

ServSafe© Food Safety Manager Exam Study Guide

Chapter 9: Food Safety Management

Raymond DeArmas
ServSafe© Instructor and Proctor
60 Skyline Drive
Easton, PA 18042
(610) 810 – 1778
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 5th 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 9: Food Safety Management

Food Safety Management System

- A food safety management system is a group of policies, procedures and practices intended to prevent foodborne illnesses.
- Active management control of the food service operation and HACCP are two ways to build a food safety system.
- Hazard Analysis Critical Control Point (HACCP) (pronounced HASS-ip) is a systematic, preventive approach towards food safety that addresses physical, chemical, and biological hazards as a means of PREVENTION rather than the finished product inspection. A good HACCP plan analyzes all stages of the food service process from food production, distribution, and preparation to serving of the food. A HACCP plan is used to control risks and hazards throughout the flow of food.
- An effective HACCP system must be written, shared with all staff and specific to the establishment's menu, practices, customers, equipment, operations, and process. Therefore, each HACCP plan is unique and a plan that works for one operation may not work for another.

The HACCP Approach

- The HACCP plan is based on seven (7) principles. They were created by the National Advisory Committee on Mycological Criteria for Foods.
- The Seven HACCP Principals each build on the information gained from the previous principle. You must consider all seven principals – in order – when developing a HACCP plan.
- The seven principals are:
 1. Conduct a hazard analysis of your operation.
 2. Determine Critical Control Points (CCP's).
 3. Establish critical limits.
 4. Establish monitoring procedures.
 5. Identify corrective actions.
 6. Verify that the system works.
 7. Establish procedures for record keeping and documentation.
- Principals 1&2 identify and evaluate hazards in the operation.
- Principals 3, 4 &5 help you establish ways for controlling those hazards. Principals 6&7 help you maintain the HACCP plan and system, as well as verify its effectiveness.

Active Management Towards Food Safety

- Active management approach in the food service operation involves controlling the five (5) most common risk factors that cause foodborne illnesses, as identified by the Centers for Disease Control and Prevention(CDC):
 1. Purchasing food from unsafe sources
 2. Failing to cook adequately
 3. Holding food at incorrect temperatures
 4. Using contaminated equipment

- 5. Practicing poor personal hygiene
- The FDA Food Code has identified five (5) ways to control these risks from the CDC:
 1. Demonstration of knowledge. You must know and show that you know what it takes to keep foods safe.
 2. Staff health controls. Policies and procedures you set to keep staff out who have illnesses that can contaminate foods.
 3. Controlling hands as a vehicle of contamination. Proper handwashing and glove usage.
 4. Time and temperature parameters for controlling pathogens. Keeping foods out of the temperature danger zone – avoiding time – temperature abuse of food.
 5. Consumer advisory. Notices that you must provide to your consumers about the dangers of consuming raw or undercooked foods.

Practicing Active Management Control

- Consider the five risk factors outlines by the CDC throughout the flow of food in your operation. Identify issues that could impact food safety.
- Create policies and procedures that address the issues you identified. Train staff on policies and procedures.
- Monitor that the policies and procedures are being followed. Re-train and take corrective action as necessary.
- Verify that you are actually controlling risk factors. Check time and temperature control logs, perform self inspections, etc.

Crisis Management

- Despite your best efforts, a foodborne illness crisis can occur in your operation. How you respond can make a big difference in the outcome.
- Plan ahead and develop a crisis management program. The program should be written and address three parts: preparation, response and recovery.
- Preparation. Create a crisis management team. If you operation is large, it should representatives from many departments such as Senior management, Risk management, Public Relations, etc. Smaller operations may include the owner, chef, manager, etc.
- Response. Here are some things to consider when responding to an outbreak:

IF	THEN
A customer calls to report a foodborne illness.	<ul style="list-style-type: none"> • Take the complaint seriously and express concern. • DO NOT ADMIT responsibility or accept liability. • Complete a foodborne illness incident report. • Evaluate the complaint to determine if there are similar complaints.

There are similar customer complaints of foodborne illness.	<ul style="list-style-type: none"> • Contact the crisis management team. • Identify food items that are common to the complaints to determine the potential source of the complaint. • Contact the local health department to assist with the investigation.
The suspect food is still in the operation.	<ul style="list-style-type: none"> • Isolate the suspected food, label it and put it aside to prevent further selling of it. • If possible, get samples of the suspect food from the customer.
The suspect outbreak is caused by an ill staff member.	<ul style="list-style-type: none"> • Immediately exclude the suspect staff member from the operation.
The regulatory authority confirms your operation is the source of the outbreak.	<ul style="list-style-type: none"> • Fully cooperate with the regulatory authority to resolve the crisis.
The media contacts your operation.	<ul style="list-style-type: none"> • Follow your crisis control plan – have one designated spokesperson handle all communications.

- Recovery
 - Fully cooperate and work with the regulatory authority to resolve issues.
 - Clean and sanitize all areas of the operation.
 - Throw out all suspect food once the investigation is complete.
 - Investigate and record the cause of the outbreak.
 - Establish new policies, procedures, monitoring and training based on the results from the investigation.
 - Develop a public relations plan to reassure the public that the food served in your establishment is safe.