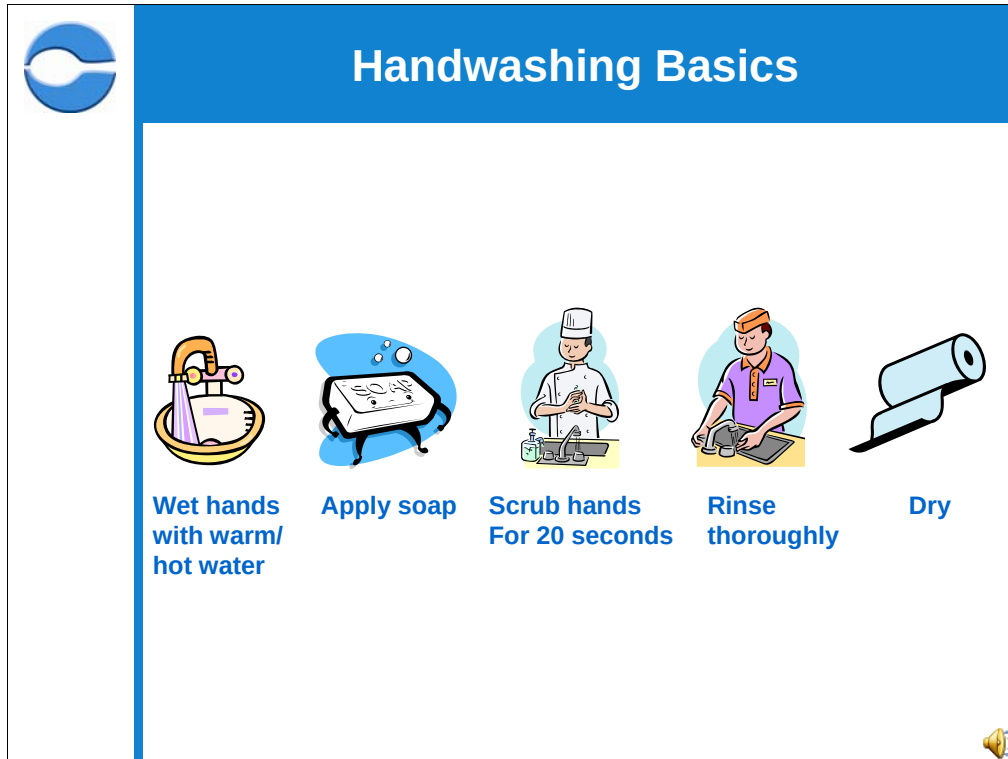
Notes: pg 35

Here are the recommended steps for thoroughly washing your hands – read each step carefully. [Pause]

Each faucet shall allow employees to mix hot and cold water to a temperature of at least (110°F). This temperature is hot enough for proper cleaning.

Sanitizing lotions or hand dips may be used after washing, but should not be used in place of washing hands. All lotions must be stored in sealed containers/dispensers. Train employees not to touch food with bare hands.

Hand drying equipment must be in preparation areas so employees are not tempted to use their aprons or wiping cloths to dry their hands.



Notes: pg 36

Once again – steps for proper handwashing are shown here.

After washing your hands, you must not:

- use aprons to dry your hands.
- do anything to recontaminate your hands before returning to work, such as touching your hair.

Basic hand care includes:

- keeping nails short and clean.
- not wearing fingernail polish or artificial nails.
- not touching hair, clothes, or skin – especially sores, cuts, or infections, and
- covering all cuts and sores with bandages.

You must never:

- handle place settings or food without washing your hands after they have cleared tables or bussed dirty dishes.
- touch the “insides” of glasses or the eating surfaces of tableware.



Proper Use of Gloves

Never use gloves in place of hand washing!

- Wash hands thoroughly
 - Before putting on gloves.
 - When changing into fresh gloves.
- Wear gloves
 - When handling ready-to-eat foods (salads, deli-meats, pickles, etc.).
 - Over bandages on hands and forearms.
 - When handling raw meats, such as ground beef.
- Change gloves
 - When punctured or torn.
 - Before beginning a new task.
 - Every hour during continual use.



