

Students: ServSafe Manager Online Change Document



New content has been added to the ServSafe program which is currently not covered in the *ServSafe Manager Online Course*. Read this document and become familiar with the information presented. Each new topic is listed below along with the content covered in it.

| Topic | New Content |
|---|--|
| 1 How Food Becomes Unsafe (<i>Providing Safe Food</i>) | Food prepared in a private home is also considered to be from an unsafe source and must be avoided. |
| 2 Training and Monitoring (<i>Providing Safe Food</i>) | At times, you may notice employees doing tasks incorrectly. Each incorrect task could lead to an increase in risk. When this happens, it is important to correct the situation immediately. This is called corrective action. If an employee often completes a task incorrectly or if multiple employees complete a task incorrectly, they should be retrained. |
| 3 Allergy Symptoms (<i>Forms of Contamination</i>) | An itchy throat is a symptom of an allergic reaction. |
| 4 Kitchen Staff (<i>Forms of Contamination</i>) | Staff must make sure that allergens are not transferred from food or food-contact surfaces containing an allergen to the food served to the customer. This is called cross-contact. |
| 5 Situations That Can Lead to Contaminating Food (<i>The Safe Food Handler</i>) | When food handlers use the restroom and do not wash their hands, they may contaminate food and surfaces with feces from their fingers. Once someone eats food contaminated this way, a foodborne illness may result. This is called the fecal-oral route of contamination. |
| 6 Actions That Can Contaminate Food (<i>The Safe Food Handler</i>) | An additional action that can contaminate food is wearing and touching a dirty uniform. |
| 7 Managing a Personal Hygiene Program (<i>The Safe Food Handler</i>) | <p>To keep food handlers from contaminating food, an operation needs a good personal hygiene program. A good personal hygiene program also helps everyone feel confident in the cleanliness of the business. As a manager, you must make sure this program succeeds.</p> <p>Do not underestimate your role in a personal hygiene program. You have a responsibility to create the program and make sure it works.</p> |
| 8 Where to Wash Hands (<i>Handwashing</i>) | Hands must be washed in a sink designated for handwashing. Monitor food handlers to make sure they do this. They should never wash their hands in sinks designated for food prep or dishwashing or sinks used for discarding waste water. |
| 9 How to Wash Hands (<i>Handwashing</i>) | <p>The first step of the handwashing process is to wet hands and arms. Use running warm water.</p> <p>The second step of the handwashing process is to apply soap. Make sure there is enough soap to build up a good lather. Follow the manufacturer's recommendations.</p> <p>The third step of the handwashing process is to scrub hands and arms vigorously for 10 to 15 seconds. Clean the fingertips, under fingernails, and between fingers.</p> |

| Topic | New Content |
|--|--|
| 10 When to Wash Hands <i>(Handwashing)</i> | <p>Food handlers must wash their hands before preparing food or working with clean equipment and utensils. They must also wash their hands before putting on single-use gloves.</p> <p>Food handlers must wash their hands after the following activities:</p> <ul style="list-style-type: none"> ▪ Touching the body or clothing. ▪ Coughing, sneezing, blowing the nose, or using a handkerchief or tissue. ▪ Handled soiled items. ▪ Changing tasks (before beginning new task). ▪ Using electronic devices. |
| 11 Corrective Action <i>(Handwashing)</i> | <p>If you see food handlers who are not following proper handwashing procedures, correct the situation immediately. If they have touched food or food-contact surfaces with unclean hands:</p> <ul style="list-style-type: none"> ▪ Dispose of the contaminated food. ▪ Clean potentially contaminated equipment and utensils. ▪ Retrain or coach food handlers who are not following proper handwashing procedures if necessary. |
| 12 Hand-Care Guidelines <i>(The Safe Food Handler)</i> | <p>False fingernails and nail polish can be worn if the food handler wears single-use gloves.</p> |
| 13 Infected Wounds or Boils <i>(The Safe Food Handler)</i> | <p>Infected wounds or boils must be covered if they are open or draining.</p> <p>If the wound or boil is located on the hand or wrist, then cover it with an impermeable cover like a finger cot.</p> |
| 14 Single-Use Gloves <i>(The Safe Food Handler)</i> | <p>Many operations use single-use gloves when handling food. As the name implies, single-use gloves are designed for one task after which they must be discarded. Single-use gloves should never be used in place of handwashing.</p> |
| 15 When to Change Gloves <i>(The Safe Food Handler)</i> | <p>Change single-use gloves after four hours of continuous use.</p> |
| 16 Work Attire Guidelines <i>(The Safe Food Handler)</i> | <p>A hair restraint can keep hair from falling into food and onto food-contact surfaces.</p> <p>Change soiled uniforms, including aprons, as needed to prevent contamination.</p> |

