



Food Service Training Handbook

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TABLE OF CONTENTS

PAGE

Qualified Food Operator Requirements	1
Approved Testing Organization	2
Designated Alternate	3
Elements of Knowledge and Demonstrated Elements of Competency	4
Employee Training Sheet	5
1. Proper Food Temperature Control	
A. Internal Cooking Temperatures	6
B. Hot and Cold Holding	7
C. Rapid Cooling and Heating	8
D. Calibrating a Food Thermometer	9
2. Food Protection	
A. Washing of Fruits and Vegetables	10
B. No Bare Hand Contact with Ready to Eat Food	11
C. Protection From Cross Contamination	12
D. Covering of Food	12
3. Personal Health and Cleanliness	
A. Employee Sick Leave, Restricting Ill Workers	13
B. Reporting Illness to the Health District	13
C. Good Hygienic Practices	14
D. Handwashing Requirements, Facilities and Procedures	14
4. Sanitation of the Facility, Equipment, Supplies and Utensils	
A. Sanitation Requirements and Procedures	15
B. Cleaning Schedule and Procedures for Food/Nonfood Contact Surfaces	16
C. Proper Use of the Ware Washing Sink and Dishwashing Machines	16
5. Identify/Recognize the Foods Commonly Associated with Food Allergies	17
Quiz	18

QUALIFIED FOOD OPERATOR REQUIREMENTS

Each person owning, operating or managing any food service establishment designated either as a class 3 or class 4 shall be a qualified food operator or shall employ on-site at least one qualified food operator who is in a supervisory position at said establishment. Qualified food operator is a food operator employed in a full-time position who has demonstrated a knowledge of safe food handling techniques. Supervisory position means the position of a person who directs and inspects the performance of food service workers.

Responsibilities of Qualified Food Operators:

The QFO is responsible for operating the food service establishment in compliance with all the provisions of section 19-13-B42 of the Regulations of Connecticut State Agencies. The QFO of food service establishment is responsible for ensuring training of food preparation personnel. All such personnel shall receive training that shall include but not necessarily be limited to:

- Instruction in proper food temperatures
- Food protection
- Personal health and cleanliness
- Sanitation of the facility, equipment, supplies and utensils

The QFO shall maintain written documentation of a training program and training records of individual employees, and shall make these records available to the inspector upon request.

Qualified food operator not on-site:

The owner/operator of the food service establishment shall designate an **alternate person** to be in charge at all times when the qualified food operator cannot be present or on-site in the establishment. **A signed statement must be provided to the Health District attesting that the alternate person in charge has demonstrated knowledge of food safety training.**

(See next page for approved testing organizations)

QUALIFIED FOOD OPERATOR APPROVED TESTING ORGANIZATIONS*

ServSafe®

The Educational Foundation of the National Restaurant Association (NRA)
Phone: 1-800-765-2122, ext. 6703
Website: www.servsafe.com
Exam Name: *ServSafe Food Safety Manager*
175 West Jackson, Suite 1500
Chicago, IL 60604

Prometric

Formerly Thomson Prometric, Experior Assessments, National Assessment Institute, Chauncey, and Educational Testing Service)
Phone: 1-443-455-8000 (contact Kate Hill)
Website: www.prometric.com
Exam Name: *Certified Professional Food Manager*
1500 South Clinton Street
Baltimore, MD 21224

National Registry of Food Safety Professionals/Environmental Health Testing

Phone: 1-407-472-2535
Fax: 1-407-352-3603
Contact: Lawrence Lynch, llynch@nrfsp.com
Website: www.nrfsp.com
Exam Name: *Certified Food Safety Manager*
7680 Universal Blvd., Suite 550
Orlando, FL 32819

Not Currently Approved, but certificates obtained prior to 2003 are acceptable:

Certifying Board for Dietary Managers*

Phone: 1-800-323-1908
Fax: 1-630-587-6308
Website: www.anfponline.org
406 Surrey Woods Drive
St. Charles, Illinois 60174

DESIGNATED ALTERNATE-PERSON IN CHARGE

Demonstrated Knowledge Statement

Name of Establishment

Town of Operation

I, _____ attest that
(Print Name of Owner or QFO)

_____ is employed as the alternate
(Print Name of Alternate Person in Charge)
person in charge and he/she has a complete understanding of the responsibilities associated with being the Designated Alternate for the above establishment.

The Designated Alternate shall be responsible for: ensuring that all employees comply with CT Public Health Code State regulations; ensuring that foods are safely prepared; handling emergencies; admitting the inspector; and receiving and signing the inspection report.

