

## ServSafe® and Chick-fil-A® Food Safety Guidelines Comparison

The ServSafe program is based on the most recent version of the FDA Food Code and contains some food safety standards that are different from Chick-fil-A food safety procedures. The **ServSafe Certification Examination** you will take in your Restaurant will only test you on the ServSafe content presented in the Chick-fil-A ServSafe Online Course. **You must focus on the ServSafe standards for the purpose of the ServSafe Certification Examination.**

You are also responsible for following Chick-fil-A guidelines when executing Chick-fil-A procedures in your Restaurant, but these guidelines will NOT be on the **ServSafe Certification Examination.**

### ServSafe and Chick-fil-A Food Safety Guidelines Comparison\*

\*Note: Below are *ONLY* the guidelines where ServSafe and Chick-fil-A are different.

Topic	ServSafe	Chick-fil-A
Temperature danger zone	41°F to 135°F	40°F to 140°F
Name for food that needs time and temperature control for safety	Time temperature control for safety food (TCS Food)	Potentially hazardous food (PHF)
Pathogen: Campylobacter jejuni	Not addressed in the ServSafe Course.	<i>Campylobacter jejuni</i> is a bacteria that is commonly linked with raw poultry, unpasteurized milk, and contaminated, unchlorinated water. Eating only a small amount of the bacteria can cause illness.  The most important measures you can take at Chick-fil-A to prevent illness is to prevent cross-contamination between raw chicken (filets, nuggets, and tenders) and ready-to-eat food and to cook chicken to the proper internal cooking temperature.
Pathogen: Staphylococcus aureus	Not addressed in the ServSafe Course.	Staphylococcus aureus is commonly linked with salads containing PHF food, such as chicken salad. If allowed to grow to large numbers in food, the bacteria can produce toxins that, when eaten, cause illness. The most important measure you can take to prevent illness is to practice good personal hygiene.  Other prevention measures include washing hands, particularly after touching the hair, face, or body, and covering wounds on hands and arms. It's also critical to hold, cool, and reheat food correctly, because cooking can't destroy the toxins produced by these bacteria. At Chick-fil-A, it is important to hold our milk and egg wash at 40°F or lower.

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Food sensitivities and intolerances	Focuses on the most common food allergens, allergy symptoms, and how to prevent allergic reactions.	<p>In addition to food allergens, Chick-fil-A highlights other food sensitivities and intolerances, such as gluten intolerance, also known as celiac disease. Food items that contain gluten include:</p> <ul style="list-style-type: none"> <li>• Wheat</li> <li>• Barley</li> <li>• Rye</li> <li>• Triticale</li> <li>• Oats</li> <li>• Spelt</li> </ul> <p>Because gluten intolerance can be very serious or even life-threatening, Chick-fil-A provides ingredient information to guests and recommends that guests contact their physician to decide whether any particular product is safe. Always have Nutrition Guides available.</p>
Hand soap (handwashing)	Use soap as part of the handwashing procedure.	Chick-fil-A requires the use of antibacterial soap during the handwashing procedure.
Use of paper towels (handwashing)	Consider using a paper towel to turn off the faucet and to open the door when leaving the restroom.	Chick-fil-A requires the use of a paper towel to turn off faucets after handwashing.
Hand antiseptics (handwashing)	May be used after washing hands, if specified by company policy.	Required as part of the Chick-fil-A handwashing procedure.

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Handwashing procedures	<p><b>Follow the steps below:</b></p> <ol style="list-style-type: none"><li>① Wet hands and arms. Use running water as hot as you can comfortably stand. It should be at least 100°F.</li><li>② Apply soap. Apply enough to build up a good lather.</li><li>③ Scrub hands and arms vigorously. Scrub them for 10 to 15 seconds. Clean under fingernails and between fingers.</li><li>④ Rinse hands and arms thoroughly. Use warm running water.</li><li>⑤ Dry hands and arms. Use a single-use paper towel or a hand dryer.</li></ol>	<p>Chick-fil-A Team Members should wash and sanitize hands using the following procedure:</p> <ol style="list-style-type: none"><li>① Rinse hands with warm water.</li><li>② Place squirt of anti-bacterial soap into palm of hand, and rub hands vigorously for 15 seconds.</li><li>③ Clean between fingers and under and around fingernails. Use the bear-claw method.</li><li>④ Wash forearms.</li><li>⑤ After washing for fifteen seconds, rinse hands and forearms with warm water.</li><li>⑥ Dry hands with a clean paper towel, then use towel to turn off the water.</li><li>⑦ Place squirt of hand sanitizer into the palm of hand, and rub it on hands for 15 seconds.</li></ol> <p>NEVER wear a watch, bracelets, or rings, except a wedding band, when preparing food.</p> <p>Team Members must wash and sanitize their hands two times after using the restroom: first in the restroom and then back at their work area.</p>