| Topic | New Content |
|--|--|
| <p>17 Reporting Illness (<i>The Safe Food Handler</i>)</p> | <p>When food handlers are sick, you may need to restrict them from working with exposed food, utensils, and equipment. Sometimes you may even need to exclude sick employees from coming into the operation. This is especially important if they have these symptoms:</p> <ul style="list-style-type: none"> ▪ Vomiting ▪ Diarrhea ▪ Jaundice (a yellowing of the skin or eyes) ▪ Sore throat with fever ▪ Infected wound or boil that is open or draining (unless properly covered) <p>Staff must also tell you when they have been diagnosed with an illness from one of these pathogens:</p> <ul style="list-style-type: none"> ▪ Norovirus ▪ Hepatitis A ▪ <i>Shigella</i> spp. ▪ Shiga-toxin producing <i>E. coli</i> (STEC) ▪ <i>Salmonella</i> Typhi ▪ Nontyphoidal <i>Salmonella</i> <p>Food handlers must also tell you if they live with someone who has been diagnosed with any of these illnesses, except nontyphoidal <i>Salmonella</i>.</p> <p>If a food handler is diagnosed with an illness from any of these pathogens, you must report the illness to your regulatory authority.</p> |
| <p>18 Watching for Staff Illnesses (<i>The Safe Food Handler</i>)</p> | <p>As a manager, you should watch food handlers for signs of illness. That could include watching for things like:</p> <ul style="list-style-type: none"> ▪ Vomiting ▪ Excessive trips to the bathroom ▪ Yellowing of the skin, eyes, and fingernails ▪ Cold sweats or chills (indicating a fever) ▪ Persistent nasal discharge and sneezing |

| Topic | New Content |
|---|--|
| <p>19 Restricting or Excluding Staff for Medical Conditions <i>(The Safe Food Handler)</i></p> | <p>If the food handler has an infected wound or boil that is not properly covered, then restrict them from working with exposed food, utensils, and equipment.</p> <p>If the food handler has a sore throat with a fever, then restrict them from working with exposed food, utensils, and equipment.</p> <p>If the food handler has persistent sneezing, coughing, or a runny nose that causes discharges from the eyes, nose, or mouth, then restrict them from working with exposed food, utensils, and equipment.</p> <p>If the food handler is vomiting or has diarrhea and has been diagnosed with an illness caused by one of these pathogens:</p> <ul style="list-style-type: none"> ▪ Norovirus ▪ <i>Shigella</i> spp. ▪ Nontyphoidal <i>Salmonella</i> ▪ Shiga toxin-producing <i>E. coli</i> (STEC) <p>Or if the food handler has been diagnosed with an illness caused by one of these pathogens:</p> <ul style="list-style-type: none"> ▪ Hepatitis A ▪ <i>Salmonella</i> Typhi <p>Then report the situation to the regulatory authority. Work with the medical practitioner and the local regulatory authority to determine whether the food handlers must be excluded from the operation or restricted from working with exposed food, utensils, and equipment.</p> |
| <p>20 Thermocouples and Thermistors <i>(The Flow of Food: An Introduction)</i></p> | <p>Thermocouples and thermistors are similar types of thermometers. The difference between them is the technology inside.</p> |
| <p>21 Calibrating Thermometers <i>(The Flow of Food: An Introduction)</i></p> | <p>There are two ways to calibrate a thermometer:</p> <ul style="list-style-type: none"> ▪ The boiling-point method involves adjusting the thermometer to the temperature at which water boils (212°F [100°C], depending on your elevation). ▪ The ice-point method involves adjusting the thermometer to the temperature at which water freezes (32°F [0°C]). <p>The ice-point method is easier and safer.</p> <p>To calibrate a thermometer using the ice-point method, start by filling a large container with ice. Use crushed ice if you have it. Add tap water until the container is full. Stir the mixture well. Next, put the thermometer stem or probe into the ice water. Make sure the sensing area is submerged. Wait 30 seconds or until the indicator stops moving.</p> <p>Do not let the stem or probe touch the container. Finally, adjust the thermometer so it reads 32°F (0°C).</p> <p>To calibrate a bimetallic stemmed thermometer, adjust it by holding the calibration nut with a wrench or other tool.</p> <p>To calibrate a thermocouple or thermistor, follow the manufacturer’s directions.</p> |