Signature of Owner or QFO _____

Title _____ Date _____

Signature of Designated Alternate _____

Title _____ Date _____

(see next page for Elements of Knowledge and Demonstrated Elements of Competency)

ELEMENTS OF KNOWLEDGE AND DEMONSTRATED ELEMENTS OF COMPETENCY

A. Elements of Knowledge

1. Identify foodborne illness—define terms associated with foodborne illness; recognize the major microorganisms and toxins that can contaminate food and the problems that can be associated with the contamination; define and recognize potentially hazardous foods; define and recognize illness that can be associated with chemical and physical contamination; define and recognize the major contributing factors for foodborne illness; recognize how microorganisms cause foodborne disease.
2. Identify time/temperature relationship with foodborne illness—recognize the relationship between time/temperature and microorganisms (survival, growth, and toxin production); describe the use of thermometers in monitoring food temperatures.
3. Describe the relationship between personal hygiene and food safety—recognize the association between hand contact and foodborne illness; recognize the associations between personal habits and behaviors and foodborne illness; recognize the association between health of a food handler and foodborne illness; recognize how policies, procedures and management contribute to improved food hygiene practices.
4. Describe methods for preventing food contamination from purchasing to serving—define terms associated with contamination; identify potential hazards prior to delivery and during delivery; identify potential hazards and methods to minimize or eliminate hazards after delivery.
5. Identify and apply correct procedures for cleaning and sanitizing equipment and utensils—define terms associated with cleaning and sanitizing; apply principals of cleaning and sanitizing; identify materials, equipment, detergent, sanitizer; apply appropriate methods of cleaning and sanitizing; identify frequency of cleaning and sanitizing.
6. Recognize problems and potential solutions associated with facility, equipment, and layout. Identify facility, design, and construction suitable for food service establishments; identify equipment and utensil design and location.
7. Recognize problems and potential solutions associated with temperature control, preventing cross contamination, housekeeping and maintenance—Implement self inspection program, implement pest control program; implement cleaning schedules and procedures; implement equipment and facility maintenance program.
8. Identify and recognize the foods most commonly associated with food allergies.

B. Demonstrable Elements of Competency

1. Assess the potential for foodborne illness in a food service establishment; perform operational food safety assessment; recognize and develop standards, policies and procedures, select and train employees; implement self audit/inspection program; revise policy and procedure (feedback loop); implement crisis management program.
2. Assess and manage the process flow—identify approved source; implement and maintain a receiving program; implement and maintain storage procedures; implement and maintain preparation procedures; implement and maintain holding/service/display procedures; implement and maintain cooling and post preparation storage procedures; implement and maintain re-service procedures; implement and maintain transportation procedures.

EMPLOYEE TRAINING SHEET

Employee Name _____

Duties _____

Date of Hire _____

Training Topics	Date Completed	QFO Initials	Employee Initials
1. Proper Food Temperature Control			
a. Cooking			
b. Hot and Cold Holding			
c. Rapid Cooling and Heating			
d. Food thermometer use and calibration			
2. Food Protection			
a. Washing Fruit and Vegetables			
b. Protection from Bare Hand Contact			
c. Protection from Cross Contamination			
d. Covering food and protection from other sources of contamination			
3. Personal Health and Cleanliness			
a. Employee sick leave, Restricting			
b. Reporting illness to health jurisdiction			
c. Good hygienic practices			
d. Hand washing requirements, facilities, and procedures			
4. Sanitation of the Facility, Equipment, Supplies, and Utensils			
a. Sanitization requirements and procedures			
b. Cleaning schedule and procedures for food/nonfood-contact surfaces			
c. Proper use of the ware washing sink, and dishwashing machine			
5. Identify and recognize the foods most commonly associated with food allergies			

1. PROPER FOOD TEMPERATURE CONTROL

A. INTERNAL COOKING TEMPERATURES

<p><u>Whole Roasts, Corned Beef, Pork Roasts:</u> 130°F. 121 minutes 140°F. 12 minutes 145°F. 3 minutes</p>
<p><u>Ground or Comminuted Meat and Fish Products:</u> 145°F. 3 minutes 150°F. 1 minute 155°F. 15 seconds 158°F. Instantaneously</p>
<p><u>Shell Eggs, Fish, Meat (Including Pork)</u> 145°F. 15 seconds</p>
<p><u>Game Meats, Poultry, Ground or Comminuted Poultry, Stuffed Fish, Stuffed Meat, Stuffed Pasta, Stuffed Poultry or Stuffing containing PHF ingredients:</u> 165°F. 15 seconds</p>

Raw animal food cooked in a microwave oven shall be: rotated or stirred throughout or midway during cooking to compensate for uneven distribution of heat; covered to retain surface moisture; heated to a temperature of at least 165° F. in all parts of the food, and allowed to stand covered for 2 min. after cooking.

