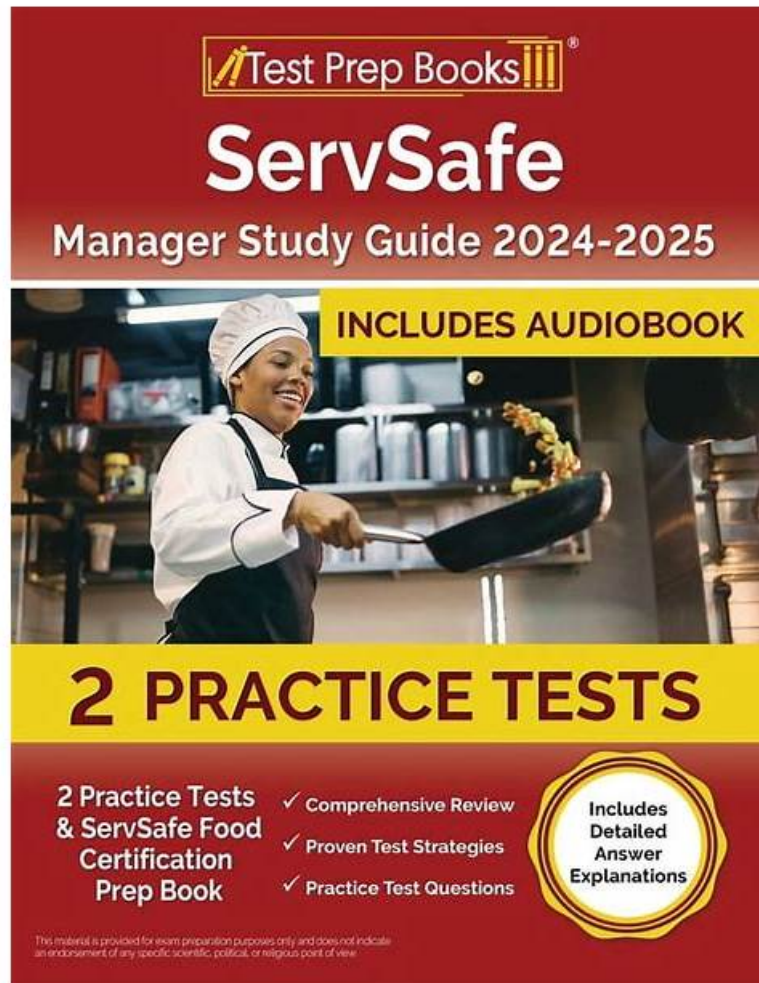


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## ServSafe Manager Exam Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which is an example of "cleaning"?

- A. Checking the final rinse temperature in the dishwasher
- B. Spraying a solution of bleach on a cutting board
- C. Removing food bits from a slicer with a wiping cloth
- D. Using a dry towel to remove spots from wine glasses

**Answer: C**

Explanation:

In a professional foodservice environment, ServSafe makes a critical distinction between "cleaning" and "sanitizing." Cleaning is the physical process of removing food, dirt, and other visible soil from a surface.

Removing food bits from a slicer with a wiping cloth is a direct example of cleaning. This step is the essential first phase in the five-step process for cleaning and sanitizing: (1) Scrape or remove food bits, (2) Wash the surface, (3) Rinse the surface, (4) Sanitize the surface, and (5) Allow the surface to air-dry.

Without the initial cleaning step, the subsequent sanitizing step will be ineffective. Soil and food particles can neutralize chemical sanitizers like chlorine or quaternary ammonium, or they can act as a physical shield that prevents the sanitizer from reaching and killing microorganisms. Options A and B describe monitoring and the act of sanitizing, respectively. Option D is a cosmetic action (polishing) that does not necessarily meet the hygienic definition of cleaning in a food-safety context. Effective cleaning requires the use of a detergent and physical labor (scrubbing or wiping) to break the surface tension of the soil. For equipment like meat slicers, this process is high-risk and must be performed at least every four hours if the equipment is in constant use.

Managers must verify that staff are not skipping the "wash and rinse" phases before applying sanitizer. By removing the visible "bits" and "grease," the food handler ensures that the environment is prepared for the reduction of pathogens to safe levels.

