

# Health Care

DINING

SERVICES

A Workbook for  
Employee Training

Level I

# Health Care Dining Service

**A Workbook for Employee Training**

**Level I**

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# Test Yourself!

## Right & Wrong

### True or False

Please circle T for True or F for False

- |                                                                          |   |   |
|--------------------------------------------------------------------------|---|---|
| 1. Always grab utensils, such as a scoop, by the handle.                 | T | F |
| 2. It is not necessary to always handle stemmed glassware by the bottom. | T | F |
| 3. It is OK to leave the flour scoop in the flour.                       | T | F |
| 4. Always wash food, even if you wash it in the hand sink.               | T | F |
| 5. Jewelry, long nails, and rings are OK if worn in moderation.          | T | F |
| 6. Never towel dry pans; always tilt them on a wire shelf!               | T | F |

## Multiple Choice

Please circle your answer

- |                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>7. <b>When loading the dish tray you should place larger dishes:</b></p> <ul style="list-style-type: none"><li>a. In front of small dishes</li><li>b. In back of small dishes</li><li>c. On the outside of the tray</li><li>d. In your arms</li></ul>     | <p>8. <b>When putting food away after usage you should always</b></p> <ul style="list-style-type: none"><li>a. Roll the bag tight</li><li>b. Write the name and date on the bag</li><li>c. Shake the bag</li><li>d. Both a and b</li></ul>                        |
| <p>9. <b>The garbage can lid should be</b></p> <ul style="list-style-type: none"><li>a. Attached by a cord and covering the can</li><li>b. Attached by a cord and hook</li><li>c. On the floor next to the can</li><li>d. Half off for easy access</li></ul> | <p>10. <b>Keeping an open bag on the shelf is</b></p> <ul style="list-style-type: none"><li>a. Always ok</li><li>b. Never ok</li><li>c. Ok as long as it's not perishable</li><li>d. Ok as long as it's dated</li></ul>                                           |
| <p>11. <b>When serving food from a steam table</b></p> <ul style="list-style-type: none"><li>a. Use utensils</li><li>b. Use gloves</li><li>c. Use gloves and utensils</li><li>d. Use both hands</li></ul>                                                    | <p>12. <b>With regard to jewelry and hands</b></p> <ul style="list-style-type: none"><li>a. One ring is OK as long as it's discreet</li><li>b. A small bracelet is OK</li><li>c. Nail polish is OK as long as it's not red</li><li>d. None of the above</li></ul> |

Answer Key 1.T 2.F 3.F 4.F 5.F 6.T 7.B 8.D 9.A 10.B 11.A 12.D

# Chapter 1: Hand Washing and Personal Best

**Before beginning this chapter, review the poster entitled *The Wrong Way and Right Way*. The poster will introduce safe serving procedures that must be followed in order to prevent spreading germs to your fellow employees or customers. You must understand these procedures. This is a review of the information provided in the presentation with some questions that will show you and your employer whether you understand these procedures.**

## Quiz 2 – Handling Dinnerware

1. When handling utensils, you should

- a. hold the utensils from the service area.
- b. hold them randomly.
- c. touch only the handle part of the utensil.
- d. none of the above.

2. The rim of a dinner plate

- a. should be used to balance the plate when holding it from the bottom.
- b. is the farthest towards the service area of the plate you should touch.
- c. is where you should begin grasping the plate
- d. a and b

3. Multiple cups and glasses

- a. should be carried by stacking them.
- b. should be carried by inserting your fingers in them.
- c. should be carried on a tray.
- d. all of the above

4. It is never ok to

- a. handle the service end of a utensil.
- b. put your fingers inside a glass.
- c. handle ready to eat food with you bare hands.
- d. all of the above

## Chapter 2: Surviving the State Survey

### What Should I Do and What Should I Say?



### Understanding the State Survey Process and Your Responsibility During the Survey

**The Rule:** Do it right...even when no one is looking!!

**Fact:** Surveyors work all hours of the day...  
**even weekends.**

## ***What is a Survey?***

From time to time your community will be surveyed by state and local agencies to assure that you are complying with food safety and resident care regulations. The local health department issues the license needed to operate a food service facility serving the public and will focus on food safety and compliance with the food code. The state health department issues the license needed to operate a community that provides all aspects of care to a highly susceptible population and will conduct a much broader survey which includes food safety but will also look at all aspects of food service as well as nursing care, quality of life, etc. There are similarities and differences in what each agency is looking for when they visit your community.

