



Station Code
RSS-GUI-2014A

Updated
July/2014

Restaurant Safety Standards

Station Guide

1

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TRAINING VIDEO



This training material contains standards and procedures for the Shakey's system that relate to the Shakey's brand, specifically the quality of the products that the public associates with the Shakey's brand, other content is in the nature of advice and suggestion as to operations. You should consult with the Manager on Duty or the Franchise owner if you have questions about restaurant operations. For training use only. All Rights Reserved © 2014 Shakey's USA, Inc



Table of Content

1. Standards for Team Members	Page 5
"Before you come to work"	Page 5
"Proper Hand Care"	Page 5
"Hand Washing Procedure"	Page 5
"Proper Glove Use"	Page 6
"How Food becomes Contaminated"	Page 7
"Employee Illness"	Page 7
"Personal Cleanliness and Proper Attire"	Page 8
2. Standards for Accident Prevention	Page 8
"Emergency Procedures"	Page 8
"Safety Shoes – Slip Resistant Shoes"	Page 9
"Personal Protective Equipment (PPE)"	Page 9
"Cutting food and Opening cans"	Page 11
"Lifting and Carrying"	Page 12
"How to Prevent Falls"	Page 13
"Electrical Safety"	Page 13
"Work Smart"	Page 13
"Fryer Safety"	Page 14
"Burn Injuries"	Page 14
3. Standards for Food and Sanitation	Page 15
"Clean vs. Sanitized"	Page 15
"Preventing Cross Contamination"	Page 16
"Food Safety Hazards"	Page 18
"Proper Temperature for Hot and Cold Food"	Page 18
"Minimum Internal Cooking Temperature"	Page 19
"Cooling and Reheating Food"	Page 19
"Thawing Food Properly"	Page 20
"Preparing Food Safely"	Page 20
"Possible Food Allergens"	Page 20
"How the food can Become Unsafe"	Page 22
"Important Storage Practices"	Page 22
"Preventing Time-Temperature Abuse"	Page 23
"How to Clean and Sanitize in a Three Compartment Sink"	Page 23
"How to calibrate a Thermometer"	Page 25
"Safety Check List"	Page 26
4. Standards for Guest Safety	Page 28
"Guests' Security"	Page 28
"Counting Drinks"	Page 28
"Who Can Handle One More Drink"	Page 29



Restaurant Safety Standards

Station Code
SAS-GUI-2014A

Description of the Content

The Restaurant Safety Guides addresses the safety and health practices that are required to be followed by each employee in our restaurants. These guides provide detailed information on how to maintain a safe work environment. By reviewing these guides, all Shakey's® employees should be able to perform their daily tasks more safely; thus reducing or preventing accidents, injuries, or illnesses. At Shakey's® we strive to provide the safest restaurant environment for our employees and guests.

This guide also includes information and best practices required by ServSafe, Osha, the Food and Drug Administration, and the Department of Labor.







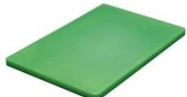







Note: This guide does not replace the Food Handlers card or the ServSafe Managers certificate.



Restaurant Safety Standards

Station Code
SAS-GUI-2014A

Tools for Preparing and Maintaining Work Area

 <p style="text-align: center;">Quaternary and Bleach Sani-Bucket</p>	 <p style="text-align: center;">Sanitizer Test Strips Used to check sanitizer concentration(ppm)</p>	 <p style="text-align: center;">Meat Cutting Board</p>
 <p style="text-align: center;">Clean Towels Towel for Sani-bucket Always keep towels in sanitizer solution</p>	 <p style="text-align: center;">Sanitizing Wipes Use to sanitize thermometers</p>	 <p style="text-align: center;">Chicken Cutting Board</p>
 <p style="text-align: center;">Mop and Bucket Always use a separate mop and bucket for back of the house and front to the house.</p>	 <p style="text-align: center;">Sani-Wipes Used to clean register and surfaces that guest may come in contact with.</p>	 <p style="text-align: center;">Vegetables Cutting Board</p>
 <p style="text-align: center;">Wet Floor Signs To be placed over spills until cleaned and dried.</p>	 <p style="text-align: center;">Food Rotation Labels To label and pre-cook food</p>	 <p style="text-align: center;">Knife</p>
 <p style="text-align: center;">Spray Bottles Fill spray bottle with cleanser; properly label bottle with specific cleanser name.</p>	 <p style="text-align: center;">Aluminum Foil To wrap/cover food before storage</p>	 <p style="text-align: center;">Utility Cart Very Important: Use a Utility Cart or ask for help when moving more than 20 lbs.</p>
<p style="text-align: center;">Thermometers</p>  <p>To check the temperature of cold and cooked items.</p>  <p>To check the temperature of cooler and walk-in.</p>	 <p style="text-align: center;">Polyvinyl Films To wrap/cover food before storage</p>	
 <p style="text-align: center;">Timer Used to time items when cooking</p>	 <p style="text-align: center;">Foodsafe Plastic Bag</p>	 <p style="text-align: center;">Fryer Gloves Used when frying or changing oil</p>




Restaurant Safety Standards

Station Code
SAS-GUI-2014A


 <p>Make sure restrooms are always fully stocked</p>	 <p>Hot Pads Gloves Use to handle hot foods</p>	 <p>Safety Fryer Apron (Hycar Apron) Always wear when frying, filtering or changing oil</p>
 <p>Paper Towels Maintain adequate supply for cleaning glass</p>	 <p>Cut Safe Gloves Use when opening cans or using any knives</p>	 <p>Slip resistant footwear Always wear when in the restaurant</p>
 <p>Food Handle Gloves Always use food handlers gloves when handling food</p>		 <p>Safety Mask (Full Face Shield) Always use filtering or changing oil</p>

Standards for Team Members


1. "Before you come to work"




Shower or bath before work.



Trim and clean your fingernails. Do not wear nail polish or false nails.



Leave jewelry, necklaces, including watches at home. You can wear a plain metal band ring.



Always wear clean clothes.

