



Excellence

IN FOOD SAFETY PRACTICES



Associate Food Safety and Sanitation Handbook

Instructions for the Manager

Remove this page before copying handbook

Note: Throughout this handbook the term 'customer' is used frequently and is intended to characterize all Compass Group diners whether they are patients, residents, students, inmates, or guests. Please ensure that your associates understand this and specifically who their customers are.

Instructions for the Manager:

Unit manager or other person-in-charge is responsible for conducting associate food safety orientation and training at the time of hiring.

- Provide a copy of the **Associate Food Safety and Sanitation Handbook** for each associate.
- Review the 'handbook' with each new associate, including any policies and procedures specific to your unit.
 - There are fill-in-the-blank sections within the 'handbook' designed for you to identify these policies and procedures.
 - You may choose to create a MASTER COPY by completing the fill-in-the-blank 'handbook' sections with details related to your unit in advance .
- Schedule time for the associate to view **Passport - Port of Call 7: Food Safety and Sanitation**.
 - 'Port of call' can be accessed through the Training and Development Website at <http://training.compass-usa.com>.
 - This handbook closely follows the 'Port of Call' and should be used to follow along and take notes.
- Have the associate complete the knowledge assessment on Page 23.

Knowledge Assessment Answers:

1 - B 2 - A 3 - C 4 - D 5 - A 6 - C 7 - D 9 - A

8 - Chicken Salad, July 7 2008, Use-by July 10 2008

10 -	Raw Beef = Red	Cooked Roast Beef = White	Fresh Tomatoes = Green
	Grilled Chicken = White	Raw Chicken = Red	Head Lettuce = Green

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Dear Compass Group Associate,

Compass Group has enjoyed a long history of satisfied customers across all of our sectors and divisions. Much of this success is the result of our commitment to service of the highest quality food possible. An equally important factor contributing to our success has been our commitment to **acting responsibly in business**; that is, safeguarding our customers by serving food that is always safe to eat. Of primary concern in every food service location we operate is the highest standards of food preparation, using quality products and ingredients, and compliance with all regulatory requirements.

The information that follows outlines our food safety standards and specific practices that you will be expected to understand and demonstrate on a day-to-day basis while working in a Compass Group operation. In addition to reading this information carefully, you will also be expected to participate routinely in both group and on-the-job training as a condition of your employment. In fact, our associates value the food protection knowledge that they gain and the safe food handling skills that they sharpen while working with us! And much of this knowledge can also be applied to help safeguard your family's health and safety through increased awareness of food handling and hygiene practices in your home.

You are an important member of the Compass Group team each workday. Your **individual contribution** to the overall success of your operation, including excellence in food safety practices, is necessary and anticipated. Please recognize, as Compass Group does, that 'food safety' does not happen by accident, and participate fully and effectively in our food protection program daily as you will be specifically trained to do. If at any time you have any questions or concerns, please bring them to the attention of the manager, the chef, or other person in charge. Likewise, let us know if there is anything that you feel you need to do your job correctly, comfortably, or safely that Compass Group has overlooked. We will do our best to assist you promptly; and we will value any suggestions you have that serve to better safeguard our customers – *and each other.*

We will be depending on your contribution daily to ensure that only the highest quality and safest food possible is served. Your commitment is necessary to help us maintain our commitment to **acting responsibly in business – everyone, everyday, everywhere.**

Linda W. Gilardi, RS
Vice President Quality Assurance
Compass Group North America

WHAT IS A FOODBORNE ILLNESS

 **DID YOU KNOW** *The food supply of the United States is one of the safest in the world!*

However, The Centers for Disease Control and Prevention (CDC) estimates that:

- *76 million people get sick each year from foodborne illness*
- *More than 300,000 are hospitalized*
- *More than 5,000 Americans die each year from foodborne illness*

A foodborne illness is an illness caused by the presence of harmful microorganisms, or germs, in the food. These germs and the poisons they sometimes produce can make your customers SICK!

Foodborne illnesses can range from mild to serious. Symptoms vary and can include:

- Nausea
- Vomiting
- Cramps
- Diarrhea

Sometimes symptoms of foodborne illness are felt quickly after eating contaminated food. Other times symptoms do not start until several days or even weeks after mishandled food is eaten.

The specific symptoms and when they begin depend on the type of foodborne illness. Some foodborne illnesses you may recognize like botulism, salmonella, listeria, and E.coli.

Besides germs, physical objects can end up in food if you are not careful.

Physical objects in food may include:

- Pieces of glass
- Metal shavings from opening cans
- Pebbles
- Staples from food packaging
- Bandages
- Insects

Physical objects can make food unsafe to eat, sometimes with serious consequences.

Finally, chemicals such as cleaning products and pesticides can contaminate food and cause serious illness or injury if they are not used and stored properly.

Serious cases of foodborne illness can require a person to be hospitalized and yes, CAN lead to death!

YOU can help protect your customers from foodborne illness by carefully following the rules outlined in this handbook.

