

Learn all about it

- Only the Highest Quality Food • The Highest Personal Standards • Out-of-this World Hospitality
- A Healthy, Growing Company • A Great Place to Work



**The Basics of Food Safety
Personal Hygiene
Cleaning & Sanitizing
Time & Temperature Control
Preparing & Serving Safe Food**

****Note: All Employees must be re-certified in Food Safety at least every 2 years, or more often if required by your regulatory agency**



HEALTH IS IN YOUR HANDS

• Proper hand washing is the single most important means of preventing the spread of infection. To properly wash hands, follow these steps:

Step 1: Dispense a paper towel from the paper towel dispenser, but don't pull it off of the dispenser.

Step 2: Turn on the hot and cold water. The water should be as hot as you can comfortably stand, at least 100°F. Wet your hands and arms.

Step 3: Dispense anti-bacterial soap into your hands. Scrub your hands and arms for 20 seconds. Rinse hands and arms thoroughly.

Step 4: Using the pre-dispensed paper towel, dry your hands and arms. Turn off the faucet with the paper towel and use the paper towel to open the restroom door.

Hand sinks must only be used to wash hands. Hands must be washed:

• Before entering any food prep areas	• After sneezing or coughing
• Before running food to our customers	• After taking a break
• Before beginning a new task	• After smoking or chewing tobacco or gum

• Before putting on and after removing gloves	• After cleaning, sweeping, or mopping
• Before and after handling or preparing food	• After handling dirty dishes or bussing tables
• After using the restroom	• After handling trash cans or garbage
• After touching your face, hair, or uniform	

PROPER PERSONAL HYGIENE

Practicing proper personal hygiene is very important in keeping our customers safe. To practice proper personal hygiene, follow these guidelines:

- Maintain good health and report any illness to a manager.
- Wear a clean uniform to work daily - shirt, pants, hat, and apron.
- Practice good hand care by keeping nails short and clean with no fingernail polish or artificial nails. Remove jewelry from your hands and arms prior to handling food. Cover any sores, cuts, or infections on your hands with bandages. The bandages must keep the wound from leaking. A single-use glove or finger cot must be worn over bandages on hands and fingers.
- Gloves must be worn any time you are handling food (**except when handling raw fresh eggs**). Change gloves as soon as they become soiled or torn. Any time you change your gloves, you must also wash your hands. Remove gloves when

- cleaning, sweeping, answering the phone, or touching a customer contact item like menus, or salad bar tongs.
- Remove aprons when leaving food prep areas, before using the restroom, before taking out the trash, and before eating.
 - Eating, drinking, and chewing gum is not permitted in the food prep areas. Tobacco use is not permitted inside the deli.
 - Be sure to review the Safe Food Handler Information, located on your deli's HR Board.

CLEANING AND SANITIZING

Cleaning something simply means to remove any visible debris from the surface. However, items aren't truly clean until they've been sanitized. Sanitizing is using heat or chemicals to destroy 99.99% of the disease-causing microorganisms on a food contact surface. A food contact surface is 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.

To follow correct cleaning and sanitizing procedures, items should be cleaned using a 3-step process.

Step 1: Wash – Clean with a green scrub pad using multi-purpose cleaner to remove debris and soil.

Step 2: Rinse – After cleaning, wipe all areas with a sanitizer towel to "rinse" the soap and debris off.

Step 3: Sanitize – Last, spray cleaned surfaces with Quat sanitizer and allow to air dry.

Follow these guidelines when cleaning and sanitizing:

- Avoid contamination of food at all times. Contamination is the unintended presence of harmful substances or microorganisms in food. **Wash hands after handling raw whole eggs and shells and before handling any other food or food contact surface.** Cross contamination means that harmful substances or microorganisms have been transferred to food or food contact surfaces.
- Sanitizer towels remain in sanitizer buckets, soaking in sanitizer, at all times when not being used. At the end of the AM shift, hand wash towels with multi-purpose cleaner and water and rinse them well. Return the clean towels to sanitizer buckets with fresh sanitizer. Discard all towels at the end of each day.
- Sanitizer is changed out as often as needed, at least every 4 hours. Use test strips to test the PPM of the sanitizer. Correct calibration is between 200 PPM-400 PPM.
- All chemical containers must be properly labeled with the common name of the product.
- Paper towels are used to clean the restrooms.
- Keep tongs and salad bar utensils clean throughout each shift and change them out at least every 4 hours.