2. "Proper Hand Care"



Keep your fingers nails short and clean. Large finger nails may be difficult to keep clean; they may also hide illness-causing microorganisms.



Do not wear nail polish it can disguise dirt under nails and may flake off into food.




Do not wear false nails. They are difficult to keep clean and may fall off into food.




Cover cuts and sores on hands with bandages. Always wear a glove or finger cot to keep the bandage dry and prevent it from falling off into food.


3. "Hand Washing Procedure"




1 Wet your hand with running water as hot as you can comfortably stand (at least 100°F / 38°C).




2 Apply soap.



3 Vigorously scrub hands and arms for at least 10-15 seconds. Clean under finger nails and between fingers.



4 Rinse thoroughly under running water.



5 Dry Hands and Arms with a single-use paper towel or warm-air hand dryer. Use a paper towel to turn off the faucet. Use a paper-towel to open or close the door.

Washing your hands properly is one of the most important things you can do to keep the microorganisms from contaminated food.

Each restaurant should have a designated sink to wash your hands.

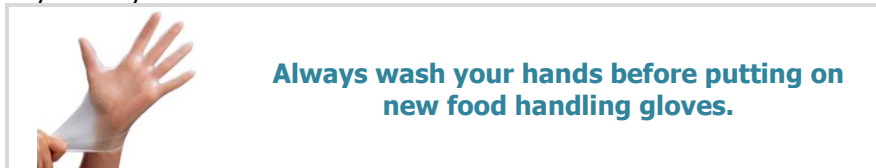


You should wash your hands before start your work and after the following activities:

- Using the restroom.
- Handling raw meat, fish or poultry (before and after).
- Touching your face, hair or nose or body.
- Sneezing, coughing, or using a tissue.
- Smoking, eating, drinking, or chewing gum or tobacco.
- Handling chemicals that might affect the safety of the food.
- Taking out garbage.
- Clearing tables or bussing dirty dishes.
- Touching clothing or aprons.
- Touching anything else that may contaminate hands, such as unsanitized equipment, work surfaces or wash cloth.

4. "Proper Glove Use" RSS-PRO4-2014A

Food handler gloves can help to keep food safe, but if they are not properly used, they can contaminate food, just as easily as dirty hands.



- Make sure they fit properly.
- Change gloves when necessary.
- Change gloves as soon as they become soiled or torn.
- Change gloves before beginning a new task.
- Change at least every four hours when continual using gloves.
- Change after handling raw meat, fish or poultry and before handling cooked or ready-to-eat food.
- Never wash and reuse.

Always remove gloves properly

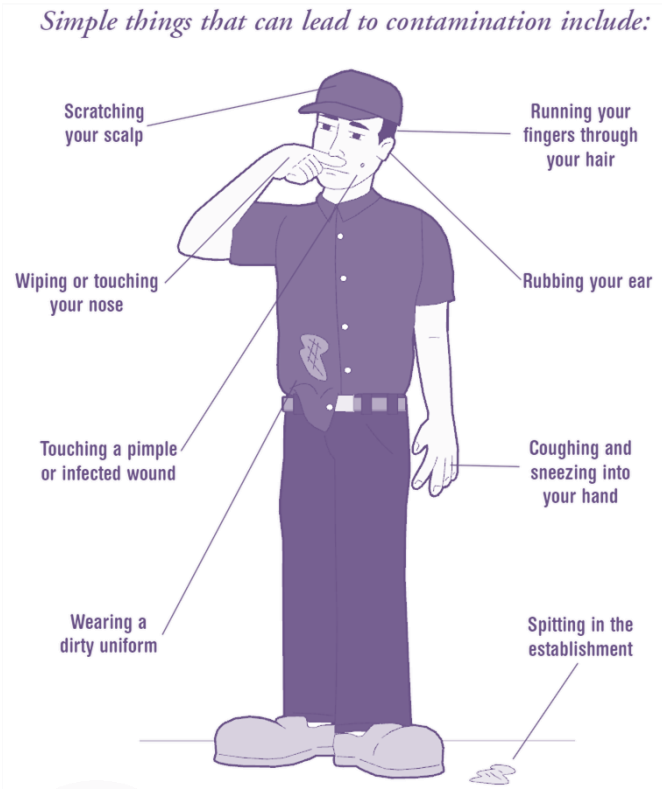




Restaurant Safety Standards

Station Code
SAS-GUI-2014A

5. "How Food becomes Contaminated" RSS-PRO5-2014A



6. "Employee Illness"

You should never handle food when you are sick. Handling food while sick can contaminate food and make other people sick; tell your manager if you show signs of illness. You **CANNOT** work if you have a food borne illness.

Tell your manager if you have any of these symptoms:

	Diarrhea
	Vomiting
	Sore Throat with Fever
	Jaundice (yellowing eyes of the skin and eyes).



7. "Personal Cleanliness and Proper Attire"

As a food handler you should always:



Wear a clean hat or other hair restraints

Wear clean clothing

Remove your apron whenever you leave a food preparation area (restrooms or garbage room specially).

Remove Jewelry while working in a food preparation area.



Remember to cover your sneezes and coughs properly with your arm ("Dracula" approach)

Standards for Accident Prevention

Health and safety trainings for employees can be one of the most effective ways to reduce workplace accidents, injuries, and illnesses. Conducting regular trainings will help employees learn how to avoid hazards and keep lines of communication open with management. This will also enable employees to identify, assess, and discuss workplace hazards with management to ensure that hazards are either eliminated or controlled. Conducting regular health and safety trainings also lets employees know that management is serious about promoting policies and safe workplace practices in your restaurant.

1. "Emergency Procedures"

Do employees at your restaurant know what to do in case of an emergency? What if there is a fire or other type of emergency at your facility? Do your employees understand their role?

It is important that everyone knows what their role is if an emergency should arise. Procedures, trainings, and drills can help employees develop the knowledge and skills necessary to understand workplace hazards and safety handling procedures. Through teamwork, employers and employees can work together to prevent workplace accidents, injuries, and illnesses.

