

## Attachment 4- Example of EHS-Net Manager Interview

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*Only bold text is to be read aloud by the data collector. Instructions to data collector are italicized.*

### DEMOGRAPHIC / CLASSIFICATION

**I'd like to ask you some questions about this restaurant. Please be as open and honest as possible. The first few questions are general questions about the restaurant.**

- 1. Is this an independent establishment or a chain establishment?**  
 Independent     Chain     Unsure     Refused
- 2. Approximately how many meals are served here on your busiest day? \_\_\_\_\_**  Unsure     Refused
- 3. Which one of the options below best describes the menu for this establishment- American, Asian, Mexican, Italian, or Other?**  
 American (non-ethnic)     Asian     Mexican     Italian     Other     Unsure     Refused
- 4. Approximately how long have you been employed as the Person-In-Charge- the PIC- or kitchen manager here? \_\_\_\_\_**  Unsure     Refused

### MANAGER FOOD SAFETY TRAINING AND CERTIFICATION

**The next few questions are about kitchen managers- managers that have control over the kitchen area.**

- 5. How many PICs/kitchen managers, including you, work in this restaurant? \_\_\_\_\_**  
 Unsure     Refused
- 6. Have you received food safety training on topics such as how to do a proper hand wash, final cook temperatures or ways to prevent cross contamination? This training could have occurred on the job, or in a course or class.**  
 Yes     No     Unsure     Refused
- 7. Have other PICs or kitchen managers received food safety training?**  
 Yes (*go to 7a*)     No (*go to 8*)     Unsure (*go to 8*)     Refused (*go to 8*)  
**7a. How many other managers have had this food safety training? \_\_\_\_\_**  
 Unsure     Refused
- 8. Have you, as the PIC or kitchen manager, ever been food safety certified? By food safety certified, I mean you have taken a test written by a national testing organization and been issued a card with an expiration date on it, this program may or may not have involved training.**  
 Yes (*go to 8a*)     No (*go to 9*)     Unsure (*go to 9*)     Refused (*go to 9*)

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**8a. Do you currently hold a valid food safety manager certificate?**

- Yes (go to 8b)     No (go to 9)     Unsure (go to 9)     Refused (go to 9)

**8b. What organization provided the certificate- ServSafe, National Registry of Food Safety Professionals, Thomson Prometric, a state or local health department, or some other organization? (Check all that apply)**

- ServSafe
- National Registry of Food Safety Professionals
- Thomson Prometric (known formerly as: Experior Assessments, National Assessment Institute, Chauncy, Educational Testing Service)
- A state or local health department
- Other, describe: \_\_\_\_\_
- Unsure
- Refused

**8c. Was training provided before the exam?**

- Yes (go to 8d)     (go to 8d)     Unsure (go to 9)     Refused (go to 9)

**8d. Did the training include any of the following?**

- |   |                           |                          |                              |                               |
|---|---------------------------|--------------------------|------------------------------|-------------------------------|
| <b>1...Classroom training</b>               | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| <b>2...On-the-job training</b>              | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| <b>3...Online training</b>                  | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| <b>4...A manual or employee handbook</b>    | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| <b>5...other kinds of written materials</b> | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| <b>6...Videos or DVDs</b>                   | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |

**8e. Is food safety training a required part of the certification program?**

- Yes (go to 8f)     No (go to 9)     Unsure (go to 9)     Refused (go to 9)

**9. Have any other PICs or kitchen managers on staff here been food safety certified?**

- Yes (go to 9a)     No (go to 10)     Unsure (go to 10)     Refused (go to 10)

**9a. How many PICs or kitchen managers are food safety certified?\_\_\_\_\_  Unsure     Refused**

**9b. What organization provided their certification- ServSafe, National Registry of Food Safety Professionals, Thomson Prometric, a state or local health department, or some other organization? (Check all that apply)**

- ServSafe
- National Registry of Food Safety Professionals
- Thomson Prometric (formerly known as: Experior Assessments, National Assessment Institute, Chauncy, Educational Testing Service)
- A state or local health department
- Other, describe: \_\_\_\_\_
- Unsure
- Refused

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10. Does this establishment require PICs or kitchen managers to be food safety certified?

- Yes  No  Unsure  Refused

### **FOOD WORKER FOOD SAFETY TRAINING AND CERTIFICATION**

The next few questions focus on food workers- employees, excluding managers, who work in the kitchen. This does not include staff who have no food handling responsibilities or who have very limited food contact, such as adding garnish or condiments to a plate.

