

National Registry of Food Safety Professionals

Certified Food Safety Manager

Content Outline

Job Description: A Certified Food Safety Manager is the person in charge who ensures the safety of an establishment's food, employees and customers; and ensure regulatory compliance by managing all food safety operations; overseeing and training food safety staff; following the food establishment's policies and standard operating procedures, and complying with regulatory requirements for the safety of the public and consumers.

Domains/Tasks	
Domain 1	Management of Food Safety Practices
Task 1	Practice Active Managerial Control and comply with regulatory requirements
Task 2	Respond to emergencies and follow procedures with regulatory agencies
Task 3	Determine if there is a significant risk of deliberate contamination of food and respond appropriately
Domain 2	Hygiene and Health
Task 1	Ensure proper handwashing procedures are followed
Task 2	Monitor employee personal hygiene and cleanliness
Task 3	Enforce employee illness requirements based on reported and/or observed symptoms
Task 4	Prevent contamination of food by employees
Domain 3	Safe Receipt, Storage, Transportation, and Disposal of Food
Task 1	Ensure proper receiving procedures for food and non-food items
Task 2	Store food and non-food items properly
Task 3	Follow distressed merchandise and product recall procedures
Task 4	Dispose of food that does not meet food safety requirements
Task 5	Ensure procedures for off-site catering, food transportation, and delivery are followed
Domain 4	Safe Preparation and Cooking of Food
Task 1	Ensure proper time and temperature procedures are maintained during preparation and cooking
Task 2	Identify and minimize risks for facilities serving highly susceptible populations
Task 3	Identify and minimize the different types of contaminants
Task 4	Identify and minimize the different types of major food allergens
Domain 5	Safe Service and Display of Food
Task 1	Ensure proper time and temperature procedures are maintained during display and service of food
Task 2	Ensure proper use of barrier with ready-to-eat (RTE) foods
Task 3	Comply with consumer advisory requirements
Domain 6	Cleanliness and Sanitation
Task 1	Use and store approved cleaning agents, chemicals, and tools properly
Task 2	Ensure all non-food contact surfaces are cleaned
Task 3	Ensure all food contact surfaces are cleaned and sanitized
Task 4	Dispose of waste and biohazard material properly

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domains/Tasks	
Domain 7	Facilities and Equipment
Task 1	Ensure proper operation of facilities and equipment
Task 2	Follow Master Cleaning Schedule and adjust as necessary
Task 3	Ensure sinks are properly maintained and accessible for intended uses
Task 4	Reduce pest risks through facility maintenance and working with a pest control operator (PCO) as appropriate
Task 5	Ensure equipment meets approved standards for food service operations

Domain 1: Management of Food Safety Practices

Task 1.1 Practice Active Managerial Control and comply with regulatory requirements

- Remember Active Manager Control is proactive and not reactive
- Identify foodborne illness risk factors
- Define Active Managerial Control
- Implement Active Managerial Control (according to the FDA)
- Identify the role of the federal, state, and local regulatory agencies
- Define a variance as it relates to food preparation or processing
- Determine which risks cause public health concerns and how to apply corrective actions
- Know when to apply corrective actions and how to document properly

Task 1.2 Respond to emergencies and follow procedures with regulatory agencies

- Recognize certain crises affect the safety of food and are imminent health hazards
- Recognize imminent health hazards require immediate specific, corrective action and health department notification
- Remember potable water is drinking water
- Explain the common imminent health hazards that may cause closure of facilities
- Determine the level of risk and follow an emergency action plan

Task 1.3 Determine if there is a significant risk of deliberate contamination of food and respond appropriately

- Recognize deliberate contamination of food can occur from persons inside or outside of establishment
- Recognize contamination, such as biological, physical, chemical, or radiological may occur anywhere in the flow of food
- Define the steps for food defense
- Limit access to facilities, especially areas where food is stored, prepared, served, etc.
- Monitor activities
- Determine if there is a significant risk to safety of food