### **Local Health Department**

- Food safety inspection completed by a sanitarian
- Usually takes 1-2 hours depending on size and number of service points in your operation
- Surveys every food service operation in its area of responsibility 2-4 times per year
- Entire survey is based on compliance with Food Code only

### **State Health Department (Dining Services Survey)**

- Survey may be completed by a nurse, social worker, dietitian or sanitarian working as part of a team
- Surveys for compliance with Food Code, food quality, AND compliance with state and federal regulations pertaining to nutrition care of residents
- Usually takes 3-5 days depending on size of community
- Surveys approximately once per year (see Survey Window later in this chapter)
- Complaint surveys at any time as indicated by volume and type of complaint
- Dining Services survey is only one component of the state survey



## ***Did you know 10% of all community surveys must be on the weekend and off-hours?***

It is important to understand the needs of your clients. Some people, due to their health conditions or stage of life, are more susceptible to food-borne illness. Those people include:



- **Older people**
- **Children**
- **People with compromised immune systems**
- **Pregnant women**

According to the National Center for Disease Control (<http://www.cdc.gov/ncidod/diseases/food/index.htm>), “*CDC estimates that 76 million Americans get sick, more than 300,000 are hospitalized, and 5,000 people die from food-borne illnesses each year.*” Considering the numbers, it is understandable why the state agencies are concerned about the prevention of food-borne illness in communities.

### ***Who Participates in the Survey?***

The team surveying your community will typically include a registered nurse, a social worker, a sanitarian, and perhaps, a dietitian. There will be a team leader who serves as the point person for the team. By the same token, it requires the best effort of each member of the dining services team to survive the survey.

## Portion Control

**What is portion control?** Portion control is a method used to ensure a uniform portion or amount of food that is served. It is based upon weights and measurements of food items.



### Why is portion control important?

- Measuring recipe ingredients accurately results in consistently high quality food
- You will be less apt to run out of food before you finish serving the meal
- It improves customer satisfaction – the people sitting at each table will have the same portion size of each menu item unless their specific menu or ticket requests otherwise
- The dietitian will be able to confirm that a resident's nutritional needs have been met if they have consumed all of the food served
- It helps keep costs in line



**What determines correct portion size?** A correctly sized portion must:

- ✓ Meet the nutritional needs of the residents
- ✓ Meet the minimum requirement for the community
- ✓ Meet federal and state regulations regarding food groups and portion size
- ✓ Consider the special needs of diabetics, calorie counts, and other special circumstances
- ✓ Be appropriate for the size of the dinner plate

# PORTION CONTROL

## SCOOPS

For accurate measure... be sure to level off scoop

Size	Measure	Fluid OZ	Uses
#6	2/3 Cup	5	Casseroles Fruit, Veggies Starches & Entrees
#8	1/2 Cup	4	
#10	3/8 Cup	3 1/4	
#12	1/3 Cup	2 3/4	Eggs Garnish
#16	1/4 Cup	2	Sour Cream Garnish
#20	3 TBS	1 1/2	
#24	2 2/3 TBS	1 1/3	
#30	2 TBS	1	

Scoop size refers to the # of scoops per Quart

### TIPS FROM CHEF WIZDOM:

Always check utensil sizes before starting meal service. If you are unsure which utensil size you need... ask your supervisor or the cook to help you!

