

Food and Alcohol Safety Issues for Innkeepers

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Time is of the Essence



Time is of the Essence

- About How Much Time Just Passed?
- Does anyone know what it represents?

Time is of the Essence

- Proper Hand washing Procedure:
 - 20 seconds
 - 100 degree water
 - soap

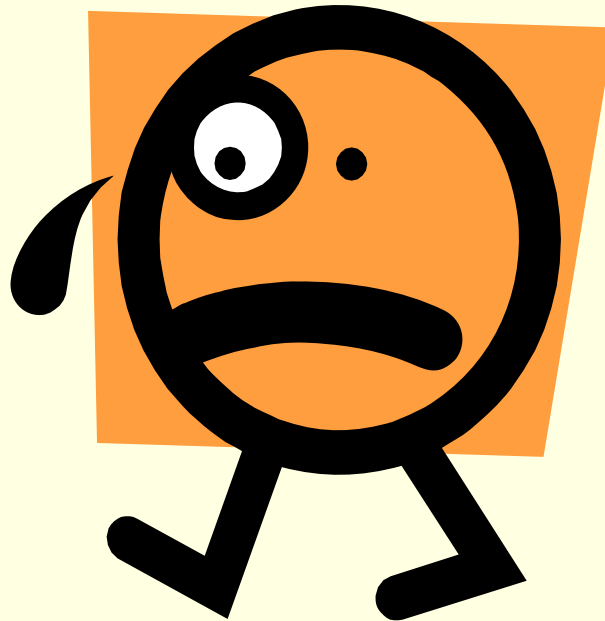
Our Goals

- How to Prepare for State Inspections
 - ServSafe and Alcohol Safe Certification Requirements
 - Onsite Food Safety Personnel Requirements
 - Preparation and execution of a Food and Alcohol Safety plan for your Inn

Our Goals

- Equipment and Kitchen Design and Maintenance Issues
- How to handle illness complaint investigations
- Liability and Insurance Needs

The Health Inspector is Coming!



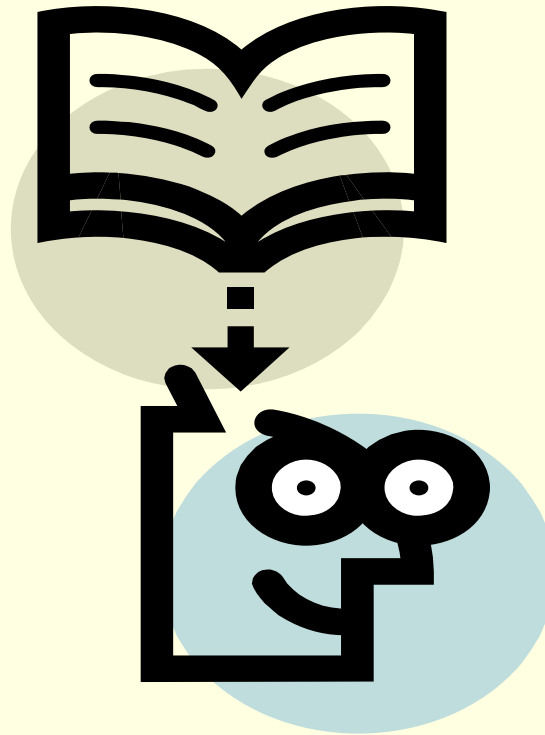
Prepare for State Inspections

- Prepare and execute a Food and Alcohol Safety Plan for your Inn:
 - ServSafe Food and Alcohol Training
 - Onsite Food Safety Personnel Requirements
 - Equipment and Kitchen Design and Maintenance Issues

Prepare for State Inspections

- ServSafe Certification
 - National food handling training organization
 - One and two day classes offered
 - Cost is less than \$200 per person
 - Certification is valid for five years

What will food safety handling teach me?



Benefits of Food Safety Handling

- Dangers of food borne illness
 - Loss of customers and sales
 - Loss of prestige and reputation
 - Lawsuits
 - Increased insurance premiums
 - Lowered employee morale
 - **EMBARASSMENT!**

Benefits of Food Safety Handling

- Learn how foods become unsafe:
 - Purchasing from unsafe sources
 - Failing to cook food adequately
 - Holding food at improper temperatures
 - Using contaminated equipment
 - Poor personal hygiene

Benefits of Food Safety Handling

- Understand bacteria and how to control it!
 - Carried by food, water, soil, humans or insects
 - Can reproduce rapidly under favorable conditions
 - Some can survive freezing
 - Some cause food spoilage, other cause illness

Benefits of Food Safety Handling

- Personal Behaviors Which Can Contaminate Food
 - Scratching scalp
 - Running fingers through hair
 - Wiping or touching the nose
 - Chewing gum
 - Wearing dirty cloths
 - Coughing or sneezing into the hand

Benefits of Food Safety Handling

- The Flow of Food starts at your door and ends up at the table:
 - Purchasing food from reputable vendors
 - Receiving food at proper temperatures
 - Storing food at proper temperatures
 - Storing food properly within refrigerator
 - Avoiding cross contamination
 - Cooking food to proper temperatures

Benefits of Food Safety Handling

- General Storage Guidelines:
 - Cool food within proper timeframes
 - Ensure that refrigeration is at proper temperatures (41 degrees or lower)
 - Label food
 - Date food
 - Rotate products to ensure oldest inventory is used first

