

Chapter Review Case Study

Now, take what you have learned in this chapter and apply it to the following case study.

An e-mail alert had just come from company headquarters. It seemed that a foodborne-illness outbreak had occurred at two company operations in the southern district.

Byron was the general manager of the highest volume operation in the chain's northern district. When he got the e-mail alert, he became very concerned. All of the food, recipes, and food handling procedures were the same company-wide. All of the food products came from the company's central commissary. Recipes came down from the corporate chef. And, food safety policies and procedures were taught by the same instructors. Byron was worried. He wondered if something could happen in his operation. Because everything was done the same way company-wide, he was very concerned about a potential outbreak.

Byron decided to gather his team of managers and discuss what was going on. He filled them in on the details of the outbreak at the other stores. He then asked the team what they thought could be done to prevent it from occurring in their operation.

Byron's executive chef, Amelia, said that she would double-check if all of the food safety procedures were being followed by her staff. She also suggested taking a closer look at how they could set up barriers to foodborne illness. She suggested that they review FAT TOM.

Byron and the other managers looked at each other and wondered what she was talking about. Chef Amelia explained that the words FAT TOM were a good way of remembering the conditions bacteria need to grow. She said that if FAT TOM could be controlled, then foodborne illness could be prevented. She went on to explain what each letter of FAT TOM meant. The team began to work on a complete review of all the aspects of FAT TOM with Byron's and Amelia's supervision. They focused specifically on time and temperature control.

① What did Byron do correctly?

② Why was Chef Amelia's review of FAT TOM important in helping keep food safe in the operation?

For answers, please turn to page 2.26.