Most scoop #s are located inside scoop handle

**ALWAYS Use Utensils When Serving Food!**

## LADELS & SPOODLES



Size	Measure	Uses
1 OZ	1/8 Cup	Sauces/Dressing
2 OZ	1/4 Cup	Gravies/Sauces
4 OZ	1/2 Cup	Fruit, Veggies & Starches
6 OZ	3/4 Cup	Stews, Cereal, Soups & Creamed Dishes
8 OZ	1 Cup	Soups & Stews

For Correct Portion Size... Always follow the recipe!

Did you know 1 OZ = 30 cc, 2 tbsp, or 6 tsp?



Always hold serving utensils by the handle... NEVER by the serving side

# Matching Game!

Choose the picture of the item that matches the description below:



10



2



1



9



4



8



5



6



3



7



## Match

- Foam Handles
- Scoop Plate
- Nosey Cup
- Bent Utencil
- Lip Plate

- Coated Spoon
- Weighted Silverware
- Plate Guard
- Utencil Cuf
- Double Handle

Answer key is in the appendix.

## Chapter 4: *A Refresher Course*

# Refer to your Food Code!

### *Receiving and Storage*

- Check temperature, expiration and use-by dates when receiving food
- Check the temperature of each storage area to make sure food is kept at 41°F or below if refrigerated or 0°F or below if frozen.
- Store cooked and ready-to-eat foods above raw foods in the refrigerator to avoid cross-contamination.
- Store large amounts of thick food, such as soup, stews, and casseroles, in shallow pans with a product depth of no greater than 2 inches.
- Rapidly cool foods by proper methods before refrigerating to prevent bacteria growth and avoid raising temperature of units and endangering other foods stored there.
- Use the FIFO method. Label and date product, and use food in the order in which it is received, first in, first out.
- Quickly move received items to proper storage. Do not leave them on the dock or in hallways.
- ***Always*** refer to your *state food code*.

## Chapter 5: *Your Final Exam!*

What are the correct times to begin meal preparations in the kitchen for the following meals?

- Breakfast \_\_\_\_\_
- Lunch \_\_\_\_\_
- Dinner \_\_\_\_\_

How many sanitizer buckets or spray bottles are in the kitchen? How do you know which are for cleaning and which are for sanitizing?

How often are they changed?

How do you test the level of sanitizer?

- With what?
- How long?
- Why?

What do you use for cleaning?

What is the sanitizing chemical called?

# *Certificate of completion*

**This is to certify that**

\_\_\_\_\_

Has successfully completed

Health Care Dining Service Training

Date: \_\_\_\_\_

Awarded by: \_\_\_\_\_



# POSTERS FEATURED IN THIS WORKBOOK

## MAITRE D' GREG PRESENTS DINING ROOM SKILLS LISTENING & MANNERS

### THE GREETING

The Greeting is Your 1st Impression & Sets the Mood for the Entire Meal!

- Begin with "Hello" or "Good Evening"
- Speak Clearly & Slowly
- Smile & Be Pleasant
- Address Your Customer as MR. or MRS.

### MANNERS

Manners Provide the Lasting Impression Good or Bad...Your Reputation will Follow You!

- Be Sure That You Introduce Yourself
- Wear Your Name Badge
- Say Thank You
- Don't Use Slang

### HANDLING COMPLAINTS

The Customer is always right...even if they aren't! Apologize with the Customer You Only Wreck the Situation!

- The Customer's Complaint is Your TOP Priority
- Accept Responsibility
- Don't Get Defensive or Blame Others
- Keep Smiling! It's hard to stay mad at someone who is happily helping!

### LISTENING

Really LISTEN to what the customer is saying! Look at the Customer when Speaking or When Speaking To!

## A MENU OF FOOD SAFETY

### SERVE DAILY Main Courses

Handling of Foods: Wash, Chill, Cook, Reheat

**Temperature Requirements:**  
 Cooked food must reach: **165°F** (ground meats), **155°F** (poultry), **145°F** (steak & roasts), **135°F** (fish), **130°F** (vegetables), **130°F** (dairy products), **120°F** (soups & stews), **110°F** (bread & bakery products), **100°F** (corn, beans, rice), **70°F** (potatoes, pasta, casseroles), **40°F** (dairy products).  
 Hot hold: 165°F or higher; Cold hold: 41°F or below.

