

EVERY PLATE, EVERY GUEST: ADVANCING FOOD SAFETY IN REAL-WORLD DINING

Moderator: Betsy Craig, MenuTrinfo, LLC

Organized by the Retail and Foodservice PDG, Food Safety Culture PDG,
Food Chemical Hazards and Food Allergy PDG

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Today's Panelists

- **Betsy Craig, Moderator** Menutrinfo, LLC
- **Jaymin Patel, Speaker** Aramark
- **Sharon Humphries, Speaker** Texas Roadhouse, Inc.
- **Jess Weisinger, Speaker** Vanderbilt University

Addressing emerging Food Safety Risks

Jaymin Patel

Food Safety Director

Global Safety & Risk Solutions

THE SCALE WE OPERATE AT

Billions



MEALS SERVED ANNUALLY

Fortune 500 · 16 countries

1B+



CUPS OF COFFEE SERVED

90,000+ retail & vending sites

278K+



EMPLOYEES WORLDWIDE

125,000+ outside the U.S.

~300



COLLEGES & UNIVERSITIES

1.1M meal plans · 235K events

3,300+



K-12 SCHOOLS, 350+ DISTRICTS

~300M meals · 1.75M students

250+



SENIOR LIVING COMMUNITIES

~25M meals annually

290M



SQ. FT. CLEANED ANNUALLY

500 U.S. facilities locations

170M



PATIENT MEALS, HEALTHCARE

660 locations · 385 hospitals

~800



DIETITIANS & NUTRITION EXPERTS

Health, wellness & nutrition

WHERE THE RISK LIVES IN OUR DINING ROOMS

One standard across every operation — but the risk concentrates in a different place in each line of business.

COLLEGIATE HOSPITALITY



18

**THE AGE THE ALLERGY
BECOMES THEIRS TO MANAGE**

First year with no parent reading the label. Self-serve platforms, shared utensils, late-night retail — and a workforce that turns over every semester..

SENIORLIFE+



65+

**THE POPULATION WITH
NO MARGIN FOR ERROR**

Guests who often can't self-advocate. Immunocompromised residents, texture-modified and therapeutic diets. The safety net sits entirely with us — tray-line accuracy keeping surfaces sanitary and time/temp control.

STUDENT NUTRITION



11

**STATES RESTRICTING DYES
IN SCHOOL MEALS**

No two lists match.

WV — 7 dyes, live since Aug 2025
UT — 7 dyes + 2 preservatives, SY 26–27
AZ — 11 additives, SY 26–27
CA — 6 dyes, Dec 2027
IA · TN · VA — SY 27–28
DE — Red 40 only
AL · NE · LA — phasing in now

WHAT IS THE DATA IS TELLING US?



THE TREND



-19%

DROP IN ANNUALIZED SEVERE REACTIONS

Stronger controls but
higher risk customer
behaviors

THE PROOF



7.6x

FEWER SEVERE REACTIONS

Heavily trained accounts
saw far fewer reactions

GROWTH AREA



2.5x

REPORTED REACTIONS IN S&E

Effort to increase
awareness – Need to report
everything

WHAT'S DRIVING SEVERE REACTIONS

01

CROSS CONTACT

Utensils, gloves, equipment, fryers, etc. Invisible to the guest. Preventable by us.



02

RECIPE & INGREDIENT ERRORS

Recipe swaps without updated cards. Wrong trays. Missed checks when ingredients change.



03

LACK OF TRAINING & AWARENESS

#1 contributing factor across all root causes. Three of top four root causes trace back to this.



03

Tools to use & leverage today

*"People will forget what
you said and what you
did, but they'll never
forget how you made
them feel."*

- Maya Angelou

SAFE Portal

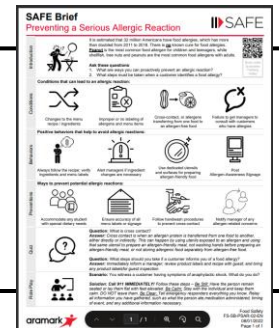


Frontline Focused Classroom Training

Accessible, low-cost, best return on investment.

SAFE Briefs

Short bolt-ons to huddles, expert advice on all the issues,



SAFE CHECK

A daily walk-through. Catches issues before they happen.

