



SuperSource[®]

FOOD SAFETY STEPS TRAINING PROGRAM



A STEP-BY-STEP APPROACH
TO REOPENING DURING COVID-19



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Two Part Training Program - Overview

Part I

Guidance for Reopening

- Food Safety
- Cleaning and Sanitizing
- Monitoring Employee Health and Hygiene
- Social Distancing

Part II

Products to Use for Cleaning Different Areas

- Identify problem areas throughout the flow of food
- Discover Super Source solutions at every step
- Review





Training Program Part I - Guidance for Reopening

- The guidance offers instruction on how to begin serving customers in partial and full-service capacities. We encourage combining the guidelines with existing corporate policies, the FDA Food Code, training, and recommendations from local health officials.
- The Guidance covers four areas within the business:
 1. Food Safety
 2. Cleaning and Sanitizing
 3. Monitoring Employee Health and Hygiene
 4. Social Distancing



Food Safety

- Follow and maintain food-safety practices as carefully as the COVID-19 safety protocols. Discard all out-of-date food items.
- Put sneeze guards in place where local and state officials permit salad bars and buffets.
- Change, wash and sanitize utensils frequently, and place appropriate barriers in open areas. Cafeteria-style (worker served) is permissible with appropriate barriers in place.
- If providing “grab-and-go” service, stock coolers to no more than minimum levels.
- Ensure the person in charge at your establishment is ServSafe certified and that his or her certification is up to date. Provide food-handler training to refresh employees.



Cleaning and Sanitizing

- Thoroughly detail-clean and sanitize your entire facility, especially if it's been closed.
- Focus on high-contact areas touched by both employees and guests.
- Do not overlook seldom-touched surfaces.
- Follow sanitizing material guidance to ensure it is at effective sanitizing strength, and to protect surfaces.
- Between seatings, clean and sanitize table condiments, digital-ordering devices, check presenters, self-service areas, tabletops, and common-touch areas.
- Avoid all food contact surfaces when using disinfectants.
- Discard all single-use items. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use.
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house.
- Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly, and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.

Monitoring Employee Health and Hygiene

- It is important to do a pre-check to make sure employees are healthy as they report to work.
- If an employee becomes ill or presents signs of illness, identify the signs during a pre-work screening and send them home. Follow your business's established policies on when the ill employee can return to work. At a minimum, follow CDC guidelines; tell the employee to self-isolate for seven days from the onset of symptoms, and be symptom-free for three days without medication.
- The CDC has not mandated taking an employee's temperature. Any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures.
- Train all employees on the importance of frequent hand washing, use of hand sanitizers with at least 60% alcohol content, and give clear instruction to avoid touching hands to face.



Social Distancing

- Guests as well as employees should maintain distance.
- Post signage at the entrance stating no one with a fever or symptoms of COVID-19 can enter the restaurant.
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups.
- Design a process so guests stay separated while waiting for seating. Don't allow them to congregate in waiting or bar areas. This process can include floor markings, outdoor distancing, waiting in cars, etc.
- Limit party size at tables to no more than the established "maximums approved" as recommended by CDC or approved by local and state government.
- Physical barriers are acceptable where practical, especially in booth seating.
- Consider a reservations-only or call-ahead-seating business model to better space diners.
- Social distancing measures based on square footage should take into account service and guest areas.
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Limit contact between wait staff and guests.
- If practical, physical barriers such as partitions or Plexiglas at registers are acceptable.
- Use technology where possible to reduce person-to-person interaction, including mobile ordering, menu tablets, texts on arrival for seating, and contactless payment.
- Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Consider an exit from the facility separate from the entrance.



Training Program Part 2

Step 1: Guidelines for Reopening

- Food Safety
- Cleaning and Sanitizing
- Monitoring Employee Health and Hygiene
- Social Distancing

Step 2: Discover Super Source Solutions

- The Flow of Food
- Potential risk areas for food contamination and the cleaning and sanitation solutions in each of the following areas:
 - Receiving
 - Storage
 - Preparation and Cooking
 - Serving and Holding
 - Reheating

Receiving Area Potential Risks

Delivery Dock

- Products received that are past or close to the expiration date
- Improper supplier shipping temperatures
- Improper handling of received goods
- Unclean or un-sanitized receiving area causing contamination

Delivery Dock - Food Safety Measures

- All food products from vendor should be received in the proper manner at the acceptable temperature: (use a thermometer)
- Frozen foods: 18° C / 0° F or below
- Chilled foods: 0° - 5° C / 32° - 40° F
- Refuse to accept any food that is spoiled or contaminated
- No bent or leaking cans are to be accepted



Products for Food Safety Steps: Receiving Area

Delivery Dock - for Cleaning

Products:

- Floorzyme
- Hi PH Degreaser

Product Applications:

- Clean floors, dumpster exteriors, steps, ramps and other surfaces



Delivery Dock - for Sanitizing

Products:

Quat Sanitizer

Product Applications:

- Sanitize thermometers, floors, garbage cans, steps and other surfaces



Storage Area Potential Risks

Cooler / Freezer

- Soiled shelving
- Improper cleaning and sanitation procedures
- Refrigerator moisture causing odors or premature spoilage
- Improper cooler or freezer temperatures
- Improper cool down taking place

Ice Machine

- Soil and lime scale build-up in ice machine
- Ice being transported in a variety of buckets
- Ice scoop not stored in separate holder

Dry Goods Storage

- Soiled shelving with potential cross contamination
- Improper storage of chemicals with food
- Appropriate foods not dated and rotated
- Swollen, dented or leaking cans
- Products stored lower than 15 cm (6 in.) off the ground
- Improper dry storage temperatures. Rooms should be kept cool, dry and well ventilated
(temp = 50°F - 70°F / 10°C - 21°C)

Products for Food Safety Steps: Storage Area

Cooler / Freezer - for Cleaning

Product:

- Freezer Cleaner

Product Applications:

- Clean coolers and freezers
- Will not freeze



Ice Machine - for Cleaning

Products:

- HD Degreaser

Product Applications:

- Clean exterior surfaces of the ice machine



Ice Machine and Dry Goods Storage - to Delime

Products:

- Delimer/Descaler

Product Applications:

- Removes scale build-up in ice machines and stainless steel shelving



Products for Food Safety Steps: Storage Area

Dry Goods Storage - for Cleaning

- HD Degreaser

Product Applications:

- Clean shelves, countertops and other places food is stored prior to preparation.