Pre-shift meeting and Restaurant Tour (for Team Members orientation):

During pre-shift meetings and New Hire Orientations, make sure you inform your employees of how to be prepared and what to do when dealing with possible hazards. Inform your employees of what to do in case of an emergency and create and follow a plan for each policy and procedures:

- Emergency exits.
- Extinguishers.
- Fire alarm.

- Main Gas valve.
- Main Electrical Shut-off.
- What to do in case of natural phenomenon.
- What in a robbery situation.
- In case of guest/Team Member fall or accident.
- What in case of violence situation.

2. "Safety Shoes – Slip Resistant Shoes"

All employees must wear slip resistant shoes in the restaurant. Any shoes called "**slip resistant**" should have corresponding test data to support the claim. Remember that the terms such as oil resistant, fat resistant, acid resistant, alkaline resistant or skid resistant does not mean slip resistant.

Slip Resistant footwear



3. "Personal Protective Equipment (PPE)"

Commercial fryers are an essential piece of equipment in many restaurants. Fryers can pose a serious health threat to kitchen staff if operational guidelines are not followed properly.



Potential Hazards

Fryer oil is usually around 350 °F. Any person that operates or cleans commercial fryers can suffer severe burns from splashing oil.

Do's and Don'ts - Fryer Safety

Do:

- Gently raise or lower fryer basket while cooking to avoid splashing.
- Keep liquid and beverages away from hot oil.
- Wear any safety equipment employers provide while working with hot oil.

Don't:

- Overfill fryer baskets.
- Stand too close or lean over hot oil.
- Carry hot oil. Wait until it is cool!
- Strain hot oil. Wait until it is cool!
- Store hot oil on floors by grill area.
- Pour excess ice crystals into the oil.

www.osha.gov



What Employees Can Do to Protect Themselves

Restaurant managers are responsible for providing a safe work environment, but it is the employees' responsibility to follow safety operational procedures in order to protect themselves from harm. Here are some safety tips for employees who work with or around commercial fryers:

- **Always wear personal protective equipment (PPE).** Oven mitts and pot holders can be used when lifting baskets out of the oil. Steam gloves should be worn when filtering or changing oil.
- **Only add oil up to the fill line.** Overfilling the oil can cause food to overflow when placed in the fryer.
- **Let the oil cool down** before reaching above the fryer to remove and clean the vent filters. Always allow enough time for the oil to cool down to reduce the risk of burns should you slip. Also, let the oil cool down before filtering, if using a manual filter. Built-in filtration systems can be used when the oil is still hot.
- **Do not add water or ice to the fryer.** Adding water or ice onto hot oil can cause the oil to splash and can burn the operator.
- **Keep the floor clean and dry.** An oily or wet floor can cause workers to slip and fall onto hot surfaces. Additionally, avoid working around the fryer if the floor is wet or oily.
- **Wear slip-resistant shoes.** Shoes with slip resistant treads will help protect users from harm.
- **Do not drop baskets or food items into the fryer.** Fry baskets and whole food items need to be lowered into the hot oil with care. Simply dropping items in will make the oil splash and potentially burn the operator.

What Employers Can Do to Protect Employees

In order to protect employees from burns and carbon monoxide poisoning, restaurant owners and managers can implement some of the following tips:

- **Train employees properly.** Ensure that employees who work with commercial fryers know proper operating and cleaning procedures and are comfortable working around hot oil.
- **Use high quality oil.** Higher quality fryer oil, like canola oil, has fewer impurities and is less likely to splash or splatter while frying foods. Oil quality and type also determines the flavor, healthiness and nutritional value of the food.
- **Having non-slip mats on restaurant floor.** Placing non-slip floor mats around the fryer will reduce the probability that an employee will slip while working around the fryer.
- **Regularly inspection of vent hoods.** Vent hoods that are clogged with grease or have cracks in their piping will not operate properly and will cause carbon monoxide to accumulate in the kitchen.
- **Have a Class K fire extinguisher near by.** Class K fire extinguishers use a dry chemical that is formulated to put out grease and oil fires. Class K extinguishers are the only type approved for use in commercial kitchens.
- **Replace older fryers.** New commercial fryers have features like built-in filtration systems, basket lifts and more efficient exhaust vents that are all designed to improve efficiency and reduce operator risk. Several new fryer models have also earned the ENERGY STAR® and will save on utility expenses.

<http://www.dol.gov/>
<http://www.osha.gov/>

4. "Cutting Food and Opening Cans"

Lacerations: Cuts and punctures (most frequently to hands and fingers) are some of the most common injuries reported in restaurants. Puncture and laceration injuries can be caused from not handling knives or cutting equipment properly, or broken glassware or plates.

Always use safety cut gloves when using a knife or opening cans.

Cut Gloves



Do's and Don'ts:

- Always keep knives sharp (dull knives are unsafe)
- Always keep knife handles in good condition. Tighten or replace loose handles
- Never leave knives soaking in water
- Place a non-slip pad or damp cloth under cutting boards
- Always place knife in a flat, safe place if interrupted
- When passing the knife to another worker, always lay it on a counter or pass it with the blade pointed down
- Never try to catch a falling knife, instead warn others
- Carry and store knives in a sheath or a protective case when possible
- Keep fingers tucked on the hand that is cutting food
- Slicers: "Zero" the blade after each use. When cleaning the blade make sure the power is off and wipe from center hub to edge to prevent slashing injuries from the edge of the blade.

How can laceration injuries be prevented?

1. Provide knives that are the correct size and type for each item you are cutting
2. Provide box cutters for opening boxes
3. Provide proper storage for knives (counter racks, wall racks, or storage blocks)
4. Provide cut-resistant gloves that cover the wrists, fit well, and have sturdy, tightly-woven seams
5. Allow workers enough time to work safely


5. "Lifting and Carrying"

Important: Always use a utility cart or ask for help when carrying more than **20 lbs.**

Preventing Injuries from Ergonomic Hazards


DID YOU KNOW?

Ergonomic hazards are caused by poor design of the workplace and equipment. Ergonomic hazards can produce wear and tear on the body. They can also cause serious pain and injury to the hands, arms, neck, back, and other parts of the body.




