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**Part III- Manager interview:** Conduct an establishment manager interview after an establishment has been identified for an environmental assessment. This form provides a semi-structured interview; you can probe for more information as needed. *Read bold text aloud.* Do not read answer choices aloud unless they are bolded. Do not read the *Unsure* or *Refused* answer choices.

1a. How long was the interview? *Number of minutes:* \_\_\_\_\_

1b. Date the manager interview was initiated (MM/DD/YYYY): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**READ ALOUD:** I'd like to ask you some questions about this establishment. Please be as open and honest as possible. The first few questions focus on the establishment in general. For these questions, please make your best estimate if you do not know the exact answer.

2. Is this an independent establishment or a chain establishment?

- Independent       Unsure  
 Chain               Refused

3. Approximately how many meals are served here daily? Meals could be estimated using number of customers served or ticket orders.    #\_\_\_\_\_     Unsure     Refused

4. What is the establishment's busiest day, in terms of number of meals served?

- Monday                       Friday                       Unsure  
 Tuesday                       Saturday                       Refused  
 Wednesday                       Sunday  
 Thursday

5. Are any foods prepared or partially prepared at a commissary or other location?

- Yes                       Unsure  
 No                       Refused

6. Other than daily specials, when was the last time food items were added to your menu(s)?

- No changes to menu items have occurred     More than a month ago  
 In the last WEEK                       Unsure  
 In the last MONTH                       Refused

**READ ALOUD:** The next few questions focus on kitchen managers. As I read the following questions, please keep in mind that we are asking about managers who have control over the kitchen area or back of the

7. Approximately how long have you been employed as a kitchen manager in this establishment?

- Length: \_\_\_\_\_     Unsure     Refused

8. Approximately how long have you worked as a kitchen manager?

Length: \_\_\_\_\_  Unsure  Refused

9. How many kitchen managers, including you, are currently employed in this establishment? If you aren't sure, use your best guess.

Number of kitchen managers: \_\_\_\_\_  Unsure  Refused

**READ ALOUD:** The next few questions focus on the language-related knowledge and skills of all kitchen managers in your establishment. Please think about your language abilities and those of other kitchen managers in this establishment.

For these questions, fluent means able to clearly, easily, and readily understand and communicate verbal messages in the language specified. If a manager is bilingual or trilingual please tell me all languages he or she speaks fluently. For these questions, please make your best estimate if you do not know the exact answer.

10. What language(s) do you and other managers in this establishment speak fluently? (Check all that apply)

- English  Chinese (any dialect)  
 Spanish  Japanese  
 French  Other (Please describe): \_\_\_\_\_

11. What languages do you and other managers speak at work? (Check all that apply)

- English  Chinese (any dialect)  
 Spanish  Japanese  
 French  Other (Please describe): \_\_\_\_\_

12. In your opinion, how well do you communicate verbally with your food workers: not well at all, somewhat well, or very well?

- Not well at all  Somewhat well  very well  
 Unsure  Refused

**READ ALOUD:** The next few questions ask about kitchen manager food safety training and certification.

13. Do any kitchen managers receive food safety training? This training can be a course or a class, or it can be training that occurs on the job.

- Yes  Unsure *Skip to next Read Aloud*  
 No *Skip to next read Aloud*  Refused *Skip to next Read Aloud*

13a. How many kitchen managers have had food safety training? If you aren't sure, use your best guess.

Number of managers: \_\_\_\_\_  Unsure  
 Refused

13b. What type of food safety training do kitchen managers (you) receive? Is it on the job or a class or a course taken somewhere other than work, or both of these types? (Check all that apply)

- On the job training (any training conducted by the establishment or corporate office. It might entail posting instructions or material in the establishment, viewing videos, computer-based training taken in the establishment or sending employees to a corporate kitchen for training.)  
 A class/course taken at a university, community college, or culinary school or other educational institution (any training conducted by a university, community college, culinary school, health department or similar entity.)  
 A course/class that leads to taking an exam from an ANSI accredited program (such as ServSafe, National Registry of Food Safety Professionals, Prometric, 360 Training, or AboveTraining/StateFoodSafety.com).

