



Restaurant

Safety Talks Packet

Table Of Contents

Bicycle Safety for Food Delivery Workers.....6

Dealing With Severe Allergic Reactions8

Do Your Part to Protect Your Hands10

Dos and Don'ts of Lifting.....11

How to React to Scalds and Burns in Restaurants.....12

Mitigating Violence During Food Deliveries14

Preventing Accidents in Our Restaurant.....15

Preventing Slips, Trips and Falls17

Preventing Wet Surface Hazards in the Restaurant18

Reduce Bouncer Liability.....19

Safety at the Buffet21

Snack Bar Safety22

Stair Safety in Restaurants24

Staying Safe While Making Deliveries.....25

Teen Restaurant Worker Rights and Responsibilities.....27

Tips for Servers of Alcoholic Beverages29

What to Do During a Health Inspection.....31

Safety Matters **Restaurant**

Provided by: Deeley Insurance Group, LLC

Accidents Can Be Costly

The initial costs of a workplace accident may not seem like much money, but the extra expenses to pay for any resulting injuries can have a powerfully negative effect on our restaurant's bottom line.

Why is profitability also an important issue to you? The only way that our establishment can stay in business is to operate at a profit, and that ability can be threatened by a serious accident. Keep reading to learn about the potential costs associated with workplace accidents and the importance of following proper prevention measures.

The Real Cost of Workplace Injuries

It may be surprising to hear that most companies do not have a high profit margin—3% is about average. Expenses take a large chunk of the income, and competition limits how much we charge our patrons.

Each time an accident occurs, the cost of the injury must be subtracted from profits. Consider the following two examples:

- At a 5% profit margin, an extra \$20,000 in sales is needed to compensate for a \$1,000 injury.
- If the profit margin is nearer to 1%, an additional \$100,000 worth of new income is necessary to maintain that profit level for the same injury.

As you can see, that adds up to a lot of extra income just to compensate for a single injury. And we all know that we can't just find more customers because we need the extra income.

Thus, every time a worker gets hurt on the job, other employees are affected, too. The company may be forced to make difficult budget decisions such as cutting hours or jobs, plus some employees will need to work extra hours to make up for the injured employee's lost time.

Also, recovering from an injury can mean time away from work, reduced compensation, painful rehabilitation and frustrating adjustments to the impacted employee's daily life.

Practice Prevention

Though operating at a profit is essential to our success, our top priority is to keep our employees safe and healthy. That's why we are counting on you to help practice good safety principles, including following all safety procedures, even if they seem unnecessary or slow you down. Safe work behavior will contribute directly to our bottom line, as well as to everyone's job security. By observing safety precautions, we can limit accidents.

It is always wiser to spend a bit more time doing the job safely than to risk getting a serious injury. Be sure to always follow all safety guidelines and stay alert for unsafe conditions.

Safety Matters Restaurant

Provided by: Deeley Insurance Group, LLC

Bicycle Safety for Food Delivery Workers

When using a bicycle to make food deliveries, it's vital to prioritize your safety. Failing to take proper precautions could lead to serious injuries or even death. In fact, data from the National Highway Traffic Safety Administration found that more than 900 bicyclists are killed in traffic crashes each year. Don't put yourself in harm's way on your delivery route. Read on for an overview of the primary risks associated with conducting food deliveries on a bicycle and best practices to help prevent potential safety incidents.

Bicycle Safety Risks

There are several hazards that may arise from riding a bicycle, some of which could be compounded by transporting and delivering food. Here are some safety risks to consider:

- **Falls and crashes**—Improper balance, reduced traction or limited visibility could all cause you to fall or crash while operating a bicycle. These incidents may lead to various injuries, including sprains, strains, cuts and lacerations. Such incidents can be especially common if your delivery orders are not adequately secured onto your bicycle, your route requires you to travel on uneven or poorly maintained roads, or you frequently make deliveries in the evening.
- **Struck-by incidents**—While riding a bicycle, you are at risk of getting struck by motor vehicles or other objects on your delivery route. Struck-by incidents may result in broken bones, head trauma or death. These

incidents are more likely to occur at night when drivers have reduced visibility, in road construction zones and in high-traffic areas.

- **Outdoor exposures**—Because making deliveries on a bicycle requires you to spend prolonged periods outdoors, you may be exposed to adverse weather conditions. These conditions could create a number of hazards on the roadways, increasing the likelihood of falls and crashes. What's more, certain conditions—namely, hot or cold temperatures—could elevate your risk of experiencing ailments such as heatstroke, hypothermia, frostbite and cardiac arrest.
- **Thefts and robberies**—Carrying cash from deliveries may increase your chance of being targeted in thefts or robberies on a bicycle. In some cases, criminals may even resort to violence during these incidents, potentially causing serious injuries.

Incident Prevention

Follow these best practices to promote bicycle safety and prevent incidents on your delivery route:

- **Ensure your bicycle fits your body.** Using a bicycle that doesn't fit you correctly could make you more susceptible to injuries. As such, confirm that you can fully extend your

legs while pedaling and ride comfortably on the bicycle before using it for deliveries.