Ready-to-eat food taken from a commercially processed, hermetically sealed container shall be heated to **135° F. or greater** for hot holding. Cooked, cooled, and refrigerated food that is prepared for immediate service in response to an individual consumer order may be served at any temperature.

1. PROPER FOOD TEMPERATURE CONTROL

B. HOT AND COLD HOLDING

41° F. or less or 135°F. or more for all potentially hazardous foods (PHF) except whole beef and pork roasts which may be held hot at 130°F. or above.

THAWING PROCEDURES FOR POTENTIALLY HAZARDOUS FOODS

The following methods apply to all raw, rare, or previously cooked potentially hazardous food items which are frozen:

- **IN THE REFRIGERATOR**- This method requires that you plan ahead to allow adequate time for the food item to thaw. (typically 24 to 48 hours) Freezing foods in smaller quantities [for example~ cutting roasts in halves or quarters, portioning soups into several smaller containers]
- **UNDER COLD RUNNING WATER**- Place the frozen item in a clean container in the food preparation sink. Turn the cold tap so that the water is constantly exchanged as the container overflows. Foods that would lose quality with extensive rinsing could be wrapped in resealable bags. Items which are vacuum sealed could be thawed in this way also.
- **AS PART OF THE COOKING PROCESS**- Begin cooking the frozen food item, and do not stop until the food is completely cooked to the proper internal temperature. This method will work well for some foods [for example~ hamburger patties, sausage links, pre-cooked chicken wings] and will not be useful for others [for example~ a whole frozen turkey]. The use of a microwave oven to defrost is included in this method: when removed from the microwave, the food item must be put in the oven or on the stove to complete the cooking process without delay. Never return an uncooked food item to the refrigerator after it has been defrosted in the microwave oven.



1. PROPER FOOD TEMPERATURE CONTROL

C. RAPID COOLING AND HEATING

Cooked Potentially Hazardous Food shall be cooled:

- 140°F } 70°F. within 2 hours
- 70°F. } 41°F. within an additional 4 hours

COOLING METHODS

CREATE AN ICE WATER BATH

- Place food container in ice water.
- Stir food frequently to remove heat.
- Monitor food temperature with a metal stemmed probe thermometer.

REDUCE THE SIZE OF THE HOT FOOD

- Slice (half, quarter, third) solid foods like ham, roasts, turkey.
- Place in shallow containers.
- Place directly into refrigerator in an area with high cold air velocity.
- Monitor the food temperatures with a metal stemmed probe thermometer.

When using ice to keep foods cold, be sure to place ice around the food holding at least as high as the level of the food in the container. Ice must completely surround the food. Monitor food temperatures to maintain the 41 degrees or below at all times. Replace melted ice as necessary.

REHEATING TEMPERATURES:

Potentially Hazardous Food that is cooked, cooled, and reheated for hot holding shall be reheated so that all parts of the food reach a temperature of at least 165°F. for 15 seconds within 2 hours except remaining unsliced portions of roast beef which may be reheated at 145°F. for 3 minutes within 2 hours.

Ready-to-eat food taken from a commercially processed, hermetically sealed container shall be heated to a temperature of at least 135°F. for hot holding. Cooked, cooled, and refrigerated food that is prepared for immediate service in response to an individual consumer order may be served at any temperature.

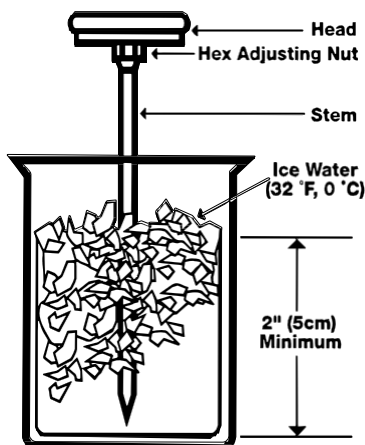
1. PROPER FOOD TEMPERATURE CONTROL

D. CALIBRATING A FOOD THERMOMETER

There are two ways to check the accuracy of a food thermometer. One method uses ice water, the other uses boiling water. Many food thermometers have a calibration nut under the dial that can be adjusted. Check the package for instructions