Plan your lift before you start

- Don't try to carry more than you can handle.
- Make extra trips if necessary or ask for help.
- Don't overload boxes or containers.
- Use gloves if necessary.
- Make sure you have a clear path to where you are carrying the items.




Lifting

- Get as close as possible to the item before lifting.
- Lift with your legs, not your back.
- Keep your head up, back straight, and bend at your knees.
- Don't lift with only your hands.



Moving the load

- Keep the item close to your body.
- Look where you are going. Don't lift if you can't see over the item you are carrying.
- Move your feet instead of twisting your body.



Lowering

- When setting down the item, let your leg muscles carry it down.
- Be sure your fingers and toes are clear before setting down the item.

Remember: Avoid twisting at your waist when carrying any heavy items.



6. "How to Prevent Falls"

Falls

Many restaurant owners/managers are unaware that there are actually four different categories of falls that can occur on their premises. To reduce the number of employee slip-and-fall accidents, it is important to understand that each category may require its own corrective measures.

The four categories are:

1. **Trip-and-fall.** A common type of fall; this occurs when we unknowingly encounter a foreign or unexpected object on the floor such as a power cord, a step ladder or a kitchen utensil that has fallen to the floor.
2. **Stump-and-fall.** Less common than a trip-and-fall; this often occurs when we walk on an uneven floor, bump into a rug or mat or step onto a "tacky" area of the floor.
3. **Step-and-fall.** This happens when we encounter an unexpected height change in the floor; very often an unexpected step down from the main surface of the floor or into an actual hole in the floor's surface.
4. **Slip-and-fall.** One of the most common types of all; this occurs when a floor is too slippery to be safely walked upon.

7. "Electrical Safety"

- a) Make sure guards and other safety devices are in place before using a machine
- b) Keep cords, plugs, and outlets in good repair
- c) Keep electrical outlets free of cracks and grease to avoid short circuits
- d) Place electrical equipment away from water
- e) Utilize a locking mechanism and place a written warning on the power source of appliances that are out of order or under repair.

8. "Work Smart"

Always keep your work station free of unnecessary items and:

- a) Pay attention to what is going on around you
- b) Do not move too quickly or run
- c) Move cautiously near corner and when carrying things
- d) Report any blind corners, problem floor surfaces, or hazardous areas

9. "Fryer Safety"

- Provide grease containing units that dump automatically
- Provide fryers that lower food automatically into the hot oil
- Provide and use splash guards on fryers
- Wear protective clothing, use hot pads, potholders, gloves, or mittens
- Shake off excess ice crystals before placing fryer basket in hot oil
- Raise and lower fryer baskets gently
- Do not stand too close to or lean over hot oil
- Keep liquids and beverages away from fryers
- Follow directions when adding new fat or oil and/or when disposing of oil

Personal Protective Equipment (PPE)

You **must** use the PPE Personal Protective Equipment to filter the oil.



10. "Burn Injuries"

Work-related burns are a leading cause of occupational injury in the US. As many as one-third of occupational burns occur in restaurants, totaling about 12,000 reported cases per year, although the actual number is projected to be much higher.

How can burn injuries be prevented?

- Avoid overcrowding on the range tops
- Set pot handles away from burners, and never stick handles out over the edge of the range
- Adjust burner flames to cover only the bottom of a pan
- Avoid loose clothing when working around ranges, ovens, or machines
- Keep sleeves buttoned
- Check hot foods on stove carefully
- Place sealed cooking pouches in boiling water carefully to avoid splashing
- Do not leave hot oil or grease unattended
- Ask for help when moving or carrying a heavy pot of hot liquid
- Use hot pads when removing items from the microwave, and lift lids cautiously to allow steam to escape



Standards for Food and Sanitation

1. "Clean vs. Sanitized"

Clean: Removing food and other types of solids from a surface, such as a countertop or plate.

Sanitized: Reducing the pathogens on a surface to safe levels.

Follow these 4 steps to effectively clean and sanitize:

	Clean the surface
	Rise the surface
	Sanitize the surface
	Allow the surface to air dry

When to clean and sanitize:

Everything in your restaurant must be kept clean, but any surfaces that come into contact with **food** must be cleaned and sanitized.

The three characteristics that can effective sanitizer are:

1. Temperature
2. Concentration
3. Ph of water.

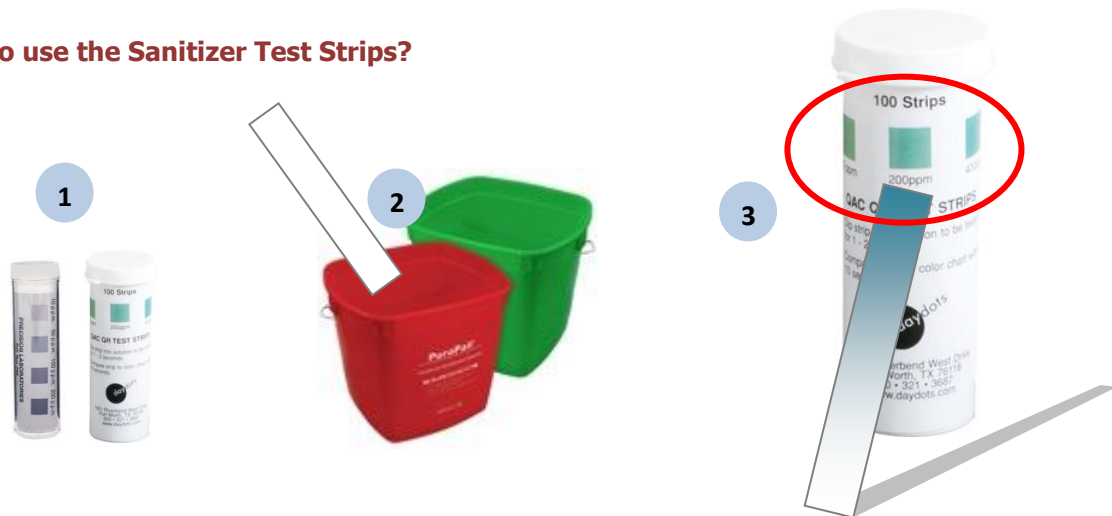
Sanitizer Concentration

You must always check the concentration of the **Sanitation Bucket** (Sani-Bucket) with a strip tester.