- **Inspect and maintain your bicycle.** Be sure to keep your bicycle in good condition by regularly inspecting it and conducting maintenance as needed. If you frequently ride at night, equip your bicycle with a headlight and rear reflectors.
- **Wear proper clothing and equipment.** Always wear a helmet while on your bicycle. In addition, avoid overly loose clothing and select durable shoes. When riding at night, wear reflective clothing. If the weather is sunny or hot, consider putting on sunglasses and applying sunscreen before you ride. If the weather is cold or wet, dress in warm, waterproof layers.
- **Plan your delivery route.** Aim for a delivery route that offers a designated bicycle path for most—if not all—of the journey. Avoid construction zones, areas with heavy traffic, and roads that are poorly maintained or lack ample lighting as much as possible.
- **Keep delivery orders secure.** Ensure orders stay secure by placing them in a backpack and wearing it while you ride; putting them in a basket attached to the bicycle; or strapping them directly to the bicycle.
- **Obey the rules of the road.** Follow all street signs, road markings and traffic laws. Specifically, come to a full stop at any red lights and stop signs; know your hand signals and leverage them as needed to communicate with others on the road; and cross streets at designated crosswalks.
- **Ride defensively.** Be a defensive bicyclist by remaining focused and alert to surrounding

traffic. Try your best to anticipate what others may do on the road and respond accordingly. Refrain from distracting activities while you ride, such as texting.

- **Act predictably.** Ride your bicycle in a predictable way by moving in the same direction as other traffic, using a bicycle path when it's available, avoiding sidewalk riding (unless it's legal in your area), making your presence known to pedestrians as you pass them, looking both ways before crossing the street, and slowing down while taking turns or exiting driveways.
- **Avoid road rage or physical altercations.** Stay calm while you ride, and try not to get angry or upset with others on the road. If a driver acts irate toward you, don't react and continue riding. If someone attempts to steal cash, food or your bicycle from you, give them what they want rather than trying to fight them off; your safety is more important than any money or possessions. Report such incidents to your supervisor immediately afterward.
- **Aim for improvement.** Continue educating yourself on bicycle safety and proper riding techniques. Consider taking additional safety or skills courses through a local bicycle shop, recreation department or advocacy group.

Conclusion

Overall, it's evident that using a bicycle to make food deliveries comes with various risks. Yet, by following proper precautions on the road, you can ensure a safe journey on your delivery route. Talk to your supervisor for more information.

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Dealing With Severe Allergic Reactions

When a patron or co-worker has a severe allergic reaction, it happens quickly and can be life-threatening. In fact, an estimated one or two out of every 100 people is at risk for a severe allergic reaction to food or other substances. As such, it is crucial that you take steps to avoid these dangerous reactions, as well as know how to recognize them and what to do to if you are on the scene when a person starts to have a reaction. Keep reading for more information.

What Triggers Allergic Reactions?

Food is one of the most common causes of severe allergic reactions, called anaphylaxis. Nearly any food can trigger an allergic reaction. However, many times no specific cause can be found. A reaction may occur minutes, or even hours, after the person has consumed the food.

Severe reactions can occur in anyone—even adults with no history of allergic reaction. However, those people with a history of previous severe reactions and those with asthma are most at risk for life-threatening anaphylaxis.

Foods that are often identified as allergens include peanuts, milk, eggs, wheat, soy, nuts, fish and shellfish. These ingredients or anything that comes into contact with them can cause severe allergic reactions. Talk to your supervisor to identify items on the menu that include these ingredients or that may be contaminated with these items even if they are not listed as ingredients.

Catering to Patrons With Allergies

If a patron informs you of a food allergy, always assume it is a life-or-death matter—it could be. Upon request, be ready to provide a complete list of ingredients for anything we serve. It is our legal responsibility to give accurate information about possible food allergens. When in doubt about a dish, do not serve it.

In food preparation, exercise extreme caution when working with these potentially allergenic substances. Never reuse a utensil, dish or cutting board that has touched any of these common allergens, for example.

Recognizing a Severe Reaction

A severe allergic reaction is characterized by any of all of the following symptoms:

- Shortness of breath or tightness of chest
- Difficulty breathing
- Sneezing, wheezing or coughing
- Difficulty swallowing
- Swelling of eyes, lips, face, tongue, throat or elsewhere
- Low blood pressure, dizziness, fainting
- Rapid or weak pulse
- Blueness around lips, inside lips, eyelids
- Sweating and anxiety
- Itching, raised red rash

- Skin flushing or extreme pallor
- Hoarseness
- Involuntary bowel or bladder action
- Nausea, abdominal pain, vomiting, diarrhea
- Burning sensation, especially face or chest
- Loss of consciousness

Of course, having just one of these symptoms does not necessarily mean a person is having an allergic reaction, but it is a good indication.

Treating a Reaction

Allergic reactions must be treated with epinephrine, also known as adrenaline. The most important aspect of treatment is to respond quickly. You should be prepared to administer it immediately at all times. Ask your supervisor for the location of the epinephrine, and periodically check the supply.

