

Restaurant Safety for Teen Workers

<http://www.osha.gov/SLTC/youth/restaurant>

Home Serving Clean-up Drive-thru Cooking Food Prep Delivery General Resources

Restaurants and other eating and drinking businesses employ 11.6 million people in the United States. Nearly 30% of these employees are under 20 years of age. Many teens' first work experience is in the restaurant industry. OSHA is providing this eTool to help youth working in the restaurant industry to be safe and healthy on the job.

*See the OSHA website for the Interactive Restaurant Safety for Teen Workers eTool:
<http://www.osha.gov/SLTC/youth/restaurant/>

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Today's Menu

Serving	Drive-Thru	Cooking	General
Clean-up	Food Prep	Delivery	Resources

Quizzes - Puzzle Game

(April 2008)

After you have read all of the restaurant modules you are ready to take the quizzes and play the Restaurant Safety Puzzle Game!

The puzzle game has the following sections:

- ⊗ Serving (8 questions)
- ⊗ Clean-Up (14 questions)
- ⊗ Drive-thru (9 questions)
- ⊗ Cooking (9 questions)
- ⊗ Food Preparation (10 questions)
- ⊗ Delivery (8 questions)
- ⊗ General (10 questions)
- ⊗ Resources (10 questions)



Serving Quiz

(Check the best answers, unless otherwise noted)

1. Repetitive reaching and lifting may cause which of the following:
 - back, neck, or shoulder strain
 - hip strain
 - knee strain
 - ankle strain
2. When carrying a load of plates or other heavy objects, elbows should be:
(check all that apply)
 - spread wide away from the body
 - extended in front of the body
 - raised above the body
 - kept close into the body
3. When serving, which of the following is NOT a potential burn hazard?
(check all that apply)
 - plates
 - the espresso machine
 - salt and pepper shakers
 - table candles
4. Which of the following can be used to prevent burns when serving?
(check all that apply)
 - rubber gloves
 - waiter's cloth or towel
 - wet rag
 - plastic sheet
5. Which of the following is the best type of shoe to wear to reduce the risk of slipping?
 - canvas shoes
 - high heels
 - sneakers
 - sandals

6. Which of the following is the best way to prevent collisions and falls when walking between the kitchen and service areas?
- ☀ shouting for others to get out of the way
 - ☀ looking through windows provided on the doors
 - ☀ restricting who is allowed to enter the kitchen
 - ☀ walking backwards to push doors open
7. What is the leading cause of death among teen workers in retail/service jobs?
- ☀ homicides
 - ☀ automobile collisions
 - ☀ severe burn injuries
 - ☀ serious cuts/lacerations
8. The best way to help discourage robbery attempts is:
- ☀ counting cash in well-lit, open settings that are in visible sight of all customers
 - ☀ establishing and following strict lock-up procedures
 - ☀ refusing service to suspicious-looking customers
 - ☀ spreading out staff so that all workers are alone

Quiz results:



Clean-up Quiz

(Check the best answers, unless otherwise noted)

1. Which of the following can be caused by overfilling bussing containers with dirty dishes?
 - cuts and scrapes
 - strains and sprains
 - slips and trips
 - All of the above
2. Which of the following can workers be provided with to help prevent strains and sprains when bussing a table?
 - larger container
 - deeper container
 - smaller container
 - decorative container
3. Which of the following can cause burns when working with a continuous feed dishwasher?
 - steam
 - rollers
 - conveyors
 - dirty plates
4. Whenever a pot or pan is on a stove, the worker should assume that it is:
 - clean
 - hot
 - dirty
 - cool
5. Which of the following is NOT a hazardous chemical?
 - oven cleaner
 - floor cleaner
 - degreaser
 - water

6. Which of the following is NOT required for workers using hazardous chemicals?
- ☼ training workers to handle hazardous chemicals safely
 - ☼ labeling of all chemicals
 - ☼ allowing all workers the chance to use hazardous chemicals
 - ☼ providing access to material safety data sheets for all workers
7. Slips, trips, and falls can best be avoided when spills are cleaned up:
- ☼ when the supervisor says so
 - ☼ immediately
 - ☼ after the customers leave
 - ☼ before busy customer times (e.g., lunch or dinner rush)
8. At what level should items be carried so that slips, trips, and falls can be prevented?
- ☼ below your waist level
 - ☼ below your line of vision, waist level and close to the body
 - ☼ above your head
 - ☼ above your shoulder height
9. Why is it dangerous to leave dirty knives in a sink?
- ☼ knives sometimes cannot be seen under the water level, and employees may be cut
 - ☼ knives can scratch or break other dirty dishes and glasses
 - ☼ knives can easily rust if left in water
 - ☼ knives are expensive and hard to replace
10. Which of the following is the best way to clean-up broken glass?
- ☼ immediately pick it up with his/her fingers
 - ☼ kick it to the side so no one walks over it
 - ☼ sweep it up with a broom and dust pan
 - ☼ crush it into smaller pieces with his/her foot
11. Why is it dangerous to mop floors around electrical outlets?
- ☼ workers can be shocked or electrocuted
 - ☼ workers can block and crowd the areas around electrical appliances
 - ☼ workers can damage the wiring
 - ☼ workers can trip someone into the outlet

