

# PROTECT | ServSafe® Training Guide



Title	ServSafe Manager	ServSafe Food Handler	ServSafe Alcohol	ServSafe Allergens	ServSafe Workplace: Sexual Harassment Prevention, New York
<b>Course objective</b>	ServSafe Manager trains foodservice managers and employees on food safety best practices and equips them with the skills needed to reduce the risk of a foodborne illness outbreak.	ServSafe Food Handler delivers consistent food safety training to food-service employees to ensure they know how to handle and prepare food safely.	ServSafe Alcohol promotes individual responsibility and prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to serve alcohol responsibly.	ServSafe Allergens equips managers and employees with the critical training they need in order to accommodate guests with food allergies and respond to emergencies should they occur.	The New York State ServSafe Workplace is an interactive training program designed for managers and employees working within the restaurant industry.
<b>What you will learn</b>	<ul style="list-style-type: none"> <li>• Providing Safe Food</li> <li>• Forms of Contamination</li> <li>• The Safe Food Handler</li> <li>• The Flow of Food (Purchasing, Receiving, Storage, Preparation, and Service)</li> <li>• Food Safety Management Systems</li> <li>• Safe Facilities and Pest Management</li> <li>• Cleaning and Sanitizing</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Food Safety</li> <li>• Personal Hygiene</li> <li>• Cross-Contamination</li> <li>• Time and Temperature</li> <li>• Cleaning and Sanitizing</li> </ul>	<ul style="list-style-type: none"> <li>• Understand alcohol laws responsibilities</li> <li>• Evaluate intoxication levels</li> <li>• Check identification</li> <li>• Deal with difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• Understand food allergies</li> </ul> <p>Front-of-house operations:</p> <ul style="list-style-type: none"> <li>• Prevent cross-contact</li> <li>• Proper communication</li> <li>• Dealing with emergencies</li> <li>• Special dietary requests</li> </ul> <p>Back-of-house operations:</p> <ul style="list-style-type: none"> <li>• Importance of food labels</li> <li>• Handling food deliveries</li> <li>• Proper food preparation</li> <li>• Cleaning and personal hygiene</li> <li>• Prevent cross-contact</li> </ul>	<ul style="list-style-type: none"> <li>• Define sexual harassment and the two forms it can take</li> <li>• Harmful impact sexual harassment can have on victims, businesses, and those who harass</li> <li>• Recognize conduct that's appropriate, and not appropriate, for work</li> <li>• Process for reporting sexual harassment</li> <li>• Recognize employer and manager liability</li> <li>• Learn how to create a harassment-free culture in the workplace</li> <li>• How to investigate sexual harassment claims</li> </ul>
<b>Course implementation options</b>	Online & Classroom	Online & Classroom	Online & Classroom	Online	Online
<b>Course languages</b>	English, Spanish, Chinese, and Korean	English, Spanish, Chinese, and Korean	English and Spanish	English and Spanish	English and Spanish
<b>Online Course Duration</b>	8 or 16 hours	2-4 hours	3-6 hours	90 minutes	60 minutes
<b>Classroom Duration</b>	8 or 16 hours	2-4 hours	2.5-4 hours	N/A	N/A
<b>Proctor Required?</b>	Yes	No	Primary exam: No Advanced exam: Yes	No	N/A
<b>Certification expiration</b>	5 years	3 years	3	3 years	N/A



# PROTECT

Training to reduce workplace risk.



## Proper training to help your business succeed.

Properly training staff is a key part of a restaurant's success. When staff is trained you create a positive workplace, guests have a better dining experience, your restaurant runs more efficiently, sales improve – and you are protecting your business and your reputation. Investing in training employees is an investment that pays off.

Every restaurateur knows the everyday risks that come with serving food and alcohol:

- A foodborne illness outbreak because of improperly handled food.
- A serious allergic reaction caused by not managing a guest's food allergy properly.
- An alcohol-related incident tied to violating serving laws.

Each of these issues can cause restaurants to suffer irreparable financial and reputational harm through fines, lawsuits and potentially bad press coverage. The good news is that you can reduce your risk of facing these issues by properly training staff.



## A positive workplace benefits everyone.

Proper training goes beyond food and alcohol safety. Sexual harassment prevention is the law. As a restaurant owner, you are responsible for protecting your employees from a toxic work environment, it is now mandated in NYS that you train staff in the prevention of sexual harassment on an annual basis.

Creating a positive workplace doesn't just protect your business. You can reduce employee turnover and create a more enjoyable environment for both employees and guests – everyone wins.

## The training your business needs – at exclusive member pricing.

We understand the importance of proper training and how it can reduce workplace risks. That's why NYSRA has teamed up with ServSafe®, the nationally recognized leader in restaurant employee training.



**We offer the ServSafe® product suite at a 15% discount to members.**

**Become a NYSRA member today!**  
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