If you suspect a patron or co-worker is experiencing an allergic reaction, prepare the epinephrine, even if you are unsure. It is safer to give the person the epinephrine than to delay treatment. After administering epinephrine, call 911 immediately and arrange for follow-up care.

For more safety tips, talk to your supervisor.

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Do Your Part to Protect Your Hands

Of the many tools that we have available, our hands are the most valuable. They provide us with the dexterity necessary to perform precise maneuvers that even the most advanced technology cannot replicate. Even the simplest tasks are difficult for a person that does not have full use of their hands.

Everyday tasks can put your hands at risk. Hand injuries on the job are quite common, but many are preventable. There are many things you can do to keep your hands safe—here are a few of the most common.

Make Use of Guards

Never operate any kind of power tool that does not have a working guard to protect your hands. Always unplug machinery when you have to reach into it for any reason. Immediately replace guards whenever you remove them. When safety guards are absent from tools, an employee's hands, fingers and arms can easily be severely injured.

Wear Gloves

Always protect your hands by wearing work gloves when handling rough materials or moving objects. A recent Occupational Safety and Health Administration study revealed that 70% of workers experiencing hand injuries were not wearing gloves. The remaining 30% were making use of damaged, inadequate or inappropriate types of gloves for the job. With this in mind, make sure to choose the right gloves for the task at hand and inspect them thoroughly before each use.

Be Cautious of Sharp Objects

Utilize the correct safety procedures when handling knives, box cutters and other sharp objects. Never attempt to pick up broken glass, nails or other sharp objects not meant for handling with bare hands; always use appropriate gloves or a broom.

Remove Rings

No matter how much sentimental value they carry, rings put your hands in grave danger on the job. They can very easily catch on moving parts and objects, resulting in lacerations, amputations or broken bones. Always remove rings before beginning work.

Stay Alert

Whenever you are using your hands to move an object, whether it is on a dolly or you are carrying it, be sure the doorways and aisles in your path are wide enough for you to move through safely before you start the job. When you set a heavy object down, be aware of the placement of your hands. Always be alert for possible pinch points.

Speak Up

If have any further questions or concerns regarding hand protection on the job, talk to your supervisor.

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Dos and Don'ts of Lifting

At our restaurant, you may be required to lift heavy, bulky or awkward objects on a daily basis. Remember that proper lifting techniques not only protect you from potentially serious long-term injuries, but also make your job easier.

Since it's not unusual to lift trays, dishes and bus tubs as part of your job, it is important to think about what you are doing before lifting awkward or heavy items. Use these dos and don'ts to handle lifting the safe way.

Do:

- Consider whether the size or shape of the item creates additional challenges. Serving trays can be cumbersome if there are several dishes on them.
- Consider the weight of what you are lifting. If stocking and working with heavy bags or boxes, ask a co-worker for lifting assistance.
- Determine if you will have to turn or change direction while carrying the item—this will make it more difficult to carry.
- Find out if the route you will take with the load is clear of obstructions and slip, trip or fall hazards.
- Make sure the floor is dry before lifting—spills could lead to extremely hazardous carrying conditions.
- Get as close as possible to the item you are lifting, keeping it close to your body, and lift using your legs.
- Bend from the knees.
- Be aware of your balance at all times and how the object may shift as you move.

- Look ahead instead of down to make sure your path is clear.
- Have someone else open doors for you.
- Set the item down if it becomes too heavy or unstable.

Don't:

- Bend from the back—bend from the knees instead.
- Be afraid of using equipment or asking for a co-worker's help if it will make the job easier and safer.
- Transport large items down the stairs if you can avoid it.
- Look down—look straight ahead of where you are going to keep your balance.
- Change direction by moving your hips or twisting at the waist. Instead, keep your body in line and change directions with your feet.
- Engage in reaching and lifting motions at the same time.

For more safety tips, talk to your supervisor.

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How to React to Scalds and Burns in Restaurants

Scalds and burns are a potentially life-changing injury that can lead to severe pain, lost time at work and permanent damage to skin. Working in a restaurant puts you at particular risk of scalds. It is important that you use extreme caution when working with or around hot liquids or steam, and that you know what to do should you or a co-worker get burned.

What Are Scalds?

Scalds are a type of burn that happens when skin comes into contact with hot liquids or steam. Scalds caused by hot oil are generally more severe than those caused by water, but scalds from water happen frequently and can cause third-degree burns almost instantaneously if the water is boiling or simmering.

For Any Burn

When you or a co-worker experiences any type of burn, immediately take the following steps:

- Put out any flames and remove any restrictive jewelry or clothing.
 - Check that the victim's airway is open, that the person is breathing and that there are signs of circulation.
 - Do not use ice on the burn, as it could cause even more damage.
 - Do not apply butter, burn gels, creams or lotions, as they can prevent proper healing.
 - Do not break blisters, as they make the victim susceptible to infection.
- If the person has slipped, tripped or fallen, consider that there may be injuries in addition to the burn. To avoid worsening these other injuries, do not move the person excessively.