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Why Use Disposable Gloves?

The correct use of gloves can afford a measure of food protection during preparation and service. Disposable gloves should be used when food handlers have a non-infected bandaged cut, scrape or burn on their hands. The gloves can protect the injury from contamination as well as protecting the food. Also, use of the gloves may be appropriate in food assembly when manual contact is unavoidable, such as sandwich and salad preparation.

Why the Concern?

If the disposable gloves are used incorrectly, then they can be contaminated, like your hands, with bacteria that can cause food borne illness. The gloves will then become a source of food contamination.

Using disposable gloves requires handlers to wash their hands more frequently. Bacteria will grow rapidly in the warm, moist environment created by the use of disposable gloves. The use of gloves should not be a substitute for proper handwashing practices.

What to do?

Hands must be thoroughly washed before applying gloves.

Change the gloves frequently when the gloves become soiled, torn or the task changes. At that point, remove and discard the gloves and then wash your hands.

Gloves must never be re-used or washed.



Why Use Sanitizer Buckets?

- The proper use of sanitizer is to sanitize food contact surfaces **AFTER** the surface has been properly cleaned.
- Effective sanitation of food contact surfaces will help prevent the transmission of microorganisms and food spoilage.
- A **clean** surface is absent of visible debris. (Not good enough)
- A **sanitized** surface is the absence of harmful microorganisms. (GOOD)



Notes: pg 38

Sanitizing means reducing the harmful micro-organisms on a surface to safe levels. It is not a substitute for cleaning food-contact surfaces. They must be cleaned and rinsed before they can be effectively sanitized.

•Chemical Sanitizing Solutions are widely used in the foodservice industry because of their effectiveness, reasonable cost and easy use. These sanitizers are regulated by federal and state Environmental Protection Agencies which classify them in the same category as pesticides. Labels must state concentrations, effectiveness, directions for use, and possible health hazards.

Temperature of solution 75°F - 120°F to be effective (chemical sanitize).



Proper Use of Sanitizer Buckets



- Make sure sanitizer buckets are clean prior to use.
- Sanitizer buckets are for sanitizer use only. Red Buckets.
- Using the Ecolab Oasis system, fill the buckets. The proper formula of sanitizer and water will be automatically mixed and flow into the bucket.
- Always measure the sanitizer concentration using the proper test strip.
- Record the concentration on the Concession Log or Sanitizer Log.
- Place a clean cloth in the sanitizer solution and store bucket under food prep or serving stations until ready to use.
- Test the solution's concentration every 2 hours and change when below below standard or solution gets cloudy or dirty.
- Discard solution at the end of the day and wash bucket.
- Sanitizer buckets are to be set up fresh prior to starting food prep.

Notes: pg 39

Review these steps for Proper use of Sanitizer Buckets. [Pause to read]

You may see Material Safety Data Sheets ("MSDS") that explain information regarding Chemicals used in the businesses.

We want to ensure you are properly trained regarding the chemicals in use at your unit/operation, by publishing MSDS sheets that inform you of relevant facts about the chemicals you handle: such as:

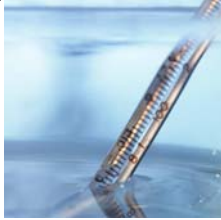
- What is it?
- Who makes it?
- Where are they located?
- Why it is hazardous?
- How can you be exposed to the hazard?
- What conditions could increase the hazard? and
- What steps do I take if ingested or in the employee's eyes?

Please ask your trainer or manager if you have questions.

 **Centerplate – Food Safety Hazards**

Time & Temperature
The #1 cause of food borne illness is time & temperature abuse!

Keep hot foods hot!
140° F or above



Keep Cold foods cold!
41° F or below

Keep food out of the “Temperature Danger Zone” 41° to 140° F.



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We use metal food thermometers. Food thermometers should be able to measure internal temperatures from 0° to 220°F (-17.8° to 104.4°C). They should be accurate to $\pm 2^\circ\text{F}$ or $\pm 1^\circ\text{C}$. Common types of thermometers include:

Thermocouples - measure temperature through a sensor in the tip of the stem. This device accurately and quickly measures a range of temperatures without the need to recalibrate.