**READ ALOUD:** The next few questions ask about kitchen manager food safety certification, where you receive a certificate upon completion of the training course.

**14. Does this establishment require that kitchen managers have a food safety certification?**

- Yes
- No
- Unsure
- Refused

**15. Are any kitchen managers, including you, food safety certified?**

- Yes
  - No
  - Unsure
  - Refused
- Skip to next Read Aloud*

**15a. How many kitchen managers in this establishment, including yourself, are food safety certified by an ANSI accredited program such as ServSafe National Registry of Food Safety Professionals Prometric, or 360Training, or AboveTraining/StateFoodSafety.com? If you aren't sure, use your best guess.**

- Number of managers: \_\_\_\_\_
- Unsure
- Refused

**15b. How often is a certified kitchen manager present during hours of operation?**

- All of the time
- Most of the time
- Some of the time
- Rarely
- None of the time
- Unsure
- Refused

**READ ALOUD:** The next set of questions focuses on food workers, and by food workers I mean 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.

**16. How many food workers do you have? If you do not know the exact number, an estimate will be fine.**

- Number of food workers: \_\_\_\_\_ *If 0, skip to the Read Aloud before #17*
  - Unsure
  - Refused
- Skip to the Read Aloud before #17*

**16a. What language(s) do food workers in this establishment speak fluently? (Check all that apply)**

- English
- Spanish
- French
- Chinese (any dialect)
- Japanese
- Other (Please describe): \_\_\_\_\_

**16b. What languages do food workers speak at work? (Check all that apply)**

- English
- Spanish
- French
- Chinese (any dialect)
- Japanese
- Other (Please describe): \_\_\_\_\_

**READ ALOUD:** The next few questions focus on food safety training and certification among food workers, excluding managers.

**16c. Do any food workers receive food safety training? This training can be a course or a class, or it can be training that occurs on the job.**

- Yes
  - No
  - Unsure
  - Refused
- Skip to next Read Aloud*

**16c1. How many food workers have had food safety training? Please make your best estimate if you do not know the exact number.**

- Number of food workers with training: \_\_\_\_\_
- Unsure
- Refused

**16c2. What type of food safety training do food workers receive? Is it on the job or a class or course taken somewhere other than work, or both of these types? (Check all that apply)**

- On the job training (any training conducted by the establishment or corporate office. It might entail posting instructions or material in the establishment, viewing videos, computer-based training taken in the establishment or sending employees to a corporate kitchen for training.)
- A class/course taken at a university, community college, or culinary school or other educational

institution (any training conducted by a university, community college, culinary school, health department or similar entity.)

- A course/class that leads to taking an exam from an ANSI accredited program (ServSafe, National Registry of Food Safety Professionals, Prometric, 360 Training, AboveTraining/StateFoodSafety.com).

**READ ALOUD:** Now I'm going to ask you some questions about policies you have in this establishment. Food safety policies can be informal, verbal and part of on-the-job or other establishment training or they may be formal, written documents that state the policy.

**17. Does this establishment have a cleaning policy or schedule for**

<b>17a. cutting boards?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>17b. food slicers?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>17c. food preparation tables?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>17d. after a worker or customer vomits and/or has diarrhea in the establishment?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>17e. frequently touched customer surfaces like menus, tables, and condiments?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA

If none of the answers to 17a-17e are Yes, skip to #18.

**17f. If they have any of these policies: Are any of these policies written?**

- Yes  Unsure *Skip to #18*
- No *Skip to #18*  Refused *Skip to #18*

**17f11. Which ones? (Check all that apply)**

- Cutting boards  After vomiting/diarrheal incident
- Food slicers  Frequently touched customer surfaces
- Food preparation tables

**18. Does this establishment have a policy for disposable glove use?**

- Yes  Unsure *Skip to next Read Aloud*
- No *Skip to next Read Aloud*  Refused *Skip to next Read Aloud*

**18a. If there is a glove use policy: Does the glove policy require that food workers wear gloves:**

<b>18a1. when they have cuts or other injuries?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused
<b>18a2. when handling ready-to-eat foods?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>18a3. when handling raw meat or poultry?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused <input type="checkbox"/> NA
<b>18a4. at all times while working in the kitchen?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <input type="checkbox"/> Refused

**18b. If there is a glove use policy: Is the policy written?**

- Yes  Unsure
- No  Refused

**READ ALOUD:** The next few questions refer to actual food temperatures, not the ambient temperatures where food is stored. The questions refer to temperatures taken using some type of thermometer.

