



Do's and Don'ts

for Foodservice Employees and Managers

by Melissa Vaccaro, MS, CHO



TO FOODSERVICE EMPLOYEES...

You have a great responsibility. The safety of food to be consumed by patrons is literally in your hands. Examine the food carefully. If there are any signs of spoilage or contamination, don't take a chance. Discard it at once, or call it to the attention of your supervisor. The responsibility for the cleanliness of the foodservice establishment, including the part that is out of sight of

patrons, rests with you. Treat your work area as though there is a sign on the door that reads "This Kitchen is Open for Inspection at All Times."

DO the Following:

- **Do:** Report to your manager if you are not feeling well or have vomiting, diarrhea, or sore throat. Your manager will need to determine if you can work around food or not.



TIPS AND
STRATEGIES TO
KEEP CLIENTS
SAFE



- **Do:** Keep hot foods hot (135° F or higher) and cold foods cold (41° F or below) at all times. Remember that milk and milk products, poultry, fish, shellfish, meat, and many salads and salad dressings are **time/temperature controlled for safety (TCS)** foods. If these foods are not handled properly and kept at safe temperatures, they will spoil very quickly and may cause someone to get sick.

- **Do:** Wash your hands thoroughly before beginning work, before handling TCS foods, and after using the toilet or performing any task which would result in soiled hands. Use the designated handwashing sink.
- **Do:** Keep all foods covered or otherwise protected from contamination while being sorted, handled, or prepared.
- **Do:** Check your refrigerators frequently for cleanliness and proper temperature. Use log sheets if required. The temperature should never get above 41° F.
- **Do:** Wash thoroughly in clean water all fruits and vegetables intended to be eaten raw.
- **Do:** Clean and sanitize—prior to use—all choppers, grinders, slicing machines, cutting blocks, knives, and any other surface which TCS foods contact. Make sure all chemical sanitizers are used at the proper concentrations and temperature. Check your Standard Operating Procedures (SOPs) for details.
- **Do:** Wear suitable hair restraint to keep hair out of food.
- **Do:** Keep storage rooms clean. They quickly collect dirt, insects, and old clothing.
- **Do:** Place all wet garbage and refuse containing food waste in leak-proof containers with fly-tight covers.
- **Do:** Keep shoes, handbags, and other personal items in the lockers or other facilities which are provided for this purpose.

DON'T Do the Following:

- **Don't:** Work if you are ill.
- **Don't:** Wear jewelry on hands or arms, unless a plain wedding band.
- **Don't:** Cross-contaminate. Do keep raw and ready-to-eat foods away from each other—not only in preparation areas, but in storage areas as well.
- **Don't:** Thaw frozen foods at room temperature. Instead, thaw them in the refrigerator, under cool potable running water, or by cooking. Follow SOPs.
- **Don't:** Allow hot foods to cool at room temperature prior to placing them in the refrigerator. Foods should cool quickly. Follow your cooling SOPs.
- **Don't:** Use your hands to handle food when a utensil or other suitable equipment is available to use. No bare hand contact is allowed with ready-to-eat foods.
- **Don't:** Line refrigerator shelves with newspaper, foil, or any other material. Air circulation in refrigerators is essential to proper operation.

Continued on page 12

- **Don't:** Allow unnecessary items and objects to accumulate. Instead, throw away or store elsewhere all non-essential items which only make cleaning the kitchen and storage areas more difficult.
- **Don't:** Allow vegetables, fruits, or other containers of food to stand on the floors. Dampness or spillage will spoil the foods, and the presence of these materials on the floor hinders cleaning.
- **Don't:** Let splatterings of grease collect on stoves, floors, or walls. Other dirt soon sticks to this and creates a mess which takes time and energy to remove.
- **Don't:** Ignore food spills.
- **Don't:** Wash your hands in utensil-washing sinks or food preparation sinks.

TO FOODSERVICE MANAGERS...

The following “Dos and Don'ts” should receive your frequent attention. This is not only a matter of sanitation, but also of good business. You owe it to your customers to serve them clean, wholesome food. Most people do not complain to you about unsanitary conditions or other dislikes, but they do tell their friends and may never return. You owe it to your employees to provide them with information regarding sanitation and good foodservice practices. If you don't know or don't practice sound principles of food service, your employees can't be expected to either.

DO the Following:

- **Do:** Familiarize yourself with the rules and regulations of your regulatory authority and review them periodically to be sure you are following best practices in your place of business.
- **Do:** Contact your food safety inspector when necessary for information and consultation.
- **Do:** Make sure you are trained in food safety and have a person in charge at all times in the facility that is trained in food safety.
- **Do:** Provide frequent food safety training to your employees.
- **Do:** Wash your hands and wear hair restraint when in the preparation areas of the facility. Follow all of the rules you expect your employees to follow.
- **Do:** Have written SOPs accessible for your employees to reference for all food safety procedures, including, but not limited to: cooking, thawing, cooling, reheating, training, using equipment, and cleaning and sanitizing procedures.