Information	Quaternary Ammonium (60 seconds)	Chlorine (30 seconds)	Iodine (60 seconds)
National Restaurant Association	As per manufacturer instructions	50-99 ppm	12.5-25 ppm
FDA	As per manufacturer instructions	50-100 ppm	12.5-25 ppm
California Retail Food Code 2012	200 ppm	100 ppm	25 ppm
Shakey's® USA	200 ppm / As per manufacturer recommendation	100 ppm	25 ppm

ppm: parts per million

How to use the Sanitizer Test Strips?



1. Always use the proper Sanitizer Test Strip when testing ppm levels.
2. Dip strip into solution for 1 – 2 seconds.
3. Compare strip color within 10 seconds.

Note: Follow the manufacturer instructions on label.

2. “Preventing Cross Contamination”

When disease-causing microorganisms are transferred from one food or surface to another cross-contamination has occurred. If you are not careful, it can happen very easily when storing, preparing, or serving food in your restaurant.



Remember: You must always use a different cutting board for Meat (red), Chicken (yellow) and Vegetables (green) in order to prevent cross contamination.

Examples of cross contamination:

Raw food (Chicken, meat) is allowed to touch or drip onto prepared or ready-to-eat food (like lettuce).

When food is stored in a container that has not been properly cleaned and sanitized.

When using the same tools and utensils to prepare different type of food or raw food and ready-to-eat food.

When mixing new food with old food (previous food)

To prevent the cross contamination when storing, preparing or serving food you should always do the following:

- Store and prepare food in designated areas.
- Keep food away from dishwashing areas, restrooms, garbage, and **water heater rooms** to prevent possible contamination.
- Never store food near any chemicals.
- Store food in appropriated clean and sanitized containers when removing from original packaging.
- Wrap food properly before storing. Leaving food uncovered can lead to cross-contamination; cover food with tight-fitting plastic wrap or aluminum foil.
- Store raw meat, poultry and fish separately from ready-to-eat food. If these items cannot be stored separately, store them below prepped ready-to-eat food.



Always label items with the date and time your store or removed them from their original container.

3. "Food Safety Hazards"

There are three main types of food safety hazards:

	<p>Caused by bacteria, viruses or parasites that are present in air, food, water, soil, animals and humans.</p>
<p>Biological Hazards</p>	<p>Food infections and food intoxications can cause severe vomiting, diarrhea, nausea, abdominal pain and fever to one or multiple people; they can even result in death in some serious cases.</p> <p>Biological hazards receive the most attention in HACCP systems due to presenting the greatest risk of harm and the highest frequency of occurrence.</p> <p>Microorganisms of concern include: Salmonella species, Escherichia coli, Staphylococcus aureus, Shigella, Clostridium perfringens, Clostridium botulinum, Listeria monocytogenes, Campylobacter, Hepatitis A and Rotovirus.</p>
	<p>Foreign bodies in food are usually due to accidental contamination and/or poor handling practices. Physical hazards are most recognized by consumers as they usually found in food safety hazard.</p> <p>Examples of physical hazards include:</p> <p>Metal, glass, wood, insects, stones, soil, dirt, jewelry, hair, fingernails, plasters, personal items, bone, nuts/bolts, wire, plastic, paper and cardboard.</p>
<p>Physical Hazards</p>	
	<p>Chemical substances such as cleaners, sanitizers, polishes, machine lubricants and toxic metals that leak from cookware and equipment, which have contaminated food.</p> <p>Food allergens: Eggs, fish, milk, peanuts, sesame seeds, soy, sulphites, tree nuts and wheat</p>
<p>Chemical Hazards</p>	

4. "Proper Temperature for Hot and Cold Food"

If food is not held at the proper temperature pathogens present in the food can grow and make someone ill.








Shakey's® ideal temperature is **0°F** (Frozen food) **40°F** (Cold food) **140°F** (Hot food)


Food must keep OUT of the temperature danger zone while being held for service.

5. "Minimum Internal Cooking Temperature"

After safely preparing food, you must cook it to the correct minimum internal temperature to reduce the dangerous microorganisms to safe levels. Temperatures vary from item to item. Always use a thermometer to verify final cooking temperature.



	Whole and ground poultry Cook to 165°F (74°C) for 15 seconds
	Ground meats and fish Cook to 155°F (68°C) for 15 seconds
	Pork and Beef (Steaks or Chops) Cook to 145°F (63°C) for 15 seconds
	Fish Cook to 145°F (63°C) for 15 seconds

Remember sanitize the thermometer with Sanitizing Wipes  before and after use. Always check the temp in the thickest part of food. Never touch the item while taking its temperature.

6. "Cooling and Reheating Food"

Cooling and reheating food are important steps in the preparation of food.

- During **cooling** you must minimize the time food spends in the temperature danger zone. Before cooling items, reduce the quantity or size of the food you are cooling by dividing the items into smaller portions.



The "**Ice Water Baths**" Method: Place hot food in a clean prep sink or large container/pot with ice water; stir food frequently to cool faster and more evenly.





Food must be cooled from 135°F to 70°F (50°C to 21°C) within 2 hours. And from 70°F to 41°F (21°C to 5°C)

- When **reheating** food, you must make sure it quickly reaches the proper temperature within the right amount of time.

Reheat previously cooked food to an internal temperature of 165°F (74°C) for fifteen seconds within 2 hours. Throw out any food that has not reached this temperature within 2 hours.



7. "Thawing Food Properly"

	In refrigerator (walk-in) Thaw food into refrigerator at 41°F (5°C) to keep dangerous microorganisms from growing.
	Under running water Thaw food submerged under running water at a temperature of 70°F (21°C). The water flow must be strong.
	In a microwave oven You can safely thaw food in a microwave oven if the food will be cooked immediately. Large items such as roasts or turkeys may not thaw well in a microwave.
	A part of the cooking process You can thaw food as part of the cooking process.