PERSONAL HYGIENE

APPEARANCE

Arrive at work with a clean and professional appearance; when our customers observe poor hygienic practices their confidence and satisfaction in you and your operation suffers.

Come to work clean! Associates must:

- Shower or bathe daily
- Wear deodorant
- Wear clean uniforms and/or clean outer clothing daily
- Keep hair neat, clean, and professional
- Keep hair covered with a uniform hat or approved hair restraint
- Keep beards and mustaches short and trimmed
- Wear proper footwear

Uniform and clothing requirements for your job.

JEWELRY

The only jewelry allowed to be worn is a plain wedding band.

All other jewelry must be removed before you begin your workday; this includes:

- Rings
- Bracelets
- Watches
- Necklaces
- Earrings
- Other body ornaments such as jewelry worn in visible body or facial piercing(s).

Jewelry poses several risks in a food operation.

- Jewelry can fall off and end up in the food being handled.
- Illness causing germs can live on the surface and in crevices of jewelry.
- Jewelry can catch on heavy, hot, and sharp equipment as you work causing injury.

FINGERNAILS

Keep your fingernails clean, short, trimmed, and unpolished.

Associates must keep their fingernails short and trimmed.

- Long fingernails trap dirt and germs which can contaminate food.
- Acrylic or fake fingernails, and nail polish can chip or break and fall into food. These are not permitted.

TASTING

The best method for tasting food is with a plastic spoon or fork. Use tasting utensil one time.

- Never use a tasting utensil more than once
- Do not taste directly over the food
- Never use your fingers to taste food
- Never use cooking utensils to taste food
- Never use bread or other food to dip and taste

EATING, DRINKING, AND SMOKING

Eating, drinking, and smoking are only allowed in designated areas.

Eating and drinking are only permitted in designated:

- Break areas
- Dining rooms
- Offices

Chewing gum while working is not permitted.

Chewing tobacco while working is not permitted.

Smoking is permitted in designated areas only.

- Smoking areas are generally specified by our client's building management or by the health department.

Areas where you may eat, drink, and take your break.

Areas where you are permitted to smoke.

PERSONAL BELONGINGS

Do not store personal belongings with you at your workstation.

Personal belongings brought in from the outside can carry contaminants into our operations.

Store your personal belongings such as purses, shoes, umbrellas, bags, coats, and jackets in areas designated by your supervisor.

Locations where you may store your personal belongings.

ASSOCIATE HEALTH

ASSOCIATE HEALTH REPORTING REQUIREMENTS

You are required to notify the manager, chef, or other person-in-charge if you are not feeling well or have certain symptoms or conditions.

We need to know if you are not feeling well or have an illness that can be passed on to your team members or customers. **Always** notify your manager, chef, or other person-in-charge if you experience any of the following symptoms or conditions:

- You have been diagnosed with a foodborne illness.
- You have any of the following symptoms:
 - Diarrhea
 - Fever
 - Vomiting
 - Jaundice - yellowing of the eyes or skin
 - Sore throat with fever
 - Persistent sneezing, coughing, or a runny nose
- You have a boil, lesion, or an infected sore or cut that is open or draining on your hands, wrists, or the exposed areas of your arms.
- You were recently ill with a foodborne illness.
- You are suspected of causing or being exposed to a foodborne illness outbreak.
- You live with a person who is diagnosed with a foodborne illness or a person who attends or works where there is a foodborne illness outbreak.

Reporting of these symptoms and conditions is one of the most important ways you can help prevent foodborne illness.

Name and phone number of the manager, chef, or person-in-charge to notify if you are not feeling well or are experiencing any of the symptoms or conditions you are required to report.

BANDAGES

Bandages in our first aid kits are blue, not flesh colored. Blue bandages are required because they can be easily seen if they fall into the food. Flesh-colored bandages may not be worn.

If you have any cuts or sores on your hands, always cover them with a blue bandage, then put on a glove.

- If you have a boil, lesion, or other sore or cut that is open and draining and on the hands you must use a blue bandage or other dressing and then **“double-glove”** over it. That is; wear two gloves over the hand with the bandage.
- When wearing a bandage, always remove single-use gloves carefully with your back to any food and your hands positioned over a garbage can. Then always check to be sure your blue bandage is still secure.

Location of the first-aid kits or other locations where blue bandages are stored.

HAND HYGIENE

HANDWASHING

Associates must keep their hands and exposed portions of their arms clean!

WHEN TO WASH YOUR HANDS

Washing your hands is the first thing you should do when you arrive at your workstation to start your day.

Always wash your hands **BEFORE**:

- Starting work
- Putting on gloves, or when changing gloves

Always wash your hands **AFTER**:

- Using the restroom
- Handling cleaning chemicals
- Eating, drinking, chewing gum, smoking, or other tobacco use
- Handling raw meat, poultry, fish, or shell eggs
- Sneezing, coughing, blowing your nose, or using a tissue or handkerchief
- Handling money
- Touching your hair, face, body, or clothing
- Handling garbage
- Touching an open sore, cut, boil, lesion, or pimple

Always wash your hands when you enter or return to the kitchen or any other food handling area.

