

Food Service Quiz



QUESTION

Food Service workers work include waiters as well as counter attendants, dining room attendants, hosts, fast food workers, kitchen assistants. These workers take customers' orders, serve food and beverages, make out customers' checks, and sometimes take payments.

What are the most important skills and educational level of these workers'

ANSWER

A food service worker does not need any experience but a high school diploma or GED equivalent is preferred. One of the most important skills that a food service worker will have is attention to detail. Another skill is organization as the food service worker will have to be able to help the kitchen run effectively.

WHY IS IT RIGHT

PREVENTION

Preventive techniques and procedures play a huge role in ensuring workplace safety. The following provides guidance to prevent some common foodservice and hospitality practices.

Cuts & Working with Knives

- All applicable staff should be trained in the proper use

of knives BEFORE they start to work.

- Knives work best (and are actually safer) when they are sharper and well maintained.
- Always store knives with the blades covered.
- Never leave knives lying on counters or loose in sinks where they could fall or be accidentally grabbed.
- For high production cutting or slicing, be sure to wear puncture-proof gloves and a protective apron.
- Keep all machine guards in-place on electric slicers and ensure that all operation is carried out by authorized personnel only.

Fire Safety

- All staff should be trained in fire safety and evacuation procedures. Don't assume that everyone will know what to do in the case of an alarm.
- Keep adequate fire safety and suppression equipment within reach and ensure that fire extinguishers are suitable for all potential types of fires (grease, chemical, electrical, paper).
- Keep fire exits clearly marked and free of obstructions.
- Never leave ranges or stoves unattended while in use.
- Keep all cloths and aprons etc. away from hot surfaces or sources of flame.
- Keep range hoods and stoves free of grease build-up to the reduce the risk of fire.
- Do not overload electrical outlets, remove grounding pins from cords or use any equipment that appears unsafe.

Burns & Scalds

- Always use potholders to lift or move hot dishes.
- Give yourself enough room to move to avoid bumps and spills.
- Always stand back from equipment or containers that may release hot steam.

- Always wear long sleeves in the kitchen.
- Reduce water heater temperatures to avoid scalds.
- Install temperature or pressure relief valves and other safety devices on equipment to avoid explosive releases.

Slips & Falls

- Keep all floors, clean, dry and free of clutter.
- Footwear should have non-slip soles.
- Ensure that work areas have adequate lighting.
- Post signs or barriers to warn of wet or slippery floors.
- Use non-slip mats at workstations and in high traffic areas.
- Busy staff should communicate their movements with terms like 'walking' or 'behind' to avoid collisions with co-workers, especially when carrying hot items.

Moving Heavy Loads

- Always lift with your legs, take small steps, and don't twist.
- Use a dolly, cart or a co-worker to help with heavy loads. Don't be a hero.

WHY IS EVERYTHING ELSE WRONG

FOLLOW OSHA REGULATIONS FOR RESTAURANT KITCHEN

▪ Food Handling

Employees who directly handle food should wash their hands and food prep utensils with warm water and soap before coming into contact with food. Make sure they're also thoroughly cleaning surfaces in prep areas in order to prevent the growth and spread of bacteria. They should also be wearing disposable latex gloves for maximized protection against foodborne illnesses.

▪ Floors

Make sure your floors are clean and dry, especially near bars and sinks. These areas should have adequate drainage to keep pools of water from forming. Use rubber floor mats and raised platforms to keep employees safe. Additionally, ensure there are no loose tiles or bumps and holes in carpets rugs that workers could slip or trip on.

- **Kitchen Temperatures and Safety**

Kitchens can become extremely hot over the course of a long shift, so it's essential to provide employees with cool areas to take their breaks in. When you're training new workers, teach them how to determine if someone is dehydrated or suffering from heat exhaustion. Similarly, make sure all employees know how to administer first aid to coworkers in need. Following OSHA regulations on the temperature of restaurant kitchens can go a long way towards keeping workers comfortable and safe.

- **Age Restrictions**

Ensure compliance with OSHA restaurant age regulations concerning the type of work that minors can perform and how many hours they're legally allowed to work. These rules will vary based upon the minor's age – for example, individuals under age 16 may not cook, bake, handle knives, or use appliances that could result in injury. The number of hours your younger employees may work also varies based upon the time of year, as more work hours are typically permitted on days when the minor isn't at school.