Bi-metal - most common. They measure temperature through a metal stem with a sensor in the lower end.

Digital Thermometers – measure temperatures through a metal tip or sensing area and provide a digital readout.

Time Temperature Indicators (TTI's) - Liquid crystals in strips that change color when packaged product reach an unsafe temperature.



Acceptable Food Thawing Methods

1. In the refrigerator at temperatures of 41° F or less.
2. Submerge the frozen product in running potable water at a temperature of 70° F or below.
3. In a microwave, only if the food product will be cooked immediately afterward.
4. As part of the cooking process as long as proper internal temperature is reached.



Notes: pg 41

Proper Methods to Thaw Food are:

1. In the refrigerator:

- store raw foods on the lowest shelves to prevent them from dripping or splashing on other foods.
- allow a day or more for large items, such as turkey and roasts, to thaw.

2. In potable (drinkable) water:

The product should be thawed within two hours, then prepped and closed.

- use a large cleaned and sanitized sink used only for thawing.
- use a stream of water strong enough to wash off loose particles of skin or dirt. Do not let the water splash on other food or food – contact surfaces.
- remove the food from the sink as soon as it is thawed. Sanitize the sink and all utensils used in thawing.

3. In the microwave:

Use this method only if the food will be moved immediately to other cooking equipment or finished immediately in the microwave. This method is not effective for large items.

4. As part of the cooking process:

This method works well with vegetables, seafood (such as shrimp), hamburger patties, pie shells and similar foods – but not large items.



Temperature Monitoring

Temperature monitoring is also critical to protecting food. Food temperatures must be monitored throughout the flow of food process:



- Receiving and Storage.
- Hot and Cold Food Preparation.
- Hot and Cold Food Serving.
- Hot and Cold Food Handling as Leftovers.
- Reheating of Hot Food Leftovers.
- Reutilization of Cold Food Leftovers.



Notes: pg 42

The importance of maintaining temperature control cannot be stressed enough. Foods must be monitored throughout the flow of the food process - from receiving until finally being sold or disposed of.

We must monitor the temperature of ingredients through receiving, storing, preparing, cooking, holding, serving, cooling, and reheating.



Temperature Danger Zones

- Above 41 degrees F.
- Below 140 degrees F (FDA MFC 135°F).
- Time temperature abuse #1 is the most commonly reported cause of food borne illnesses.
- Food may not be allowed to remain in the temperature danger zone more than a total of 4 hours throughout the entire flow of food process.



Notes: pg 43

Many foods are most at risk during preparation and service. As foods are thawed, cooked, held, served, cooled, and reheated, they may pass several times through the temperature danger zone of 40°F to 140°F (4.4°C to 60°C). Each time food is handled, it runs the risk of cross-contamination from other food and from food-contact surfaces, such as human hands, cutting boards, and utensils.

Prevent potentially hazardous foods from spending more than four hours total in the temperature danger zone.

REMEMBER: Keep hot food hot and cold food cold.



Critical Control Points (CCPs)

- Final Cook Poultry, Stuffed Meats - 165°F for 15 seconds.
- Final Cook Ground Beef, Hamburgers - 160°F.
- Final Cook Pork - 145°F for 4 minutes.
- Final Cook Ground Pork including Sausages - 155°F for 15 seconds.
- Final Cook Steak – Surface temperature is 145°F.
- Final Cook Whole Muscle Roasts (Rare) 130°F for 112 minutes.
- Final Cook Whole Muscle Roasts (Med to Well) 145°F for 4 minutes.
- Final Cook Fish, Eggs - 145°F for 15 seconds.
- Final Cook Time for Other potentially hazardous foods - 145°F for 15 seconds.

Critical Control Point
Hold all Hot Potentially Hazardous Foods at 140°F or above.



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A critical control point (CCP) is an operation (practice, preparation step or procedure) where a preventative or control measure can be applied that would:

1. Eliminate (remove) a hazard
2. Prevent a hazard, or
3. Lessen the risk that a hazard will happen.

Please review the listed CCP's for food preparation for each type of listed foods.