☞ Signs like this are posted in the operation as a reminder of this important rule.

Even if you walk out to the dining room or go into the office for just a few moments, you must wash your hands before you return to your workstation.

If you question whether or not to wash your hands at any particular time, just wash them.

You can't go wrong!



WHERE TO WASH YOUR HANDS

Only wash your hands at a handwashing sink.

Never wash your hands at a sink used for food preparation, potwashing, or at a mop sink.

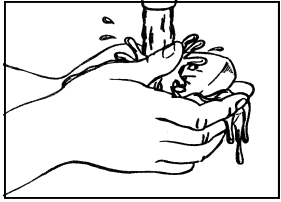
☞ Look for the sinks with the posted "**Wash Your Hands**" sign. These sinks are designated for handwashing ONLY.



HOW TO WASH YOUR HANDS

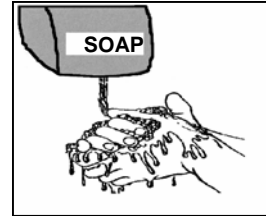
Always wash hands properly to remove soil and germs that may be present on your hands.

1. Wet your hands with running water.

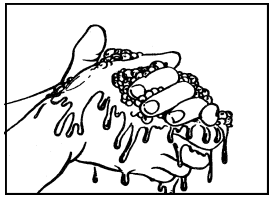


Water should be as hot as you can comfortably stand

2. Apply soap and lather.

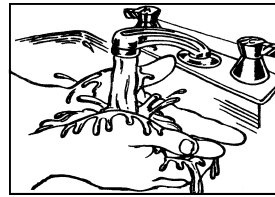


3. Vigorously scrub your hands and arms for at least 20 seconds.

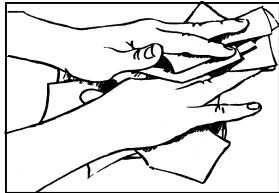


Scrub underneath your fingernails and between your fingers

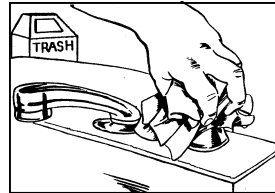
4. Rinse thoroughly under running water.



5. Dry your hands and arms using a paper towel.



6. Turn off water with paper towel and throw towel away.



SINGLE-USE GLOVES

ALWAYS wear single-use gloves when touching or handling ready-to-eat foods.

Single-use gloves provide a barrier between your hands and the foods and other items you handle. Like handwashing, proper use of single-use gloves is important when it comes to preventing foodborne illness.

NEVER touch foods that are ready to eat with your bare hands.

- “Ready-to-eat” means no cooking, or additional cooking, is necessary for the food to be eaten, served, or sold.
- Ready-to-eat foods include cold foods such as cheeses, salad greens, deli sandwiches, and cooked food such as chicken fingers, roasted vegetables, and baked potatoes.

ALWAYS wash your hands before putting on gloves, and then wash your hands again when changing gloves.

- You will change your gloves frequently throughout the day.
- Wash your hands **each time** you change gloves.

Always change your gloves when you switch to handling a different type of food, or change foodhandling tasks. For example:

- If you are cutting celery for the salad bar, before you move on to prepare egg salad.
- If you are slicing deli meats for platters, before you move on to package salads.

Change your gloves anytime they become damaged, ripped, or torn or you are called away from your task. Also, change your gloves anytime they become heavily soiled or contaminated.

REMEMBER - Always wash your hands before putting on new gloves.

Single-use gloves must always be worn by associates when handling food in customer view.

Whenever you are handling any type of food in areas where customers can see you, single use gloves must be worn. This includes tasks like:

- Serving food from the hot entrée station
- Making sandwiches at the deli station
- Preparing specials at the grill station
- Refilling the salad bar

FOOD TEMPERATURES

If your duties involve receiving deliveries, cooking and reheating, cooling foods, preparing cold menu items, the display or service of foods, or food transport you will be required to use a food thermometer to check temperatures of potentially hazardous foods.

POTENTIALLY HAZARDOUS FOODS

It is important to keep potentially hazardous food under careful temperature control at all times. Bacteria can easily and quickly grow in potentially hazardous foods at room temperatures.

Foods considered potentially hazardous include:

- Meats, including beef, pork, and lamb
- Poultry and fish
- Dairy products, including milk and cheese
- Shell eggs and egg items
- Cut melons
- Cut tomatoes
- Cooked beans, rice, potatoes
- Cooked vegetables
- Garlic-and-oil mixtures
- Tofu and soy-protein products



Potentially hazardous foods can cause illness if temperatures are not proper and safe.

- Keep these foods strictly hot or cold. Your manager will instruct you on safe temperatures for potentially hazardous foods.
- NEVER keep these food at room temperatures.

FOOD THERMOMETERS

Always use your food thermometer correctly and be sure to sanitize it before each use.

Digital thermometers, similar to the ones shown here, are the thermometers you will most likely use.