### Sides

**Vegetables:** Cooked, hot, or cold, must be kept at 130°F or above. Cooked, hot, or cold, must be kept at 130°F or above.

**Salads:** Must be served with dressing on the side. Dressing must be kept at 41°F or below. Salads must be kept at 41°F or below.

### The Finishing Touch

Wash hands, change gloves, and sanitize surfaces after handling food. Use a separate cloth for each service area.

## RETAINING FOOD TEMPERATURE

### SOME HELPFUL TIPS FROM CHEF WIZDOM

- USE TEMPERATURE RETENTION EQUIPMENT SUCH AS: HELIX THERMERS, WALK-IN COOLERS, ICE MELTS, COOLERS, STEAM TABLES.**
- COVER FOOD TO PREVENT DRYING.**
- USE TIME-TEMPERATURE INDICATING THERMOMETERS (TTI).**
- DO NOT REHEAT FOOD MORE THAN ONCE.**
- DO NOT REHEAT FOOD FROM THE FREEZER.**
- DO NOT REHEAT FOOD FROM THE COLD CHAIN.**
- DO NOT REHEAT FOOD FROM THE HOT CHAIN.**

## WRONG! RIGHT! WRONG! RIGHT!

# Contact Innovations Services to for Purchase Information

## SURVIVING A SURVEY

### WHAT THE SURVEYOR IS LOOKING FOR

- Cleanliness
- Safety
- Food Safety
- Allergen Control
- Temperature Control
- Labeling
- Documentation

**DO NOT STAND THERE! IT'S FROM BEHIND! THIS APPLIES TO THE MALL-IN-4, PROCESS OR EQUIPMENT AT PRESENT!**

### OTHER THINGS I HOPE TO FIND... THAT YOU'RE HOPING I DON'T!

- Dirty Food Prep
- Dirty Dish Cloths
- Dirty Dish Dishes
- Dirty Floor Mats
- Dirty Floor Sweeps

## PORTION CONTROL

### SCOOPS

Size	Measure	Uses
1/8 OZ	1/8 Cup	Sauces/Dressings
1/4 OZ	1/4 Cup	Sauces/Dressings
1/2 OZ	1/2 Cup	Fruit, Veggies & Starches
3/4 OZ	3/4 Cup	Sauces & Stews
1 OZ	1 Cup	Sauces & Stews

### LADELS & SPOONLES

Did you know 1 OZ = 30 cc, 2 tbsp, or 6 tsp?

Always follow the recipe!

## How To Wash Your Hands

1. Wetten Hands With Warm Water
2. Wash For 20 Seconds Using Lots Of Soap
3. Rinse Hands Thoroughly... Dry Using A Clean, Dry Towel! Be Careful Not To Re-Contaminate Your Hands!
4. Re-Contaminate Your Hands!

\*These also apply for when to change your gloves!

## FOOD STORAGE

### A GUIDE TO THE PROPER PROCEDURES OF STORAGE & LABELING

All food items must be labeled, dated, properly covered, stored in the correct setting & packaging, rotated & kept off of the floor.

### F.I.F.O. - FIRST IN... FIRST OUT!

### USDA FACTS

- EGGS:** Fresh eggs have the same expiration date as the date on the carton. Always store in the cartons. Do not wash fresh eggs. Wash only if you must. Wash with warm water & scrub gently. Do not use soap. Do not use a brush. Do not use a sponge.
- STORAGE TIPS:** Cool food properly using shallow pans or by cutting into smaller portions. Check items daily. Move food to front. Store in correct areas. Mark items clearly.
- COVERING & STORING:** Use clean, covered containers. Use clean, covered containers. Use clean, covered containers. Use clean, covered containers.
- PROTECTING ITEMS:** Protect items from contamination. Protect items from contamination. Protect items from contamination. Protect items from contamination.