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 2: Hygiene and Health

Task 2.1 Ensure proper handwashing procedures are followed

- Identify and monitor when to wash hands
- Identify and monitor that designated hand sinks are only used for handwashing
- Recall antiseptic/hand sanitizer does not replace handwashing
- Identify the risks of the fecal/oral route of contamination
- Monitor employee handwashing process
- Verify handwashing sinks are properly stocked
- If necessary, retrain/coach employees who are not following proper handwashing procedures
- Take immediate corrective action when observing employees not following proper handwashing procedures

Task 2.2 Monitor employee personal hygiene and cleanliness

- Identify that employee personal hygiene can be a source/risk of contamination
- Ensure proper work attire is worn at all times
- Ensure employees maintain personal cleanliness
- Ensure employees properly cover cuts, infected wound, or pustular boil
- Ensure employees do not touch hair/face/open wounds/clothing etc.
- Ensure employees do not introduce foreign objects into food

Task 2.3 Enforce employee illness requirements based on reported and/or observed symptoms

- Identify symptoms and illnesses that must be reported and notified
- Explain to employees what reportable illnesses and symptoms are and when they are required to report them
- Restrict or exclude employees according to illness requirements
- Exclude employees diagnosed with any of the reportable foodborne illnesses and work with local regulatory agency
- Observe signs and symptoms of employee illness
- Follow protocol for employee illness and symptoms for notification to regulatory agencies (e.g., Hepatitis A, Norovirus)
- Protocol for excluded employee's return to work
- Protocol for restricted employee's return to work

Task 2.4 Prevent contamination of food by employees

- Establish and enforce designated areas for personal belongings
- Enforce proper single use glove usage
- Correct improper employee hygiene behaviors
- Ensure employees use designated areas for eating, smoking, drinking, chewing gum, or using tobacco

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 3: Safe Receipt, Storage, Transportation, and Disposal of Food

Task 3.1 Ensure proper receiving procedures for food and non-food items

- Confirm items are from an approved source
- Ensure deliveries are inspected immediately upon receiving
- Ensure key access deliveries are placed in proper storage areas
- Ensure food and service items are separated from chemicals and cleaning items
- Follow procedures for Shellstock documentation
- Evaluate the circumstances around a delivery (e.g., condition of truck, timeliness) and determine if an inspection of truck/facilities or rejection of product is necessary

Task 3.2 Store food and non-food items properly

- Recall the temperature danger zone
- Ensure equipment or environments meet temperature requirements
- Ensure proper labeling procedures are followed
- Ensure proper date marking procedures for RTE TCS foods are followed
- Ensure only clean, approved, protected, and properly labeled containers for food storage are utilized when transferring from the original container
- Ensure proper storage placement is utilized for applicable food in refrigeration to prevent cross contamination and maintain temperature control in refrigerators and freezers
- Ensure proper storage of applicable food and other food service items in dry storage
- Ensure proper storage of chemicals, and cleaning supplies are separate from all food/food service items
- Ensure proper storage of clean utensils/equipment/linens

Task 3.3 Follow distressed merchandise and product recall procedures

- Recalled products, shall be segregated and held in designated areas that are separated from food, equipment, utensils, linens, single-service, and single-use items
- Ensure all products covered by recall are labeled, segregated, and held in a designated area away from all other products and equipment
- Ensure all damaged or spoiled items that need to be held for further action are labeled, segregated, and held in a designated area away from all other products and equipment

Task 3.4 Dispose of food that does not meet food safety requirements

- Ensure appropriate disposal of food that does not meet safety requirements
- Reasons that food does not meet safety requirements:
 - Expired food, missing date mark, RTE Food seven days beyond its date mark
 - Contaminated food, exceeds time and temperature combination

Task 3.5 Ensure procedures for off-site catering, food transportation, and delivery are followed