SAFE Check

Introducing EPI-Pen Lockers



**Wall unit for stocking
emergency meds**



Vetted by Legal



**Handles prescription,
supply, replenishment**



**Anti-theft alarms,
camera recording**



**WiFi-enabled for push
alerts when accessed**



**Custom presentation,
analysis for account(s)**



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Sharon Humphries

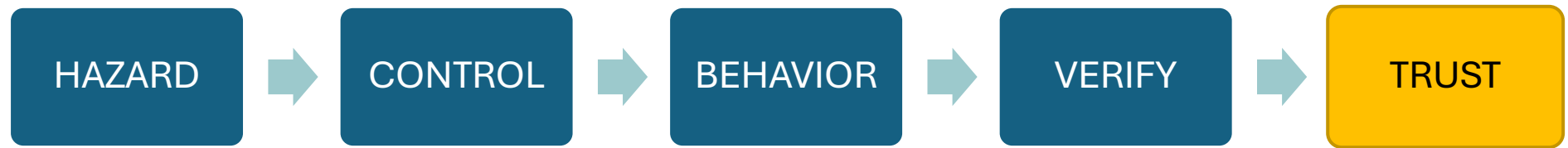
Senior Manager, Food Safety & Supply Chain

Texas Roadhouse

September 8, 2026

Where Food Safety Becomes Real

Translating science into safe behavior in restaurant operations



Turning Science into Actions

Know the risk. Design the control. Sustain the behavior.