Minor Burns

If you or a co-worker suffers a minor burn, which is a first- or second-degree burn that covers only a small part of the body, take these steps:

- Remove clothing from the affected area.
- Hold the burned area under cool running water for at least five minutes or until pain subsides. Alternatively, submerge the area in cool water. Cooling the area reduces swelling.
- Loosely wrap the burn with a dry, sterile gauze bandage to protect and keep air off the burned skin. Do not tighten the bandage to avoid putting pressure on burned skin.
- If the victim experiences increased pain, redness or fever, which could signal an infection, contact a physician immediately.

Major Burns

If you or a co-worker experiences second- or third-degree burns over large surfaces of the body or face, hands, feet or the genital area, immediately take the following steps.

- Call 911.
- If burns cover an area the size of an arm or leg, keep the victim lying down.
- Don't immerse large, severe burns in cold water, as it could trigger shock.
- Stay with the victim and watch carefully for signs of difficulty breathing.
- Don't allow the victim to drink anything.
- Elevate the burned area, raising it above heart level if possible.
- Cover the victim with a clean sheet or blanket for warmth.

For more safety tips, talk to your supervisor.

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Mitigating Violence During Food Deliveries

Delivery drivers who transport takeout food to restaurant customers must have direct contact with the public as part of the job. While this is a necessary component of being a delivery driver, it also increases the risk of becoming a victim of violence. In fact, crime and violence in the workplace are some of the primary causes of job-related deaths. According to OSHA, about 1.7 million people are victims of workplace violence each year in the United States.

Delivery drivers may face physical violence, harassment, intimidation, threatening behavior, theft, armed robbery, assault and homicide while on the job. As a delivery driver, it's important to take the following steps to protect yourself against these risks:

- Be aware of your surroundings and be alert for suspicious people loitering around the areas of your deliveries.
- Avoid areas that are not well-lit.
- Be aware of any vehicles that may be following you.
- Stay in your vehicle, lock your doors, keep driving and call the police if you notice you're being followed.
- Do not flash cash during transactions and don't carry more than \$20 in cash during deliveries.
- Park as close as possible to the door of the delivery destination.
- Park under a streetlight.

- Lock your vehicle and keep your keys with you while making deliveries.
- Ensure your vehicle is in proper operating condition.
- Never deliver to a house that appears to be vacant.
- Carry a flashlight to illuminate dark areas and walkways.
- Always have your cell phone with you.
- Dial 911 and wait for the police to arrive if an emergency occurs.

By taking precautions, you can help minimize the risk of being a victim of violence while making deliveries.

Safety Matters **Restaurant**

Provided by: Deeley Insurance Group, LLC

Preventing Accidents in Our Restaurant

Accidents are a part of every job, and our restaurant is no exception. While we do everything we can to minimize restaurant hazards, safety needs to be at the top of every staffer's mind to ensure we stay accident free. Keep reading for more information.

Know the Hazards

Most accidents are caused by an unsafe act, an unsafe condition or a combination of the two. For example, a server could fall on a slippery kitchen floor—an accident caused by the unsafe act of not placing a “wet floor” sign by the wet surface. Alternatively, a patron could trip over a bunched-up rug, which would be the result of an unsafe condition. In either instance, the accident can be prevented by following proper safety precautions.

Because your job and your working environment have a potential for hazardous situations, it is important to understand what causes accidents so that you can avoid them whenever possible. While it is impossible to list all of the hazards you may encounter while working in a restaurant, common ones may include:

- Injuries due to food or spills that are not cleaned up
- Burns from steam or cooking equipment
- Injuries due to misuse of equipment
- Damaged or broken equipment, such as dishwashing equipment or deep fryers
- Any number of possible accidents caused by

patron behavior, such as spilling ice from a soda machine, or not pushing a chair in

Safety Takes Practice

The first step to keeping yourself and co-workers safe is to stay alert during your shift and do not let routine or familiarity lure you into carelessness. Always observe safety precautions before and during a task, even if those precautions make the task more inconvenient or take longer to complete.

Cutting corners may not seem like a big deal, but doing so is a primary cause of accidents. For example, trying to lift a bus pan that is too heavy is a recipe for an accident.

Next, know your job. The more you know about your job, the safer you will be. Know the proper procedures and safety precautions when working with kitchen appliances, such as slicers and mixers, and if questions arise, be sure to talk to your shift manager.

Also, know which tasks, areas and situations are more prone to hazardous conditions, and always be on the lookout for anything unsafe. If you see a staffer acting poorly, inform them how to correct their behavior safely. Accident prevention means watching for unsafe situations and attempting to correct them.

Finally, make a personal contribution. A good

way to start this is to follow all safety rules, even if you think they are unnecessary or slow you down. Certain rules are made for your protection, so follow them. In addition, just because an unsafe act is not specifically prohibited, it does not mean you should do it. Use your common sense when evaluating if something is safe or not—there may be a very easy way to make it safer if you stop to think it through.

Above all, develop a safe attitude. This is probably one of the most difficult things to recognize because most of us have the mistaken notion that it's always someone else who gets hurt, never us. If we all do our share in observing safety rules and staying alert for unsafe conditions, everyone will benefit.

Safety Matters **Restaurant**

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Preventing Slips, Trips and Falls

Restaurants provide a multitude of slip, trip and fall hazards, whether it be from spilled liquids, high customer traffic or other means in our kitchen, dining areas and storage rooms. We can all play a part to prevent these hazards from causing injuries to anyone.