| Topic | New Content |
|--|--|
| 22 Packaging <i>(Damage)</i> | Reject cans if they have any of these problems: <ul style="list-style-type: none"> ▪ Severe dents in the can seams ▪ Deep dents in the can body ▪ Missing labels ▪ Holes and visible signs of leaking |
| 23 Packaging <i>(Dates)</i> | A use-by or expiration date is the recommended last date for the product to be at peak quality. A sell-by date tells the store how long to display the product for sale. A best-by date is the date by which the product should be eaten for best flavor or quality. |
| 24 Documents <i>(The Flow of Food: An Introduction)</i> | Shellstock identification tags ensure that the shellfish are from an approved source. Store shellfish in their original container. Do not remove the shellstock tag from the container until the last shellfish has been used. When the last shellfish is removed from the container, write the date on the shellstock tag. Then keep the tag on file for 90 days from that date. |
| 25 Date Marking <i>(The Flow of Food: An Introduction)</i> | Ready-to-eat TCS food can be stored for only seven days if it is held at 41°F (5°C) or lower. After that date on the label, the food must be discarded. |
| 26 Temperatures <i>(The Flow of Food: An Introduction)</i> | Monitor food temperatures regularly. Randomly sample the temperature of stored food to verify that the cooler is working. If the food is not at the correct temperature, throw it out. |
| 27 Damaged, Spoiled, or Incorrectly Stored Food <i>(The Flow of Food: An Introduction)</i> | If you find expired, damaged, spoiled, or incorrectly stored food that has become unsafe, you should discard it. This includes food that is missing a date mark, ready-to-eat TCS food that has exceeded its date mark, and food that has exceeded time/temperature requirements. If the food must be stored until it can be returned to the vendor, there is a risk of contaminating the food stored near it. To prevent this risk, follow these guidelines: <ul style="list-style-type: none"> ▪ Store the food away from other food and equipment. ▪ Label the food so food handlers do not use the product. |
| 28 General Preparation Practices <i>(Presentation)</i> | Food also must be presented the way it was described. For example, if your menu offers "Fried Perch," you cannot substitute another fish for the perch. |
| 29 Preparation Practices that Have Special Requirements <i>(The Flow of Food: Preparation)</i> | A variance is required if an operation is packaging fresh juice on-site for sale at a later time unless the juice has a warning label that complies with local regulations. |
| 30 Partial Cooking during Preparation <i>(Cooking Food)</i> | When refrigerating parcooked food, store it away from ready-to-eat food. |
| 31 Operations That Mainly Serve High-Risk Populations <i>(The Flow of Food: Preparation)</i> | High-risk populations cannot be served unpasteurized milk or juice. |
| 32 Holding Food without Temperature Control <i>(Holding Food)</i> | If you primarily serve a high-risk population, you cannot hold TCS food without temperature control. |
| 33 Kitchen Staff Guidelines <i>(Serving Food)</i> | If you are serving a non-TCS food item, store serving utensils on a clean and sanitized food-contact surface. |