- **Do:** Make sure all food is coming from approved sources and arriving in good condition.
- **Do:** Provide adequate, convenient handwashing facilities for your employees and patrons. These should include hot and cold running water, hand cleanser, individual towels, and reminder signage. At least one handwashing sink should be located in the food preparation area.
- **Do:** Verify that employees are monitoring their assigned tasks, including temperature log sheets and sanitizer concentrations.
- **Do:** Have screens, air screens, or other equipment to keep flies out of your establishment. Fix screens quickly if they become torn. Promptly kill any insects which might get in. Allow only approved pesticide applicators to treat your facility.
- **Do:** Have adequately protected display and/or storage facilities for food.
- **Do:** Keep refuse in watertight containers with fly-tight covers. Regular removal of refuse is essential. Cardboard boxes are not acceptable refuse storage containers.
- **Do:** Make sure everything has labels—cleaning supplies, chemicals, and food. Everyone should be able to identify everything.
- **Do:** Make sure all chemicals are being used properly and according to the label instructions.

DON'T Do the Following:

- **Don't:** Permit dry sweeping. Instead, use push brooms and a good sweeping compound.
- **Don't:** Allow insects or dust to contaminate your food or food contact surfaces.
- **Don't:** Allow the use of tobacco by employees while preparing or serving food or in food preparation areas.
- **Don't:** Let refrigerator temperatures get above 41° F. Be sure that an accurate thermometer is kept in a visible position in each refrigerator. Monitor refrigeration logs regularly.
- **Don't:** Keep foods in dirty or corroded tin cans. Food storage containers should be easily cleanable.

- **Don't:** Allow the use of chipped or cracked dishes or compromised cooking utensils. Promptly remove and replace broken equipment so employees do not continue to use it.
- **Don't:** Store food on the floor. All food should be stored 6 inches off the floor.
- **Don't:** Allow hands to be washed in utensil washing sinks or food preparation sinks, or vice-versa.
- **Don't:** Permit use of towels to dry cleaned and sanitized utensils/equipment. This only serves to recontaminate the articles. Always air-dry utensils/equipment.
- **Don't:** Store insecticides or other poisonous compounds in any place where they may be confused with ingredients that go into food. Label everything!

Following these do's and don'ts will help foodservice employees and managers keep their organizations out

of trouble with food regulatory authorities and – more importantly – keep their clients safe from foodborne illness. **E**



Melissa Vaccaro, MS, CHO is the Vice President of Consulting for PTI Consulting Group, a division of Paster Training, Inc. Vaccaro is a 24 year alum of the PA Department of Agriculture as a Food Program Specialist, and is an Executive Board member for the Central Atlantic States Association of Food and Drug Officials (CASA). She is co-author of the SURE™ Complete HACCP Food Safety Series.

 melissa.vaccaro@pastertraining.com



Review Questions

FOOD PROTECTION CONNECTION

Reading *Do's and Don'ts for Foodservice Employees and Managers* and successfully completing these questions online has been approved for 1 hour of sanitation CE for CDM, CFPPs. CE credit is available ONLINE ONLY. To earn 1 San CE hour, access the online CE quiz in the ANFP Marketplace. Visit www.ANFPonline.org/market, select “**Publication**,” then select “**CE article**” at left, then search the title “*Do's and Don'ts for Foodservice Employees and Managers*” and purchase the article.



1. Employees should
 - A. Wash their hands in the food preparation sink
 - B. Wash their hands frequently
 - C. Wear jewelry on hands and arms
2. Employees should *not*
 - A. Allow unnecessary objects to accumulate
 - B. Wash their hands in the handwash sink
 - C. Cover foods to keep them protected
3. Employees should
 - A. Report to work late if they are sick
 - B. Report to the manager if they are sick
 - C. Come to work and keep quiet about being sick
4. Managers should
 - A. Have a person in charge available by phone
 - B. Have every person in the facility be trained as a person in charge
 - C. Have a person in charge available at all times in the facility
5. Managers should
 - A. Have a working knowledge of their food safety regulations
 - B. Never contact their food safety inspector
 - C. Provide training to other managers only
6. Managers should *not*
 - A. Allow use of tobacco by food employees outside of the designated area
 - B. Wear hair restraint when in the food prep areas because they are managers
 - C. Replace broken equipment
7. Managers should
 - A. Set the example and follow all of the same food safety rules as employees are expected to follow
 - B. Set the example so rules are reinforced with employees. 'If I can do it, you can do it too'
 - C. Both A and B