

Product Suite Details



Dedicated bilingual customer care team



Always-up-to-date regulatory information



Flexible learning formats



Branded portal solutions



Tailored implementation options



Target Audience

Managers • Supervisors • Shift leaders • Chefs • Culinary Students • Cooks

Objectives

Trains foodservice managers on food safety best practices and equips them with the skills needed to reduce the risk of a foodborne illness outbreak

Features & Benefits

- Satisfies the “Person in Charge (PIC)” requirement per the FDA Food Code
- Accepted in all 50 states, making it ideal for single and multi-unit operations
- Provides support from foodservice subject matter experts available to answer questions
- Reflects the latest science, research, and findings from the most recent FDA Food Code

Topics Covered

- Providing Safe Food
- Forms of Contamination
- The Safe Food Handler
- The Flow of Food (Purchasing, Receiving, Storage, Preparation, and Service)
- Food Safety Management Systems
- Safe Facilities and Pest Management
- Cleaning and Sanitizing

Exam Questions

80 + 10 unscored pilot questions

Cert. Expiration

5 years¹

Accreditation

Fully accredited (ANSI/CFP)²

Implementation

Classroom, Online

1: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.
2: ANSI/CFP: ServSafe Manager Certification is accredited against standards set by the Conference for Food Protection and the American National Standards Institute.

CLASSROOM

Proctor Required	Yes
Course Languages	English, Spanish, Simplified Chinese, Korean
Exam Languages	English, English Large Print, Spanish, Simplified Chinese, Korean, Japanese, Canadian French, Instructor version
Duration	8 or 16 hours
Support Materials	Manager book, Coursebook, Leader’s Guides, videos, PowerPoint slides, practice tests, activities
Instructor Fee	No fee

ONLINE

Course Languages	English, Spanish
Exam Languages	English, Spanish, Simplified Chinese, Instructor version
Duration	8 hours (approved in jurisdictions requiring 16 hours of training)
Course Expiration	12 months from date of purchase to begin course. Course expires 90 days after it is started.



Target Audience

- Food Handlers • Supervisors • Servers • Suppliers • Culinary Students • Volunteers • Food Demonstrators

Features & Benefits

- Prepares employees to handle food sanitation risks
- Accepted in 48 states, making it ideal for single and multi-unit operations
- Provides support from foodservice subject matter experts available to answer questions
- Reflects the latest science, research, and findings from the most recent FDA Food Code

Objectives

Delivers consistent food safety training to foodservice employees to ensure they know how to handle and prepare food safely

Topics Covered

Thorough training in all 5 key areas of food handler responsibility:

- Basic Food Safety
- Personal Hygiene
- Cross-Contamination
- Time and Temperature
- Cleaning and Sanitizing

Exam Questions

40 + 5-10 unscored pilot questions

Cert. Expiration

3 years¹

Accreditation

Fully accredited (ANSI/ASTM)²

Implementation

Classroom, Online

¹: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

²: ANSI/ASTM: Food Handler / Allergens programs are accredited by the American National Standards Institute under the ASTM International Standard for Certificate Programs.

CLASSROOM

Proctor Required	No
Course Languages	English, Spanish
Exam Languages	English, Spanish
Duration	2 to 4 hours
Support Materials	Food Handler Guide, Leader's Guide, PowerPoint slides
Instructor Fee	No fee

ONLINE

Course Languages	English, Spanish, Simplified Chinese, Korean, Vietnamese
Exam Languages	English, Spanish, Simplified Chinese, Korean, Vietnamese
Duration	2 to 4 hours
Course Expiration	12 months from date of purchase to begin course. Course expires 60 days after it is started.



Target Audience

Managers • Bartenders • Hosts • Servers
• Bouncers • Bussers • Valets • Front-of-House Staff • Cruise lines

Features & Benefits

- Reduces the risks associated with serving alcohol and can help mitigate potential fines and legal action
- Reflects real-world situations
- Involves input from specialists in regulatory agencies, law, insurance, medicine, law-enforcement, restaurants and academia
- Widely approved in jurisdictions requiring responsible alcohol service training for servers and sellers of alcohol

Objectives

Promotes individual responsibility and prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to serve alcohol responsibly

Topics Covered

- Understand alcohol laws responsibilities
- Recognize and preventing intoxication
- Factors that affect Blood Alcohol Content (BAC)
- Count drinks
- Evaluate intoxication levels
- When and how to check identification
- Handle difficult situations
- Deal with intoxicated guests

Exam Questions

Primary Exam: 40
Advanced Exam: 70

Cert. Expiration

3 years¹

Accreditation

N/A

Implementation

Classroom,
Online

¹: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

CLASSROOM

Proctor Required	Primary Exam: No Advanced Exam: Yes
Course Languages	English, Spanish, Chinese
Exam Languages	English, Spanish, Chinese
Duration	2.5 to 4 hours
Support Materials	ServSafe Alcohol Guide; Instructor Resources, including PowerPoint slides with embedded videos
Instructor Fee	\$50 application fee; no renewal fee

ONLINE

Course Languages	English, Spanish
Exam Languages	English, Spanish
Duration	3 hours
Course Expiration	12 months from date of purchase to begin course. Course expires 90 days after it is started.



