

# ServSafe® Product Suite Details



**SAVE 10%**  
ON SERVSAFE PRODUCTS



|                              |                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | ServSafe Workplace                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
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| Product Details              | ServSafe Manager                                                                                                                                                                                                                                                                                                                                                                                                    | ServSafe Food Handler                                                                                                                                                                                                                                                                                                                                                                     | ServSafe Alcohol                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ServSafe Allergens                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Sexual Harassment Prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Understanding Unconscious Bias                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <b>Target audience</b>       | 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<br><br>Special edition for cruise lines                                                                                                                                                                                                                                                                                                                                | Managers • Supervisors • Chefs • Cooks • Servers • Food Handlers • Hosts • Bussers • Front-of-House Staff • Back-of-House Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | All managers and employees in restaurants and hospitality venues                                                                                                                                                                                                                                                                                                                                                                                                                                                        | All managers and employees in restaurants and hospitality venues                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| <b>Objectives</b>            | 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 and respond to emergencies should they occur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 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                                                                                                                                                                                                                                                                                                            |  |
| <b>Features and Benefits</b> | <ul style="list-style-type: none"> <li>Satisfies the “Person in Charge (PIC)” requirement per the FDA Food Code</li> <li>Accepted in all 50 states, making it ideal for single and multi-unit operations</li> <li>Provides support from foodservice subject matter experts available to answer questions</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul> | <ul style="list-style-type: none"> <li>Prepares employees to handle food sanitation risks</li> <li>Accepted in 48 states, making it ideal for single and multi-unit operations</li> <li>Provides support from foodservice subject matter experts available to answer questions</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul> | <ul style="list-style-type: none"> <li>Reduces the risks associated with serving alcohol and can help mitigate potential fines and legal action</li> <li>Reflects real-world situations</li> <li>Involves input from specialists in regulatory agencies, law, insurance, medicine, law-enforcement, restaurants and academia</li> <li>Widely approved in jurisdictions requiring responsible alcohol service training for servers and sellers of alcohol</li> </ul> | <ul style="list-style-type: none"> <li>Raises employee awareness</li> <li>Satisfies requirements from jurisdictions requiring food allergy training</li> <li>Satisfies requirements from many K-12 schools, colleges, and universities that require allergen training as part of the American with Disabilities Act</li> <li>Increases loyalty from 32 million Americans with food allergies who dine where they feel safe</li> <li>Reflects the latest science, research, and findings from the most recent FDA Food Code</li> </ul>                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>Satisfies state / local mandated training requirements</li> <li>Provides the opportunity to make a positive impact on culture and prevent harassment from occurring</li> <li>Clarifies the responsibility each employee has to maintaining a respectful and inclusive workplace</li> <li>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</li> </ul> | <ul style="list-style-type: none"> <li>Provides employees and managers the opportunity to make a positive impact on culture</li> <li>Clarifies the responsibility each employee and manager has to maintaining a respectful and inclusive workplace</li> <li>Mitigates risk related to bias and unprofessional behavior</li> </ul>                                                                                                                                                          |  |
| <b>Topics Covered</b>        | <ul style="list-style-type: none"> <li>Providing Safe Food</li> <li>Forms of Contamination</li> <li>The Safe Food Handler</li> <li>The Flow of Food (Purchasing, Receiving, Storage, Preparation, and Service)</li> <li>Food Safety Management Systems</li> <li>Safe Facilities and Pest Management</li> <li>Cleaning and Sanitizing</li> </ul>                                                                     | Thorough training in all 5 key areas of food handler responsibility: <ul style="list-style-type: none"> <li>Basic Food Safety</li> <li>Personal Hygiene</li> <li>Cross-Contamination</li> <li>Time and Temperature</li> <li>Cleaning and Sanitizing</li> </ul>                                                                                                                            | <ul style="list-style-type: none"> <li>Understand alcohol laws responsibilities</li> <li>Recognize and preventing intoxication</li> <li>Factors that affect Blood Alcohol Content (BAC)</li> <li>Count drinks</li> <li>Evaluate intoxication levels</li> <li>When and how to check identification</li> <li>Handle difficult situations</li> <li>Deal with intoxicated guests</li> </ul>                                                                             | <ul style="list-style-type: none"> <li>Understand food allergies               <ul style="list-style-type: none"> <li>Define food allergies</li> <li>Recognize symptoms</li> <li>Identify allergens</li> <li>Learn proper cleaning methods</li> </ul> </li> <li>Front-of-house operations               <ul style="list-style-type: none"> <li>Prevent cross-contact</li> <li>Proper communication</li> <li>Dealing with emergencies</li> <li>Special dietary requests</li> </ul> </li> <li>Back-of-house operations               <ul style="list-style-type: none"> <li>Importance of food labels-</li> <li>Handling food deliveries</li> <li>Proper food preparation</li> <li>Cleaning and personal hygiene</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>Define sexual harassment</li> <li>Understand the harmful impact sexual harassment can have on victims, businesses, and those who harass</li> <li>Recognize conduct that’s appropriate, and not appropriate, for work</li> <li>Understand when and how to report sexual harassment</li> <li>Recognize employer and manager liability for reporting and addressing sexual harassment</li> <li>Learn how to create a harassment-free culture in the workplace</li> </ul>            | <ul style="list-style-type: none"> <li>Define and recognize bias</li> <li>Learn about impact of bias</li> <li>Practice methods to minimize bias</li> <li>Understand personal and professional consequences of bias</li> <li>Practice empathy, use judgment, practice de-escalation</li> <li>Understand when to involve a manager</li> <li>Model appropriate behavior</li> <li>Deal with bias in hiring, selection</li> <li>Deal with crises and impact of social media reactions</li> </ul> |  |

