

## Attachment 6 – EHS-Net Food Safety Practices & Beliefs Study: Manager Interview Marking Guide

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*This document is designed to provide a consistent set of definitions and guidance for marking each question on the manager interview.*

### MANAGER DEMOGRAPHIC

- 1. How many years have you worked in food service?**
  - Select range based on total years worked in food service irrespective of position or establishment (round up if it is an intervening time interval)
- 2. Have you ever had food safety training?**
  - This is a broad based question looking at whether they have ever had food safety training. This could include instructor led, web-based, etc.
- 3. Have you ever been a Certified Food Protection Manager (such as by passing an ANSI accredited program such as ServSafe, Prometric, National Registry of Food Safety Professionals, 360Training, or AboveTraining)?**
  - Mark Yes if they have ever been a Certified Food Protection Manager –we ask in questions #22-24 about the number of Certified Food Protection Managers
  - Mark Yes if the certification is still valid
- 4. What title would best describe your position?**
  - Indicate the interviewee's working title
- 5. Approximately how long have you been employed as a kitchen manager in this establishment?**
  - Indicate the time interval they have had responsibility over the kitchen
- 6. Does the restaurant's food safety performance rating, such as inspection scores, affect your pay?**
  - Mark Yes if this affects their compensation (e.g. bonus for good score, poor performance review for bad score, etc.)

### RESTAURANT DEMOGRAPHIC / CLASSIFICATION

Now, I'd like to ask some general questions about this restaurant.

- 7. Is this restaurant independently owned or part of a local, regional, or national chain?**
  - Independent – 1 location
  - Local Chain – Multiple establishments in 1 state
  - Regional Chain – Multiple establishments located in 2-10 states
  - National Chain – Multiple establishments located in >10 states
- 8. Which of the following options best describes the restaurant style?**
  - Family style – typically offer table-side service and non-disposable dishes
  - Fast Casual – Slightly more upscale than fast food, more of the food is prepared onsite than in fast food restaurants, food is typically ordered at a counter and utensils may be disposable or non-disposable, restaurants tend to have open kitchens
  - Fast Food – typically ordered at a counter and then the patron carries their food to a table, utensils are typically disposable and customers dispose of their own waste
  - Fine Dining – Offer table-side service on non-disposable utensils, with servers in formal wear
  - Buffet – Customers serve themselves from food that is placed out for self-service

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- Café/Bistro – typically food is served at a counter and food items are limited to non-TCS bakery products, sandwiches, and soups
  - Other – Use this option if the restaurant style does not fit into the above categories
- 9. What is the seating capacity of this restaurant:** (should be located on the Certificate of Occupancy)
- This is the seating capacity located on the Certificate of Occupancy not necessarily how many seats they actually have
- 10. What is your approximate sales per customer?**
- This is calculated as total sales/total number of customers
  - It may also be referred to as average sales per cover
- 11. What is your approximate average number of transactions or tickets per day?**
- This is the number of tickets or transactions per day, this is differentiated from the number of customers (q. 10) in that you may have multiple customers on one ticket (e.g. a party of 4 would have one ticket but would represent 4 individual customers)
- 12. Approximately how many meals are served here daily?**
- Insert approximate number of meals
- 13. What is the establishment's busiest day, in terms of number of meals served?**
- Select the day of the week they report serving the most meals
- 14. How many people work here including employees and managers that have foodhandling duties including prepping, cooking or plating food?**
- Insert number of people that have foodhandling duties. This can be interpreted similarly to NEARS, if a server handles food (other than solely delivering it to a table) they could be counted.
- 15. How many of these employees do you have to replace on average every month?**
- Insert the number of new people in general in the above category that is replaced per month, if they are not sure you can probe with how many people were replaced last month.
- 16. In general, what is the average length of employment for:**
- Managers – Enter the number of years and circle yr – if less than 1 yr enter the number of months and circle mo
  - Cooks - Enter the number of years and circle yr – if less than 1 yr enter the number of months and circle mo
- 17. How often do you review the restaurant's profit and loss statement?**
- Select the appropriate time interval, if they do not know what a profit and loss statement is select the option for Doesn't know what this is
  - If another person reviews this document (e.g. general manager or accountant) and they are unsure of the interval select accountant/business Mgr
  - The intent of this question along with question 18 is to understand the intensity in which a restaurant monitors their finances
- 18. How often do you review the restaurant's prime costs?** (Total cost of goods sold + total labor cost)
- Select the appropriate time interval, if they do not know what a profit and loss statement is select the option for Doesn't know what this is
  - If another person reviews this document (e.g. general manager or accountant) and they are unsure of the interval select accountant/business Mgr
- 19. What language(s) do you and other managers in this establishment speak fluently?**

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- Select the language(s) that the managers speak fluently in the operation of the business (e.g. if someone is fluent in Latin at home but never uses it in the restaurant it does not need to be marked)
- 20. In your opinion, how well do you communicate verbally with your food workers: Excellent/perfectly, very well, somewhat well, acceptable/passibly, or not well at all?**
- Select the option that reflects how well they are able to communicate with the employees with food handling responsibilities.
- 21. What is the primary language of the employees that work in this restaurant?**
- Select the primary languages of the food-handling workers
- 22. Is the manager over the kitchen a Certified Food Protection Manager?**
- Mark yes if they have passed an ANSI-accredited food protection manager course
  - If the certification is still valid mark the appropriate box
- 23. Does the restaurant have a Certified Food Protection Manager for all hours of operations?**
- Select Yes if it is for all hours
  - Select Some Hours if they are present a portion of the time
  - Select No if they do not have a certified protection manager
- 24. How many employees and managers in this restaurant are Certified Food Protection Managers?**
- Enter the number of managers and employees that are certified food protection managers
- 25. Does this restaurant allow employees to handle ready to eat foods with their bare hands?**
- Indicate if the restaurant allows bare hand contact with ready-to-eat food (regardless of regulatory requirements)
  - Indicate if bare hand contact is allowed by the jurisdiction

### FOOD SAFETY POLICIES

I would now like to ask you some questions about this restaurants policies.

