

# Bohse & Associates

“DISHING IT OUT” THE BOHSE WAY:

## The Knowledge and Credentials to do the Job Right: Online Resources for Food Service Professionals

A successful food service operation depends on the knowledge and skills of its employees. Higher level management and cooking positions often require prior experience, education (with post high school culinary or food service management degrees), and certification. Various types of certification may be required for these positions.

The National Restaurant Association Educational Foundation (NRAEF) <http://www.nraef.org/> is the educational arm of the National Restaurant Association (NRA) <http://www.restaurant.org/index.cfm>. The NRAEF's Foodservice Management Professional<sup>®</sup> (FMP) credential distinguishes foodservice managers who achieved the high level of knowledge, experience, leadership and professionalism the industry most desires.

The administration of food services in health care and other special settings (ie, Meals on Wheels programs, Senior Centers) may be administered or be advised by a dietitian or diet technician. The American Dietetic Association's Commission on Dietetic Registration <http://www.cdrnet.org/certifications/index.htm> credentials individuals who meet education and training requirements. More general foodservice positions such as dishwashers, often just require the ability and desire to do the job with no prior experience.

The NRAEF provides descriptions of food service positions and compensation. Refer to “ProStart High School Program Food Service Job Descriptions” [http://www.nraef.org/hba/hba\\_stud\\_jobdesc.asp?level1\\_id=1&level2\\_id=1&level3\\_id=4#kitch](http://www.nraef.org/hba/hba_stud_jobdesc.asp?level1_id=1&level2_id=1&level3_id=4#kitch) and “Typical Food Service Career Ladder and Compensation and Job Descriptions.” [http://www.nraef.org/hba/hba\\_career\\_ladder.asp](http://www.nraef.org/hba/hba_career_ladder.asp)

Food service management's primary responsibility is to provide safe food to consumers. To ensure food safety, management has the responsibility and duty of demonstrating knowledge of foodborne disease prevention and implementing Hazard Analysis Critical Control Point (HACCP) principles, <http://www.nal.usda.gov/fnic/foodborne/haccp/index.shtml> state and local regulatory requirements (ie, retail food establishment regulations), and requirements of the *Food Code* (practical and science-based government guidance for foodservice establishments) <http://www.cfsan.fda.gov/~dms/fc01-toc.html>.

A clean and sanitary food establishment is a prerequisite to an effective food-safety program. The National Sanitation Foundation (NSF) International develops and publishes standards for sanitary equipment design. <http://www.nsf.org/>

Also available is a collaborative website providing a variety of government-generated information on food safety for the food industry and food consumers <http://vm.cfsan.fda.gov/~dms/fs-toc.html>.

The website [www.FoodSafety.gov](http://www.FoodSafety.gov) is the “gateway” to government food safety information. The Food Safety and Inspection Service develops consumer education programs for the public and operates USDA’s Meat and Poultry Hotline. <http://www.fsis.usda.gov/OA/background/fseducation.pdf>

Certification is often required of anyone who manages or handles food. That includes paid personnel and volunteers. Your local regulatory agency can provide direction. [www.fda.gov/oca/sthealth.htm](http://www.fda.gov/oca/sthealth.htm) A “Toolkit” of information and web links for food safety training programs and certification program information (handout) is available. <http://www.fsis.usda.gov/OA/pubs/fstea.pdf> It includes food safety training and certification programs such as:

- **ServSafe®** developed by the National Restaurant Association Educational Foundation (NRAEF) [www.edfound.org](http://www.edfound.org)
- **Certified Food Protection Professional (CFPP)** developed by the Dietary Managers Association [www.dmaonline.org](http://www.dmaonline.org)
- **National Certified Professional Food Manager (NCPFM)** [www.experioronline.com](http://www.experioronline.com) administered by Experior Assessments
- **Certified Food Safety Manager** offered by the National Registry of Food Safety Professionals, Inc. [www.nrfsp.com](http://www.nrfsp.com)