**BENEFITS OF WORKING WITH SERVSAFE**



**Dedicated bilingual customer care team**









**Always-up-to-date regulatory information**



**Flexible learning formats**



**Tailored implementation options**

|                                      |                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                        |                                                                                                   |                                                                                                       | ServSafe Workplace                                                                                              |                                                                                                                   |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| Product Details                      |  ServSafe Manager                                                                                                                                                                                                                                                                       |  ServSafe Food Handler |  ServSafe Alcohol |  ServSafe Allergens |  Sexual Harassment Prevention |  Understanding Unconscious Bias |
| <b>Number of Exam Questions</b>      | 80 + 10 unscored pilot questions                                                                                                                                                                                                                                                                                                                                        | 40 + 5-10 unscored pilot questions                                                                     | Primary Exam: 40<br>Advanced Exam: 70                                                             | 30                                                                                                    | No exam                                                                                                         | No exam                                                                                                           |
| <b>Accreditation</b>                 | Fully accredited (ANSI/CFP) <sup>1</sup>                                                                                                                                                                                                                                                                                                                                | Fully accredited (ANSI/ASTM) <sup>2</sup>                                                              | N/A                                                                                               | Fully accredited (ANSI/ASTM)                                                                          | N/A                                                                                                             | N/A                                                                                                               |
|                                      | <sup>1</sup> ANSI/CFP: ServSafe Manager Certification is accredited against standards set by the Conference for Food Protection and the American National Standards Institute.<br><sup>2</sup> ANSI/ASTM: Food Handler / Allergens programs are accredited by the American National Standards Institute under the ASTM International Standard for Certificate Programs. |                                                                                                        |                                                                                                   |                                                                                                       |                                                                                                                 |                                                                                                                   |
| <b>Certification Expiration</b>      | 5 years*                                                                                                                                                                                                                                                                                                                                                                | 3 years*                                                                                               | 3 years*                                                                                          | 3 years*                                                                                              | N/A                                                                                                             | N/A                                                                                                               |
|                                      | *Subject to local regulatory and jurisdictional requirements. Check with your local jurisdiction or state restaurant association for confirmation.                                                                                                                                                                                                                      |                                                                                                        |                                                                                                   |                                                                                                       |                                                                                                                 |                                                                                                                   |
| <b>Course Implementation Options</b> | Online, Classroom                                                                                                                                                                                                                                                                                                                                                       | Online, Classroom                                                                                      | Online, Classroom                                                                                 | Online, Digital instructor resources available                                                        | Online                                                                                                          | Online                                                                                                            |
| <b>CLASSROOM</b>                     |                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                        |                                                                                                   |                                                                                                       |                                                                                                                 |                                                                                                                   |
| <b>Proctor Required</b>              | Yes                                                                                                                                                                                                                                                                                                                                                                     | No                                                                                                     | Primary Exam: No<br>Advanced Exam: Yes                                                            | -                                                                                                     | -                                                                                                               | -                                                                                                                 |