Dry Goods Storage - for Sanitizing

- Quat Sanitizer

Product Applications:

- Sanitize coolers, freezers, dry goods pantry, shelves, countertops and other places food is stored prior to preparation.





“A restaurant’s pretty incompetent if it can’t keep the basic sanitary requirements for personal hygiene in the public restroom,”

says Roy Costa,
a registered sanitarian and founder of
Environ Health Associates, Inc.”

Preparation and Cooking Area Potential Risks

Hand Sinks

- Improper, or lack of, hand-washing taking place
- Limited access to hand washing sinks
- Hand wash sinks are not properly stocked

Pot and Pan Sink

- Pots, pans and/or utensils soiled after being washed, rinsed and sanitized
- Sanitizer concentration not verified

Vegetable / Fruit Sinks

- Fruits / vegetables cleaned improperly
- Sanitizer concentration not verified
- Fruits / vegetables cleaned in wrong sink

Food Prep Equipment / Countertops

- Cross contamination of equipment and countertops by not cleaning and sanitizing between preparation of a different type of food
- Improper cleaning and sanitizing of food processing equipment



Preparation and Cooking Area Potential Risks

Cutting Boards

- Cutting boards are not cleaned and sanitized properly
- Same cutting board is used for meat and other items
- Placing towels underneath cutting boards to keep from slipping

Grill & Oven

- Improper cleaning and sanitizing of grill and oven
- Improper cooking temperatures for hamburger, ground meats, fish, pork or eggs
- Food thermometers not being used, sanitized or calibrated
- Reheating being performed too slowly

Floors and Other Food Contact Surfaces

- Unclean and unsanitary floors and food contact surfaces can lead to cross contamination

Food Safety Steps: Skin Care

Hand Sink - Hand Washing

- Foaming Hand Soap
- Lotionized Hand Soap
- Pink Hand Soap
- Instant Hand Sanitizer



Product Application:

- For hand was use only



Food Safety Steps: Pot & Pan Sink

Pot and Pan Sink - for Cleaning

- Emerald Pot/Pan
- Premium Blue Pot/Pan
- Premium Gold Pot/Pan



Product Application:

- To wash/rinse pots, pans and utensils

Pot and Pan Sink - for Sanitizing

- Quat Sanitizer
- Quat Sanitizer Tablets



Product Application:

- To sanitize pots, pans and utensils

Food Safety Steps: Produce Wash

Vegetable / Fruit Sinks

- Produce Wash

Product Application:

- Produce Wash to enhance food safety and freshness of fruits/vegetables.



Food Safety Steps:

Food Prep and Cooking Area Products

Food Prep Equipment / Countertops / Cutting Boards - for Cleaning

- HD Degreaser
- Quat Sanitizer
- Stainless Steel Cleaner
- Deep Fat Fryer Cleaner



Product Application:

- Cleaning of countertops, cutting boards, food preparation and cooking equipment, vegetable and fruit sinks and all other surfaces that come in contact with food in preparation and cooking stages

Oven & Grill - for Cleaning

- Oven/Grill Cleaner
- Hot Surface Cleaner

Product Application:

- Cleaning and degreasing of cooking equipment such as grills and ovens.



Food Safety Steps: Floor Care Products

Floors and Other Food Contact Surfaces - for Cleaning and Sanitizing

- Quat Sanitizer
- Citrus Cleaner
- Floor Gel
- Floorzyme
- HI PH Degreaser



Product Application:

- Clean and sanitize floors and other food contact surfaces

The main goal in the care of a hard floor is preserving its life and its appearance, starting with daily maintenance. Soil and traffic loads vary depending on the facility, so a grit control program needs to be in place.

Serving and Holding Area Potential Risks

Dishmachine

- Ware soiled after going through dishmachine
- Final rinse temperatures unknown or not verified
- Excessive breakage occurring in handling
- Improper racking procedures

Serving Lines / Buffets / Holding Areas

- Areas not cleaned and sanitized properly
- Foods being held between 5° - 60° C (41° - 140° F)
- Improper thermometers being used
- Thermometers not being cleaned and sanitized properly between uses

Food Safety Steps: Warewash Products

Dishware - to Wash, Rinse & Sanitize

- HD Dish Detergent
- Premium Dish Detergent
- Powdered Dish Detergent 4/8 lb
- Liqua-San
- Rinse Aid
- Tableware Pre-Soak
- Silver Soak



Product Application:

- Cleans dishes, glassware and flatware

Food Safety Steps: Serving and Holding Areas

Serving Lines / Buffets / Holding Areas - to Clean & Sanitize

- Quat Sanitizer
- Spray San
- Lemon Brite



Applications:

Cleans & Sanitize table tops, wait staff counters, buffet and serving lines





Food Safety Steps Review

1. Importance of Food Safety
2. Understand the Flow of Food
3. Identify Problem Areas Throughout the Flow of Food and Discover the Super Source Solutions at Every Step:
 - Receiving
 - Storage
 - Preparation and Cooking
 - Serving and Holding