8. "Preparing Food Safety"

Preparing food is a crucial step in restaurants and food service operations. To prepare food safely, you must prevent cross contamination. Use proper time and temperature control and always practice good personal hygiene.

- 1** Preventing Cross Contamination: Always wash your hands properly and when necessary, use different cutting boards, clean and sanitize all work station surfaces and equipment, prepare raw and ready to eat food items at separate times of the day.
- 2** Control Time and Temperature: Food must keep OUT of the temperature danger zone while being held to service.
- 3** Suggestions: Preparing small batches of food at time, refrigerating food if interrupted during preparation, refrigerating or cooking food as soon as prep is done, removing from refrigerator only enough product that can be prepared in a short period of time.



9. "Possible Food Allergens"

What Are Major Food Allergens?

While more than 160 foods can cause allergic reactions in people with food allergies, the law identifies the eight most common allergenic foods. These foods account for 90 percent of food allergic reactions, and are the food sources from which many other ingredients are derived.

The eight foods identified by the law are:

- Milk
- Eggs
- Fish (e.g., bass, flounder, cod)
- Crustacean shellfish (e.g. crab, lobster, shrimp)
- Tree nuts (e.g., almonds, walnuts, pecans)
- Peanuts
- Wheat
- Soybeans

These eight foods, and any ingredient that contains protein derived from one or more of them, are designated as "major food allergens" by FALCPA.

How Major Food Allergens Are Listed

The law requires that food labels identify the food source names of all major food allergens used to make the food. This requirement is met if the common or usual name of an ingredient (e.g., buttermilk) that is a major food allergen already identifies that allergen's food source name (i.e., milk). Otherwise, the allergen's food source name must be declared at least once on the food label in one of two ways.

Know the Symptoms

Symptoms of food allergies typically appear from within a few minutes to two hours after a person has eaten the food to which he or she is allergic.

Allergic reactions can include:

- Hives
- Flushed skin or rash
- Tingling or itchy sensation in the mouth
- Face, tongue, or lip swelling
- Vomiting and/or diarrhea
- Abdominal cramps
- Coughing or wheezing
- Dizziness and/or lightheadedness
- Swelling of the throat and vocal cords
- Difficulty breathing
- Loss of consciousness

About Other Allergens

Persons may still be allergic to — and have serious reactions to — foods other than the eight foods identified by the law. So, always be sure to read the food label's ingredient list carefully to avoid the food allergens in question.

Allergy Alert: Mild Symptoms Can Become More Severe

Initially mild symptoms that occur after ingesting a food allergen are not always a measure of mild severity. In fact, if not treated promptly, these symptoms can become more serious in a very short amount of time, and could lead to anaphylaxis. See The Hard Facts to the left.

<http://www.fda.gov>

10. "How Food can Become Unsafe"

Time-Temperature Abuse

This occurs any time food has been allowed to remain in the temperature danger zone. Food is in temperature danger zone whenever its temperature falls between 41°F and 135°F.

Cross Contamination

Cross-contamination occurs when pathogens are transferred from one food or surface to another, carried by utensils, hands or other foods.

Poor personal hygiene

One of the biggest causes of foodborne illness is poor personal hygiene. People who can don't wash their hands properly or often enough are the biggest risks to food safety.

Improper cleaning and sanitized

When equipment, utensils, and surfaces are not cleaned and sanitized, food can easily become contaminated.

11. "Important Storage Practices"

Best practices for storing food:

- Store raw seafood, meat and poultry, below cooked and ready-to-eat food.
- Label and dated all stored food.
- Store dry food away from walls and at least six inches off the floor.
- Never store chemicals near food.
- Consult with your manager regarding the proper storage temperature for various foods.
- Regularly check the temperature of foods stored in refrigerators.



- Delivers should be stored immediately after they have been inspected.
- Practice FIFO, the First In First Out method of stock rotation, and store food by use-by-date, so that the oldest product gets used first.



12. "Preventing Time-Temperature Abuse"

The key to keeping food safe during storage is to keep it out of the temperature danger zone; the temperature ranges between 41°F and 135°F. In this range microorganisms that may be present on food can grow and reproduce, making it unsafe.

- Store deliveries as soon as they are inspected.
- Do not overload refrigerators or line of shelving with foil or paper.
- Check the temperatures of the stored food and storages areas regularly.
- Never place hot food in the refrigerator.
- Set refrigerator to the proper temperatures.
- Keep dry-storage areas cool and dry.

13. "How to Clean and Sanitize in a Three Compartment Sink"

Even though you may have a dishwashing machine in your restaurant, you are still required to have a three-sink set up, filled and ready at all times for washing oversized items such as prep containers, prep tools, and any others items that may not fit in you dishwasher.

While each restaurant is subject to local codes, three-sink dishwashing is generally the universally accepted method of providing clean, sanitized cookware and serviceware to our kitchen staff and guests in restaurants that hand wash dishes.

Your kitchen will have a three compartment sink designated specifically for dishwashing. No other functions, especially food preparation, should be performed in the dishwashing sink. This can cause serious food contamination, causing guest and team members to become sick.

The three sink system can run left to right or right to left, depending on your restaurant's backroom layout. Either way, it should start with a drain board where dishes are scraped free of food of food debris and pre-rinsed.