If you are assigned to work at a grill station, you must use a thermocouple thermometer.

- This type of thermometer works best for thin foods like hamburgers and chicken breast.



Always use your food thermometer correctly. Position it in the center or thickest portion of the food being checked.

- Always sanitize the probe of the thermometer before each use with ready-to-eat foods.
- Wash, rinse and sanitize the probe of the thermometer between temperature checks of raw animal foods such as raw beef, fish, or shell eggs.

Since potentially hazardous food temperatures are so critical for keeping food safe, we keep records of our temperature checks. We have temperature log sheets for each critical food handling point in our operation.

- Your supervisor will show you which temperature logs, if any, are part of your job responsibility and when and how to fill them out correctly.

An additional and important responsibility is to take corrective action if the temperature of food you are checking is not as cold or as hot as it should be.

- Your supervisor will coach you on proper food temperatures and corrective actions.
- You must take corrective actions when food temperatures are not what they are supposed to be.
- Corrective action options are found on the temperature log sheets.

Remember: the reason for checking food temperatures is to find food handling errors and correct them.

Very Important: If you think your thermometer is not accurate or not working properly, let your supervisor know.

Method of sanitizing your thermometer before each use.

Method of washing, rinsing, and sanitizing your thermometer between checks with raw animal foods

FOOD STORAGE

Always cover, label, and date foods in storage.

Cover

Tightly cover or wrap any food you store after it has been prepared or after packaged food has been opened.

- This rule applies to **ALL** foods you store in refrigerators, freezers, and dry storage areas.

Label

Label **ALL** stored food following the label or 'sticker system' used in your operation.

- Clearly write on the sticker the name of the food stored. For example; meat sauce, chicken salad, flour, or sugar.
- This rule applies to **ALL** foods you store in refrigerators, freezers, and dry storage areas.

Date

Date all **ready-to-eat potentially hazardous** foods that you store.

- Write the date the product was prepared or the date the packaged product was opened.

When storing cold potentially hazardous foods in refrigerators, you must ALWAYS write a use-by date on the sticker.

The use-by date is 4 days after the product was prepared or the package was opened.

- The 4-day use-by date includes the day it was first prepared or first opened.
- This product **MUST** be used, frozen, or discarded within 4 days.
- Follow the manufacturer's use-by date after opening IF the food will expire in less than 4 calendar days of opening.

For example:

- You made potato salad on Wednesday, June 23rd.
- You tightly covered the food.
- Get a Wednesday sticker and write in the product name and preparation date.
- Potato salad is a potentially hazardous food, so you must also write the 4 day use-by date on the sticker.
- Your completed sticker should look like this:



Special Note for Morrison Healthcare and Senior Dining locations

- Use the **Morrison** custom sticker.
- Follow the same rules to cover, label, and date potentially hazardous foods.
- Follow the same rule to apply a 4-day use-by date on all potentially hazardous foods stored.
- Unused leftovers should be used in 48 hours.

Product:	Potato Salad
Producto:	
Today's Date:	June 23, 2008
Fecha de hoy:	
Today's Time:	10:00 am
Hora:	
Expiration Date:	June 26, 2008
Fecha de expiración:	
Initials:	AGO
Iniciales:	

NEVER use a potentially hazardous food past its use-by date. Expired foods may not be safe.

PREVENTION OF CROSS CONTAMINATION

Cross contamination is when a food becomes contaminated with harmful germs from another food through improper storage or improper foodhandling practices. This must be prevented.

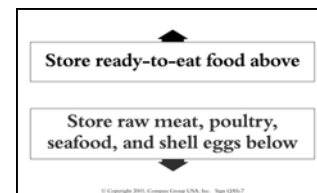
SEGREGATION OF RAW ANIMAL PRODUCTS

Raw animal foods, including raw meat, poultry, fish, and shell eggs can contain harmful germs. These germs are killed when foods are cooked, but before cooking care must be taken when storing and handling these foods.



An important procedure is to store all raw meat, poultry, fish, and shell eggs on a separate rack or on the bottom shelf below all other foods in our refrigerators.

- This serves to separate and protect ready-to-eat and cooked foods from spills, splashes, and drips from raw foods.
- All other foods must ALWAYS be stored above raw foods.
 - ☞ Designated racks and bottom shelves where only raw meat, poultry, fish, and shell eggs are stored are clearly marked with our **Raw Product Storage Location** sign.



PROPER USE OF CUTTING BOARDS

ALWAYS get a clean cutting board and clean and sanitize your knife and workstation between handling different foods.

Cross contamination of cooked and ready-to-eat foods by raw foods can occur during preparation if you are not careful. Cutting boards and knives can easily become a source of cross contamination.

An important rule to remember involves the careful use of colored cutting boards.

RED = Raw meat, raw poultry, and raw fish
WHITE = Cooked and ready-to-eat foods
GREEN = Raw fruits, vegetables, and fresh herbs

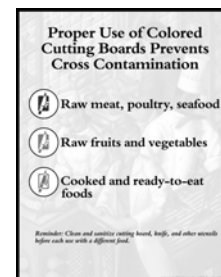
- ☞ Look for the **Proper Use of Colored Cutting Boards** sign as a reminder of this important rule.