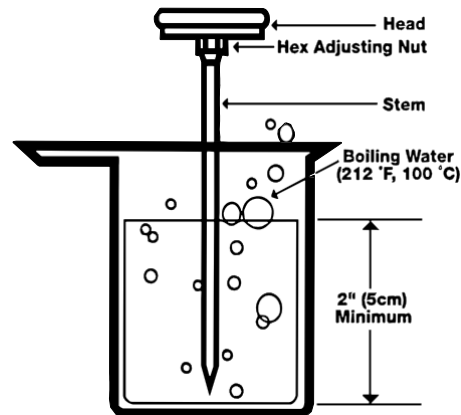
Ice Water

To use the ice water method, fill a large glass with finely crushed ice. Add clean tap water to the top of the ice and stir well. Immerse the food thermometer stem a minimum of 2 inches into the mixture, touching neither the sides nor the bottom of the glass. Wait a minimum of 30 seconds before adjusting. (For ease in handling, the stem of the food thermometer can be placed through the clip section of the stem sheath and, holding the sheath horizontally, lowered into the water.) Without removing the stem from the ice, hold the adjusting nut under the head of the thermometer with a suitable tool and turn the head so the pointer reads 32°F.



Boiling Water

To use the boiling water method, bring a pot of clean tap water to a full rolling boil. Immerse the stem of a food thermometer in boiling water a minimum of 2 inches and wait at least 30 seconds. (For ease in handling, the stem of the food thermometer can be placed through the clip section of the stem sheath and, holding the sheath horizontally, lowered into the boiling water.) Without removing the stem from the pan, hold the adjusting nut under the head of the food thermometer with a suitable tool and turn the head so the thermometer reads 212 °F.

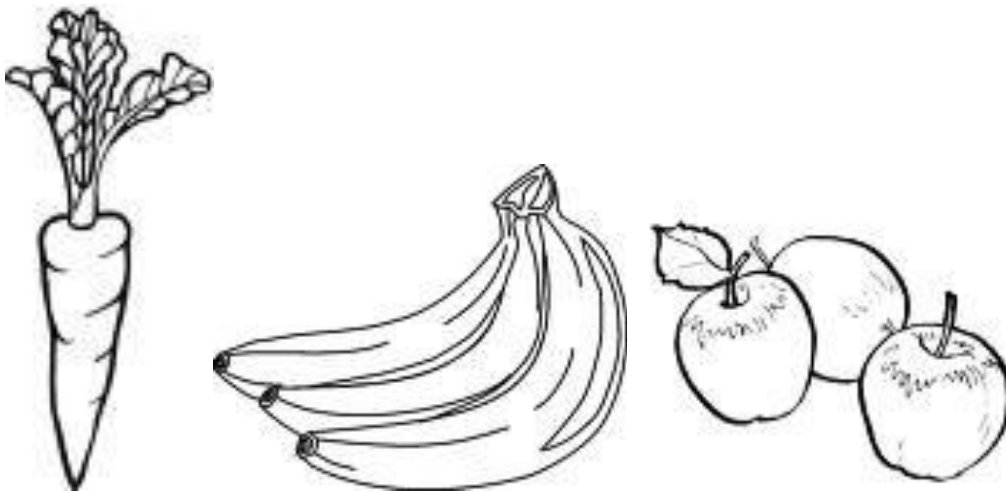


2. FOOD PROTECTION

A. WASHING OF FRUITS AND VEGETABLES

The best line of defense in making sure fruits and vegetables are clean and safe to eat is not soap; rather, it comes right out of the tap -- clear running water! Wash all produce thoroughly with running water before cooking or serving. Although this step does not kill bacteria, it will reduce its numbers. Rinsing also helps remove any soil or chemical residues that might be present. Use a small, soft-bristled brush to scrub rough surfaces and crevices.

- Remove and discard outer leaves.
- Rinse under clean, running water just before preparation or eating.
- Rub briskly, scrubbing with a clean brush or hands to remove dirt and surface organisms.
- Don't use soap or detergent.
- Cut away bruised and damaged areas.
- Bacteria on the outside of fruits can be transferred to the inside when the fruit is peeled or cut, i.e. cantaloupes, melons.
- As always, wash your hands with soap and warm water for at least 20 seconds before and after handling any food.