12. How can workers prevent getting shocked or electrocuted when cleaning electrical appliances?

- ☼ using slow, careful movements
- ☼ only using water-based cleaning solutions
- ☼ marking electrical plugs with warning signs
- ☼ unplugging the electrical appliances

13. Which of the following ways is the safest way to store pesticides?

- ☼ in an open, visible area
- ☼ in its original, labeled container, in a locked storage area away from food areas
- ☼ in an unbreakable, plastic container
- ☼ in a closed cupboard

14. Employers must provide which of the following for workers that handle pesticides?

- ☼ extra pay
- ☼ personal protective equipment (e.g., mask, gloves)
- ☼ break period afterwards
- ☼ extra work hours

Quiz results:



Drive-thru Quiz

(Check the best answers, unless otherwise noted)

1. Working in the drive-thru area can cause strains and sprains because:
 - workers do a lot of reaching and stretching to deliver food to customers
 - workers must fill many orders
 - workers have to take orders using headsets
 - workers walk around a lot in the drive-thru area
2. Which device can help prevent muscle strains and sprains for drive-thru workers?
 - longer arms
 - a drop box
 - a sign welcoming customers to be served inside
 - headsets
3. Hearing loss can occur while stationed at the drive-thru windows primarily from:
 - customers honking car horns
 - loud car engines
 - banging sliding windows
 - wearing headsets with volume turned up too high
4. What measures can help protect employees hearing when wearing headsets in the drive-thru area? (check all that apply)
 - relocating drive-thru windows close to heavy traffic areas
 - using headsets that have acoustical limiting devices
 - not turning headset volumes up excessively high
 - turning headset volumes up high
5. Working in the drive-thru area can cause physical fatigue because workers:
 - strain eyes from glaring bright lights
 - wear uncomfortable headsets
 - stand for long periods of time
 - must work alone

6. What can be provided to decrease the physical fatigue of drive-thru workers who stand for long periods of time? (check all that apply)

anti-fatigue floor mats

padded shoe inserts

stools or foot bars

concrete floors

7. What is the main air pollutant in automobile exhaust in the drive-thru area?

carbon dioxide

carbon monoxide

carbon hydrochloride

carbon chloride

8. Which of the following does NOT help to minimize exposure to automobile exhaust in drive-thru areas?

fans

air-conditioners

open drive-ways

open windows

9. Which of the following does NOT help to discourage workplace violence? (check all that apply)

installing bullet-proof glass in drive-up windows

using drop boxes to deliver food rather than leaning out windows

installing video surveillance and alarm systems

isolating drive-thru area from the rest of the building

Quiz results:



Cooking Quiz

(Check the best answers)

1. Fry cooks and workers who work around hot grease often have this type of injury.
 - cuts
 - burns
 - sprains
 - slips
2. Grease traps that are left unemptied are dangerous because:
 - they can end up stinking up the restaurant
 - they can be the source for a grease fire
 - they will need to be replaced
 - they can harden and be difficult to clean
3. Adding water or ice to hot oil will cause the oil to:
 - splatter and cause burns
 - cool quickly to a safe temperature
 - stay hot for a longer time
 - not splatter and be safe
4. In what amount should fries be poured into a deep fat fryer?
 - small amounts
 - the whole bag at once
 - large amounts
 - it doesn't matter
5. When is it necessary to run in the kitchen area?
 - a demanding customer wants their order
 - the chef/cook needs some ingredients in a hurry
 - a co-worker is calling for some assistance
 - no one should run in the kitchen area

6. Which of the following can help prevent workers from being shocked or electrocuted? (check all that apply)
- pulling on cord to unplug equipment
 - use receptacles that have ground fault circuit interrupters
 - using wet hands to unplug machinery
 - mopping near an outlet in use
7. Which of the following conditions can workers suffer if exposed to very hot temperatures in kitchen areas? (check all that apply)
- heat intuition
 - heat suggestion
 - heat exhaustion
 - heat stroke
8. Which of the following is NOT a good way to prevent heat exhaustion or heat stroke when working in hot kitchen areas? (check all that apply)
- drinking plenty of soda during the shift
 - drinking plenty of water during the shift
 - wearing loose cotton clothing
 - using fans and ventilation systems
9. Which of the following is NOT a good way to help prevent slips/trips/falls in the kitchen area? (check all that apply)
- wearing high heels
 - eliminating cluttered or obstructed work areas
 - providing adequate lighting
 - cleaning up spills immediately

