

ServSafe® Product Suite Details - Academic



						ServSafe Workplace	
Product Details	ServSafe Manager	ServSafe Food Handler	ServSafe Alcohol	ServSafe		Sexual Harassment Prevention	Understanding Unconscious Bias
				Allergens	Essentials		
Target audience	Managers • Supervisors • Shift leaders • Chefs • Culinary Students • Cooks	Food Handlers • Supervisors • Servers • Suppliers • Culinary Students • Volunteers • Food Demonstrators	Managers • Bartenders • Hosts • Servers • Bouncers • Bussers • Valets • Front-of-House Staff Special edition for cruise lines	Back-of-house staff who prepare food	Front of House staff who do not prepare food	All managers and employees in restaurants and hospitality venues	All managers and employees in restaurants and hospitality venues
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	Delivers consistent food safety training to foodservice employees to ensure they know how to handle and prepare food safely	Promotes individual responsibility and prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to serve alcohol responsibly	Equips managers and employees with the critical training they need in order to accommodate guests with food allergies	Provide workers who do not prepare food with the knowledge to communicate with customers with allergies	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	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
Features and Benefits	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 30 minutes of training priced so that all staff can be trained on allergens Reflects the latest findings from FDA Food Code, including the addition of sesame seed to make it the Big 9 Allergens Includes how to handle emergencies and steps for epinephrine administration endorsed by the Chicago Medical Society. 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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
Topics Covered	<ul style="list-style-type: none"> 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 	Thorough training in all 5 key areas of food handler responsibility: <ul style="list-style-type: none"> Basic Food Safety Personal Hygiene Cross-Contamination Time and Temperature Cleaning and Sanitizing 	<ul style="list-style-type: none"> 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 	Allergy Fundamentals Front of the House Back of the House Big 9 Allergens Epinephrine administration	Allergy Fundamentals Managing Emergencies Keeping Guests Safe Big 9 Allergens Epinephrine administration	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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

BENEFITS OF WORKING WITH SERVSAFE



Dedicated bilingual customer care team



Always-up-to-date regulatory information



Flexible learning formats



Branded portal solutions



Tailored implementation options

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				Allergens	Essentials		
Exam Types	Online, Paper/Pencil	Online, Paper/Pencil	Online, Paper/Pencil	Online	No exam		
Number of Exam Questions	90 (80 scored questions / 10 unscored pilot questions)	40	40	30	N/A	No exam	No exam
Types of Questions	Multiple choice	Multiple choice	Multiple choice	Multiple choice	N/A	N/A	N/A
Passing Score	70%	75%	75%	75%	N/A	N/A	N/A
Retake Policy	2 attempts within 30 days. Must wait 60 days after last attempt for 3-4. No more than 4 attempts in 12-month period.	Online version comes with 3 retakes. No time needed between retakes.	Online: Must purchase another online course and exam to retake exam. Paper/Pencil: Must purchase another answer sheet.	3 retakes allowed. No time needed between retakes.	N/A		
Exam Length	2 hours	Not timed	Not timed	Not timed	N/A		
Accommodation Requests	Available	Available	Available	Available	N/A		
Accreditation	Fully accredited (ANSI/CFP) ¹	Fully accredited (ANSI/ASTM) ²	N/A	Fully accredited (ANSI/ASTM)		N/A	N/A
	¹ ANSI/CFP: ServSafe Manager Certification is accredited against standards set by the Conference for Food Protection and the American National Standards Institute. ² ANSI/ASTM: Food Handler / Allergens programs are accredited by the American National Standards Institute under the ASTM International Standard for Certificate Programs.						
Certification Expiration	5 years*	3 years*	3 years*	3 years*	N/A	N/A	N/A
	*Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.						
CLASSROOM							
Proctor Required	Yes	No	No	No		-	-
Course Languages	English, Spanish, Simplified Chinese, Korean	English, Spanish	English, Spanish	English, Spanish		-	-
Exam Languages	English, English Large Print, Spanish, Simplified Chinese, Korean, Japanese, Canadian French	English, Spanish, Simplified Chinese, Korean, Vietnamese	English, Spanish	English, Spanish		-	-
Duration	8 or 16 hours	2-4 hours	2.5-4 hours	2-4 hours		-	-
Support Materials	Manager book, Coursebook, Leader's Guides, videos, slides, practice tests, activities	Food Handler Guide, Leader's Guide, PowerPoint slides	ServSafe Alcohol Guide; Instructor Resources, including slides with embedded videos	Instructor PPTs available to integrate the online course into classroom-based instruction		-	Discussion Guide, Job Aid, Break Room Posters
Instructor Fee	No fee	No fee	\$50 to apply; \$0 to renew	N/A		-	-
ONLINE							
Course Languages	English, Spanish	English, Spanish, Simplified Chinese, Korean, Vietnamese	English, Spanish	English, Spanish		English, Spanish	English, Spanish
Exam Languages	English, Spanish, Simplified Chinese			English, Spanish	English, Spanish	-	-
Duration	8 hours (approved in jurisdictions requiring 16 hours of training)	2-4 hours	3 hours	1 hour	30 mins	Employee: 30 mins Manager: 60 mins	Employee: 30 mins Manager: 60 mins
Course Expiration	Must start within 12 months of purchase. Course expires 90 days after it is started.	Must start within 12 months of purchase. Course expires 60 days after it is started.	Must start within 12 months of purchase. Course expires 90 days after it is started.	Must start within 12 months of purchase. Course expires 90 days after it is started.	Must start within 12 months of purchase. Course expires 90 days after it is started.	Must start within 12 months of purchase. Course expires 60 days after it is started.	Must start within 12 months of purchase. Course expires 90 days after it is started.

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