

# Safe Restaurant Operations

Important Information About Protecting Your Customers and Operating Safely and Legally

## Consumer Advisory

Any establishment that offers raw or undercooked animal foods must provide a consumer advisory. The advisory may be in the form of brochures, menu advisories, table tents, placards or other effective written means.

Common foods offered raw or undercooked which require a consumer advisory include hamburgers, steak, sushi and eggs. It is especially important to provide a consumer advisory when raw or undercooked animal foods are used as ingredients in other foods (e.g., raw eggs in Caesar salad or homemade mayonnaise).

Typical advisory language is a statement such as "Consuming raw or undercooked meats, poultry, seafood or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions." Complete requirements are included in Chapter 3-603.11, 2001 Food Code, at: <http://www.cfsan.fda.gov/~dms/fc01-3.html#3-6>.

## Shellfish Consumer Advisory

Any establishment that offers raw or undercooked shellfish must provide a consumer advisory. Unlike the general raw animal food consumer advisory, you must specifically word this advisory per the requirements of Section 64D-3.040(8), Florida Administrative Code. You may download a shellfish warning sign in English or Spanish at our Web site under Forms/Signs and Charts. This advisory



may also be in the form of brochures, menu advisories, table tents, placards or other effective written means. If you also offer other animal foods raw or undercooked, you may add the notice concerning these foods to the end of the shellfish advisory.

## Parasite Destruction

Fish (other than Molluscan shellfish or exempt tuna species) that is offered raw, undercooked, or raw- or partially cooked-marinated must be frozen to the required times and temperatures prior to service. Common examples of fish in this category include salmon, squid, octopus and mackerel. Operators must provide proof that the required freezing has occurred. Often a statement about freezing will be present on the delivery invoice from the supplier. The freezing times and temperatures required are:

- ✓ Frozen and stored at a temperature of -4°F or below for seven days in a freezer; **or**
- ✓ Frozen at -31°F or below until solid and stored at -31°F for 15 hours.



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The Florida Department of Business and Professional Regulation's Division of Hotels and Restaurants licenses, inspects and regulates public lodging and food service establishments in Florida under Chapter 509, Florida Statutes. The mission of the Division is to protect the health and safety of the public by providing the industry with quality inspections and fair regulation.

Last fiscal year, the Division conducted more than 140,000 public food service and lodging establishment inspections and cited more than 850,000 violations of sanitary standards in public food service and lodging establishments. The following is important information about protecting your customers and operating safely and legally.



### Food Manager Certification

At least one certified manager is required for every public food service establishment. Each manager has 30 days from the date of hire to become properly certified and must recertify every five years. The accredited examination programs are:

- ✓ Prometric
- ✓ National Restaurant Association Education Foundation/Florida Restaurant and Lodging Association ServSafe®
- ✓ National Registry of Food Safety Professionals.

### Food Service Employee Training

Florida requires training on proper food handling and hygienic practices for all food service employees who are respon-

sible for the storage, preparation, display or service of food. Employees must receive training within 60 days of hire and be recertified every three years. The Division-contracted food safety training provider is the Florida Restaurant & Lodging Association (FRLA). Training can also be provided by an approved in-house program or by utilizing a third-party provider.

Because only Division-approved training programs are accepted as meeting the training requirement, all approved training programs are listed on the Division's Web site at: <http://www.myflorida.com/dbpr/hr/food-lodging/employee-training.html>.

Additional information on both manager certification and food worker training may be found at: <http://www.myflorida.com/dbpr/hr/FoodandLodging.html>.

### Hospitality Education Program

The Hospitality Education Program (HEP) and the Florida Restaurant and Lodging Association have formed a partnership to provide Food Employee training to licensees in the food service industry. Training locations are statewide. The training includes:

- ✓ How Food is Contaminated
- ✓ Receiving and Storing Food
- ✓ Foodborne Illnesses
- ✓ Controlling Pests
- ✓ Importance of Personal Hygiene
- ✓ Safe Methods of Preparing, Cooking and Serving Food
- ✓ Cleaning and Sanitizing

HEP will conduct the training **at no cost to you**. Please call **866.372.7233** to register for the seminars and purchase the SafeStaff® Foodhandler Training Guide.

For establishments with 150 seats or more, HEP will schedule an in-house seminar. A variety of generalized topics is available. To schedule a free, in-house seminar, please call **800.704.1076**. Training schedules and a New Operators Training Guide are available on our Web site under Food and Lodging or under Information.

### Time as a Public Health Control

If necessary, disease-causing organisms can be controlled by time, rather than temperature, in a working supply of potentially hazardous food. In order to have potentially hazardous food out from under temperature control, a written plan must be available for review by the inspector. This plan must cover the items

below to ensure the food is maintained in a safe manner.

For an easy to complete guide, please visit <http://www.myflorida.com/dbpr/hr/forms/hr-publications.html>.

- ✓ Identification of specific food items the plan pertains to (e.g., pizza by the slice).
- ✓ Location the identified foods will be held under time control (e.g., display cabinet).
- ✓ Point at which time control will begin (e.g., when pizza is removed from oven).
- ✓ Statement that time control is limited to a maximum of four hours.
- ✓ Identified food items must be clearly marked to indicate the specific time the four-hour time limit expires (e.g., 2 p.m.).
- ✓ Unmarked food, or foods that are beyond the four-hour limit, must be discarded. The food may **not** be returned to temperature control once time control has begun.
- ✓ All potentially hazardous foods must be handled correctly prior to being removed from temperature control.

### Alternative Operating Procedures

Food employees may not have bare hand contact with ready-to-eat food unless the operator has submitted a written Alternative Operating Procedure (AOP) to his or her inspector for review and approval. For an easy-to-complete AOP guide and additional information, please visit <http://www.myflorida.com/dbpr/hr/information/aop.html>.