For example:

- You cut raw chicken on a red cutting board.
- When you are finished cutting the chicken you clean and sanitize your workstation and knife and use a white cutting board to cut up cooked potatoes for potato salad.

If you had used the same cutting board and knife you would have contaminated the potatoes.

- Any dangerous bacteria from the raw chicken left on the cutting board and knife would get into your potato salad.
- Cross contamination would have occurred and customers could become ill.



NEVER place a wet wiping cloth under a cutting board. Always use a cutting board safety mat or non-slip cutting board to steady your board while cutting.

- The wet wiping cloth can spread germs and be a source of cross contamination.

Special Note for *Chartwells Schools* (K-12).

- The colored cutting board system is not required. When using a single color cutting board system, ALWAYS wash, rinse, and sanitize your cutting board and knife when you are done handling one food and change to another food.

CUT RESISTANT GLOVES

ALWAYS wear a single-use glove over your cut glove to prevent cross contamination.

Cut-resistant gloves are worn to protect your hands from cuts when using a knife or other cutting utensil. These gloves can carry germs from one food to another.

- Change the single-use gloves and wash your hands anytime you switch to a different food.
- Clean and sanitize cut resistant gloves as instructed by your manager.

RAW PRODUCT HANDLING AREA

Remember, raw meat, poultry, and seafood can contain harmful germs.

- In some cases, these raw foods may only be handled in a separate area of the kitchen to reduce the risk of cross contamination.
- Your supervisor will instruct you where, when, and how to handle raw products to prevent cross contamination.
- You will also be instructed on how to clean and sanitize your equipment and work surfaces after handling these foods and before working with other foods to prevent cross contamination.



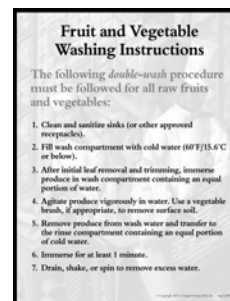
FOOD PREPARATION RULES

FRUIT AND VEGETABLE WASHING

ALWAYS wash all raw fruits, vegetables, and fresh herbs before cutting or chopping, adding as a recipe ingredient, cooking, serving, or displaying whole fruit, such as apples or pears.

☞ Follow the **'double-wash'** instructions that are posted at the sink designated for fruit, vegetable, and herb washing.

- Special note: Whole fruits that must be peeled before eating such as oranges and bananas do not need to be washed before being served.
- Proper washing ensures we have done all we can to remove dirt, insects, germs, and any chemicals that may be present on fruits and vegetables.



Special Note for Morrison Healthcare and Senior Dining locations.

- Your supervisor will instruct you on the proper use of **Victory Fruit and Vegetable Wash Solution** as part of our **'double-wash'** procedure.

Sink(s) where fruit and vegetable washing is to be done.

--

Special fruit and vegetable washing instructions for your job.

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30 MINUTE RULE

If potentially hazardous foods are kept at room temperature for too long, harmful germs present on those foods can grow to unsafe levels.

When preparing food, only remove from the refrigerator an amount of potentially hazardous food that you can handle in 30 minutes or less.

This might mean you will have to make several trips to and from the refrigerator if you have a lot of product to handle.

- By carefully following this rule, you keep the amount of time that food is exposed to room temperatures in the kitchen to a minimum.

Do not remove from the refrigerator cold ingredients for more than one menu item at a time.

REMEMBER: Germs can easily and quickly grow in these foods at room temperatures.

For example:

Let's say you need chilled grilled chicken to make chicken salad and also to top chicken Caesar salads.

- **DO NOT** remove all of the grilled chicken breast from the refrigerator at one time.
- Remove **ONLY** the chicken you will need to make the chicken salad.
- When the chicken salad is done, cover it, label it, date it, place it in the refrigerator and remove the chicken you need for the Caesar salads.

SAFE SERVICE STANDARDS

PROPER SERVING UTENSILS

ALWAYS use utensils such as spatulas and tongs when serving food and always wear single-use gloves if your customers can see you.

Choose suitable serving utensils with long handles for all foods you serve or display.

- Each item gets its own utensil.
- Store serving utensils in the food being served with the handles extended out of the food at all times.
- Don't let utensil handles touch the food.

During service, display food selections properly to keep them safe.

- Foods should be protected at all stations by using lids or covers, sneeze guards, display cases, packaging or wrapping the food.
- Potentially hazardous foods should be kept at safe temperatures. Keep these foods strictly hot or cold.

HANDLING TABLEWARE

Handle plates and bowls by the edges, bottoms, or sides making sure your fingers don't touch the area that will contact the food.

- Keep your fingers out of the inside of cups and glasses.
- Don't touch the area that will hold the beverage.
- Hold silverware by the handle making sure you don't touch the tines of the fork, the blade of the knife, or the bowl of the spoon.
- Hold plates and bowls by the bottom and the rim.