Target Audience

Food Managers • Back-of-house staff who prepare food • Staff who need an ANSI credential • Culinary Students

Features & Benefits

- Provides real-world situations
- Developed with input from specialists in foodservice, regulatory, law, insurance, medicine, law-enforcement, and academia
- Satisfies requirements for jurisdictions requiring food allergy training
- Satisfies requirements from many K-12 schools, colleges, and universities that require allergen training as part of the ADA
- Increases loyalty from 32 million Americans with food allergies who want safe dining
- Reflects the latest science, research, and findings from the most recent FDA Food Code, including the addition of sesame seed as an allergen to make it the Big 9 Allergens
- Includes handling emergencies and steps for epinephrine administration endorsed by the Chicago Medical Society

Objectives

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

Topics Covered

Allergy Fundamentals

- symptoms of a food allergy
- The Big Nine allergens
- Allergen information on food labels
- Personal hygiene best practices to avoid cross-contact

Front of the House

- How to communicate with guests who have food allergies
- How to properly handle any special dietary requests
- Prevent cross-contact in workstations

Back of the House

- Order and receive food deliveries for allergen safety
- Best practices for storing food for allergen safety
- Prevent cross-contact through cleaning and sanitizing
- Prepare and cook food for allergen safety
- Communicate with staff when preparing orders for guest who have food allergies
- Managing emergencies
- Using an epinephrine auto-injector
- Components of an allergen program

Exam Questions

30

Cert. Expiration

3 years¹

Accreditation

Fully accredited (ANSI/ASTM)

Implementation

Online

¹: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

CLASSROOM

Proctor Required -

Course Languages -

Exam Languages -

Duration -

Support Materials -

Instructor Fee -

ONLINE

Course Languages English, Spanish

Exam Languages English, Spanish

Duration 1 hour

Course Expiration 12 months from date of purchase to begin course. Course expires 90 days after it is started.



Target Audience

Front of House staff who do not prepare food

- Teachers • First Responders • Nursing Aides
- Flight Attendants • Front Desk Workers
- Sport Volunteers • Coaches • Concession Stand Workers

Features & Benefits

- Provides real-world situations
- Developed with industry input including food service, academia, regulatory and medical
- Provides 30 minutes of training priced so that all staff can be trained on allergen safety
- Increases loyalty from 32 million Americans with food allergies who want safe dining
- Reflects the latest science, research, and findings from the most recent FDA Food Code, including the addition of sesame seed as an allergen to make it the Big 9 Allergens
- Includes how to handle emergencies and steps for epinephrine administration endorsed by the Chicago Medical Society.

Objectives

Provide people who work with food but do not prepare food with the knowledge, and communication approach to protect customers with allergies, even in the event of an emergency

Topics Covered

Allergy Fundamentals

- Symptoms of a food allergy
- The Big Nine allergens
- Allergen information on food labels
- Personal hygiene best practices to avoid cross-contact

Managing Emergencies

- The steps to take in the event of a food allergy emergency
- The steps required to use an epinephrine auto-injector

Keeping Guests Safe

- How to communicate with guests who have food allergies
- How to Prevent cross-contact in workstations
- Summarize how to communicate with staff when preparing orders for guest who have food allergies

Exam Questions

No exam
10-question quiz

Cert. Expiration

3 years¹

Accreditation

N/A

Implementation

Online

¹: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

CLASSROOM

Proctor Required -

Course Languages -

Exam Languages -

Duration -

Support Materials -

Instructor Fee -

ONLINE

Course Languages English, Spanish

Exam Languages English, Spanish

Duration 30 minutes

Course Expiration 12 months from date of purchase to begin course. Course expires 90 days after it is started.



Target Audience

All managers and employees in restaurants and hospitality venues

Features & Benefits

- Satisfies state / local mandated training requirements
- Provides the opportunity to make a positive impact on culture and prevent harassment from occurring
- Clarifies the responsibility each employee has to maintaining a respectful and inclusive workplace
- Mitigates the risk associated with permissive culture that can exist in back-of-house kitchens and front-of-house dining rooms, leaving companies with significant liability

Objectives

Helps prevent sexual harassment and addresses the harmful impact it has on individuals and businesses in the restaurant industry with versions for both employees and managers

Topics Covered

- Define sexual harassment
- Understand the harmful impact sexual harassment can have on victims, businesses, and those who harass
- Recognize conduct that's appropriate, and not appropriate, for work
- Understand when and how to report sexual harassment
- Recognize employer and manager liability for reporting and addressing sexual harassment
- Learn how to create a harassment-free culture in the workplace

Exam Questions

no exam

Cert. Expiration

N/A

Accreditation

N/A

Implementation

Online

1: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

CLASSROOM

Proctor Required -

Course Languages -

Exam Languages -

Duration -

Support Materials -

Instructor Fee -

ONLINE

Course Languages English, Spanish

Exam Languages English, Spanish

Duration Employee: 30 mins
Manager: 60 mins

Course Expiration 12 months from date of purchase to begin course. Course expires 60 days after it is started.



Target Audience

All managers and employees in restaurants and hospitality venues

Features & Benefits

- Provides employees and managers the opportunity to make a positive impact on culture
- Clarifies the responsibility each employee and manager has to maintaining a respectful and inclusive workplace
- Mitigates risk related to bias and unprofessional behavior

Objectives

Sheds light on the existence of unconscious bias and guides restaurant workers in their interactions with guests and fellow staff, with versions for both employees and managers

Topics Covered

- Define and recognize bias
- Learn about impact of bias
- Practice methods to minimize bias
- Understand personal and professional consequences of bias
- Practice empathy, use judgment, practice de-escalation
- Understand when to involve a manager
- Model appropriate behavior
- Deal with bias in hiring, selection
- Deal with crises and impact of social media reactions

Exam Questions

no exam

Cert. Expiration

N/A

Accreditation

N/A

Implementation

Online

1: Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.

CLASSROOM

Proctor Required	-
Course Languages	-
Exam Languages	-
Duration	-
Support Materials	Discussion Guide, Job Aid, Break Room Posters
Instructor Fee	-

ONLINE

Course Languages	English, Spanish
Exam Languages	English, Spanish
Duration	Employee: 30 mins Manager: 60 mins
Course Expiration	12 months from date of purchase to begin course. Course expires 60 days after it is started.