Do Your Part

A wet floor is only one of the many causes that accounts for thousands of work-related injuries every year, which is why it is important to spot unsafe conditions that could lead to slips and falls, and do what you can to prevent them. To avoid slips and falls, be on the lookout for debris on the floor, such as the following:

- Spilled ice, liquids or food
- Soap, grease or oil
- Paper items (e.g., straw wrappers or menus)

Even small quantities of debris are enough to make you fall. In addition to being a slip hazard, continually wet surfaces promote the growth of mold, fungi and bacteria that can cause infections. Place wet floor signs around a spill immediately after the incident. Make sure to clean and dry messes on the floor quickly.

Good Housekeeping Counts

At the beginning and end of your shift, make sure your area of the restaurant is clean and free of any trip or fall hazards. If there is an object that presents a hazard that you cannot move, alert the shift manager.

Beware of tripping hazards. Trash, chairs, signs or any object left in areas designed for

pedestrian traffic invite falls. Extension cords, food carts and other items in the open all present tripping hazards. A bunched-up mat or rug at the entrance to the restaurant can cause trips and falls, as well.

Snowy and rainy weather requires a doormat at each entrance to allow for complete wiping of shoes. Avoid running, walk safely and do not change directions too sharply.

Practice Prevention

Walk in designated areas. Short cuts through storage or cooking areas can cause accidents. If you are carrying a heavy tray or bus pan that hampers your ability to transport it in one trip, lighten your load by carrying less items or making two trips.

Kitchen floors can be consistently wet from spilled liquids, steam and other sources of heat from cooking equipment, so use shoes with enough tread and utilize the nonslip mats whenever possible to avoid an accident.

When using food preparation equipment, maintain it according to the manufacturer's specifications. Standing and working areas should be clean and free from spills and debris. Report any violations of proper food preparation safety, as they could cause slips and falls.

For more safety tips, talk to your supervisor.

Safety Matters **Restaurant**

Provided by: Deeley Insurance Group, LLC

Preventing Wet Surface Hazards in the Restaurant

Wet surfaces present hazards to everyone—including you, our staff and our customers. Surfaces get slippery from mopping floors, wet weather conditions, spills and various activities that require the use of water (e.g., dishwashing).

Slipping on a wet surface can cause bruises, strains, sprains, cuts, fractures and even head injuries. That's why it's important to take steps to deter such risks. Here's what you can do to prevent wet surface hazards on the job.

Be Aware of Hazards

Each part of the restaurant is different, so the way you adapt to wet surfaces is on a case-by-case basis. However, following these general guidelines is a good start:

- Clean up spills immediately, even if it's not part of your typical job responsibilities.
- Use caution signs to clearly identify when a surface is wet or likely to become wet, and remove the signs as soon as the surface is dry.
- Barricade affected areas, if necessary.
- Use floor mats at entrances and exits to keep surfaces as dry as possible and prevent slipping.
- Ensure good drainage to prevent standing water and speed drying.
- Wear shoes with slip-resistant soles, and keep them clean.
- Report any spills or wet areas that you notice and can't clean up yourself to the manager on duty.

Anti-slip Tips

In addition to minimizing wet surface hazards, be sure to utilize these anti-slip measures:

- Slow down. Your safety is more important than your speed.
- Take small steps to keep your balance centered.
- Walk with your feet pointed slightly outward to form a stable base.
- Make wide turns at corners.
- Use handrails, if present.
- Focus on the surface you are walking on.
- Keep your hands out for balance.

Cooperate and Stay Alert

Your safety is our top priority. If you have any doubt about your safety or that of our customers', whether it concerns a wet surface or another hazard, report it. It takes the cooperation of our entire staff to keep our establishment safe.

Safety Matters **Restaurant**

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Reduce Bouncer Liability

Court costs related to the use of force by bouncers or doormen are one of the largest, yet preventable losses in the industry. In almost all situations, bouncers have no legal right to physically engage a patron. Those that do use force create a substantial risk of liability for themselves and for our establishment.

Even when patrons become difficult, it is important to handle the situation in ways that do not bring about a physical confrontation. Keep reading for more information.

Patron Management

If you have to think about using force, the situation has already gone too far. The key to managing patrons is retaining order. Create a presence among patrons to stop potentially volatile situations before they become physical. To do this, you should:

- Walk through the facility regularly so patrons know there are bouncers present to enforce the rules.
- Keep track of how many people are admitted. The bigger the crowd, the harder it is to maintain order.
- Look for signs of behavior change in intoxicated guests.
- Watch for patrons who begin to show signs of a problem developing. Communicate with them in a friendly, nonthreatening way what behavior is unacceptable.
- Continue to monitor rowdy patrons after contact has been made.

- Use eye contact, head nods or other nonverbal cues to let patrons know their actions are being watched.
- Avoid drinking alcohol before or during your shift. You need to be alert and levelheaded while on the job.