11. How many food workers, *excluding* managers, work in this restaurant? \_\_\_\_\_  Unsure  Refused

12. Have any food workers received training focused on food safety, training that might include topics such as how to do a proper hand wash, when and where to wash, or ways to prevent cross contamination? The training may occur on the job, or in a course or a class.

- Yes (go to 12a)  No (go to 13)  Unsure (go to 13)  Refused (go to 13)

12a. How many food workers have received this food safety training? \_\_\_\_\_  Unsure  Refused

12b. Does the food safety training provide instruction on:

1. How, when, and where to do a hand wash?

- Yes  No  N/A  Unsure  Refused

2. How and when to use gloves to prevent contamination of food?

- Yes  No  N/A  Unsure  Refused

3. Time and temperature control of potentially hazardous foods?

- Yes  No  N/A  Unsure  Refused

4. How to properly clean and sanitize equipment and food contact surfaces?

- Yes  No  N/A  Unsure  Refused

5. How to prevent or reduce the risk of cross contaminating food during storage, preparation, holding and service?

- Yes  No  N/A  Unsure  Refused

6. How to use a thermometer to check food temperatures?

- Yes  No  N/A  Unsure  Refused

7. Final cook temperatures of potential hazardous foods?

- Yes  No  N/A  Unsure  Refused

12c. Does the training include any of the following?

- |   |                           |                          |                              |                               |
|---|---------------------------|--------------------------|------------------------------|-------------------------------|
| 1...Classroom training                    | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| 2...On-the-job training in the restaurant | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| 3...Online training                       | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| 4...A manual or employee handbook         | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| 5...other kinds of written materials      | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |
| 6...Videos or DVDs                        | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Unsure | <input type="radio"/> Refused |

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13. Have any food workers been food safety certified? By food safety certified, I mean they have taken a test written by a national testing organization and been issued a card with an expiration date on it.

- Yes (go to 13a)     No (go to 14)     Unsure (go to 14)     Refused (go to 14)

13a. How many food workers have been food safety certified? \_\_\_\_\_  Unsure     Refused

13b. What organization provided the certification ServSafe, National Registry of Food Safety Professionals, Thomson Prometric, a state or local health department, or some other organization? (Check all that apply)

- ServSafe  
 National Registry of Food Safety Professionals  
 Thomson Prometric (formerly known as: Experior Assessments, National Assessment Institute, Chauncy, Educational Testing Service)  
 A state or local health department  
 Other, describe: \_\_\_\_\_  
 Unsure  
 Refused

### FOOD HANDLING PRACTICES AND POLICIES

Now I'd like to ask you some general questions about this establishment's food handling practices and policies. If the question refers to something your restaurant doesn't cook or do, just let me know.

14. Does this establishment have a policy or procedure concerning hand washing? This policy may include information such as where or when food workers should wash.

- Yes (go to 14a)     No (go to 15)     Unsure (go to 15)     Refused (go to 15)

14a. Is the policy written?

- Yes     No     Unsure     Refused

15. Does this establishment have a policy that requires food workers to minimize bare hand contact with ready-to-eat foods, such as salads, by using gloves, utensils or deli tissues?

- Yes (go to 15a)     No (go to 16)     Unsure (go to 16)     Refused (go to 16)

15a. Is the policy written?

- Yes     No     Unsure     Refused

16. Does this restaurant cook raw animal products such as ground beef, chicken, fish, or eggs?

- Yes (go to 16a)     No (go to 17)     Unsure (go to 17)     Refused (go to 17)

16a. Does this restaurant have a policy that specifies the final cook temperatures for these raw animal products?

- Yes (go to 16b)     No (go to 17)     Unsure (go to 17)     Refused (go to 17)

16b. Is the policy written?

- Yes     No     Unsure     Refused

16c. What does the policy state the final cook temperature is for menu items containing ground beef?

- \_\_\_\_\_°F  
 No ground beef served     The policy does not address ground beef  
 Unsure     Refused

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**16d. How do food workers determine the final cook temperature of raw animal foods such as ground beef, chicken, or eggs? (Check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> By using a thermometer (go to 16d1)                | <input type="checkbox"/> They just know (go to 17)         |
| <input type="checkbox"/> By its appearance (“eye-ball” it) (go to 17)       | <input type="checkbox"/> Other, Describe: _____ (go to 17) |
| <input type="checkbox"/> By touch or probing with a fork/utensil (go to 17) | <input type="radio"/> Unsure (go to 17)                    |
| <input type="checkbox"/> By using a timer (go to 17)                        | <input type="radio"/> Refused (go to 17)                   |