MICROBIOLOGICAL

Employee health, time and temperature control, handwashing

CHEMICAL

Correct chemical, concentration, and storage

PHYSICAL

Facilities, equipment, and foreign material

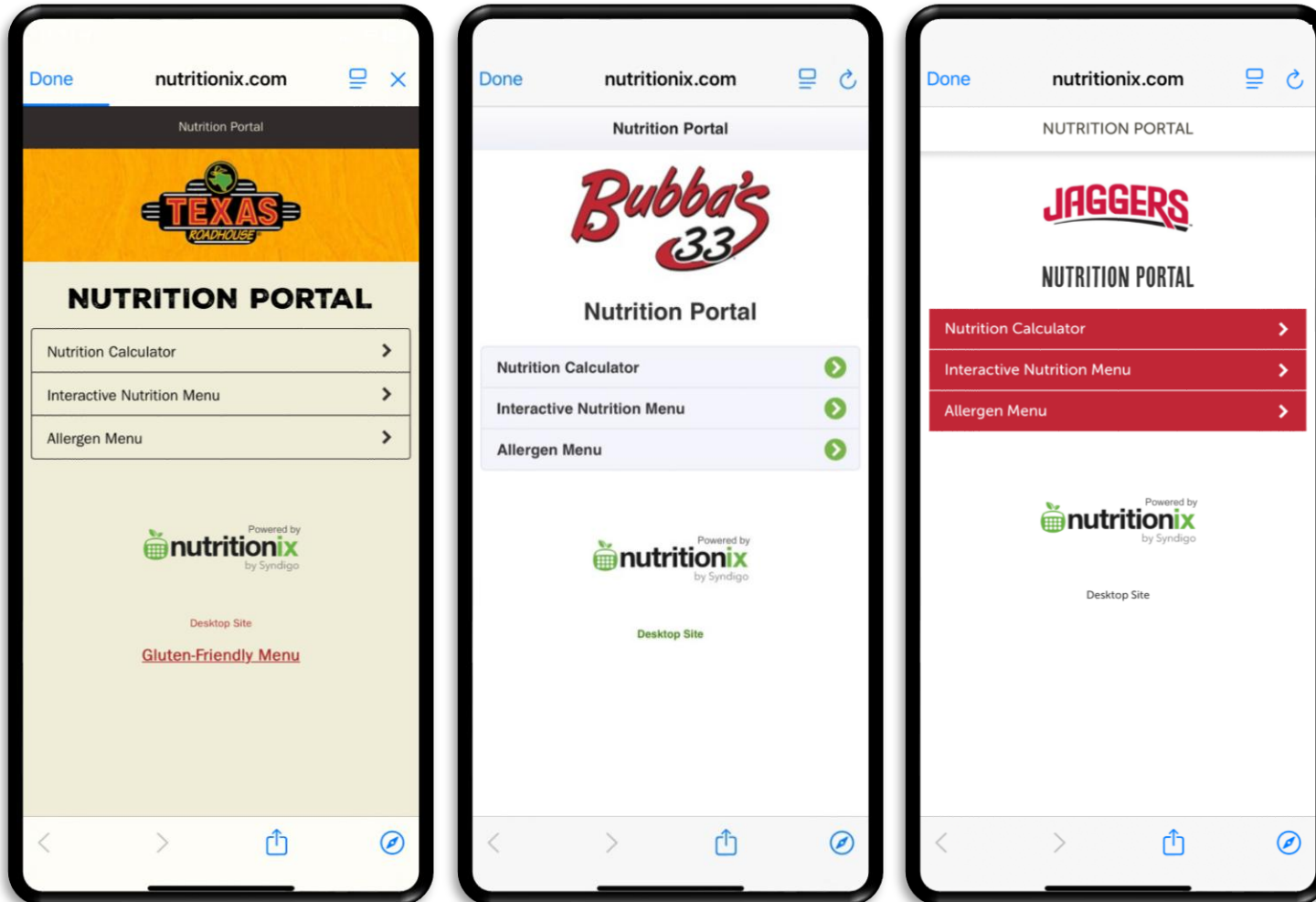
ALLERGEN

Information accuracy, information access, and guest interaction

DESIGN FOR EXECUTION, NOT JUST COMPLIANCE

Allergen Management Tools

Guest-Facing Information



- iOS and Android Apps
- Company website
- Guest Relations

Food Safety Culture

Education and Training



Gina Tobin

GINA TOBIN

President

**AT TEXAS ROADHOUSE,
WE ARE A PEOPLE-FIRST
COMPANY THAT PUTS HEART
IN EVERYTHING WE DO.**

We **care** about our Roadies, guests, vendors, and communities, and food safety is essential to protecting their health and well-being. This is why we've been taking food safety seriously from day one.

Food safety is part of our **everyday operations**. We focus on proper handwashing techniques and regular cleaning for all surfaces, utensils, and equipment. We have daily sanitation and temperature checks for all equipment and food holding. We keep accurate records of food safety practices, including temperature logs, cleaning schedules, and employee **training** records. We also stay informed about local health department regulations and requirements.

Food safety is part of our **strategic** decision-making. I've seen this focus through my roles from Managing Partner to President. For us, maintaining the highest standards of food safety is a requirement as our brands continue to grow.

Food safety is a critical aspect of public health, consumer confidence, and economic stability. By implementing and adhering to food safety measures, Texas Roadhouse serves a **legendary, safe product** and keeps **people first**.



Execution

Trust. Loyalty. Legendary Growth.

MODEL	FDA Food Code
ADOPTION	Different editions
OVERSIGHT	State and local

SCIENCE DEFINES THE CONTROL. SYSTEMS MAKE IT USABLE. CULTURE MAKES IT REPEATABLE.



VANDERBILT
UNIVERSITY

IAFP Presentation

Jeff Weissinger



Data Driving Safe Dining

- Supporting Student with food allergies, celiac disease, gluten-free needs, and emerging conditions such as Alpha-gal syndrome.
- The Order-IT Program provides safe, personalized meal solutions through a dedicated allergen-free production process. Delivered 2,294 meals from Aug 25 to April 26. Averaging 13 meals a day.
- Our team also supports approximately 350 children ages 6 weeks to 6 years through the Acorn School meal program.
- Data & Student engagement drive continuous improvements in safety, accessibility, and dining outcomes



From Innovation to Standard of Care

- Dedicated allergen-safe meal preparation has evolved from an accommodation to a campus-wide standard of care.
- Partnerships with qualified consultants, strengthens ingredient review, staff training, and allergen testing.
- Inclusive dining options include gluten-free at Kissam, Kosher dining at Zeppos, and Top 9 free, Certified Halal at EBI.
- All whole-muscle proteins and ground beef served across campus are halal.

Student Feedback Drives Continuous Improvement

- Student feedback serves as real-time operational and culinary data that shapes our programs. We have now implemented pre and post consumer waste tracking that allows AI to assist our chefs in forecasting and postproduction.
- Feedback informs menu development, service enhancements, dietary accommodations, and training priorities.
- Students consistently recognize food quality, speed of service, and responsiveness from dining teams.
- Student Feedback / Waste Tracking / Data Analysis / Team Response / Continuous Improvement.



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