USING THERMOMETERS

All refrigerated units must be equipped with an accurate thermometer that is easily viewable. In addition, we use bimetallic and digital thermometers to check our food temperatures regularly. To use a thermometer correctly, it must first be calibrated.

To calibrate a bimetallic stick thermometer, follow these steps:

Step 1: Fill a large cup with equal parts ice and water. Stir the mixture well.

Step 2: Put the thermometer or probe stem into the ice water so that the sensing area is completely submerged. Wait 30 seconds. Keep the stem from touching the bottom or sides of the cup.

Step 3: Hold the adjusting nut securely and rotate the head of the thermometer until it reads 32°F.

To calibrate a DeltaTrak thermocouple or the DT400 thermometer, follow these steps:

Step 1: Fill a large cup with equal parts ice and water. Stir the mixture well.

Step 2: Turn on the thermometer and select the "F" scale. (this is not required for the DT400)

Step 3: Rotate the pocket clip to expose the "CAL" button. (this is not required for the DT400)

Step 4: Immerse the stem in the center of the cup, stir for 15 seconds and wait for the reading.

Step 5: For DeltaTrak; with the tip submerged, press and hold "CAL" button for 2 seconds until "CAL" appears, then release the button. For DT400; press and hold the D-H button for 8 seconds to begin calibration.

Step 6: For DeltaTrak; Calibration is complete when the display automatically returns to normal operation mode. For DT400; CAL will be displayed for two seconds and calibration at 32°F is completed.

TAKING TEMPERATURES

Maintaining proper temperatures helps to prevent the growth of bacteria. Food must be kept out of the temperature danger zone (41°F - 140°F). This means that cold food must be kept cold, under 41°F, and hot food must be kept hot, over 140°F.

When taking temperatures, follow these guidelines:

- Insert the thermometer stem into the center of the food. The sensing area should not touch the bottom or sides of the container to ensure an accurate reading.
- Wipe the thermometer with a sanitized wipe or towel in between checking each product.
- Temperatures will be recorded in the Time and Temp Log 3 times per day – at 10am, 2pm, and 6pm. Follow the instructions in the log for completing this correctly each shift.

FOOD SAFETY CONCERNs

There are several factors that are most often named in food borne illness outbreaks. We must be aware of the following factors to ensure that we do not allow them to happen:

- Failure to properly cool food – this is the leading cause of food borne illness outbreaks
- Failure to thoroughly heat or cook food
- Allowing foods to stay in the temperature danger zone for too long

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long leading to the growth of bacteria

- Failure to reheat cooked foods to temperatures that kill bacterial growth. All reheated foods must be reheated to 165°F and hold that temp for 15 seconds. Foods may only be reheated one time.
- Cross contamination of cooked food by raw food (ex.improper handling of fresh raw eggs).
- Do not wear gloves when handling raw eggs. Always wash hands after handling.**
- Improper cleaning and sanitizing of equipment
- Employees who mishandle food or infected employees who practice poor personal hygiene at home or at work

PROPERLY COOLING FOODS

We cook and cool several items: Pasta, shrimp, potatoes for potato salad, and French Onion soup. Record these items, along with any other cooked foods that will not be served immediately, in the Product Cooling log. Follow the instructions in the log for completing this correctly each shift. To properly cool foods, follow these steps:

Step 1: Place food into shallow, metal pans.

Step 2: Place the pans into a white bus tub filled with 2 quarts of cold water and half of a bucket of ice. The sides of the pan must be submerged to ensure the food inside is cooled quickly.

Step 3: Record initial temperature in the Product Cooling log, then check temperatures hourly. Food must reach 70°F or lower within the first 2 hours. If it isn't 70°F, the product must be discarded or reheated to 165°F to restart the cooling process. Foods may only be reheated one time. Stir food often to help the food cool quickly.

Step 4: Continue to record the temperatures hourly. Food must reach 41°F or lower within an additional 4 hours. Food has 6 hours total time to reach 41°F.

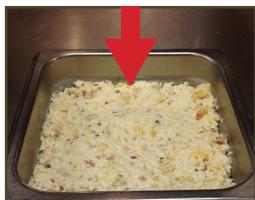
PROPERLY THAWING FOODS

To properly thaw food, use one of these 4 methods:

- Thaw items from the freezer to the fridge. Keep cooler doors closed at all times to maintain temperatures.
- Thaw under cold, running, potable water (70°F or below). Items must be completely immersed under water.
- Cook a frozen item to the desired internal temperature
- Microwave a frozen item, then complete the cooking process.