Fights Between Patrons

A situation may arise where you will need to interrupt a fight between two or more patrons. It is important that you defuse the situation without become a third party in the fight. When responding to such a situation:

- Call fellow bouncers to assist. Try not to enter a situation outnumbered.
- Step between the two patrons (if possible) to block their direct contact with each other.
- Eject the patrons separately so the fight does not continue in the street.
- Don't hesitate to contact the police if you are concerned that the fight could continue after the patrons have been ejected.

Using Force

In almost every situation, the use of force is discouraged and, depending on local laws, it is often prohibited. Only under extreme circumstances should you physically engage a patron. These times are:

- If you are legitimately acting in self-defense
- If the patron has committed a crime, and they must be held until police arrive

Even in one of these scenarios, only use the minimum amount of force necessary to regain control of the situation.

For more information, talk to your supervisor.

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Provided by: Deeley Insurance Group, LLC

Safety at the Buffet

A buffet can be a very convenient food option for patrons, permitting them to select what they want and take only what they need. When offering a buffet, however, we must always exercise caution and put safety first to avoid cross-contamination, which can cause serious illness. This begins during prep work and continues until the buffet is closed for business. Keep reading for an outline of buffet safety tips.

During Prep Work

Before putting food out for patrons, wash it thoroughly under running water (if applicable). Then, use specific utensils and cutting boards to slice and dice. Make sure that the utensils are used only for these products. Furthermore:

- Use separate utensils and cutting boards for meat, poultry and other food items containing animal byproducts.
- Cook soups, meats and seafood at proper temperatures as outlined by the Food and Drug Administration.

During Buffet Setup

Once the food is cooked, begin to place it on the buffet. To protect the dishes, ensure that sneeze guards or food shields are properly placed and are clean. Additionally:

- Place long-handled spoons and tongs into foods for patrons to serve themselves easily. Replace these utensils at least every four hours.
- Label all foods and dressings properly so that patrons will not be tempted to taste

dishes to identify what the items are before putting it on their plates.

- Avoid setting the buffet earlier than necessary. If some foods sit out too long, they will spoil.

During Meal Time

To prevent foodborne illnesses, foods must be kept at specific temperatures. Hot items must be kept at 140 degrees Fahrenheit or warmer and cold items must be kept at 40 degrees Fahrenheit or colder. In addition:

- Check food temperatures with a thermometer at least every two hours to ensure that they are still safe to eat.
- Monitor egg and meat products, cooked foods and items containing mayonnaise closely. These products should not be kept out for more than two hours.
- Encourage patrons to use new plates when they visit the buffet for additional helpings.
- Clean up spills and soils immediately.
- Replenish food frequently and never place fresh foods in the same containers as others that have been sitting for a while.

If you have any buffet safety questions, ask your supervisor.

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Snack Bar Safety

Even though you are not preparing a seven-course meal, you are still in danger of starting a fire in the snack shop. Accidents often result from flare-ups during food preparation in conjunction with oven, burner or electrical and gas connection defects.

As a general rule, do not wear loose-fitting clothing that could drape into pans and open flames. This means tucking in your shirt or rolling up your sleeves. Remember to tie back long hair and skip using flammable hair products (e.g., hair spray) before going to work. In addition, consider these recommendations when cooking up snacks for patrons.

During Food Prep

- Keep hot pads, oven mitts and towels away from the range.
- Use the lowest heat setting possible to cook foods safely and thoroughly.
- Do not place metal or aluminum foil into a microwave oven, as this will cause sparking. If sparks occur with any material put into the microwave, turn it off, unplug it and report the incident to your supervisor before it is used again.

Appliance Precautions

- Unplug portable appliances when they are not in use.
- Keep the vent-hood fan on while cooking on a range.

- Clean spills, grease and messes on the range and oven immediately.
- Exercise caution when lighting ovens with gas ranges that do not have a self-lighting feature.
- Check burners, ovens and appliances to make sure they are off at the end of your shift.

Using Deep Fat Fryers

Deep fat fryers cause the largest number of burns for food service workers. Not only can you get a severe burn from cooking or cleaning fryers and vents, you can also come in contact with hot, splashing oil.

When you use a fryer, always:

- Use the correct grease level and cooking temperature.
- Avoid putting water or ice into the fryer, as this may cause a flare-up.
- Refrain from overfilling the fryer with frozen foods, as oil or grease could splash and bubble over.
- Make sure the floor is completely dry to avoid slipping and burning yourself on the fryer.
- Wear gloves and use a scraper for cleaning.

Also avoid reaching over and/or climbing on top of a fryer to clean it.

In the Event of a Fire

Turn off the gas or electricity fueling the fire, if you can do so safely. If the fire is in a pan, turn off the range and cover the pan with a lid. If this does not work, use a fire extinguisher, baking soda or fire blanket to put it out.

You should know the locations of all fire extinguishers in the near vicinity of the snack shop. More importantly, knowing how to operate a fire extinguisher is essential. When you use one, spray it in a sweeping motion a yard away from the flames.

Protecting yourself, our patrons and our establishment should be your main concern each and every workday. For more safety tips, talk to your supervisor.