Benefits of Food Safety Handling

- General Storage Guidelines:
 - Store food only in designated areas
 - Keep storage area clean and dry
 - Keep food away from cleaning materials/chemicals

Benefits of Food Safety Handling

- Proper defrosting of food:
 - In refrigerator
 - Submerged under running water
 - In microwave when cooked immediately afterwards
 - As part of cooking process

Benefits of Food Safety Handling

- Holding Food Safely
- Serving Food Safely
- Proper Handling of Glassware, Dishes and Utensils
- Re-serving Food Safely
- Self-Service Areas

Benefits of Food Safety Handling

- Sanitary Facilities
- Cleaning and Sanitizing
- Pest Management

Onsite Food Safety Personnel Requirements

At a minimum, it is normally required that each shift in a kitchen have at least one person certified for food safety handling who is designated as a the Person in Charge.

Alcohol Safety

Does anyone have any idea what the largest judgment has been for damages for drinking and driving?

Alcohol Safety

\$31,000,000.000!



Alcohol Safety

- Every inn that serves alcohol should take the necessary steps to education themselves and their staff. It could save your business and the lives of your clients!

Alcohol Safety

- ServSafe Alcohol Certification
 - Replaces “TIPS” training
 - Cost approximately \$50.00 per person
 - Four hour class
 - Certification is valid for three years

Alcohol Safety

- ServSafe Alcohol Overview:
 - Alcohol Law and Your Responsibility
 - Recognizing and Preventing Intoxication
 - Checking Identification
 - Handling Difficult Situations

Alcohol Law and Your Responsibility

- Criminal Liability

- Serving Alcohol to a minor
- Serving a guest who appears to be intoxicated
- Possessing, selling, or allowing sale of drugs on the premise

Alcohol Law and Your Responsibility

- Criminal Liability Consequences
 - Placed on probation
 - Fined
 - Sentenced to jail

Alcohol Law and Your Responsibility

- Civil Liability

As a seller or server of alcohol you can be held responsibility for payment of damages IN ADDITION to criminal charges

Alcohol Law and Your Responsibility

- DRAM Shop Laws

- These create a special kind of civil liability for establishments with liquor licenses
- They allow a person to sue your business, its owners, and employees for injuries caused by a guest who was drinking there

Recognizing and Preventing Intoxication

- What Can Affect a Guest's BAC?
 - Drink Strength
 - Gender
 - Body Fat
 - Body Size
 - Age
 - Emotional State
 - Medications
 - Carbonation

How do you Protect Yourself?

- Count the number of drinks you serve
- Observe Behavior
 - Relaxed Inhibitions
 - Impaired Judgment
 - Slowed Reaction Time
 - Impaired Motor Coordination
- Offer Food
- Offer Water
- Only Serve One Drink at a Time

The Intoxicated Guest

- Inform guest you are stopping service
- Offer nonalcoholic alternatives
- Arrange alternate means of transportation
- If they insist on driving, PROTECT YOURSELF...
- If they arrive intoxicated, they become your responsibility upon entering your inn

Equipment and Kitchen Design and Maintenance Issues

- Commercial equipment required, especially for refrigeration, food preparation, and cooking.
- Key aspects include the ability to move and constantly keep clean (ex. the cutting portion of can openers, etc.).
- Ability to meet the holding/cooking temperature guidelines.
- Certain materials/equipment required to prevent contamination.

Equipment and Kitchen Design and Maintenance Issues

- Facilities issues include:
 - Water/Sewage/Grease traps;
 - Range Hoods, Ansul Systems and Make-up Air;
 - Food Prep Surfaces;
 - Floor surfaces;
 - Hand washing facilities;
 - Warewashing, service sinks, toilets, staff changing rooms;
 - Protective strategies: light bulbs and overhead pipes.

Equipment and Kitchen Design and Maintenance Issues

- Maintenance program:
- Clean and inspect daily;
- Weekly or Bi-weekly full professional cleaning of floors and surfaces;
- Quarterly professional cleaning of Range Hood and grease traps;
- Every 6 months inspection of Ansul Systems.

How to Handle Illness Complaint Investigations

- Immediately cooperate with State Authorities, including full access to purchasing records, guest lists, kitchen facility, and stored food, etc.
- Investigate timelines, as food borne illnesses have incubation times.
- If suspected food is still available, retain sample for your own private testing.
- Hire Food Safety Consultant, private epidemiologist, and/or lawyer.
- Notify Insurance Carrier immediately.
- Close kitchen to take corrective action.

Liability and Insurance Needs

- Think ahead of the box; The Inn is your Retirement Plan!!
- Make certain that you have adequate coverage for both Food and Alcohol Safety Issues, including both CGL, Liquor Liability, and Umbrella coverage.
- Immediately notify your insurance agent and the Insurance Carrier of any notice to you of a complaint involving Food or Alcohol Safety.

QUESTIONS AND ANSWERS:

- REMEMBER, IT'S YOUR INN BUT YOU MUST PROTECT THE GUESTS AT ALL TIMES!
- THE REGULATIONS ARE COMPLEX AND YOU MUST STAY AHEAD OF THE CURVE.
- SOME OF THESE ISSUES COST BIG MONEY TO COMPLY WITH AND AFFECT THE BOTTOM LINE.
- AS ALWAYS, THERE ARE PROFESSIONALS WHO CAN HELP!