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When to wash hands	<p>You must wash hands before starting work and after the following tasks:</p> <ul style="list-style-type: none"> <li>• Using the restroom</li> <li>• Handling raw meat, poultry, and seafood</li> <li>• Touching the hair, face, or body</li> <li>• Sneezing, coughing, or using a tissue</li> <li>• Eating, drinking, smoking, or chewing gum or tobacco</li> <li>• Handling chemicals that might affect food safety</li> <li>• Taking out garbage</li> <li>• Clearing tables or busing dirty dishes</li> <li>• Touching clothing or aprons</li> <li>• Handling money</li> <li>• Leaving and returning to the kitchen/prep area</li> <li>• Handling service animals or aquatic animals</li> <li>• Touching anything else that may contaminate hands, such as dirty equipment, work surfaces, or cloths</li> </ul>	<p>Chick-fil-A Team Members should wash hands after all tasks highlighted by ServSafe.</p> <p>Team Members must also wash hands twice after using the restroom:</p> <ul style="list-style-type: none"> <li>• In the restroom</li> <li>• At the work area (kitchen or front counter area)</li> </ul>
Fingernail requirements	<p>Fingernail guidelines:</p> <ul style="list-style-type: none"> <li>• Keep fingernails short and clean</li> <li>• Do NOT wear false fingernails</li> <li>• Do NOT wear nail polish</li> </ul>	<p>Chick-fil-A fingernail requirements:</p> <ul style="list-style-type: none"> <li>• Must not extend beyond fingertips</li> <li>• No fingernail polish in food-prep areas</li> <li>• No false fingernails</li> <li>• No nail gems</li> <li>• Must comply with local health department requirements</li> </ul>
Handling cuts	<p>Cover wounds on the hand or wrist with an impermeable cover. "Impermeable" means that liquid cannot pass through the cover. Examples include bandages and finger cots. Next, place a single-use glove over the cover.</p>	<p>At Chick-fil-A, cuts should be properly treated and cleaned and then covered with the bright blue bandage available from the Chick-fil-A warehouse. As with handling all food, Team Members must wear food service gloves to cover the cut and bandage.</p> <p>Food-handling tasks must be restricted if the cut is infected.</p>

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Disposable gloves	Wear single-use gloves when handling ready-to-eat food. Exceptions include when washing produce, or when handling ready-to-eat ingredients for a dish that will be cooked to the correct internal temperature.	<p>Team Members must use latex-free disposable, food service gloves when handling food.</p> <p>Chick-fil-A uses two colors of food service gloves:</p> <ul style="list-style-type: none"> <li>• Clear vinyl gloves for ready-to-eat food and cooked chicken</li> <li>• Yellow vinyl gloves for raw chicken</li> </ul>
Bare hand contact with ready-to-eat food	Do not handle ready-to-eat food with bare hands. Some regulatory authorities allow bare-hand contact with ready-to-eat food under certain conditions.	Chick-fil-A does NOT allow bare-hand contact with ready-to-eat food. Team Members MUST use clear vinyl food service gloves when handling ready-to-eat food and cooked chicken products.
Reporting illnesses	<p>If a food handler has any of these symptoms, they must be excluded from the operation:</p> <ul style="list-style-type: none"> <li>• Vomiting</li> <li>• Diarrhea</li> <li>• Jaundice</li> <li>• Sore throat with a fever (in operations that serve a high-risk population, all other operations must restrict food handlers from working with or around food.)</li> </ul>	<p>Chick-fil-A Managers must take action if Team Members exhibit the following symptoms:</p> <ul style="list-style-type: none"> <li>• Vomiting within the past 48 hours</li> <li>• Diarrhea</li> <li>• Jaundice—a yellowing of the skin and/or eyes</li> <li>• Sore throat with fever</li> <li>• Infected wound or pustular boil</li> </ul> <p>Chick-fil-A Managers must also take action if a Team Member reports a possible illness from the following pathogens or if the health department confirms an illness and contacts the Restaurant:</p> <ul style="list-style-type: none"> <li>• Hepatitis A</li> <li>• Hepatitis E</li> <li>• Norovirus</li> <li>• <i>Salmonella</i> Typhi</li> <li>• Other <i>Salmonella</i></li> <li>• <i>Shigella</i> spp.</li> <li>• <i>E. coli</i> O157:H7 and other EHEC or STEC</li> <li>• Staph wound infection on hands/arms</li> <li>• Strep wound infection on hands/arms</li> </ul> <p>Some of these illnesses require confirmation from a medical practitioner.</p> <p>Managers must follow the Chick-fil-A guidelines for handling Team Member illnesses. These are available at @CFA, Keyword: Employee Health Policy.</p>