Safety Matters **Restaurant**

Provided by: Deeley Insurance Group, LLC

Stair Safety in Restaurants

Slips, trips and falls are the most frequently occurring injuries to food service workers. More than 3 million food service workers are injured each year from slips, trips and falls in restaurants across the country, costing the hospitality industry over \$2 billion annually, according to the National Floor Safety Institute.

These injuries can happen anywhere on the premises, including stairways. Slips, trips and falls are often the results of failing to follow proper cleaning procedures.

When stairs are in a restaurant or on the property, it's important to follow certain procedures to reduce the risk of workers slipping, tripping or falling. To promote stair safety, employees should follow these precautions:

- Don't place or store anything on the stairs.
- Turn on lighting before using the stairs.
- Report any damaged stair treads to your supervisor
- Use handrails when going up and down the stairs.
- Be aware of any sudden steps with brightly colored tape and signage.
- Only carry so much that you are still able to see when going up or down stairs.
- Wear the appropriate footwear for the type of floors and stairways in the building.

- Clean up spills on the stairs immediately.
- Allow for extra room around stairway entrances and exits to avoid tripping over others if the stairway is busy.
- Do not run up or down the stairs.

Paying attention, taking certain precautions, and observing and fixing any damaged stairs can help employees stay safe on stairways.

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Staying Safe While Making Deliveries

Given the nature of the job, delivery drivers are often exposed to a wide variety of potential risks and hazards that co-workers who remain at the restaurant might not have to deal with. Getting behind the wheel, dropping off orders and interacting with strangers all have the potential to become hazardous.

As a delivery driver, there are a number of precautions that you can take in order to keep yourself as safe as possible.

Safety on the Road

The key steps to safety begin before you even start your delivery, and extend throughout the process. To ensure your safety as a delivery driver:

- Be certain to inspect the vehicle you will be using before you get behind the wheel. If there are issues with the vehicle, let your manager know.
- Do not be tempted to rush and jeopardize your own safety. Always comply with all traffic laws and wear your seat belt.
- Avoid using your cellphone while driving. Set your GPS before you start your vehicle. If you must contact a customer or the restaurant, pull over before doing so.

Safety Outside Your Vehicle

While being on the road can be dangerous, it's also possible to sustain an injury or find yourself in an unsafe situation while outside of your vehicle.

Once you have parked at your destination and

are bringing a customer their order, consider these tips:

- Pay attention to walkways, stairs and potential slip, trip and fall hazards.
- Do not run to drop off a delivery, as it saves little time and increases the risk of an accident.
- When working at night, carry a flashlight.
- Wear nonslip shoes when delivering in inclement weather.

Suspicious Situations

Unfortunately, delivery drivers can sometimes be the targets of violent incidents or robberies. The nature of your work means that you will often be alone, so it is of the utmost importance that you take every precaution to ensure your own safety, including the following:

- Park your vehicle in a well-lit area, such as underneath a streetlight.
- Always turn off and lock your vehicle when parked or not in use, and take the keys with you.
- Be aware of your surroundings and any suspicious people or vehicles.
- Never approach a property that appears to be vacant. If in doubt, call the customer and

ask them to meet you outside or to turn on their exterior lights.

- Do not deliver to back or side doors.
- Limit the amount of cash that you carry, and avoid displaying money during a delivery.
- If you ever feel like you are in danger, call 911.

In Conclusion

Delivery is an important element of the restaurant industry and, as a driver, you are vital to our business. While customer satisfaction is a high priority, the safety of our employees is even higher.

If you have any questions or concerns about staying safe while making deliveries, talk to your manager.

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Teen Restaurant Worker Rights and Responsibilities

We hire teens because gaining early work experience and earning money are rewarding. To ensure your work experience is safe, take time to fully understand your responsibilities and rights as a teen employee in our restaurant.

Know Your Responsibilities

- Follow all restaurant safe work practices as directed by your manager.
- Don't be afraid to ask questions. Follow up with your manager if you feel you need further training, such as dealing with customers, performing new tasks or using new equipment.
- Don't rush. Working safely may seem to slow you down, but ignoring safe work procedures can lead to unnecessary injury or harm.
- Be aware of your working environment at all times. Don't become careless— even when you are more familiar with your tasks.
- Make sure to tell someone if you ever feel threatened or in danger at work. Talk to a supervisor, parent or other adult as soon as possible.
- Use your best judgment and trust your instincts while on the job. If someone asks you to do something that seems unsafe or makes you uncomfortable, check with your manager first.
- Remember that underage drinking is illegal and it is never allowed in our restaurant.

Being under the influence puts you and others at risk. If you suspect someone at work has been drinking, notify the manager on duty immediately.

Know Your Rights

- You have the right to work in a safe and healthy workplace free of hazards.
- You have the right to refuse to work if you believe a job or working condition is unsafe and exposes you to immediate danger.
- You have the right to report safety hazards to your employer without the fear of being illegally punished or fired.
- You have the right to only work the limited hours and types of work permitted by state and federal laws.
- You have the right to receive health and safety information about equipment, job tasks and hazardous chemicals that may be harmful to your health.
- You have the right to demand payment for your work—at the least the current minimum wage allowed in your state.
- You have the right to request payment for medical care and workers' compensation if you become sick or injured on the job. You may also be entitled to lost pay benefits if

you miss work due to a work-related illness or injury.