PROPER ROTATION AND STORAGE

- Rotation is a major factor of your job. Properly rotate food using the FIFO method. FIFO stands for First In, First Out which means that the first products prepped are the first to be used. The FIFO method applies to prepped, frozen, refrigerated, and dry storage items.
- All product levels on the line should be below the fill line, 1 inch from the top of the pan. Stocking beyond this level may allow product to fall into the temperature danger zone (41°F to 140°F).



- When storing food, place the newest items behind the older items to ensure that the oldest items are used first. Store all food and food contact packaging at least 6 inches off of the floor.
- Store high risk foods (ex. raw shell eggs, raw shrimp) below and away from ready to eat foods.
- All foods held in storage must be properly covered and protected.
- All utensils, equipment, and food contact packaging must be stored in a sanitary manner. Store utensils with the handles all pointing in the same direction. Invert containers so that the open end is facing down.

DATING AND LABELING (FOR DELIS THAT MANUALLY DATE LABEL)

Any food, other than unprepped produce, that is removed from its original container needs to be date labeled using proper date labeling procedures. Place the proper date label on the container that the food is stored in (cambro, pan, or red / beige tray). Please review the Shelf Life Chart for specifics. The shelf life begins when a container is first opened (ex. raw shell eggs - 7 days).

- When using day dots, place one for the day that the product was prepped and one for the day that the product expires. For example, for an item with a 2 day shelf life that was prepped on Monday, place one Monday day dot (day prepped) and one Tuesday day dot (day expired). This product would be discarded at the end of the day on Tuesday.
- When using recipe labels, fill out every line on the label. The expiration date and time means that the product must be discarded on that date and time. It can no longer be held or served after that time. For example, an item with a 3 day shelf life that was prepped at 9am on Monday would expire at 9am on Thursday. Notify a manager of any expired product.
- When moving a food item from one container to another, label the new container with the same label information. For example, if an item stored in a cambro in the walk-in cooler has 2 day dots on it, you would use the same 2 day dots when moving that product into a pan for the line.
- When storing food, any items that are removed from their original containers must be labeled to identify the product, unless they are easily identifiable. For example, Pollo spices, water bottle for the eggs, or parsley all need to be labeled, cambro of broccoli would not need to be labeled as "broccoli" because it's easy to tell that it's broccoli. However, that cambro would still need to be dated.
- In order to keep the most accurate dates, avoid combining items prepped on different days into the same container. For example, do not put Pico de Gallo prepped on January 12th into the same pan as Pico prepped on January 13th.
- In addition to dating, labeling food is also necessary in many cases. Illnesses have occurred when unlabeled chemicals were mistaken for food such as flour or sugar. Customers have also suffered allergic reactions when food was unknowingly prepped with a food allergen that wasn't labeled.
- When storing food, any items that are removed from their original containers must be labeled to identify the product, unless they are easily identifiable. For example, a cambro of

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broccoli would not need to be labeled as "broccoli" because it's easy to tell that it's broccoli. However, that cambro would still need to be dated.

- If you have a Grab and Go where customers can grab prepped items in pre-packaged containers, those containers must be labeled with an appropriate label ordered from Alphabet Soup.

EMPLOYEE SAFETY

When working, keep in mind these safety tips:

- Non-slip shoes are required in the deli to help prevent slipping and falling.
- Use caution when pulling hot items from ovens, microwaves, hot wells, hot boxes, and steamers. These units are all very hot. Always use oven mitts, tongs, and/or a metal spatula to pull out grill pans or baking trays.
- Always practice safe knife handling procedures. When a knife needs to be cleaned, take it back to the dish area, clean it properly, and use it or store it immediately after. Do not place the knife into a bus tub or into the dish sinks because it may accidentally be grabbed by someone who doesn't see it resulting in an injury.

OBSERVATION CHECKLIST

To be completed by a manager:

- Practices proper sanitation procedures and washes hands often
- Communicates needs with other positions and managers
- Rotates products correctly

To be completed by the certified trainer:

- Follows correct procedures for all items

I understand all of the above, and agree to complete these on every shift

Trainee Signature

Manager Signature