Remember: These handling rules also apply to disposable tableware and plasticware.

CLEANING AND SANITIZING

Our customers expect a **CLEAN** and well maintained dining center. Their overall satisfaction includes how they view the cleanliness of the operation. How well you do your job impacts the cleanliness of the operation AND customer satisfaction.

DO YOUR PART. All associates are expected to complete the scheduled cleaning assignments for their position each and every day.

Our cleanliness program begins with a cleaning schedule that has been established for the entire operation.

- You will be assigned specific cleaning tasks for your assigned work area or position.
- Your supervisor will check daily to make sure assigned cleaning tasks have been completed.
- You are also expected to **clean as you go** during the workday and keep your workstation neat and orderly.
- Cleaning schedules for your job are posted at your workstation(s).
- You are responsible for completing any additional cleaning tasks assigned by your supervisor.

Before we talk more about the specifics of our cleaning and sanitizing standards it is important to understand what these two terms mean.

CLEAN means you remove all of the visible soil from a surface.

- That is, you clean the soil from a cutting board, a knife, a worktable or even a floor or wall surface by scrubbing with hot, soapy water or other cleaning agent.

In a foodservice operation we have to clean and ALSO sanitize.

SANITIZE means you reduce the number of germs on a surface to a safe level.

- After you have cleaned a cutting board, knife, or other piece of equipment that contacts food, you must also use a sanitizing solution on it.

CLEANING takes care of those things we can see and **SANITIZING** takes care of those things we cannot see.

Proper cleaning and sanitizing actually involves five steps.

- **PRESCRAPE**
- **WASH**
- **RINSE**
- **SANITIZE**
- **AIR DRY**

The three ways you may wash, rinse, and sanitize equipment, utensils, and surfaces in your operation are in a dishmachine, in a potsink, or "clean in place".

DISHMACHINE

Put small equipment and utensils through the dish machine. The dish machine does three steps for you; it washes, rinses, and sanitizes equipment and utensils as they move through the machine. You must still pre scrape your items and allow them to air dry after washing.

- ☞ Remember, never touch clean dishes after handling dirty dishes without washing your hands.

POTSINK

Another method to clean and sanitize equipment and utensils is by hand in the potsink by following these steps:

Step 1. **Scrape food debris** from the dirty equipment and utensils.

Step 2. **Wash the items** in the first sink, or wash compartment, with clean, hot, and soapy water.

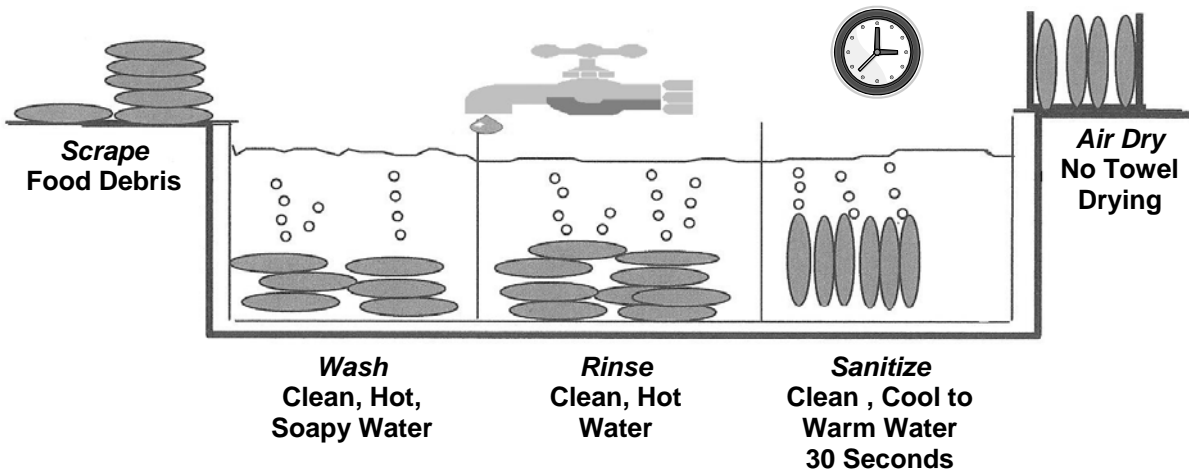
Step 3. After washing **rinse the items** in the second sink with clean, hot water.

Step 4. **Sanitize the items** in sanitizing solution in the third sink for at least 30 seconds.

- 30 seconds is needed to kill germs.
- Sanitizing solution should feel cool to warm, not hot like the first two compartments

Step 5: The last step is to **drain and air dry** the clean items.

- Do this before stacking and storing items
- Do not stack clean items while they are still wet
- Towel drying is **NEVER** allowed



CLEAN IN PLACE

Sometimes equipment is too big for the dishwasher or potsink or the equipment cannot be moved. This equipment must be cleaned in place.

- In these cases you must bring your cleaning tools to the equipment to clean it.
- For items that contact food you must follow each step to wash, rinse, and sanitize the food contact surfaces.