| <b>Course Languages</b>              | English, Spanish, Simplified Chinese, Korean                                                                                                                                                                                                                                                                                                                            | English, Spanish                                                                                       | English, Spanish, Chinese                                                                         | -                                                                                                     | -                                                                                                               | -                                                                                                                 |
| <b>Exam Languages</b>                | English, English Large Print, Spanish, Simplified Chinese, Korean, Japanese, Canadian French (+ Instructor version)                                                                                                                                                                                                                                                     | English, Spanish, Simplified Chinese, Korean, Vietnamese                                               | English, Spanish, Chinese                                                                         | -                                                                                                     | -                                                                                                               | -                                                                                                                 |
| <b>Duration</b>                      | 8 or 16 hours                                                                                                                                                                                                                                                                                                                                                           | 2-4 hours                                                                                              | 2.5-4 hours                                                                                       | -                                                                                                     | -                                                                                                               | -                                                                                                                 |
| <b>Support Materials</b>             | Manager book, Coursebook, Leader's Guides, videos, PowerPoint slides, practice tests, activities                                                                                                                                                                                                                                                                        | Food Handler Guide, Leader's Guide, PowerPoint slides                                                  | ServSafe Alcohol Guide; Instructor Resources, including PowerPoint slides with embedded videos    | -                                                                                                     | -                                                                                                               | Discussion Guide, Job Aid, Break Room Posters                                                                     |
| <b>Instructor Fee</b>                | No fee                                                                                                                                                                                                                                                                                                                                                                  | No fee                                                                                                 | \$50 application fee; no renewal fee                                                              | -                                                                                                     | -                                                                                                               | -                                                                                                                 |
| <b>ONLINE</b>                        |                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                        |                                                                                                   |                                                                                                       |                                                                                                                 |                                                                                                                   |
| <b>Course Languages</b>              | English, Spanish                                                                                                                                                                                                                                                                                                                                                        | English, Spanish, Simplified Chinese, Korean, Vietnamese                                               | English, Spanish                                                                                  | English, Spanish                                                                                      | English, Spanish                                                                                                | English, Spanish                                                                                                  |
| <b>Exam Languages</b>                | English, Spanish, Simplified Chinese (+ Instructor version)                                                                                                                                                                                                                                                                                                             |                                                                                                        |                                                                                                   |                                                                                                       | -                                                                                                               | -                                                                                                                 |
| <b>Duration</b>                      | 8 hours (approved in jurisdictions requiring 16 hours of training)                                                                                                                                                                                                                                                                                                      | 2-4 hours                                                                                              | 3 hours                                                                                           | 1.5 hours                                                                                             | Employee: 30 mins<br>Manager: 60 mins                                                                           | Employee: 30 mins<br>Manager: 60 mins                                                                             |
| <b>Course Expiration</b>             | 12 months from date of purchase to begin course. Course expires 90 days after it is started.                                                                                                                                                                                                                                                                            | 12 months from date of purchase to begin course. Course expires 60 days after it is started.           | 12 months from date of purchase to begin course. Course expires 90 days after it is started.      | 12 months from date of purchase to begin course. Course expires 90 days after it is started.          | 12 months from date of purchase to begin course. Course expires 60 days after it is started.                    | 12 months from date of purchase to begin course. Course expires 60 days after it is started.                      |



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