[Pause to review]



Critical Control Points (CCPs)



Critical Control Point

- Cooling all Potentially Hazardous Foods.
- 140°F down to 70°F with in 2 hours.
- 70°F down to 41°F or below in an additional 4 hours.

Critical Control Point

- Hold ALL Cold Potentially Hazardous Foods at 41°F or Below.

Critical Control Point

- Reheat all Potentially Hazardous Foods to 165°F or above for 15 seconds.



Notes: pg 45

A Hazard Analysis Critical Control Point (HACCP) food safety system helps you:
Identify the foods and procedures that are most likely to cause food borne illness.
Build in procedures that reduce the risks of food borne outbreaks.
and
Monitor all procedures to ensure food safety.

Make sure you uniformly follow each of the CCP's listed on this slide.



Proper Procedure for Taking Temps



1. Insert stem of thermometer into the center of food item for 10 seconds.
2. Log temperature on the Concession or appropriate Temperature Log.
3. If item is in the Temperature Danger Zone, take corrective action (Re-heat, rapid chill, check again or discard) and enter action in log.
4. Sanitize thermometer stem.
5. Temperatures should be taken and logged every hour.

Remember, the #1 cause of food borne illness is time and temperature abuse.



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Using food thermometers – please review the steps listed on this slide for taking temperature of food properly. [Pause]

- Wash, rinse, sanitize and air-dry thermometers before and after each use. A sanitizing mixture or fabric wipe for food-contact surfaces can be used.
- Do not let the sensing area touch the bottom or sides of food containers.
- Use the thermometer to measure frozen, refrigerated, tepid and hot food and liquids. Never leave the thermometer in food that is being cooked by oven, microwave or stove.



Calibrating the Thermometer

Ice Point Method

- Place tip of the thermometer in the center of bowl of 50/50 water and crushed ice and wait 3 minutes. If thermometer does not read 32°F, turn calibration nut until it reads 32°F.

Boiling Point Method

- Submerge the sensor into boiling water. For a bi-metallic thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 212 °F (100°C).
 - Log in Thermometer Calibration Log or Concessions Log.
 - Sanitize thermometer before use.



Notes: pg 47

You need to make sure your thermometer readings are accurate. Recalibrate thermometers regularly, after an extreme temperature change, or if the unit has been dropped. Thermometers may be calibrated by one of two methods.

Ice-Point – submerge the sensor in a 50/50 ice and water slush. For a bi-metallic stemmed thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 32°F (0°C). For a thermocouple or digital thermometer, try a new battery or have the manufacturer or a repair service check the unit.

Boiling-Point – submerge the sensor into boiling water. For a bi-metallic thermometer, wait until the needle stops, then use a small wrench to turn the calibration nut until the thermometer reads 212 °F (100°C). You need to be very careful using this method to avoid burns.

Note: The boiling point method lowers about 1°F (.6°C) for each 550 feet above sea level.



Keeping Proper Records



Take and Record Temperatures Every Hour and Record any Corrective Actions Taken.



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Record – Keeping System

Records should be simple and easy to use.

- Blank forms and clipboards are kept near work areas, or hung on equipment to check several items at the same time.
- Notebooks are available to write down what actions have been taken.
- All flow charts and recipes are maintained near work areas for ready access by employees.

If records are easy to use, we are less likely to fabricate data on food temperature, which is grounds for discipline or termination.

Ask your GM or Executive Chef if you have questions about the forms or steps for keeping proper records.



Food Allergens

Milk and dairy products (cheese, butter, etc.)

Eggs and egg products

Fish (fresh and saltwater)

Shellfish

Wheat

Peanuts

Tree nuts

Soy and soy products



Notes: pg 49

The FDA has identified eleven common food allergens. Some of our guests may be allergic to these items.



Food Allergens

Symptoms of an allergic reaction include:

- Itching in and around the mouth, face or scalp.
- Tightening in the throat.
- Wheezing or shortness of breath.
- Hives.
- Swelling of the face, eyes, hands or feet.
- Gastrointestinal symptoms.
- Loss of consciousness and death.



Notes: pg 50

Reactions to food allergens may include itching, tightening of the throat, shortness of breath or wheezing, hives, swelling, gastrointestinal symptoms, loss of consciousness or death.