2. FOOD PROTECTION

B. NO BARE HAND CONTACT WITH READY-TO-EAT FOOD

Use **gloves, tongs, deli paper or utensils** to serve or prepare Ready-to-Eat foods such as:

- Sandwiches/grinders
- Bread
- Salads
- Cooked vegetables
- Cooked rice
- Cooked meat/chicken/fish,
- Pastries
- Or any other foods that are edible without washing, cooking, or additional preparation



2. FOOD PROTECTION

C. PROTECTION FROM CROSS CONTAMINATION

When prepping food:

- Make sure workstations, cutting boards, and utensils are cleaned and sanitized, and clean and sanitize them between each product.
- Do not let Ready to Eat food touch surfaces that have come in contact with raw meat, seafood, or poultry.

When serving food:

- Do not touch parts of dishes or glassware that come in contact with food, and do not hold utensils by the parts that come in contact with food.
- Never scoop ice with your bare hands or a glass.
- Never use towels intended for cleaning food spills for any other purpose.

D. COVERING OF FOOD

- Wrap or cover food before storing it, and store food only in containers intended for food.
- Store food only in designated food-storage areas, and always store Ready to Eat food above raw seafood, meat and poultry.
- Store food away from walls and at least six inches off floor.



3. PERSONAL HEALTH AND CLEANLINESS

A. EMPLOYEE SICK LEAVE, RESTRICTING ILL WORKERS

- Responsibility of the Food Worker
 - Work only when healthy.
 - Do not work if you have experienced vomiting or diarrhea.
 - Report instances of vomiting or diarrhea to management.
 - Report if you have been diagnosed with a disease transmissible through food.

- Responsibility of the Manager
 - Ask workers who call out sick or become ill at work if they are experiencing vomiting or diarrhea.
 - Exclude workers who report vomiting or diarrhea or who have been diagnosed with a disease transmissible through food.
 - Offer sick leave, paid/unpaid.

B. REPORTING ILLNESS TO HEALTH DISTRICT

- Notify the Health District if you suspect that any employee has contracted any disease in a communicable form or is experiencing undiagnosed vomiting or diarrhea.



3. PERSONAL HEALTH AND CLEANLINESS

C. GOOD HYGENIC PRACTICES

- Work Attire
 - Always wear clean clothes and aprons, and remove aprons when visiting the restroom.
 - Always wear a clean hat or other hair coverings.
 - Remove jewelry from hands and arms. The only exception is a plain metal band ring.
- Glove Use
 - Wash your hands before putting on gloves or when changing them. Make sure the gloves fit your hands.
 - Only use single-use, disposable gloves for handling food, and never rinse, wash, or reuse gloves.

D. HAND WASHING REQUIREMENTS, FACILITIES AND PROCEDURES

Where: Only in the designated handwash sink

When:

- Before starting work
- Before putting on gloves
- After coughing, sneezing, touching face, combing or touching hair
- After using the toilet, smoking, eating, breaks
- After touching raw, fresh or frozen beef, poultry, fish or meat
- After taking out trash, touching dirty dishes or equipment
- After mopping, sweeping, using the telephone, or handling money
- After engaging in other activities that contaminate hands.
- WHEN IN DOUBT, WASH YOUR HANDS

How:

- Wet hands with warm water and soap
- Wash. Scrub each hand from wrists to fingertips, between fingers, and on backs of hands. Scrub fingernails.
- Rinse with warm water.
- Dry with paper towel.
- Turn off water with paper towel.



4. SANITATION OF THE FACILITY, EQUIPMENT, SUPPLIES, AND UTENSILS

A. SANITIZATION REQUIREMENTS AND PROCEDURES

WIPING CLOTHS

A wiping cloth is good for one of two things: Killing disease-causing bacteria on your food contact surfaces and equipment, or helping to spread disease causing bacteria from one end of your establishment to the other. The following are important do's and don'ts:

THE DO'S

- Store your wiping cloths in fresh solutions of sanitizer (at the proper concentration)
- Check the concentration of the sanitizer regularly with test strips to make sure that it maintains the proper concentration:
 - **CHLORINE** **50 – 100 PPM**
 - **IODINE** **12.5 PPM**
 - **QUATERNARY** **(PER THE MANUFACTURERS INSTRUCTIONS)**
- Keep a container holding the wiping cloth and sanitizer at each food preparation area
- Label the wiping cloth container as “Sanitizer”
- Change the sanitizer every four hours or more frequently
- Use freshly laundered cloths every day
- Use the wiping cloth frequently on your equipment and counters to keep contamination under control
- Use the wiping cloth frequently on all cutting boards and knives

THE DON'TS

- Never use food contact surface cloths for gross cleaning jobs like wiping spills off the floor.
- Do not add detergent to bleach for a better “clean”. The soap may neutralize the sanitizer, making it ineffective.
- **DO NOT FORGET TO USE THE WIPING CLOTHS.**

TIP

Mix the sanitizing solution in the third compartment of your three compartment sink. Fill your wiping cloth bucket and spray bottles from there.