- You have the right to work in an environment free of racial or sexual harassment.

For more information, talk to your supervisor.

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Tips for Servers of Alcoholic Beverages

Our goal is to provide you with the right information and training to prevent patron intoxication and alcohol-impaired driving when you are serving alcoholic beverages. Assess how much a person has been drinking by recognizing the signs of intoxication and using the following methods for intervening with intoxicated guests.

Signs of Intoxication

While alcohol affects everyone differently, the signs of intoxication generally include:

- Slurred or slowed speech
- Heightened emotions (e.g., anger or sadness)
- Red or glazed over eyes
- Decreased alertness or reduced focus
- Inability to walk or staggered steps
- Reduced fine motor skills

How Much Is Too Much?

Rather than counting how many drinks a guest has had, use this traffic light system to decide when they should no longer be served:

- **Green**—At this stage, the patron shows no sign of impairment, is in a good mood, and is not drinking rapidly. This guest is likely safe to serve.
- **Yellow**—At this stage, the patron is not yet intoxicated, may be drinking quickly, is either in a “down” mood or out to celebrate, and may be showing some signs of

impairment. Your goal is to stop serving before a guest is intoxicated, so serve this patron with caution.

- **Red**—At this stage, the patron is showing signs of intoxication, may be in a depressed, aggressive or bad mood, is drinking fast, and seems intent on becoming drunk. Stop serving this guest immediately.

Dealing With Intoxicated Patrons

You have both the right and the duty to refuse service to an intoxicated patron. This puts you at risk, so keep the following in mind:

- Politely deny service. Offer food or alcohol-free alternatives.
- Remember that tact and courtesy go a long way in preventing explosive situations.
- Avoid potentially upsetting statements, such as “You are drunk.” Instead, put the focus on yourself. For example, “If I serve you another drink, I could lose my job.”
- Offer to call a taxi for the intoxicated patron.
- Be firm. Once you have refused service, do not bargain or back down.
- Stay calm and remain in control. Move on to serving other customers or attend to other tasks to keep yourself busy.

If removal of a drunk patron becomes necessary, it should be done as quickly and with the least amount of force as possible. Using unreasonable force may result in injury and subsequent legal action. If there is the chance of a violent reaction from a patron, be prepared to call the police for assistance.

In the event of an incident, fill out a liquor liability incident form, which documents the measures taken to control an intoxicated person, and helps to defend liability in the event of an alcohol-related accident.

Intervening with an intoxicated patron may seem difficult, but your actions are critical. When you take the appropriate steps to prevent intoxicated patrons and alcohol-impaired driving, everyone benefits.

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What to Do During a Health Inspection

Required by law, health inspections play a critical role in protecting public health. Knowing what to expect when the inspector arrives can help the process run smoothly. Here's what restaurant employees like you should keep in mind during a health inspection.

Do not refuse an inspection. Inspectors usually arrive unannounced during normal business hours so they can obtain the most accurate observation of the restaurant's food handling practices. It's important to greet the inspector and ask for identification. Cooperating in a professional manner will help get the inspection off to a good start.

Do not offer the inspector food or drink. The inspector's job is to formally observe how the restaurant's food is handled, stored and prepared. Offering food could be seen as a favor or a bribe and should be avoided.

Follow the inspector and take notes. Someone should accompany the inspector throughout the process to show that the restaurant is actively concerned about food safety. Sometimes inspectors arrive at peak times in the business day and it may be difficult for someone to accompany them. In any case, at least one employee should make an effort to follow the inspector.

The inspector will usually do a quick walk-through of the establishment before conducting a more thorough investigation. Allow the inspector to investigate all areas of the establishment. During observation, they will look

for the following:

- **Critical violations**, which are directly related to foodborne pathogens and foodborne illness
- **Noncritical violations**, which are not directly related to foodborne illness

If the restaurant is cited for a violation, ask questions.

The inspector is there as a resource on foodborne pathogens and illness. Answer any questions the inspector asks, and make note of all problems or deficiencies they point out. If the inspector points out a violation, do not argue; instead, ask questions about how to fix the violation.

Fix violations on the spot if you can. Fixing violations on the spot shows the restaurant's attentiveness and willingness to make improvements. Both noncritical and critical violations should be corrected (if possible) during the inspection. If the violation requires additional time to fix, expect that a follow-up inspection will be needed.

Know your local health codes. All managers of commercial food establishments must know local health codes. The inspector may ask questions during the inspection to test managers' knowledge. Make sure your training

is up to date.

Keep important documents on hand. The inspector may ask to see the establishment's operator permit, staff training records, and documentation of the cooking and storage temperatures for potentially hazardous foods. Have all records organized and easily accessible to show the inspector if needed.

Follow up on your own. Post-inspection, take the inspection report and walk through the establishment to understand what inspectors look for so you can help prepare for the next inspection.

Develop a professional working relationship with the health inspector. A health inspector can help ensure the establishment delivers a safe food product. It's important to treat them as a partner.

For more information, talk to your supervisor.