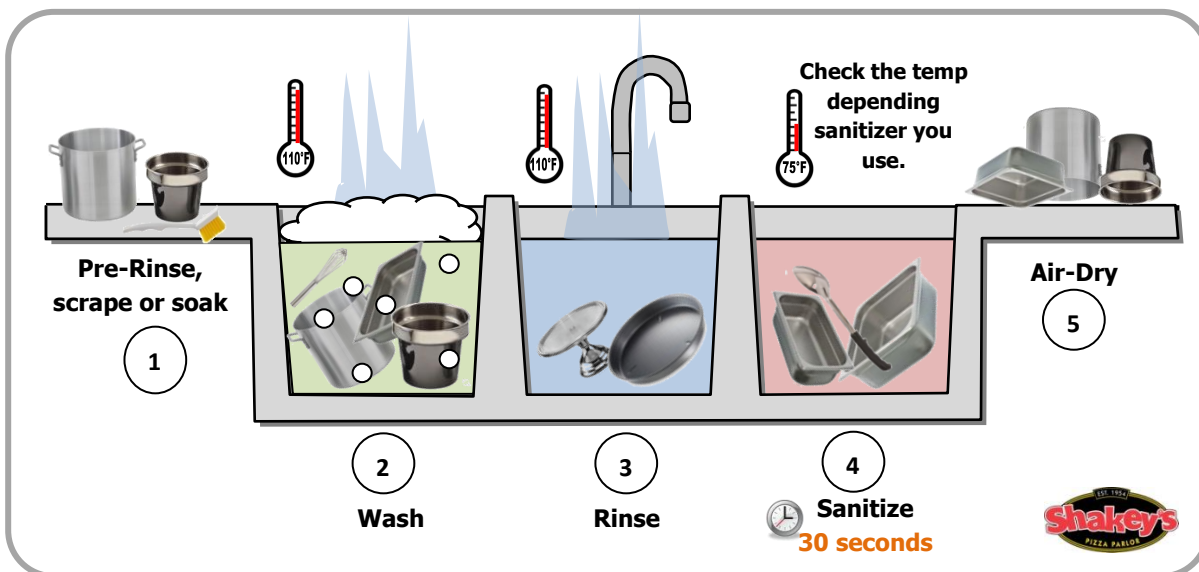
This is important for two reasons:

1. Pre-rinsing

Helps to keep the wash water cleaner longer, making it easier to do more dishes without changing the water and wasting soap. **"This is the secret to dish washing quickly and efficiently".**

Scraping

Scrapping food into a trash container rather than the dish water will keep drain lines clean, avoiding costly plumbing services.





Important: Never place knives, peelers, or sharp utensils in the sink; this may cause cuts or injuries.

2. First Sink

The first sink is filled with hot wash water and soap. According to the National Restaurant Association Program, the water for washing should be at least 110°F. Pre-rinsed dishes should be submerged in hot soapy water and washed with a designated towel or scrubber until clean.

Note: Dishwater should be replaced when suds are gone or water is dirty or cold.

3. Rinse - Second Sink

The second sink should be clear, hot rinse water; again, the NRA recommends 110°F as a minimum temperature for rinsing. Rinse until all traces of food and soap are removed.

4. Sanitize - Third Sink

The third and final sink is filled with a sanitizer solution. The water temperature will vary based on the sanitizer used. Please ask your trainer or manager which sanitizer is used and how you can check the concentration to meet local health codes. The NRA recommends that dishes are submerged in the sanitizer solution for at least 30 seconds.

5. Air Drying

After the third sink, your restaurant should have a place to let dishes dry. Clean, sanitized dishes are left to air dry, and then placed in storage, once dry. Never towel dry the dishes. Towels can cause cross contamination by leaving debris on your just sanitized dishes.

14. "How to calibrate a Thermometer"

Thermometers should be calibrated regularly to make sure the readings are correct. The ice-point method is the most widely used method to calibrate a thermometer.

1 Fill a large container with crushed ice. Add clean tap water until the container is full. Stir the mixture well.

2 Put the thermometer stem or probe into the ice water. Make sure the sensing area is under water. Wait 30 seconds or until the reading stays steady.

3 Put the thermometer stem or probe into the ice water. Make sure the sensing area is under water. Wait 30 seconds or until the reading stays steady.



Remember sanitize the thermometer with Sanitizing Wipes before and after use. Always check the temp in the thickest part of food. Never touch the item while taking its temperature.



Restaurant Safety Standards

Station Code
SAS-GUI-2014A

15. "Safe and Clean Restaurant"

*may have an electronic version depending on your operations



Safety Checklist

Date _____ Location _____ Safety Coordinator _____

		UNACCEPTABLE CONDITIONS	CORRECTIVE ACTION
Exterior	<input type="checkbox"/> 1 Sidewalk	Slippery conditions, snow, ice, etc.; cracks or holes; obstructions.	
	<input type="checkbox"/> 2 Parking Lot	Crack, holes, deep depressions; slippery conditions, oil, water, seepage, obstructions, glass, litter, etc.	
	<input type="checkbox"/> 3 Exterior Lighting	Lights not working; areas not properly illuminated.	
	<input type="checkbox"/> 4 Trash Area	Trash bin not clean and covered; area littered and cluttered.	
	<input type="checkbox"/> 5 Entrance	Doors not properly adjusted; steps (if any) slippery or obstructed.	

		UNACCEPTABLE CONDITIONS	CORRECTIVE ACTION
Dining Area	<input type="checkbox"/> 1 Aisleways	Obstructions; insufficient room.	
	<input type="checkbox"/> 2 Carpeting	Loose or worn areas; loose, broken or missing molding.	
	<input type="checkbox"/> 3 Flooring	Loose, cracked or missing tiles; loose hardwood flooring; slippery conditions; water, seepage.	
	<input type="checkbox"/> 4 Furniture	Booths lose or with torn backs or cushions; chairs cracked, broken, wobbly; tables broken or wobbly; lights loose.	
	<input type="checkbox"/> 5 Walls	Chipped or cracked paint; wall coverings peeling or loose; lamp fixtures loose or broken; pictures or signs loose or broken.	
	<input type="checkbox"/> 6 Windows	Sills and windows dirty; loose, broken or cracked pieces (stained glass); etched glass dirty.	
	<input type="checkbox"/> 7 Doors (Exits)	Exit sign lights burned out; panic bars not operational; exit doors locked (during business hours); door closers adjusted.	
	<input type="checkbox"/> 8 Restrooms	Entry way cluttered or unlit, slippery conditions on floor; toilet fixtures not working; soap and hand towels; fan and vent not working, etc.	
	<input type="checkbox"/> 9 Fire Extinguishers	Improperly mounted; not charged. Proper type. Note date of last service.	