| Topic | New Content |
|--|---|
| <p>34 Active Managerial Control (<i>Food Safety Management Systems</i>)</p> | <p>Managers should practice active managerial control throughout the flow of food. This includes anticipating potential foodborne illness risk factors and then controlling or eliminating them. You might already do some of these things, such as purchasing food from approved suppliers. But, it also includes many of the things you have learned. For example, making sure food is held at the proper temperature or cooking food to its minimum internal cooking temperature. Monitoring the entire flow of food will help keep your customers and operation free from risk. You also must provide your staff with the proper tools, such as procedures and training to make sure food is safe. There are some important steps to take when implementing active managerial control in your operation:</p> <ol style="list-style-type: none"> 1. Identify Risks—Find and document the potential foodborne illness risks in your operation. Then identify the hazards that can be controlled or eliminated. 2. Monitor—Food will be safe if managers monitor critical activities in the operation. So make note of where employees must monitor food-safety requirements. This might include identifying when temperatures should be taken or how often sanitizer concentrations should be tested in a three-compartment sink. 3. Corrective Action—Take the appropriate steps to correct improper procedures or behaviors. For example, if a sanitizer level is too low when tested, the situation might be corrected by increasing the concentration level. 4. Management Oversight—Verify that all policies, procedures, and corrective actions are followed. 5. Training—Ensure employees are trained to follow procedures and retrained when necessary. 6. Re-evaluation—Periodically assess the system to make sure it is working correctly and effectively. |
| <p>35 Interior Requirements for a Safe Operation (<i>Safe Facilities and Pest Management</i>)</p> | <p>It is important to recognize that you may need to consult your local regulatory agency before making changes to your operation, including the facility or equipment.</p> |
| <p>36 Floors, Walls, and Ceilings (<i>Safe Facilities and Pest Management</i>)</p> | <p>Floors should have coving. Coving is a curved, sealed edge between a floor and a wall. It gets rid of sharp corners or gaps that are hard to clean. Coving should be glued tightly to the wall to get rid of hiding places for insects. This also protects the wall from moisture. If standing water occurs due to spraying or when flushing the floors during cleaning, remove it as quickly as possible.</p> |
| <p>37 Handwashing Stations (<i>Safe Facilities and Pest Management</i>)</p> | <p>To prevent cross-contamination, make sure adequate barriers are present on handwashing sinks, or that there is an adequate distance between handwashing sinks and food and food-contact surfaces so that water cannot splash on these items.</p> |
| <p>38 Water and Plumbing (<i>Safe Facilities and Pest Management</i>)</p> | <p>Potable water is water that is drinkable and can be used for the preparation of food and can come in contact with food-contact surfaces.</p> |
| <p>39 Water and Plumbing (<i>Safe Facilities and Pest Management</i>)</p> | <p>If your operation has an on-site septic system, make sure it is properly tested and maintained.</p> |

| Topic | New Content |
|---|--|
| 40 Grease Condensation <i>(Utilities and Building Systems)</i> | <p>A buildup of grease in pipes is a common problem in plumbing systems.</p> <p>Grease traps are often installed to prevent grease buildup from blocking the drain. If used, they should be installed by a licensed plumber and be easy to access.</p> <p>Also, make sure they are cleaned regularly following the manufacturer’s recommendations. If the traps are not cleaned often enough or correctly, dirty water can back up. This backup could lead to odors and contamination.</p> |
| 41 Indoor Containers <i>(Garbage)</i> | <p>Women’s restrooms must include a covered receptacle for sanitary napkins.</p> |
| 42 Deny Access <i>(Pest Prevention)</i> | <p>Install self-closing doors and air curtains (also called air doors or fly fans) above or alongside doors.</p> |
| 43 Pest Control <i>(Pest Prevention)</i> | <p>When looking for signs of pests, look for live or dead insects or rodents.</p> <p>Poisonous or toxic pest-control materials should only be applied by a certified applicator.</p> |
| 44 Cleaners <i>(Cleaning and Sanitizing)</i> | <p>There are a variety of cleaners available, each with a different purpose.</p> <p>These include:</p> <ul style="list-style-type: none"> ▪ Detergents ▪ Degreasers ▪ Delimers ▪ Abrasive cleaners |
| 45 Concentration <i>(Sanitizer Effectiveness)</i> | <p>Make sure test kits are available at all times and easily accessible to employees.</p> |
| 46 How and When to Clean and Sanitize <i>(Cleaning and Sanitizing)</i> | <p>Surfaces that do not touch food only need to be cleaned and rinsed to prevent the accumulation of dirt.</p> |
| 47 Cleaning and Sanitizing Surfaces <i>(Cleaning and Sanitizing)</i> | <p>If surfaces have not been cleaned and sanitized properly, take corrective action immediately.</p> |
| 48 When to Clean and Sanitize <i>(Cleaning and Sanitizing)</i> | <p>All food-contact surfaces need to be cleaned and sanitized after handling different raw TCS fruits and vegetables, for example between cutting melons and leafy greens.</p> |
| 49 Dishwasher Operation <i>(Cleaning and Sanitizing)</i> | <p>When preparing items for cleaning, scrape items before washing them. If necessary, items can be rinsed or presoaked. This may be necessary when handling items with dried-on food.</p> |
| 50 Dishwasher Operation <i>(Cleaning and Sanitizing)</i> | <p>When removing items from a dishwashing machine, make sure they are completely dry before stacking or storing them.</p> |
| 51 Cleaning and Sanitizing in a Three-Compartment Sink <i>(Cleaning and Sanitizing)</i> | <p>When cleaning and sanitizing in a three-compartment sink, the first step is to scrape items before washing them. If necessary, items can be rinsed or soaked.</p> <p>Never use a towel to dry items, as it could contaminate them.</p> |