**16d1. Are food workers trained to check the accuracy of these instruments?**

- Yes  No  Unsure  Refused

**17. Does this restaurant ever hold hot foods?**

- Yes  No  Unsure  Refused

**17a. Does this restaurant have a policy that specifies the temperature at which potentially hazardous foods should be hot held?**

- Yes (go to 17a1)  No (go to 18)  Unsure (go to 18)  Refused (go to 18)

**17a1. What is that temperature? \_\_\_\_\_°F**  N/A  Unsure  Refused

**17a2. Is the policy written?**

- Yes  No  Unsure  Refused

**18. Does this restaurant have a policy that specifies the temperature at which potentially hazardous foods should be cold held?**

- Yes (go to 18a)  No (go to 19)  Unsure (go to 19)  Refused (go to 19)

**18a. What is that temperature? \_\_\_\_\_°F**  N/A  Unsure  Refused

**18b. Is the policy written?**

- Yes  No  Unsure  Refused

**19. How do food workers determine the temperature of hot or cold held food? (Check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> By using a thermometer (go to 19a)                 | <input type="checkbox"/> They just know (go to 20)         |
| <input type="checkbox"/> By its appearance (“eye-ball” it) (go to 20)       | <input type="checkbox"/> Other, Describe: _____ (go to 20) |
| <input type="checkbox"/> By touch or probing with a fork/utensil (go to 20) | <input type="radio"/> Unsure (go to 20)                    |
| <input type="checkbox"/> By using a timer (go to 20)                        | <input type="radio"/> Refused (go to 20)                   |

**19a. Are food workers trained to check the accuracy of these instruments?**

- Yes  No  Unsure  Refused

**20. Does this restaurant have a policy on how to store in-use wet wiping cloths?**

- No in-use wet wiping cloths are stored (go to 21)  
 Yes (go to 20a)  No (go to 21)  Unsure (go to 21)  Refused (go to 21)

**20a. If yes, does the policy include use of a sanitizing solution?**

- Yes  No  Unsure  Refused

**20b. Is the policy written?**

- Yes  No  Unsure  Refused

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**21. Does this establishment have a policy on how to set up manual dish washing using a three-bay sink?**

- No manual dishwasher in 3-bay sink (*go to 22*)     No 3-bay sink (*go to 22*)  
 Yes (*go to 21a*)     No (*go to 22*)     Unsure (*go to 22*)     Refused (*go to 22*)

**21a. Does the policy include steps on how to measure the concentration of the sanitizing solution?**

- Yes     No     Unsure     Refused

**21b. Is the policy written?**

- Yes     No     Unsure     Refused

**22. Does this restaurant have a policy that addresses employee health?**

- Yes (*go to 22a*)     No (*go to 23*)     Unsure (*go to 23*)     Refused (*go to 23*)

**22a. Is the policy written?**

- Yes     No     Unsure     Refused

Now I am going to ask you a series of questions about your beliefs, your food workers' beliefs, and your boss's beliefs. I going to read a series of things, and I'd like to tell me how important you think it is for food workers to do those things. You can say very important, somewhat important, or not really important. So how important do you think it is that food workers properly sanitize equipment and utensils?

*Repeat for all actions; repeat for food workers and the boss.*

On a scale of... ( <i>Show scale</i> ) Very Important, Somewhat Important, and Not Really Important...	23. How important do <u>YOU</u> think it is that Food Workers...				24. How important do your <u>FOOD WORKERS</u> think it is that they...				25. How important does <u>YOUR BOSS</u> think it is that Food workers...			
	VI	SI	NRI	N/A	VI	SI	NRI	N/A	VI	SI	NRI	N/A
a. properly sanitize equipment & utensils?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. report any symptoms of illness to kitchen manager?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. get trained in CPR or basic first aid?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. clean their hands effectively?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. properly cook potentially hazardous foods?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. the eight major allergens?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. maintain hot & cold held foods at proper temperatures?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thanks. Now, just a few more questions about how you see the overall food safety situation here. I'd like you to answer the next questions by choosing a response from this scale – 'Yes, definitely' to 'No, not at all'." Please listen to each question, and choose your answer from one of these here on the scale. *Show scale. Ask each question, and check their response.*

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26. Do you feel that you have all the food safety knowledge you need to be able to effectively manage food safety in this establishment?

- Yes, definitely    Yes, sort of    Not sure    No, not really    No, not at all    Refused

27. Do you feel that you have all the management skills you need to be able to effectively manage food safety in this establishment?

- Yes, definitely    Yes, sort of    Not sure    No, not really    No, not at all    Refused

28. Do you feel that you have been given enough authority/ position by your Boss or Owner to be able to effectively manage food safety in this establishment?

