

Chapter 9 Outline

Sanitation Issues
Sanitation Risk Management Programs
Hazard Analysis Critical Control Point System
Service Staff Training
Guidelines for Serving Food
Guidelines for Servers
Equipment, Furniture, and Supply Guidelines
Guidelines for Facilities

Safety Issues
The Importance of Training
Fire Safety

Security Issues
Robberies
Bomb Threats
Bioterrorism

Health Issues
Nutrition
Smoking

Legal Issues
Risk Management
Sexual Harassment
Americans with Disabilities Act
Minimum Wage and Immigration Reform
Health Care Reform
AIDS and Herpes

Competencies

1. Describe the critical role of food sanitation in food and beverage operations, explain the HACCP concept of food safety, and describe the role of staff members in ensuring food safety in relation to food handling, personal hygiene, equipment use, and facility cleanliness. (pp. 329–344)
2. Outline preventive steps for workplace safety and the appropriate follow-up and investigation procedures when accidents occur; identify the three common types of fires and how to extinguish them; and list recommendations for handling robberies, bomb threats, and bioterrorism. (pp. 344–358)
3. Describe the fundamentals of sound nutrition, how food and beverage operations are addressing guest requests for healthier food options, and the changing guest attitudes toward smoking. (pp. 358–365)
4. Summarize the following legal issues as they apply to food service operations: risk management, sexual harassment, the Americans with Disabilities Act, minimum wage and immigration reform, health care reform, and AIDS and herpes. (pp. 365–370)