| Topic | New Content |
|--|---|
| <p>52 Wiping Cloths <i>(Cleaning and Sanitizing in the Operation)</i></p> | <p>Wiping cloths are often used in operations to wipe up food spills and to wipe down equipment surfaces. There are two types of wiping cloths used in operations—wet cloths and dry cloths. Each has its own requirements.</p> <p>Never use cloths that are meant for wiping food spills for any other purpose.</p> <p>Wet cloths—Store wet wiping cloths used for wiping counters and other equipment surfaces in a sanitizer solution between uses. Change the solution when it no longer meets requirements for the sanitizer being used. Always keep cloths that come in contact with raw meat, fish, and poultry separate from other cleaning cloths.</p> <p>Dry cloths—Wiping cloths that will be used to wipe food spills from tableware, such as from a plate during service, must be kept dry while in use. These cloths must not contain food debris or be visibly dirty during use.</p> |
| <p>53 Cleaning the Premises <i>(Cleaning and Sanitizing in the Operation)</i></p> | <p>Many surfaces in the operation do not normally come in contact with food. These are called nonfood-contact surfaces. Examples include floors, walls, ceilings, and equipment exteriors. Because they are not food-contact surfaces, they do not need to be sanitized. However, they do need to be cleaned regularly. This prevents dust, dirt, and food residue from building up. Not only will this prevent the growth of pathogens, but it will also prevent pests.</p> |
| <p>54 Cleaning Up After People Who Get Sick <i>(Cleaning and Sanitizing in the Operation)</i></p> | <p>If vomit or diarrhea contacts surfaces in the operation, it must be cleaned up correctly. These substances can carry Norovirus, which is very contagious. Cleaning these surfaces correctly can prevent food from becoming contaminated. It will also keep others from becoming sick.</p> <p>To be effective, operations must have procedures for cleaning up vomit and diarrhea. These procedures must address specific actions that employees must take to minimize contamination and exposure to food, surfaces, and people. It is critical that employees be trained on these procedures.</p> |
| <p>55 Storing Cleaning Tools and Supplies <i>(Cleaning and Sanitizing in the Operation)</i></p> | <p>It is a best practice to store cleaning tools in a designated area away from food. Cleaning tools should also be stored in a way that makes it easy to clean the area they are stored in.</p> <p>When storing cleaning tools, place mops in a position to air-dry without soiling walls, equipment, or supplies.</p> <p>If chemicals or cleaning tools have not been used or stored correctly, take corrective action immediately.</p> |

| Topic | New Content |
|---|--|
| <p>56 Using Foodservice Chemicals <i>(Cleaning and Sanitizing in the Operation)</i></p> | <p>Many of the chemicals used in an operation can be hazardous, especially if they are used or stored incorrectly. One of the biggest dangers is cross-contamination. To reduce your risk, follow these guidelines.</p> <p>Use—Only chemicals approved for use in a foodservice operation should be used. Never keep chemicals that are not required to operate or maintain the establishment. To prevent contamination, always cover or remove items that could become contaminated before using chemicals. After using chemicals, make sure to clean and sanitize equipment and utensils. Always follow the law and manufacturers’ directions when using chemicals.</p> <p>Storage—Chemicals must be stored in their original containers. Some operations also designate specific areas for storing chemicals. Whether or not this is done, chemicals must be kept separate from food, equipment, utensils, and linens. This separation can be done either of these ways:</p> <ul style="list-style-type: none"> ▪ By spacing chemicals apart from other items. ▪ By partitioning off chemicals from other items stored in the same area. <p>Regardless of the method used, chemicals must always be stored below food, equipment, utensils, and linens.</p> <p>Labels—Chemicals stored in their original container should have a manufacturer’s label. That label must include the directions for use and be clear enough to read. If chemicals are transferred to a new working container, the label on that container must list the common name of the chemical.</p> |
| <p>57 Creating a Master Cleaning Schedule <i>(Developing a Cleaning Program)</i></p> | <p>When identifying what should be cleaned, include both food and nonfood surfaces as items that need to be cleaned.</p> |