Notify a manager immediately if a customer complains of any of these symptoms.



Food Allergens

To respond to guests with food allergies:



- Be able to fully describe menu items.
- If you are unsure if an item is allergen free, tell the guest you are unsure, and urge the guest to order something else.
- Ensure that cookware and utensils used to prepare the guests' food are allergen free.
- Call a manager if the customer requires, or if the customer demands information you don't know about the product.



Notes: pg 51

To respond to customers about food allergens, be prepared to describe menu items. Tell customers if you don't know if the allergen they ask about is in the food, and suggest they try another menu item. Call a manager if the customer requests, or if the customer asks questions about food allergens that you cannot answer.



Centerplate – Food Safety Hazards

Points To Remember

- Food borne illness comes from food that is contaminated.
- Higher risk persons are young children, pregnant mothers and elderly.
- Symptoms may resemble intestinal flu and onset may be immediate.
- Prevention measures are critical and must be followed.
- Report all suspected cases to your manager **IMMEDIATELY.**



Notes: pg 52

Please review these important points about food borne illnesses. [Pause to read slide]

Report all cases of suspected Food Borne Illness (FBI) to your manager IMMEDIATELY, and seek prompt medical attention.

Top Ten Rules

(This list is in order of the flow of food.)

1. Practice strict personal hygiene by all employees.
2. Strictly follow your unit's food handling procedures.
3. Obtain foods and other supplies from reputable, approved sources.
4. Observe the rules for time and temperature and for preventing cross-contamination in storing and handling food prepared in advance of service.
5. Keep raw products separate from ready-to-eat foods.
6. Avoid cross-contamination of raw and ready-to-eat foods from hands, equipment, and utensils. Clean and sanitize food-contact surfaces and equipment before and after every use, after an interruption, and at least every four hours during continual use.
7. Cook or heat process food to above the recommended minimum temperature.
8. Keep hot food hot and cold food cold. Store or hold foods at 140°F (60°C) or higher or at 40°F (4.4°C) or lower.
9. Chill cooked food to 40°F (4.4°C) within four hours.
10. Reheat food to an internal temperature of at least 165°F (73.9°C) for at least 15 seconds within two hours.



Steps to Respond to Complaints



1. Gather factual information – who, what, when, where, why? – complete **Customer Illness Report**.
2. Contact the **Corporate Safety and Environmental Manager** at (864) 598-8664; or contact his asst. at (864) 598-8644.
3. If unavailable, contact one of the following Centerplate contacts:
 - Keith King, General Counsel: (203) 975-5906.
 - Paul Daly, SVP Purchasing: (864) 598-8618; (864) 621-4240.
4. Follow the Food Borne Illness Investigation Procedures to prevent the risk of further illness. Contact your Line of Business Vice President to advise.
5. Direct any claims/questions to the Corp. Safety Manager at (864) 598-8664 or his asst. at (864) 598-8644 in Risk Management. **Direct all media questions to Bob Pascal at (203) 975-5943.**



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Almost every aspect of a foodservice operation is regulated by federal, state, and county or city agencies. These agencies have adopted standards that define sanitation regulations meant to protect the public against food borne illness. We must meet these standards.

Here are the steps to report and respond to food borne illness from a company perspective – assist your manager in following these rules.



Respond to Customer Complaints



- 1. Seek information.**

Ask the customer what he/she ate, when, where purchased, who witnessed and all facts related to complaint.
- 2. Provide assistance.**

Refer the guest to first aid, call security, call 911 or notify Facility management to seek medical assistance, depending on the medical condition of the customer.
- 3. Inform management.**

Notify Centerplate management immediately and follow emergency procedures of the building.
- 4. Assist family members of ill customer.**

Provide the family members with contact information of hospital, directions or other information needed.



Notes: pg 54

Steps to Respond to Customer Complaints

1. Seek information.

Ask the customer what he/she ate, when, where purchased, who witnessed, and all facts related to the complaint.

2. Provide assistance.

Refer the guest to first aid, call security, call 911, or notify Facility management to seek medical assistance, depending on the medical condition of the customer.

