What Went Wrong?

Video Activity Answer Key

Instructions: After viewing each receiving, storing, preparing, and serving scene, write down all of the incorrect food safety practices identified on the video. If time permits, view the matching scene from "What Went Right?" videos after reviewing incorrect food safety practices.

After viewing each food defense scene, identify what could have been done differently to prevent the intentional contamination event.

Receiving Produce:

- Produce is delivered in a non-refrigerated vehicle.
- The back door is unlocked.
- Drink crates near the back door may attract pests into the facility.
- Tomatoes are delivered in an untraceable container; the bag is damp.
- Tomatoes are dropped by delivery person.
- The driver is sick; he touched the tomatoes and rubbed them on his clothing.
- The produce is not inspected during receiving for the following concerns:
    a. Receiving temperatures.
    b. Product quality.
    c. Product damage.
    d. Traceable packaging.
    e. Quantity ordered.

Storing Produce:

- The walk-in refrigerator temperature 53° F.
- The day (Tuesday) only is used for marking the receiving date on produce.
- A cantaloupe is severely damaged. This cantaloupe may already be contaminated, or may become contaminated during storage.
- Is the cantaloupe discarded, or culled and used in food production?
- The produce delivery is never inspected.
- Fresh produce is stored under shell eggs.
- Kiwi and tomatoes are stored in untraceable containers.
- The kiwi is removed from the delivery container and placed on parchment paper directly on shelving.
- The kiwi is stored next to shell eggs.
- Potatoes are stored on the floor instead of 6 inches off of the floor.
- Potatoes are not stored according to FIFO; they are labeled with the day of the week instead of date.
- The employee is wearing jewelry that may not be approved in the dress code policy.

Non-food safety issues participants may identify:

- The employee may have strained her back due to improper lifting technique.
- The cantaloupe not returned nor is credit received.
- Potatoes are stored without regard to recommended storage temperatures.
- Some items are stored without regard to ethylene gas damage; the lettuce is stored between apples and cantaloupe.

Preparing Produce 1:

- The pot and pan sink is used for food preparation.
- The green cutting board is on the cart below raw chicken. Green is intended for produce.
- The employee uses her apron to dry her hands.
- The employee is not wearing gloves. If your state requires gloves when handling ready to eat foods, this is a violation.
- The employee used the red cutting board when preparing diced tomatoes. Red is intended for raw meats.
- The employee placed a case of lettuce on the cart that previously held raw chicken. The lettuce may become contaminated from the cart or the green cutting board if it is used for preparation.
- The employee contaminates the tomatoes with unwashed hands and a contaminated apron.
- The tomatoes are never washed prior to preparation.
- The refrigerator door handle is contaminated.
- The employee does not wash her hands after handling raw meat.

Preparing Produce 2:

- The pot and pan sink is used for food preparation.
- The sink is cleaned but not sanitized.
- The colander is left in the sink during the cleaning step.
- Is this the same colander that was used for the raw chicken?
- Was the green cutting board ever washed and sanitized?
- The cantaloupe is rinsed, but not scrubbed with a produce brush.
- The work tools are cross-contaminated with a terry cloth towel.
- The employee left the work station, leaving cantaloupe at room temperature for an additional 30 minutes in the temperature danger zone.
- The employee washed her hands while wearing disposable gloves.
- The employee did not wash her hands and change her gloves after returning to work station.
- The employee did not remove her apron when leaving the food production area.

Note: Faucet handles should be paddle-style, or use electronic eye or foot peddles to prevent cross- contamination.

Preparing Produce 3:

- The pot and pan sink is used for food preparation.
- Was the sink ever cleaned and sanitized?

- Leafy greens are soaked, not rinsed under running, potable water.
- The leaves of the romaine lettuce should be separated during the rinsing process.
- An unapproved chemical (detergent) is used on fresh produce.
- Is this the contaminated colander?
- The employee is working while sick. Her illness appears to be gastrointestinal.
- The employee did not wash her hands when returning to work.
- The employee did not follow the signage instructions on the ice machine.
- An unapproved container is used for ice. The container is a chemical bucket.
- The red cutting board is used to prepare lettuce.
- The lettuce may be contaminated by the ice, colander, sink, or sick employee.

Note: Some states do not allow scoop to be stored on shelf in ice machine.

Serving Produce 1:

- Did the sick employee ever wash her hands?
- The employee uses her finger to taste test salad the dressing to determine which one is ranch and which on is bleu cheese.
- The employee continues to work while sick.
- The salad bar was unplugged.

Serving Produce 2:

- The employee uses a terry cloth towel to wipe her face.
- The employee cross-contaminates the thermometer with the terry cloth towel.
- The cantaloupe fruit cups are out of the safe temperature holding range at 49° F. Cantaloupe is a PHF/Time and Temperature Controlled for Safety (TCS) item that must be held and served at or below 41° F.
- The employee touches the food while taking the serving temperature.
- The thermometer is not working and not calibrated.
- The employee falsifies the temperature log.

Serving Produce 3:

- The employee places freshly prepared food on top food already on the salad bar.
- The employee uses possibly contaminated hands when handling ready to eat foods (Note: some states require gloves to be worn when handling ready to eat foods).
- Food that has fallen on the floor and is contaminated is placed back on the salad bar.
- The employee is wearing jewelry that may not be approved in the dress code policy.

Note: Tell participants that there is no such thing as a 5 second rule.

Serving Produce 4:

- The employee eats while working with food during service.
- The employee leaves the salad bar unattended during service.
- Students contaminate the foods served on the salad bar.

- The employees place contaminated salad bar items on the cart for use another day.
- The cart is rolled into the refrigerator that is still not operating properly.

Food Defense 1:

- The manager could have locked the walk-in refrigerator prior to closing the kitchen at the end of the work day.
- Doors to the kitchen could have been locked so that the employee could not access the kitchen and storage areas after hours.

Food Defense 2:

- The manager could have locked the walk-in refrigerator prior to closing kitchen at the end of the work day.
- Doors to the kitchen could have been locked to prevent the student from entering the kitchen and unlocked storage areas after hours.