FREQUENCY OF CLEANING AND SANITIZING FOOD CONTACT SURFACES

There are specific times when you must wash, rinse, and sanitize equipment, utensils, and surfaces that contact food, including:

- After each use equipment and utensils must be cleaned and sanitized.
- When a container or pan is empty, it must be cleaned and sanitized before re-use or re-filling.
- If equipment or utensils are in continuous use with potentially hazardous foods for a long period of time, clean and sanitize at least once every 4 hours.
- Sometimes the rule we apply is to clean and sanitize at the end of each meal period.
- Your manager or supervisor will tell you when this applies.

Cleaning frequencies for specific equipment at your station(s) may be found on your cleaning schedule.

WIPING CLOTHS

During the workday as you prepare and serve food you will frequently need to wipe up food spills. Wiping cloths in sanitizer solution are to be kept at each workstation for this purpose.

Always store your wiping cloth in a container of sanitizing solution between uses. This helps to control the number of germs on the cloth and on work surfaces.

Preparation of your sanitizer bucket will be part of your daily routine to set up your station.

- ALWAYS use the labeled containers provided specifically for this purpose.
- Fill your bucket with sanitizing solution at the potsink or sanitizer 'filling station'.



Here are the rules for proper use of your wiping cloths for cleaning up spills at food preparation and service stations.

- ALWAYS keep your wiping cloth in the sanitizing solution between uses.
- NEVER leave your wiping cloth lying on the counter or worktable.
- Rinse or replace dirty cloths to keep food debris and other soil out of the sanitizing solution.
- After rinsing your wiping cloth thoroughly ring out excess water before putting it back into your sanitizer solution.
- Change the solution in your bucket as food debris and soil accumulates.
 - ☞ **Clean sanitizing solution is the most effective sanitizing solution.**
- Clean and sanitize your bucket in the potsink or dishwasher at least once every 4 hours and after every meal period.
- Get a new wiping cloth at least once every 4 hours and after each meal period.
- If you are working with raw meat, poultry, fish, or shell eggs, keep your wiping cloth separate from cloths used around other foods to prevent cross contamination.

CLEANING CHEMICALS HANDLING AND STORAGE

ALWAYS store cleaning chemicals in their designated areas.

☞ The **CLEANING CHEMICALS STORAGE AREA** sign will identify the designated chemical storage areas in your operation.

- Make sure that cleaning chemical containers, including spray bottles and buckets, are clearly labeled with the name of the product they contain.
- Notify your supervisor if you find unlabeled cleaning chemical containers.



ALWAYS follow the instructions for use found on cleaning chemical container labels and wear any personal protective equipment specified.

You will be instructed how to operate our sanitizer dispensers.

- You will usually find these at the potsink and sometimes at other 'filling stations' in the operation.
- Dispensers are set to ensure correct sanitizer solution concentration.
- For your safety follow dispensing instructions carefully.
- Your supervisor will instruct you on how to properly use a test strip to check sanitizer concentration if that is part of your job duties.

REMEMBER: Keeping your workstation clean and neat, following cleaning schedules, cleaning and sanitizing equipment and utensils, wiping up food spills, and storing cleaning chemicals will help ensure our food is prepared and served in a clean and sanitary environment.

FOOD ALLERGIES

Even if we practice all of the correct food handling and cleaning and sanitizing procedures we have reviewed our food may still not be safe for certain customers to eat.

This is because some of our customers have food allergies.

FOOD ALLERGIES ARE REAL AND THEY ARE SERIOUS!

Always get a manager or chef to answer customer questions related to food allergies including questions about food ingredients.

☞ ***DID YOU KNOW*** *It is estimated that approximately 11 million people suffer from food allergies in the United States.*

- ***Each year there are as many as 30,000 allergic reactions severe enough to require an emergency room visit.***
- ***Each year there are as many as 150 to 200 deaths reported due to food allergies.***

REMEMBER: SOME food allergies may be severe - even life threatening!

Some of these people are our customers and when they eat or are exposed to certain foods or ingredients, their bodies have an allergic reaction.

Allergic reactions can vary from person to person and some possible reactions are listed here.

- | | |
|---|--|
| ★ Loss of consciousness | ★ Swelling of the face, eyelids, lips, hands or feet |
| ★ Wheezing and hoarseness | ★ Hives |
| ★ Shortness of breath | ★ Tightening of the throat, difficulty swallowing |
| ★ Itching in and around the mouth, face, scalp, hands, feet | |

Immediately notify management if a food allergic customer experiences any of these symptoms!

Because of the risk of making a mistake, never answer customer questions related to food ingredients or allergies.

- Politely tell the customer you will be happy to get the manager or chef to answer their questions.
 - ☞ The only way for people with food allergies to prevent having a reaction is to avoid certain foods and ingredients entirely.

You may think you know the answer to their question or think you can get the answer from reading a food label. ***DON'T TAKE THE CHANCE.***

- **ALWAYS** get the manager, chef, or “resident food allergy expert”, to handle the situation.
- An incorrect or incomplete answer can put your customer at serious risk.