- Yes, definitely    Yes, sort of    Not sure    No, not really    No, not at all    Refused

29. What is the highest level of formal education you have completed?

- |  |   |
|--|---|
| <input type="radio"/> 8 <sup>th</sup> grade or less            | <input type="radio"/> College degree                  |
| <input type="radio"/> Some high school                         | <input type="radio"/> Some graduate work              |
| <input type="radio"/> High school diploma                      | <input type="radio"/> Graduate degree                 |
| <input type="radio"/> Some community college or associate work | <input type="radio"/> Other ( <i>describe</i> ) _____ |
| <input type="radio"/> Community college or associate degree    | <input type="radio"/> Unsure                          |
| <input type="radio"/> Some college                             | <input type="radio"/> Refused                         |

30. Please indicate which of the following categories best describes your age—15 to 20 years of age, 21 to 30 years of age, 31 to 40 years of age, 41 to 50 years of age, 51 to 60 years of age, or older than 60?

- |   |   |
|---|---|
| <input type="radio"/> 15 to 20 years of age | <input type="radio"/> 51 to 60 years of age |
| <input type="radio"/> 21 to 30 years of age | <input type="radio"/> Older than 60         |
| <input type="radio"/> 31 to 40 years of age | <input type="radio"/> Unsure                |
| <input type="radio"/> 41 to 50 years of age | <input type="radio"/> Refused               |

31. What is your primary language? (*If respondent needs clarification—primary language is the language you speak best*)

- |   |  |
|---|--|
| <input type="radio"/> English           | <input type="radio"/> Other ( <i>describe</i> ): _____ |
| <input type="radio"/> Spanish           | <input type="radio"/> Unsure                           |
| <input type="radio"/> Russian           | <input type="radio"/> Refused                          |
| <input type="radio"/> An Asian language |  |

NOT TO BE READ ALOUD: Note the interviewee's gender here:

- Male    Female    Unsure

**Thank you, that's the end of the interview section. Now I would like you to take this short quiz, it's 11 questions and shouldn't take you very long to complete.**

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Please choose the best answer and circle your answer choice.

1. **What symptom(s) are most likely to indicate an employee has a disease that may be passed through food?**
  - A. Pink eye
  - B. Runny nose and sneezing
  - C. Vomiting and diarrhea
  - D. All of the above
  
2. **Raw hamburger patties should be cooked to an internal temperature of**
  - A. 135°F (57°C).
  - B. 140°F (60°C).
  - C. 150°F (66°C).
  - D. 155°F (68°C).
  
3. **What should you do to ensure that the sanitizing solution you are using on a food preparation surface will work properly?**
  - A. When mixing the solution, use a test kit to check its concentration.
  - B. When using the solution, rinse it from the surface and then let it air dry.
  - C. After using the solution, test the surface to confirm that no more microorganisms are present.
  - D. None of the above.
  
4. **What is the proper procedure for washing your hands?**
  - A. Wet hands with warm water. Apply soap. Vigorously scrub hands and arms for 10-15 seconds. Rinse hands. Dry hands.
  - B. Wet hands with warm water. Apply soap. Vigorously scrub hands and arms for 2-5 seconds. Apply a hand antiseptic. Dry hands.
  - C. Wet hands with warm water. Apply soap. Rinse hands. Dry hands.
  - D. None of the above.
  
5. **At what maximum internal temperature should cold potentially hazardous foods (PHF) be held?**
  - A. 0°F (-17°C)
  - B. 32°F (0°C)
  - C. 41°F (5°C)
  - D. 60°F (16°C)
  
6. **Food handlers should change their gloves:**
  - A. When they become soiled or torn
  - B. After taking out the trash
  - C. After handling raw meat and before handling ready-to-eat foods
  - D. All of the above



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- 7. At what minimum internal temperature should hot potentially hazardous foods (PHF) be held?**
- A. 115°F (46°C)
  - B. 125°F (52°C)
  - C. 135°F (57°C)
  - D. 155°F (68°C)
- 8. What is the correct way to clean and sanitize a prep table?**
- A. Rinse, wash, sanitize
  - B. Wash, rinse, sanitize
  - C. Sanitize, wash, rinse
  - D. Rinse, sanitize, wash
- 9. Poultry, stuffed meat, and all stuffing should be cooked to a minimum internal temperature of:**
- A. 165° F (74°C)
  - B. 150° F (66°C)
  - C. 145° F (63°C)
  - D. 155° F (68°C)
- 10. Food handlers must wash their hands before they start work and after:**
- A. Using the restroom.
  - B. Sneezing, coughing, or using a tissue.
  - C. Handling raw meat, poultry, or seafood.
  - D. All of the above.