### NEW QUESTION # 17

Food that is honestly presented is

- A. mixed with food coloring to appear fresher.
- B. certified by National Sanitation Foundation (NSF).
- C. held under a bright light to enhance appearance.
- D. offered in a way that is not misleading.

**Answer: D**

Explanation:

The concept of Honest Presentation is a regulatory requirement found in the FDA Food Code. It mandates that food must be offered to the customer in a way that does not mislead or misinform them about its true nature or quality. This means that guests must be able to judge the appearance, color, and quality of the food accurately. Providing food that is "honestly presented" (Option D) ensures that the consumer is making an informed choice based on the actual condition of the product.

Specifically, the Food Code prohibits several practices that mask the age or quality of food. For example, using colored overwraps, lights (Option C), or additives like sulfites and food coloring (Option A) to make old meat look red or wilted vegetables look green is a violation of this principle. Food that has been treated this way cannot be "honestly" evaluated by the guest for safety.

Furthermore, if a menu describes a product as

"fresh" when it was actually frozen, or "wild-caught" when it was farm-raised, it violates honest presentation standards. For a Food Protection Manager, this principle also extends to labeling; all ingredients must be accurately disclosed to protect those with allergies. Maintaining integrity in how food is displayed and described is not just an ethical practice; it is a safety measure that prevents guests from consuming potentially spoiled or misrepresented items.

### NEW QUESTION # 18

A food establishment must have specific procedures for employees to follow when cleaning up which of the following substances?

- A. Vomit and diarrhea
- B. Food spills and beverage machine leaks
- C. Rodent droppings and dead cockroaches
- D. Mold and mildew

**Answer: A**

Explanation:

According to the FDA Food Code and the ServSafe Manager curriculum, every food establishment is required to have a formal, written plan for the cleanup of vomit and diarrhea. This requirement exists because these substances are primary vehicles for the transmission of Norovirus, which is highly contagious and the leading cause of foodborne illness in the United States. Norovirus can be aerosolized (spread through the air) when a person vomits, and it can survive on surfaces for weeks if not properly disinfected. The written procedures must detail how employees will minimize the spread of contamination to food, surfaces, and other people. This typically involves using a "Body Fluid Cleanup Kit" that includes personal protective equipment (PPE) such as disposable gloves, a gown, and a face mask. The cleanup process requires the use of a high-concentration disinfectant (such as a 1,000-5,000 ppm chlorine solution) rather than standard kitchen sanitizers, which are often too weak to kill Norovirus. The plan must also specify how to dispose of contaminated materials and how to handle the "exclusion" of the sick individual. While cleaning mold (Option A), spills (Option C), or pest evidence (Option D) is important for general sanitation, the legal mandate for a specific written procedure is focused on Norovirus containment to prevent massive outbreaks.

Managers are responsible for training all staff on these protocols before an incident occurs.

#### NEW QUESTION # 19

In general, pathogens grow very slowly or not at all at pH levels below

- A. 4.6.
- B. 6.0.
- C. 6.4.
- D. 5.0.

**Answer: A**

Explanation:

Bacteria require specific conditions to grow, often remembered by the acronym FAT TOM (Food, Acidity, Temperature, Time, Oxygen, Moisture). Acidity is measured on a pH scale from 0 to 14.0. Most foodborne pathogens grow best in food that is slightly acidic to neutral, typically between a pH of 4.6 and 7.5. ServSafe and the FDA Food Code identify 4.6 as the critical "cutoff" point for safety.

When the pH level of a food is below 4.6 (highly acidic), it creates an environment that is too hostile for most pathogenic bacteria, such as *Clostridium botulinum*, to grow and produce toxins. This is why highly acidic foods like lemons, limes, and many vinegars are generally not considered TCS foods. In food preservation, such as pickling or fermenting, the goal is often to lower the pH of the food below this 4.6 threshold to make it shelf-stable. Conversely, foods with a pH above 4.6, such as meat, milk, and most vegetables, require strict time and temperature control because their low acidity allows for rapid bacterial multiplication. Managers must be aware of the pH of the items they serve, especially when dealing with specialized processes like "reduced oxygen packaging" (ROP) or acidified rice for sushi, where maintaining a safe pH is a critical control point.

#### NEW QUESTION # 20

When receiving fresh meat, its temperature at the time of receipt must not be higher than

- A. \$70