## ServSafe and Chick-fil-A Food Safety Guidelines Comparison

Topic	ServSafe	Chick-fil-A
Preventing cross-contamination	<p>Use separate equipment and tools for each type of food. For example:</p> <ul style="list-style-type: none"> <li>• Red equipment and cutting board for raw meat</li> <li>• Yellow equipment and cutting board for raw chicken</li> <li>• Green equipment and cutting board for produce</li> </ul>	<p>At Chick-fil-A, always use <b>yellow-colored utensils and equipment</b> when handling and preparing raw chicken. For example:</p> <ul style="list-style-type: none"> <li>• Yellow tongs</li> <li>• Yellow knives and scissors</li> <li>• Yellow cutting boards</li> <li>• Yellow trays</li> <li>• Atkins thermocouples with yellow-corded probes</li> <li>• Yellow food service gloves</li> </ul>
Thermometers	<p>Use the right thermometer for the task. Commonly used thermometers include:</p> <ul style="list-style-type: none"> <li>• Bimetallic stemmed thermometer</li> <li>• Thermocouples</li> <li>• Thermistors</li> <li>• Infrared (laser) thermometers</li> </ul>	<p>Chick-fil-A thermometers:</p> <ul style="list-style-type: none"> <li>• Comark digital thermometer is used for temping ready-to-eat food such as cole slaw or soup</li> <li>• Atkins thermocouple used to temp raw and cooked chicken</li> <li>• Infrared thermometers are NOT permitted in Chick-fil-A Restaurants</li> </ul> <p>Color codes for Atkins thermocouple probes:</p> <ul style="list-style-type: none"> <li>• Yellow cord: Raw chicken only</li> <li>• Black cord: Cooked chicken</li> </ul>
Labeling and dating prepared food	<p>Label all TCS, ready-to-eat food prepped in-house that will be held longer than 24 hours. The label must include the name of the food and the date by which it should be sold, eaten, or thrown away.</p>	<p>At Chick-fil-A, label food prepared on-site with the date the food was prepared. The Chick-fil-A labeling requirement is to label the food with the product type, the date the food was prepared, and the initials of who prepared it.</p>
Storing food	<p>Maintain refrigerators to keep the internal temperature of TCS food at 41°F or lower.</p> <p>Maintain freezers at temperatures that will keep food frozen.</p>	<p>At Chick-fil-A, maintain refrigerators, freezers, and thaw cabinets at specific temperatures:</p> <ul style="list-style-type: none"> <li>• Freezers: 0°F to -10°F</li> <li>• Refrigerators: 35°F to 38°F</li> <li>• Thaw cabinets: 35°F to 40°F</li> </ul>
Thawing food	<p>Four methods to thaw TCS food:</p> <ul style="list-style-type: none"> <li>• In a cooler at a product temperature of 41°F or lower</li> <li>• Under running water at 70°F or lower</li> <li>• In a microwave; cook immediately after thawing</li> <li>• As part of the cooking process</li> </ul>	<p>Chick-fil-A only supports using refrigeration to thaw chicken. Chicken must be thawed in the thaw cabinet or in the refrigerator.</p> <p>Thawed chicken must maintain an internal product temperature of 40°F or lower at all times.</p>
Holding hot food	<p>Hold hot food at 135°F or higher and check temperatures at least every four hours.</p>	<p>The safe holding temperature at Chick-fil-A for ready-to-eat hot products is 140°F or higher. Be sure to check the temperatures of hot products at least once per meal period.</p>

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Holding cold food	Hold cold food at 41°F or lower and check temperatures at least every four hours.	The safe holding temperature at Chick-fil-A for ready-to-eat cold food is 40°F or lower.
Shelf life for prepared food	Ready-to-eat TCS food can be stored for only seven days if it is held at 41°F (5°C) or lower. The count begins on the day that the food was prepared or a commercial container was opened.	At Chick-fil-A, never hold any prepared food beyond the recommended shelf life or holding time for quality purposes. You can find the recommended shelf life and holding time of products in the training material and recipe cards.
Ice scoops	Use clean and sanitized containers and ice scoops to transfer ice from an ice machine to other containers.	Use plastic ice scoops and make sure to store the ice scoop in the holder when the ice scoop is not in use.  Do NOT use metal ice scoops because the moisture on the metal may transfer pathogens from your hands to the ice.
Sanitizing products	Three common types of chemical sanitizers: <ul style="list-style-type: none"> <li>• Chlorine</li> <li>• Iodine</li> <li>• Quaternary ammonium compounds (or quats)</li> </ul>	Chick-fil-A only uses chlorine-based sanitizer because chlorine is more effective at killing pathogens associated with raw chicken.  Chick-fil-A prefers the use of chlorine sanitizers only from Kay Chemical.
Chlorine-based sanitizer guidelines	Several factors influence the effectiveness of chemical sanitizers. The most critical include concentration, temperature, contact time, water hardness, and pH.	The sanitizing strength of the Chick-fil-A chlorine sanitizer should be 100 ppm: <ul style="list-style-type: none"> <li>• The sanitizer solution temperature should be between 75°F and 100°F</li> <li>• The sanitizer must remain on the item for 15 seconds</li> </ul> NEVER use liquid chlorine bleach as a sanitizer.