

# ServSafe® Product Suite Details



					ServSafe Workplace	
Product Details	ServSafe Manager	ServSafe Food Handler	ServSafe Alcohol	ServSafe Allergens	Sexual Harassment Prevention	Understanding Unconscious Bias
<b>Target audience</b>	Managers • Supervisors • Shift leaders • Chefs • Culinary Students • Cooks	Food Handlers • Supervisors • Servers • Suppliers • Culinary Students • Volunteers • Food Demonstrators	Managers • Bartenders • Hosts • Servers • Bouncers • Bussers • Valets • Front-of-House Staff  Special edition for cruise lines	Managers • Supervisors • Chefs • Cooks • Servers • Food Handlers • Hosts • Bussers • Front-of-House Staff • Back-of-House Staff	All managers and employees in restaurants and hospitality venues	All managers and employees in restaurants and hospitality venues
<b>Objectives</b>	Trains foodservice managers on food safety best practices and equips them with the skills needed to reduce the risk of a foodborne illness outbreak	Delivers consistent food safety training to foodservice employees to ensure they know how to handle and prepare food safely	Promotes individual responsibility and prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to serve alcohol responsibly	Equips managers and employees with the critical training they need in order to accommodate guests with food allergies and respond to emergencies should they occur	Helps prevent sexual harassment and addresses the harmful impact it has on individuals and businesses in the restaurant industry with versions for both employees and managers	Sheds light on the existence of unconscious bias and guides restaurant workers in their interactions with guests and fellow staff, with versions for both employees and managers
<b>Features and Benefits</b>	<ul style="list-style-type: none"> <li>Satisfies the “Person in Charge (PIC)” requirement per the FDA Food Code</li> <li>Accepted in all 50 states, making it ideal for single and multi-unit operations</li> <li>Provides support from foodservice subject matter experts available to answer questions</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul>	<ul style="list-style-type: none"> <li>Prepares employees to handle food sanitation risks</li> <li>Accepted in 48 states, making it ideal for single and multi-unit operations</li> <li>Provides support from foodservice subject matter experts available to answer questions</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul>	<ul style="list-style-type: none"> <li>Reduces the risks associated with serving alcohol and can help mitigate potential fines and legal action</li> <li>Reflects real-world situations</li> <li>Involves input from specialists in regulatory agencies, law, insurance, medicine, law-enforcement, restaurants and academia</li> <li>Widely approved in jurisdictions requiring responsible alcohol service training for servers and sellers of alcohol</li> </ul>	<ul style="list-style-type: none"> <li>Raises employee awareness</li> <li>Satisfies requirements from jurisdictions requiring food allergy training</li> <li>Satisfies requirements from many K-12 schools, colleges, and universities that require allergen training as part of the American with Disabilities Act</li> <li>Increases loyalty from 32 million Americans with food allergies who dine where they feel safe</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul>	<ul style="list-style-type: none"> <li>Satisfies state / local mandated training requirements</li> <li>Provides the opportunity to make a positive impact on culture and prevent harassment from occurring</li> <li>Clarifies the responsibility each employee has to maintaining a respectful and inclusive workplace</li> <li>Mitigates the risk associated with permissive culture that can exist in back-of-house kitchens and front-of-house dining rooms, leaving companies with significant liability</li> </ul>	<ul style="list-style-type: none"> <li>Provides employees and managers the opportunity to make a positive impact on culture</li> <li>Clarifies the responsibility each employee and manager has to maintaining a respectful and inclusive workplace</li> <li>Mitigates risk related to bias and unprofessional behavior</li> </ul>
<b>Topics Covered</b>	<ul style="list-style-type: none"> <li>Providing Safe Food</li> <li>Forms of Contamination</li> <li>The Safe Food Handler</li> <li>The Flow of Food (Purchasing, Receiving, Storage, Preparation, and Service)</li> <li>Food Safety Management Systems</li> <li>Safe Facilities and Pest Management</li> <li>Cleaning and Sanitizing</li> </ul>	Thorough training in all 5 key areas of food handler responsibility: <ul style="list-style-type: none"> <li>Basic Food Safety</li> <li>Personal Hygiene</li> <li>Cross-Contamination</li> <li>Time and Temperature</li> <li>Cleaning and Sanitizing</li> </ul>	<ul style="list-style-type: none"> <li>Understand alcohol laws responsibilities</li> <li>Recognize and preventing intoxication</li> <li>Factors that affect Blood Alcohol Content (BAC)</li> <li>Count drinks</li> <li>Evaluate intoxication levels</li> <li>When and how to check identification</li> <li>Handle difficult situations</li> <li>Deal with intoxicated guests</li> </ul>	<ul style="list-style-type: none"> <li>Understand food allergies</li> <li>Define food allergies</li> <li>Recognize symptoms</li> <li>Identify allergens</li> <li>Learn proper cleaning methods</li> <li>Front-of-house operations</li> <li>Prevent cross-contact</li> <li>Proper communication</li> <li>Dealing with emergencies</li> <li>Special dietary requests</li> <li>Back-of-house operations</li> <li>Importance of food labels-</li> <li>Handling food deliveries</li> <li>Proper food preparation</li> <li>Cleaning and personal hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Define sexual harassment</li> <li>Understand the harmful impact sexual harassment can have on victims, businesses, and those who harass</li> <li>Recognize conduct that’s appropriate, and not appropriate, for work</li> <li>Understand when and how to report sexual harassment</li> <li>Recognize employer and manager liability for reporting and addressing sexual harassment</li> <li>Learn how to create a harassment-free culture in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>Define and recognize bias</li> <li>Learn about impact of bias</li> <li>Practice methods to minimize bias</li> <li>Understand personal and professional consequences of bias</li> <li>Practice empathy, use judgment, practice de-escalation</li> <li>Understand when to involve a manager</li> <li>Model appropriate behavior</li> <li>Deal with bias in hiring, selection</li> <li>Deal with crises and impact of social media reactions</li> </ul>