- Identify off-site procedures for prevention of contamination
- Identify off-site procedures for prevention of time and temperature abuse
- Ensure appropriate means to maintain temperature during transport
- Ensure proper labeling to indicate discard time if using time as a public health control

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 4: Safe Preparation and Cooking of Food

Task 4.1 Ensure proper time and temperature procedures are maintained during preparation and cooking

- Define Time/Temperature Control for Food Safety (TCS food)
- Define Ready to Eat (RTE)
- Identify the temperature danger zone
- Define Hazard Analysis and Critical Control Points (HACCP) and identify why and when it is necessary
- Recognize some processes require variances and/or HACCP plans
- Identify specialized food processes that require a variance (e.g., onsite packaging of fresh juice for sale, smoking food as a way of prevention)
- Ensure appropriate thermometers are used properly
- Clean, rinse and sanitize thermometer between uses
- Thermometer calibration may be required in instances
- Ensure the appropriate thermometer is used for intended purpose
- Thaw TCS Food using acceptable methods
- Ensure safe minimum internal temperature for cooking TCS food
- Ensure safe minimum internal temperature for noncontinuous (par) cooking TCS food
- Cool TCS food within time and temperature guidelines
- TCS food must be cooled from 135°F to 70°F within 2 hours and no more than 6 hours from 135°F to 41°F
- Reheat TCS foods for hot holding within time and temperature guidelines
- Ensure TCS food hot/cold holding within time and temperature guidelines
- Prepare TCS foods within time and temperature guidelines to limit time in the temperature danger zone

Task 4.2 Identify and minimize risks for facilities serving highly susceptible populations

- List the different highly susceptible populations
- Ensure animal food is not served raw or undercooked
- Exclude prohibited ingredients
- Ensure proper hand barriers are utilized properly
- Follow exclusion and restriction criteria for ill employees for highly susceptible populations

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 4: Safe Preparation and Cooking of Food (continued)

Task 4.3 Identify and minimize the different types of contaminants

- Define a foodborne illness
- Define a foodborne disease outbreak
- Identify the different routes of contamination
- Define what cross-contamination is
- Avoid bare-hand contact with RTE food
- Remember proper handwashing and single use glove use helps minimize contamination
- Define biological contaminants
- Define chemical contaminants
- Define physical contaminants
- Identify general characteristics of bacteria, viruses, fungi, parasites, toxins, and ways to minimize their risk factors
- Identify the major pathogens related to foodborne illnesses (currently the “Big 6”)
- Identify the conditions that contribute to bacterial growth as described by FAT-TOM
- Ensure raw animal products in food preparation area are handled properly to avoid cross contamination
- Ensure produce products in food preparation area are handled and washed properly to avoid hazards
- Ensure soiled utensils/equipment/linens are handled properly
- Ensure designated tools and equipment are used for raw and prepared products
- Ensure proper procedures are used to wash, rinse, and sanitize equipment and utensils between different tasks or every 4 hours of continuous use

Task 4.4 Identify and minimize the different types of major food allergens

- Define an allergen
- Define major food allergens
- Define what cross contact is
- Know how to read a label for major 8 food allergens
- Prevent cross contact
- Clean and sanitize food contact surfaces to prevent cross contact
- Respond appropriately to inquiries about food allergens
- Respond to customer inquiries related to allergens during service and display of food
- Train staff to prevent cross contact during service and display of food
- Respond to emergency situations appropriately
- Reactions are potentially lethal and must be taken seriously

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 5: Safe Service and Display of Food

Task 5.1 Ensure proper time and temperature procedures are maintained during display and service of food

- Recognize it is important to monitor time and temperature of food during service and on display
- Take corrective actions when food is not held at required temperatures
- Ensure correct handling of food displayed without temperature control