3. Inform management.

Notify Centerplate management immediately and follow emergency procedures of the building.

4. Assist family members of ill customer.

Provide the family members with contact information of hospital, directions or other information needed.



Centerplate – Food Safety Hazards

**Remember,
people pose the greatest risk to food safety!**

You are responsible for your actions.

Food Safety is No Accident.



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The excellence we provide in extraordinary food and beverage service is largely due to our commitment to strict compliance with the employee safety and food safety principles reviewed in this training session. Food Safety requires commitment and dedication from each of you. Thank you for your contribution to our success.

Please sign the Training Acknowledgement at this time and give to your trainer.



Employee and Food Safety

Quiz Time

Name: _____

Date: _____

1. To prevent slip and falls, employees must wear slip resistant shoes, immediately clean up spills and place "Wet floor" signs over the cleaned area. True _____ False _____ (check one)
2. To prevent accidents while moving through the facility, employees must follow these rules: _____ (insert letter)
 - a. Watch carefully as you move through aisles, around corners and through doors, keep all aisles free of clutter and obstructions and securely fasten electrical cords or hoses that cross aisles.
 - b. Use whistles to warn employees of the movement of carts.
 - c. Use an escort guard when moving heavy objects to keep employees out of your path.
 - d. All of the above.
3. Employees are allowed to use equipment similar to that located at their home kitchens, such as meat grinders, without prior instruction or inspection of the equipment. True _____ False _____ (check one)
4. Employees must wear cut resistant gloves when carrying out the trash. True _____ False _____ (check one)



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This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Employee and Food Safety

5. Employees must immediately report safety hazards, accidents or injuries to their managers.
True _____ False _____ (check one)
6. When moving heavy boxes or trays, employees should: _____ (check one)
 - a. Shout to other employees to move.
 - b. Never allow your vision to be blocked, slow down at corners and keep the weight distributed evenly in the items carried.
 - c. Call security to assist in the process.
7. Wait staff must follow the rules listed here to maintain a safe environment while working: _____ (insert letter)
 - a. No horseplay in work areas.
 - b. Always wear slip resistant shoes.
 - c. Always use burn protection when handling hot pans.
 - d. Cap liquid heat or sternos to put them out.
 - e. All of the above.
8. Preventing burns is an important part of employee safety.
True _____ False _____ (check one)
9. Three types of hazards in food preparation and service that can lead to food borne illnesses are physical, biological and chemical.
True _____ False _____ (check one)

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Employee and Food Safety

10. Symptoms of food borne illnesses are similar to the flu, and include abdominal cramps, nausea, vomiting, diarrhea, fever and dehydration.
True ____ False ____ (check one)
11. Key Principles to Food Safety are: ____ (insert letter)
a. Prevent cross-contamination.
b. Practice good personal hygiene and sanitation.
c. Prevent time and temperature abuse.
d. All of the above.
12. Food Safety Hazards can be avoided by: ____ (insert letter)
a. Selling only frozen food.
b. Washing hands frequently, properly cooking food, following temperature guidelines, properly thawing food and excellent sanitation.
c. Spraying chemicals in all food prep areas several times per hour.
13. Cross Contamination can occur by the transfer of harmful substances or micro-organisms to food by hands, or when food-contact surfaces or cleaning cloths touch raw food and then touch ready-to-eat foods.
True ____ False ____ (check one)

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Employee and Food Safety

14. "Clean" means free of visible soil; "Sanitary" is better and means free of harmful levels of contamination.
True ____ False ____ (check one)
15. Employees must wash hands: ____ (insert letter)
a. When you begin work.
b. After you use the restroom.
c. After sneezing, coughing, scratching or touching hair.
d. After carrying out the garbage or smoking.
e. After using harmful chemicals.
f. All the above.
16. Gloves must be worn when handling ready to eat foods, over bandages on hands or fingers or when handling raw meat.
True ____ False ____ (check one)

By signing below you are saying that you understand our Employee and Food Safety standards and will abide by these standards at all times while duty.

Signature: _____ Date: _____

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Employee and Food Safety Training



Employee and Food Safety End page 61