**BENEFITS OF WORKING WITH SERVSAFE**



**Dedicated bilingual customer care team**



**Always-up-to-date regulatory information**









**Flexible learning formats**



**Branded portal solutions**



**Tailored implementation options**

					ServSafe Workplace	
Product Details	 ServSafe Manager	 ServSafe Food Handler	 ServSafe Alcohol	 ServSafe Allergens	 Sexual Harassment Prevention	 Understanding Unconscious Bias
<b>Number of Exam Questions</b>	80 + 10 unscored pilot questions	40 + 5-10 unscored pilot questions	Primary Exam: 40 Advanced Exam: 70	30	No exam	No exam
<b>Accreditation</b>	Fully accredited (ANSI/CFP) <sup>1</sup>	Fully accredited (ANSI/ASTM) <sup>2</sup>	N/A	Fully accredited (ANSI/ASTM)	N/A	N/A
	<sup>1</sup> ANSI/CFP: ServSafe Manager Certification is accredited against standards set by the Conference for Food Protection and the American National Standards Institute. <sup>2</sup> ANSI/ASTM: Food Handler / Allergens programs are accredited by the American National Standards Institute under the ASTM International Standard for Certificate Programs.					
<b>Certification Expiration</b>	5 years*	3 years*	3 years*	3 years*	N/A	N/A
	*Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.					
<b>Course Implementation Options</b>	Online, Classroom	Online, Classroom	Online, Classroom	Online, Digital instructor resources available	Online	Online
<b>CLASSROOM</b>						
<b>Proctor Required</b>	Yes	No	Primary Exam: No Advanced Exam: Yes	-	-	-
<b>Course Languages</b>	English, Spanish, Simplified Chinese, Korean	English, Spanish	English, Spanish, Chinese	-	-	-
<b>Exam Languages</b>	English, English Large Print, Spanish, Simplified Chinese, Korean, Japanese, Canadian French (+ Instructor version)	English, Spanish, Simplified Chinese, Korean, Vietnamese	English, Spanish, Chinese	-	-	-
<b>Duration</b>	8 or 16 hours	2-4 hours	2.5-4 hours	-	-	-
<b>Support Materials</b>	Manager book, Coursebook, Leader's Guides, videos, PowerPoint slides, practice tests, activities	Food Handler Guide, Leader's Guide, PowerPoint slides	ServSafe Alcohol Guide; Instructor Resources, including PowerPoint slides with embedded videos	-	-	Discussion Guide, Job Aid, Break Room Posters
<b>Instructor Fee</b>	No fee	No fee	\$50 application fee; no renewal fee	-	-	-
<b>ONLINE</b>						
<b>Course Languages</b>	English, Spanish	English, Spanish, Simplified Chinese, Korean, Vietnamese	English, Spanish	English, Spanish	English, Spanish	English, Spanish
<b>Exam Languages</b>	English, Spanish, Simplified Chinese (+ Instructor version)				-	-
<b>Duration</b>	8 hours (approved in jurisdictions requiring 16 hours of training)	2-4 hours	3 hours	1.5 hours	Employee: 30 mins Manager: 60 mins	Employee: 30 mins Manager: 60 mins
<b>Course Expiration</b>	12 months from date of purchase to begin course. Course expires 90 days after it is started.	12 months from date of purchase to begin course. Course expires 60 days after it is started.	12 months from date of purchase to begin course. Course expires 90 days after it is started.	12 months from date of purchase to begin course. Course expires 90 days after it is started.	12 months from date of purchase to begin course. Course expires 60 days after it is started.	12 months from date of purchase to begin course. Course expires 60 days after it is started.

**Learn more about how our comprehensive and convenient training and certification help protect your customers, your business, and your brand.**

**www.ServSafe.com**

210928