Task 5.2 Ensure proper use of barrier with ready-to-eat (RTE) foods

- Remember there are special circumstances for reusing containers provided by the establishment such as reusable coffee mug, food boxes, etc.
- Ensure appropriate utensils such as gloves, tongs, or deli paper are used to handle RTE foods
- Ensure self-service areas are monitored
- Ensure displayed food is protected appropriately
- Ensure staff and patrons do not touch food contact surfaces
- Explain the special circumstances for reusing specific containers
- Provide effective barriers for staff and guest usage (e.g., providing sneeze guard)

Task 5.3 Comply with consumer advisory requirements

- Remember food must be honestly presented (according to the FDA food code)
- Provide a written Consumer Advisory appropriately
- Respond to customer inquiries related to advisories

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 6: Cleanliness and Sanitation

Task 6.1 Use and store approved cleaning agents, chemicals, and tools properly

- Properly store cleaning agents and chemicals
- Ensure the proper use of cleaning agents and chemicals
- Use and store tools according to procedures
- Determine when improper usage or storage of chemicals or tools has occurred and respond appropriately

Task 6.2 Ensure all non-food contact surfaces are cleaned

- Identify non-food contact surfaces
- Ensure proper cleaning of non-food contact surfaces
- Use cleaning agents only for intended purposes

Task 6.3 Ensure all food contact surfaces are cleaned and sanitized

- Explain the difference between cleaning and sanitizing
- Explain different cleaning agents (e.g., detergents, degreasers or delimers)
- Explain different sanitizing methods
- Determine when to clean and sanitize
- Properly utilize three compartment sink or other approved methods (two compartment, four compartment) to wash, rinse, sanitize, and air-dry utensils, cookware, and tableware
- Properly wash, rinse, sanitize, and air dry stationary equipment
- Properly use and ensure proper operation of a mechanical warewasher
- Determine corrective action when improper cleaning or sanitizing occurs

Task 6.4 Dispose of waste and biohazard material properly

- Ensure proper disposal of trash and garbage
- Ensure women's restroom have a covered receptacle
- Execute proper procedures for cleaning and disposal of a vomit or diarrhea incident

National Registry of Food Safety Professionals
Certified Food Safety Manager
Content Outline

Domain 7: Facilities and Equipment

Task 7.1 Ensure proper operation of facilities and equipment

- Recognize changes to operations/facilities/equipment may require consulting regulatory agencies
- Define cross-connection, backflow, back siphonage
- Follow regulatory requirements for drinking water supply and sanitary system
- Plumbing
- Lighting
- Ventilation
- Grease Traps
- Flooring, walls, and ceiling

Task 7.2 Follow Master Cleaning Schedule and adjust as necessary

- Ensure all food contact and non-food contact surfaces within the operation are regularly cleaned and included in the Master Cleaning Schedule
- Assign tasks
- Train and monitor staff compliance
- Evaluate guest comments and health inspection reports to adjust the schedule
- Adjust the schedule according to operational changes, purchases, etc.

Task 7.3 Ensure sinks are properly maintained and accessible for intended uses

- Ensure sinks are unobstructed and in good repair (free from leaks)
- Ensure sinks are used for their intended purpose only
- Monitor staff compliance of sink usage
- Ensure adequate supplies are available to stock sinks
- Ensure sink water temperatures meet standards
- Ensure adequate barriers are maintained to prevent contamination
- Post proper signage

Task 7.4 Reduce pest risks through facility maintenance and working with a pest control operator (PCO) as appropriate

- Remember poisonous or toxic materials should only be applied by certified applicator
- Practice integrated pest management
- Inspect facilities for evidence of pest activity
- Eliminate harborage conditions
- Clean and sanitize as appropriate
- Remove spills and standing water
- Rotate product in dry storage
- Promptly and appropriately remove waste from premises
- Maintain dumpster and recyclable area appropriately
- Work with PCO to correct deficiencies which may lead to issues

Task 7.5 Ensure equipment meets approved standards for food service operations

- Identify equipment/utensils that meet standards for commercial use
- Remember consumer products are seldom approved for use in food service