Quiz results:



Food Preparation Quiz

(Check the best answers)

1. Hand-intensive tasks (like chopping, stirring, or scooping) can cause repetitive motion injuries to the wrist if done with:
 - ☼ the non-dominant hand
 - ☼ a straight wrist
 - ☼ the dominant hand
 - ☼ a bent wrist
2. Which of the following describes cooking utensils (e.g., knives, scoops) that are designed to prevent stress and strain injuries:
 - ☼ safety-designed
 - ☼ ergonomically-designed
 - ☼ injury free-designed
 - ☼ hand friendly-designed
3. When a knife falls, the worker should:
 - ☼ reach out to catch it before it hits the floor
 - ☼ stick out a foot to block it from falling to the floor
 - ☼ step out of the way to let it fall to the floor
 - ☼ throw something on the floor to keep it from getting dirty
4. When operating a kitchen machine, why is it important to keep loose clothing and long hair tucked or tied close to the body?
 - ☼ it isn't important
 - ☼ so clothing and hair do not get dirty
 - ☼ so food does not taste funny
 - ☼ so clothing and hair do not get caught in the machine
5. Which of the following should be attached to kitchen machines to help protect workers?
 - ☼ a warning sign
 - ☼ machine guarding
 - ☼ instruction manual
 - ☼ safety inspection sticker

6. What type of person should be alerted to leave the area where a microwave oven is going to be used?
- ☀ person under the age of 16
 - ☀ person who just had eye surgery
 - ☀ person with a pacemaker
 - ☀ person who is elderly
7. If the microwave starts sparking inside, the worker should:
- ☀ unplug it
 - ☀ report it to the supervisor
 - ☀ turn it off immediately and don't use it
 - ☀ all of the above
8. When using meat slicers: (check the incorrect answer)
- ☀ use a tamp or push stick when feeding food into or removing food out of these machines
 - ☀ use machine guarding, do not bypass
 - ☀ do not put hands near the moving blade
 - ☀ don't consider the age restrictions
9. When using steamers or pressure cookers:
- ☀ get properly trained prior to handling
 - ☀ follow all safety procedures
 - ☀ shut off the steam supply and wait for the pressure to equalize before opening the lid of pressure cookers
 - ☀ all of the above
10. What can teen workers do to avoid burns and other injuries while operating coffee making equipment?
- ☀ do not place hot coffee makers close to the edge of counters
 - ☀ make sure the coffee filter is in place before making any coffee
 - ☀ do not remove the filter before coffee has stopped dripping
 - ☀ all of the above

Quiz results:



Delivery Quiz

(Check the best answers)

1. Why should heavy boxes or frequently used items be stored on lower shelves?
(check all that apply)

- to keep the shelf unit from collapsing
- to protect workers from strain and sprain injuries
- to prevent items from falling and being damaged
- to have frequently used items readily available

2. To help protect workers from lifting-related injuries, what kind of training should be offered by employers?

- lift technique training
- strength training
- aerobic training
- karate training

3. A walkway area (like hallways) can be especially dangerous for slips, trips, and falls if it is: (check all that apply)

- lit with fluorescent lighting
- used to stock items and boxes
- paneled with wood board
- not equipped with handrails

4. In order to best prevent anyone from slipping, spills should be:

- marked with warning signs and allowed to dry
- carefully avoided and left to dry
- quickly mentioned to other workers and customers
- immediately cleaned up and appropriately marked with warning signs

5. Workers can be exposed to extreme warm or cold temperatures during deliveries if the receiving area is:

- elevated or raised
- located in the back of the building
- not supervised by an adult
- open and uncovered

6. If someone spends a long period of time or gets trapped inside a cold-storage area (walk in refrigerators and freezers), they could suffer from:

hypothermia

hyperthermia

heat stroke

heat rash

7. What is the best way to prevent workers getting trapped in cold-storage areas?

telling others (co-workers and supervisors) that someone is inside

blocking the door open with a heavy box

assigning only responsible workers for duties in cold-storage areas

installing an opening handle on the inside of the door

8. According to the Fair Labor Standards Act (FLSA), teens younger than 16 years old are not allowed to work in freezer areas.

true

false

sometimes

all of the above

Quiz results:



General Quiz

(Check the best answers)

1. Teen workers are exposed to electrical hazards from:
 - ☼ using worn or damaged electrical cords, and outlets
 - ☼ unsafe work practices
 - ☼ using improperly wired or ungrounded outlets
 - ☼ all of the above