**19. Does this establishment have a policy to take the temperature of any incoming food products?**

- Yes  Unsure
- No  Refused



**20. Excluding incoming products, does this establishment have a policy to take food temperatures?**

- Yes                       Unsure  
 No                          Refused

**READ ALOUD:** Now I'd like to ask you a few questions about worker health policies. Again, I am asking about policies that apply to staff who primarily work with food—not staff who have no or very limited food handling responsibilities.

**21. When food workers say they are ill, do you typically ask if they are experiencing certain symptoms?**

- Yes                       Unsure  
 No                         Refused

**22. Does this establishment have a policy or procedure that requires food workers to tell a manager when they are ill?**

- Yes                       Unsure    *Skip to #23*  
 No    *Skip to #23*             Refused    *Skip to #23*

**22a. Is this policy in writing?**

- Yes                       Unsure  
 No                         Refused

**22b. Does this policy require ill workers to tell managers what their symptoms are?**

- Yes                       Unsure  
 No                         Refused

**22c. Does this policy specify certain symptoms that ill workers are required to tell managers about?**

- Yes                       Unsure    *Skip to #23*  
 No *Skip to #23*             Refused    *Skip to #23*

**25c1. What are those symptoms? (Check all that apply)**

- Vomiting                       Sore throat with fever  
 Diarrhea                       A lesion containing pus (for ex., boil or infected wound)  
 Jaundice (yellow eyes or skin)     Other (Please describe): \_\_\_\_\_

**23. Does this establishment have a policy or procedure to restrict or exclude ill workers from working? By restrict I mean the worker can work, but is not allowed to handle food, and by exclude I mean the worker does not work at all.**

- Yes                       Unsure    *Skip to next Read Aloud*  
 No    *Skip to next Read Aloud*     Refused    *Skip to next Read Aloud*

**23a. Is this policy in writing?**

- Yes                       Unsure  
 No                         Refused

**23b. Does this policy specify the specific symptoms that would prompt excluding or restricting ill workers from working?**

- Yes                       Unsure    *Skip to next Read Aloud*  
 No    *Skip to next Read Aloud*             Refused    *Skip to next Read Aloud*

**23b1. What are those symptoms? (Check all that apply)**

- Vomiting                       Sore throat with fever  
 Diarrhea                       A lesion containing pus (for ex., boil or infected wound)  
 Jaundice (yellow eyes or skin)     Other (Please describe): \_\_\_\_\_

**READ ALOUD:** The next few questions focus on the food worker and manager sick leave policy. As I read the following questions please keep in mind that we are asking about managers who have control over the kitchen area or back of the house and food workers that work in the kitchen.

**24. Do any kitchen managers (including you) ever get paid when they miss work because they are ill?**

- Yes                       Unsure    *Skip to #25*  
 No    *Skip to #25*       Refused    *Skip to #25*

**24a. How many kitchen managers get paid when they miss work because they are ill? Please make your best estimate if you do not know the exact number.**

- Number of managers: \_\_\_\_\_  Unsure  
 Refused

**25. Do any food workers ever get paid when work is missed because they are ill?**

- Yes                       Unsure    *Skip to #26*  
 No    *Skip to #29*       Refused    *Skip to #26*

**25a. How many food workers get paid when they miss work because they are ill? Please make your best estimate if you do not know the exact number.**

- Number of workers: \_\_\_\_\_  Unsure  
 Refused

**26. Have any practices or policies changed since you were first notified about a potential problem in your restaurant?**

- Yes                       Unsure    *End interview*                       Not applicable    *End interview*  
 No    *End interview*       Refused    *End interview*

**26a. What were those changes?**

**READ ALOUD:** Thank you very much.