<i>'Resident food allergy expert(s)' are:</i>

<i>Emergency aid contact name and number: (For cases of customer allergic reaction when no manager or supervisor is available)</i>

Notes

KNOWLEDGE ASSESSMENT

1. What is the minimum amount of time that hands must be washed in a foodservice operation? (Page 10)
 - A. 10 seconds
 - B. 20 seconds
 - C. 30 seconds
 - D. 1 minute

2. What is the appropriate response to a customer asking a question about a food ingredient? (Page 20)
 - A. 'Let me get my chef to answer you'
 - B. 'Sorry, I don't know'
 - C. 'No, I am sure that it does not contain that ingredient'
 - D. 'Ah, don't worry about it'

3. How many sink compartments are required for effective cleaning and sanitizing of equipment and utensils in the potsink? (Page 18)

A. One (1)	C. Three (3)
B. Two (2)	D. Four (4)

4. All of the following statements are correct EXCEPT for one. *Which one is incorrect?* (Page 8)
 - A. Report certain symptoms, including vomiting and diarrhea to your supervisor.
 - B. Use good hygienic practices, including proper handwashing.
 - C. Wear gloves and use utensils when serving food in customer view.
 - D. Wear flesh colored bandages on all cuts and wounds on the hands and arms.

5. The process to visibly remove soils and food from surfaces of equipment and utensils is called? (Page 17)

A. Cleaning	C. Sterilizing
B. Sanitizing	D. Mopping

6. Which of the following properly identifies the required steps, in order, for cleaning and sanitizing of equipment and utensils? (Page 17)
 - A. Wash, rinse, sanitize, air-dry
 - B. Rinse, wash, sterilize, drain
 - C. Prescrape, wash, rinse, sanitize, air-dry
 - D. Prescrape, rinse, wash, sanitize, air-dry

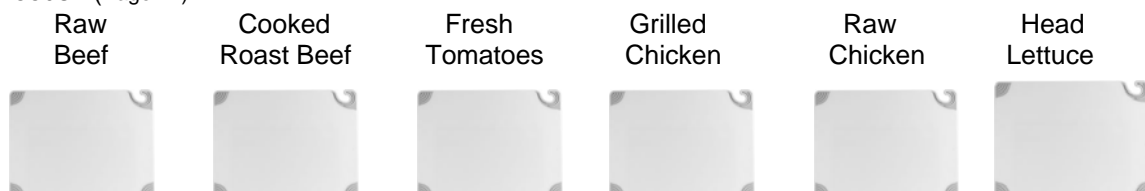
7. Foodhandlers are NOT required to wash their hands with soap and water: (Page 9)
 - A. Before starting work
 - B. After sneezing, eating, drinking, smoking
 - C. After using the restroom
 - D. After putting on gloves

8. Write in and complete the label for potentially hazardous food that will be stored in the refrigerator: (Page 13)
 - Roasted chicken salad
 - Prepared on Monday, July 7th



9. Which of the following can result in cross contamination? (Page 14)
 - A. Storing raw animal foods above cooked or ready-to-eat foods.
 - B. Washing your hands after handling raw poultry, before chopping lettuce.
 - C. Cleaning and sanitizing your cutting board between uses with raw and ready-to-eat foods.
 - D. Frequent glove changes.

10. On the cutting board below, Write in the proper color of cutting board you would use for the following foods: (Page 14)



Your Food Safety Responsibilities At Compass Group

You will be expected to participate fully and effectively in our food safety program. We are depending on your individual contribution daily as we strive for the operational excellence that Compass Group is known for. You can sharpen your food handling skills and help us serve the highest quality and safest food possible by:

★ **Participating in all training and coaching sessions**

Don't just attend and listen—ask questions, offer suggestions, share your experiences!

★ **Doing it right. Follow the Rules!**

There are many rules in this handbook and you are responsible for following them and all other food safety rules as instructed by your manager or supervisor. We will explain all of our food safety rules to you, including how these requirements help us keep the food safe.

★ **Monitoring temperatures, times, and concentrations of safe food handling throughout the operation.**

You will be given specific instructions on what to monitor, when to do your checks, how to measure/what tools to use, and WHY it is an important part of your job!

★ **Keeping accurate records of your monitoring.**

And then recognizing when corrective action needs to be taken when a food handling error is detected or suspected.

★ **IMPORTANT: Report known or suspect food hazards.**

Compass Group expects this of ALL its associates. Your observations (and suggestions) are important to us!

★ **ALSO IMPORTANT: Ask Question!**

★ **Finally, refer any customer complaints immediately to the manager or chef.**

Food Safety and Quality...

Together We Can Make a Difference at Compass Group!



“I acknowledge receipt of this Food Safety and Sanitation Handbook and agree to comply with the policies and procedures as stated in this handbook. I further agree that I will read the handbook and alert my supervisor if I do not understand any of its contents.”

Date: _____

Associate's Signature: _____

Complete and return to your immediate supervisor. Your supervisor will then have it filed with your personnel record.