		UNACCEPTABLE CONDITIONS	CORRECTIVE ACTION
Work Area (Kitchen)	<input type="checkbox"/> 1 Floors	Slippery conditions; loose, cracked or missing tiles; cluttered or obstructed aisleways.	
	<input type="checkbox"/> 2 Walls	Chipped, cracked or peeling paint or wall covering; dirty/stained walls; wall fixtures loose/broken.	
	<input type="checkbox"/> 3 Equipment	Improperly cleaned; not cleaned; pilots and gas burners, not checked and adjusted. Ansul system works.	
	<input type="checkbox"/> a) Oven		
	<input type="checkbox"/> b) Maketable	Not properly cleaned; not properly grounded; not the proper temperature; cord worn or frayed; leaking water; drain clogged or evaporator broken.	
	<input type="checkbox"/> c) Hoods	Dirty or greasy; not properly cleaned (every 6 months)	
<input type="checkbox"/> d) Fryers	Dirty or greasy; not properly cleaned (every 6 months)		

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FORM-OPE03-2013A

May 2013



Standards for Guest Safety

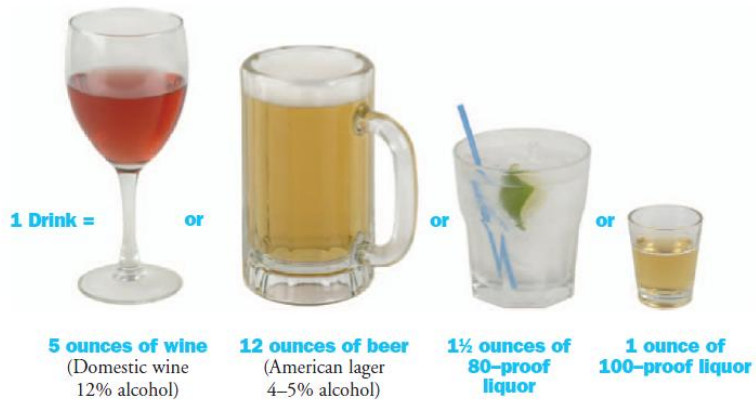
1. "Guests' Security"

Additional hazards.

- 1 Never allow guests in the back of the house.
- 2 Always place a caution sign when the floor is visibly wet.
- 3 Do not mop the floor during revenue hours.
- 4 Cover every electrical plug and cord with electrical covers.

2. "Counting Drinks" RSS-PRO34-2014A

Counting Drinks Using Standard Measures



DISTILLED LIQUOR	
PROOF	AMOUNT IN ONE DRINK
100	1 ounce
80	1.5 ounces
40	2.5 ounces

FERMENTED LIQUOR	
TYPE	AMOUNT IN ONE DRINK
Beer	12 ounces
Wine	5 ounces

3. "Who Can Handle One More Drink"

Who can handle one more drink?



John

Gender: Male
Age: 50-55 years old
Body type: Normal build with average height and weight
Emotional state: Happy, relaxed
Drinks consumed: One 12-ounce beer
Food consumed: None

Can John handle one more drink?

Yes. But be sure to observe older guests carefully as they may become intoxicated more quickly than younger guests. This is due to a slowing of enzyme action and, typically, a higher percentage of body fat.



Julia

Gender: Female
Age: 25-30 years old
Body type: Tall with average weight—appears to be muscular and athletic
Emotional state: Calm, relaxed
Drinks consumed: Unsure
Food consumed: Hamburger

Can Julia handle one more drink?

Julia has just entered the establishment, and you don't know if she was drinking prior to arriving. Observe her to determine if she is exhibiting any signs of intoxication. Julia is eating, which will slow the rate at which alcohol enters her bloodstream. If Julia shows no signs of intoxication, it is safe to serve her. But remember, drink for drink, women tend to reach a higher BAC more quickly than do men of equal size.



Winston

Gender: Male
Age: 40-45 years old
Body type: Lean build and average height—muscular and athletic
Emotional state: Calm, relaxed
Drinks consumed: Three 12-ounce beers
Food consumed: None

Can Winston handle one more drink?

Although Winston is lean and muscular, which typically means a lower BAC, he has consumed three 12-ounce beers in the past hour. Now, he is drinking a two-ounce martini, which contains a larger percentage of alcohol by volume. Also, he has not eaten. Before serving Winston another drink, it is important to observe him for signs of intoxication and refer to a BAC estimation chart.



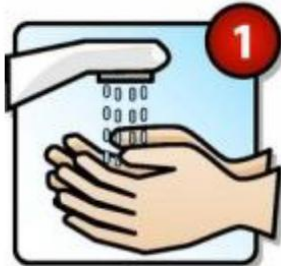
Justin

Gender: Male
Age: 25-30 years old
Body type: Large build, slightly overweight
Emotional state: Agitated
Drinks consumed: Four 12-ounce beers
Food consumed: None

Can Justin handle one more drink?

While it is true that this guest has a large build, he also has a higher percentage of body fat, which does not absorb alcohol. This guest is also agitated. When a person experiences intense emotions, he or she can have a sudden spike in BAC as he or she relaxes and the alcohol hits the bloodstream. Justin should be carefully observed to determine if he is showing any signs of intoxication before deciding to serve him another drink.

Hands Washing Procedure



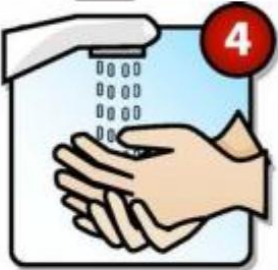
1
Wet your hand with running water as hot as you can comfortably stand (at least 100°F / 38°C).



2
Apply soap.



3
Vigorously scrub hands and arms for at least 10-15 seconds. Clean under finger nails and between fingers.



4
Rinse thoroughly under running water.



5
Dry Hands and Arms with a single-use paper towel or warm-air hand dryer. Use a paper towel to turn off the faucet. Use a paper-towel to open or close the door.



Restaurant Safety Standards



CLICK OR SCAN TO VIEW
TRAINING VIDEO



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