- 26. For the following practices could you tell me if you have a policy, and if you do if it is written or verbal.**

If partially written and partially verbal mark both the written and verbal checkboxes

- a) Monitoring cooking temperatures – includes having standards for cooking temperatures and verifying that foods have reached the temperatures
- b) Cooling of foods – includes how and where to cool and verifying foods have cooled in an acceptable timeframe
- c) Cold holding of food – includes temperature for cold holding of food and checking of temperatures
- d) Hot holding of food – includes temperatures for hot holding of food and checking of temperatures
- e) Reheating of food – includes temperature requirements and verification of temperature
- f) Date-marking and disposition of Ready-to-Eat TCS/PHF foods – includes marking ready to eat TCS/PHF foods that are held for over with 24 hours with either a start or discard date and procedure to ensure that foods are discarded when they have exceeded this date
- g) Receiving of foods/Checking temperatures – includes checking incoming shipments for wholesomeness and checking temperatures of TCS/PHF foods
- h) Preventing cross-contamination – includes storage of items and cleaning/sanitizing between handling foods with lower cooking temperatures

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- i) Preventing bare hand contact with ready-to-eat foods – includes using utensils/gloves/or other barrier between an employee’s hands and the food
- j) Managing ill workers – includes excluding/restriction of sick employees and other methods to keep ill workers from working
- k) Cleaning of food contact surfaces – includes the frequency and how to clean these areas
- l) Cleaning the establishment – includes overall cleaning of the establishment
- m) Managing food allergies – includes knowledge and identification of products with allergens and methods to prepare foods to minimize contamination
- n) Responding to incidents of vomiting or diarrhea in the restaurant – includes a procedures for isolating, cleaning, and disinfecting the areas

**27. Are employees trained on these policies?**

- Mark Yes if employees are specifically trained on these policies

**a. How are employees trained on these policies?**

- Indicate what method is used to train employees on these policies

**28. What methods do you use to ensure that the policies are being followed?**

- Select any method(s) that the restaurant uses to ensure that the policies are being followed

**29. When you hire a new employee, in general, what is the primary method used for training them?**

- Indicate which method is primarily used for training a new employee in how to perform their duties

**30. Do you provide any specific food safety training beyond how to perform their specific job duties?**

- Indicate if they provide food safety training as a part of the new employee training

**a. What methods do you use to provide food safety training?**

- Indicate which method(s) are used to provide this training

**31. Does this restaurant serve any raw or undercooked animal products or items that may contain an undercooked animal product (e.g. a rare steak, raw oysters, or meringue)?**

- Indicate if the restaurant has a menu item with an animal product that can be routinely ordered raw/undercooked. Question 32 asks if they only do it for a specific customer request but do not routinely do it (e.g. for that long term customer that always wants his eggs over-easy.)

**a. How do you identify animal products that are served raw or undercooked?**

- This is asking about the disclosure component of the consumer advisory provision – indicate which method is used

**b. Do you let customers know that they are at an increased risk for illness if they eat the animal products raw or undercooked? If so, is it for all items or just some items, such as for sushi but not for an undercooked steak?**

- Indicate if the reminder is for all items or only some items

**c. How do you let them know that they are at an increased risk for illness?**

- This is the reminder component of the consumer advisory provision – indicate how the reminder is provided

**32. Would this restaurant serve a raw or undercooked animal product upon customer request?**

- This question is asking if the restaurant does not normally serve an item undercooked but is willing to do it for a long-term customer (e.g. the long-term customer that always wants his eggs over-easy)

**33. Do you have special date-marking procedures for ready to eat potentially hazardous or TCS foods, such as when they were prepared, opened, or when they should be used by?**

- This question is asking if they have date-marking procedures for ready-to-eat TCS/PHF foods versus a date-marking system for when products are received or other system
- a. **Do you mark the foods with the date it was prepared or the date it should be discarded?**
  - This asks what the date or marking on the package represents (the start date or end date)
- b. **How many days does this restaurant keep these items for?**
  - This asks how long the food will be held for prior to discarding
- c. **Does this include the day it was made, for example if it was made on Tuesday do you start counting from Tuesday or from Wednesday?**
  - This question is seeing if they include the date of preparation
- d. **What system do you use to mark the foods with the date?**
  - This is asking about the system that they use (e.g. a written date, color coded dot, etc.)

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

Male  Female

**Thank you for your time and participation. The results of this survey will be combined with results from other surveys to provide an overall picture of restaurant food safety practices.**

Site: \_\_\_\_\_ - this is the EHS-Net site (e.g. NYS for New York State)

Establishment Code Number: \_\_\_\_\_ - this is the code number that is assigned to the specific establishment

Date: \_\_\_\_\_ - this is the date of the interview

Additional Notes: - this is for any additional notes that you think are relevant or clarify an answer above