2. To help avoid electrical hazards and accidents: (check all that apply)
 - ☼ do not plug in electrical equipment with wet hands or while touching a wet surface
 - ☼ use outlets that have a ground fault circuit interrupter (GFCI)
 - ☼ use exposed receptacle boxes that are made of nonconductive material so that contact with the box will not constitute "a ground"
 - ☼ use plugs and receptacles that have been designed to prevent energization until plug insertion is complete

3. Safe fire prevention practices include: (check all that apply)
 - ☼ knowing and following the fire safety procedures in the workplace
 - ☼ knowing how to safely use fire extinguishers if a worker is expected to use them
 - ☼ knowing fire alarm locations
 - ☼ storing paper products by the grill area

4. Restaurant workers can help prevent slips/trips/falls by: (check all that apply)
 - ☼ cleaning up spills immediately
 - ☼ wearing high heels
 - ☼ wearing slip-resistant shoes
 - ☼ using random boxes or containers to stand on when you need to reach something up high

5. Teen workers may be more susceptible to work injuries because of:
 - ☼ lack of experience
 - ☼ feelings of invulnerability
 - ☼ fear or failure to ask questions
 - ☼ enthusiasm to learn
 - ☼ doing tasks for which they are either unprepared or incapable of performing

safely

6. Coming to work under the influence of drugs or alcohol could lead to? (check all that apply)

increased potential for a workplace accident

being fired or sent home

being incapable of doing his/her job well

getting a promotion

7. Workers can help reduce the risks of workplace injury by: (check all that apply)

asking questions if they don't understand

reporting safety problems to their supervisor

refusing to work if they feel it puts them in imminent danger

remembering they do have rights

8. Restaurant workers can reduce the risk of slips/trips/falls by wearing shoes that: (check all that apply)

are laced and tied snugly

don't have smooth soles

are non-slip and waterproof

are fashionable with high heels

Quiz results:



Resources Quiz

(Check the best answers)

1. What is the name of the federal law that includes rules about child labor?
 - Occupational Safety and Health Act
 - Fair Labor Standards Act
 - School-To-Work Opportunities Act
 - Elementary and Secondary Education Act
2. Teen workers have the right to which of the following? (check all that apply)
 - the right to a safe and healthy workplace
 - the right to join or organize a union
 - the right to dress in fashionable uniforms
 - the right to refuse work if the job is hazardous to life or health
3. Which laws enforced by the Department of Labor protects adolescent workers? (check two)
 - the Fair Labor Standards Act (FLSA)
 - state child labor laws
 - the Adolescent Workers Act
 - the Occupational Safety and Health Act (OSH) Act
4. The FLSA and state laws provide child labor provisions that were designed to protect minors in non-agricultural and agricultural employment by restricting the types of jobs and the number of hours they may work.
 - true
 - false
 - never
 - all of the above
5. Which law is in effect if state law and federal laws are different?
 - federal law
 - state law
 - whichever law provides the teen with more protection
 - both are void

6. Which of the following is legal for a 14-15 year old to do? (check all that apply)
- cooking at the grill
 - cleaning, oiling, or repairing power-driven food slicers, or grinders
 - working with the meat freezers or coolers
 - work in kitchens preparing and serving food and drinks
7. Youth employment laws prohibit teens younger than 18 years of age working in hazardous occupations. Which of the following jobs are not permitted? (check all that apply)
- driving a forklift
 - using power-driven meat slicers
 - using power-driven bakery equipment, including mixers
 - using cardboard compactors
8. When a teenager turns 18: (check all that apply)
- the child labor laws still apply to them
 - they may work any job even those considered hazardous
 - they may work for as many hours as they choose
 - they may work with power-driven bakery and meat-slicing equipment
9. The federal law limits the hours 14-15 years olds can work (in non-agricultural areas): (check all that apply)
- they are not permitted to work during school hours, or before 7 a.m. or after 7 p.m. between Labor Day and June 1
 - they must follow state laws if they are more stringent than federal law
 - when school is in session, teens aren't allowed to work more than 18 hours each week
 - no more than three hours on a school day, or more than eight hours on a weekend day or holiday
10. What can employers do to keep young workers safer on the job? (check all that apply)
- follow all laws pertaining to the employment of young workers
 - place stickers on equipment that teens younger than 18 are not permitted to operate
 - only allow teens to work at the jobs and hours permitted
 - review their worksite and eliminate identified hazards to help ensure jobs are as safe as possible

Quiz results:



Great job!
All Quizzes are complete
Remember to always

WORK
WORK *SAFE*
SMART

Teen Worker Safety CERTIFICATE OF ACHIEVEMENT

Firstname Lastname

**SUCCESSFULLY COMPLETED
THE OSHA OFFICE OF TECHNICAL LINKS
MULTIPLE CHOICE QUIZ FOR
"TEEN WORKER SAFETY IN RESTAURANTS"
ON**

Month, Day, Year

**AND IS HEREBY DECLARED
A SAFE TEEN WORKER**