4. SANITATION OF THE FACILITY, EQUIPMENT, SUPPLIES, AND UTENSILS

B. CLEANING SCHEDULE AND PROCEDURES FOR FOOD/NONFOOD CONTACT SURFACES

- At least every four hours, all kitchenware and food contact surfaces of equipment used in preparation, serving, display or storage of food, shall be thoroughly cleaned to the site and touch.
- The cooking surfaces of grills, griddles and similar cooking devices shall be cleaned at least once a day, and shall be free of incrustated grease deposits and other soil.
- All non-food contact surfaces of equipment used in the operation of a food service establishment, including tables, counters, shelves, mixers, grinders, slicers, hoods and fans, shall be cleaned at such frequency as is necessary to be free of accumulations of dust, dirt, food particles and other debris.

C. PROPER USE OF THE WARE WASHING SINK AND DISHWASHING MACHINES

Ware Washing Sink

Wash

- Soak, flush or scrape dishes to remove food particles
- Wash with detergent and clean, hot water (110 degrees)

Rinse

- Submerge in clean, warm water to remove detergent or flush with overhead spray rinse

Sanitize

- Check sanitizer levels with test strip
- Chlorine 50-100 ppm
- 12.5 Iodine
- Quaternary ammonium 200 ppm
- Submerge in approved chemical sanitizing solution for at least 1 minute
- Air dry all sanitized dishes on drainboard

Dishwashing Machine

Sanitization Rinse

- 165°F for a single temperature stationary rack machine (note: wash water temperature also 165°F)
- 180°F for all other machines

(Note: Maximum water temperature of 194°F, plate temperature 160°F during final rinse)

5. IDENTIFY AND RECOGNIZE THE FOODS MOST COMMONLY ASSOCIATED WITH FOOD ALLERGIES

Common Food Allergens

- Milk and dairy products
- Eggs and egg products
- Fish and shellfish
- Wheat
- Soy and soy products
- Peanuts and tree nuts, such as pecans and walnuts

Service Staff Roles

- Describe to customers how item is prepared.
- Identify any “secret” ingredients.
- Suggest simple menu items.

Kitchen Staff Roles

- Avoid cross-contact
 - Avoid using the same fryer for different types of foods.
 - Wash, rinse and sanitize cookware, utensils and equipment before prepping food.
 - Wash hands and change gloves before prepping food.



QUIZ

- 1.) What is (are) the best ways to defrost food properly?
 - a. On the counter at room temperature
 - b. In the refrigerator
 - c. Under cool, running water
 - d. All of the above

- 2.) What are common food allergies?
 - a. Milk and dairy products
 - b. Wheat
 - c. Eggs and egg products
 - d. All of the above

- 3.) Which of the following statements is FALSE regarding the use of wiping cloths?
 - a. Store your wiping cloths in fresh solutions of sanitizer.
 - b. Check the concentration of the sanitizer regularly with test strips to make sure that it maintains the proper concentration.
 - c. Use food contact surface cloths for gross cleaning jobs like wiping spills off the floor.

- 4.) When should you wash your hands?
 - a. Before starting work
 - b. After coughing, sneezing, touching face, combing or touching hair
 - c. After mopping, sweeping, using the telephone, or handling money
 - d. All of the above

- 5.) True or False? At least every four hours, all kitchenware and food contact surfaces of equipment used in preparation, serving, display or storage of food, shall be thoroughly cleaned to the site and touch.

- 6.) What is/are the responsibility of food workers?
 - a. Do not work if you have experienced vomiting or diarrhea.
 - b. Report instances of vomiting or diarrhea to management.
 - c. Report if you have been diagnosed with a disease transmissible through food.
 - d. All of the Above

- 7.) True or False? Potentially Hazardous Food that is cooked, cooled, and reheated for hot holding shall be reheated so that all parts of the food reach a temperature of at least 165°F. for 15 seconds within 2 hours.

- 8.) Which of the following is NOT a Ready to Eat Food?
 - a. Sandwich bread
 - b. Lettuce for salad
 - c. Raw chicken
 - d. Pastries

QUIZ ANSWERS

1. B and C
2. D
3. C
4. D
5. True
6. D
7. True
8. C