

# ServSafe© Food Safety Manager Exam Study Guide

## Chapter 14: Employee Food Safety Training

Raymond DeArmas  
ServSafe© Instructor and Proctor  
60 Skyline Drive  
Easton, PA 18042  
(610) 810 – 1778  
[www.raysafefood.com](http://www.raysafefood.com)



**Certified ServSafe  
Instructor and Proctor**

The information contained in this study guide is intended to contain enough information for a food service manager/operator to pass the ServSafe® Nationally Accredited Food Safety Exam. It is based on the instructors notes and talking points, which are based on the ServSafe® Essentials 5<sup>th</sup> Edition reference book. Under no circumstance is what is written herein and following intended to be a legal, regulatory, operating or reference of any form or kind, or to provide a definitive guide to food safety and service. The information contained herein does not outline the entire FDA Food Code and food service operators should seek proper legal advice and services, which is not found within these notes. We have been careful to provide accurate information, but are not responsible or liable for any damage or loss incurred resulting from any inaccuracies or omissions in this document. If you and/or your operation establish any policies, or follow any procedures based on the notes contained herein, you do so at your own risk.

## Chapter 14: Employee Food Safety Training

### Identify Staff Training Needs

- As a manager or owner, it is your responsibility to make sure your staff are well trained and practice food safety.
- A training need is a gap between what staff need to know to handle food safely and what they actually know and/or are doing.
- You can identify the training needs of your staff in the following ways: 1. Observe performance on the job. 2. Test for food safety knowledge and practices. 3. Identify areas of weakness.

### Critical Topics in Food Safety Training

- Never assume new hires have any idea about food safety.
- Following are critical, core topics that everyone in your foodservice operation must be competent on:
  - Personal hygiene – including handwashing and health issues that must be reported to you.
  - Safe food preparation – including time-temperature abuse, identifying contaminants, and proper cooking times
  - Cleaning and sanitizing – how and what to clean and sanitize and identifying when and how often to clean and sanitize
  - Proper chemical usage and safety practices.
- Retraining. Periodically re-train and remind staff on safe food handling practices.
- Record Keeping. Keep records of all training sessions. Have employees sign documentation that they received the training.

### Training Delivery Methods

- On the job training. Success depends on the ability, patience and skill of the person doing the training. Choose the trainer carefully and be aware that on the job training tends to take time away from experienced staff to do their jobs properly.
- Classroom training. Classroom training can be effective for large groups of people, and using an activity based form of classroom training can serve as a catalyst for your entire staff training program.
- A combination of classroom and on the job training is usually most effective for most people. This can include discussions on food safety followed up by real world examples and practice while on the job.