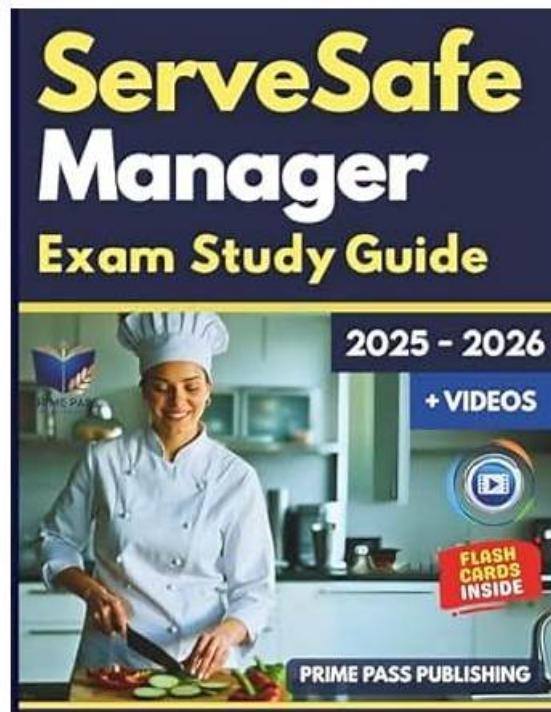


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to the popular trend in the industry.

ServSafe Manager Exam Sample Questions (Q83-Q88):

NEW QUESTION # 83

Who is required to wear a hair restraint while working?

- A. Dishwashers
- B. Hosts
- C. Greeters
- D. Cashiers

Answer: A

Explanation:

Personal hygiene is a cornerstone of food safety, and hair restraints are a mandatory requirement for any staff member working in food-preparation areas or areas where equipment and utensils are cleaned. According to the ServSafe Manager curriculum and the FDA Food Code, hair restraints-such as hats, hairnets, or beard restraints-are designed to prevent hair from falling into food and onto food-contact surfaces. Hair is a physical contaminant and can also carry pathogens like *Staphylococcus aureus*.

The requirement specifically targets "food handlers," which the FDA defines as anyone working with exposed food, clean equipment, utensils, linens, or unwrapped single-service items. In this question, Dishwashers are the only group listed who directly interact with clean equipment and utensils. While they may not be preparing food, their proximity to clean plates, silverware, and the "clean end" of the dish machine makes hair restraint mandatory to prevent contamination of surfaces that will later touch food or a customer's mouth.

Conversely, Greeters, Cashiers, and Hosts typically work in the "front of house" or at the entrance. Because these roles generally do not involve handling open food or cleaning kitchen equipment, they are usually exempt from the hair-restraint requirement, though they must still maintain high standards of personal neatness. For those in the kitchen, the restraint must effectively keep hair away from the face and shoulders.

Managers must strictly enforce this rule for all back-of-house staff, including prep cooks, line cooks, and dishwashers, as a single strand of hair found in a meal or on a "clean" utensil can lead to both customer dissatisfaction and regulatory citations.

NEW QUESTION # 84

Which of the following practices of dispensing single-service items prevents contamination?

- A. Distribute the unwrapped items to the customer upon request.
- B. Provide individually wrapped ware.
- C. Display unwrapped and left upright in containers with handles down.
- D. Place unwrapped items in clean and sanitary dispensers.

Answer: B

Explanation:

Single-service items, such as plastic forks, spoons, and knives, are designed to be used once and then discarded. Because they cannot be cleaned and sanitized after being touched by a customer, they must be protected from contamination before use. Providing individually wrapped ware is the most effective method for preventing contamination. The wrapping acts as a physical barrier against dust, droplets from coughs or sneezes, and, most importantly, the hands of other customers or employees.

The ServSafe standards emphasize that the "Flow of Food" includes the service stage, where cross-contamination is a frequent risk. If items are not wrapped, they must be dispensed in a way that the customer touches only the item they are taking. Placing unwrapped items in a bin where customers must reach in (Option D) is a major violation, as it allows for "hand-to-item" contamination. Even if items are placed

"handles down," there is a high risk that a customer will accidentally touch the "business end" (the tines of a fork or the bowl of a spoon) of an adjacent utensil. While sanitary dispensers (Option B) are an approved method if they dispense one item at a time by the handle, individual wrapping (Option A) provides a superior level of protection during transport, storage, and customer self-service. Managers are responsible for ensuring that any single-service items that become soiled or are touched by customers are discarded immediately. This protocol is part of a larger strategy to minimize bare-hand contact with surfaces that will touch a customer's mouth.

NEW QUESTION # 85

What are job aids?

- A. Temporary employees hired to support a full time worker in a specific role
- **B. Tools to remind food handlers of how to perform a certain task**
- C. Technology-based training methods, including web-based activities
- D. An electronic presentation used to deliver content to a group of participants

Answer: B

Explanation:

According to the ServSafe Manager curriculum, job aids are essential tools used in a food safety management system to reinforce training and ensure consistency in daily operations. They are physical or digital prompts- such as posters, stickers, or checklists- placed exactly where a task is performed to serve as an immediate reminder for food handlers. Common examples include handwashing posters placed above sinks, charts showing the internal cooking temperatures of various proteins located near the grill, or a diagram of a three- compartment sink setup posted in the warewashing area.

Job aids are highly effective because they reduce the reliance on human memory, which can fail during high- stress, fast-paced service periods. In a professional kitchen, where "Active Managerial Control" is required, these aids help standardize procedures across different shifts and employees. For instance, a job aid illustrating the "Big 6" pathogens can help employees identify when they should report an illness to their manager. Unlike formal training sessions (Option B) or technology-based modules (Option D), which happen away from the kitchen line, job aids provide "just-in-time" information. They are a critical component of a manager's training strategy, helping to bridge the gap between initial orientation and daily execution. When a manager observes a worker struggling with a task, pointing them to a job aid is a powerful way to provide immediate corrective action and support.

NEW QUESTION # 86

Sinks must be used for the correct intended purpose to prevent

- **A. cross-contamination**
- B. equipment damage.
- C. cross-contact.
- D. high water usage.

Answer: A

Explanation:

To maintain a sanitary environment, a foodservice facility must have dedicated sinks for specific tasks: handwashing, food preparation, and warewashing (cleaning and sanitizing). Using a sink for anything other than its intended purpose leads to cross-contamination, which is the transfer of pathogens from one surface or food to another. For example, if a food handler washes their hands or cleans a floor mop in a prep sink used for rinsing lettuce, bacteria such as *E. coli* or *Salmonella* can be transferred to the produce.

The FDA Food Code is very strict about this: handwashing sinks are for hands only; prep sinks are for food only; and service (mop) sinks are for facility cleaning. Cross-contamination is one of the "Big Five" risk factors for foodborne illness identified by the CDC. By ensuring sinks are used correctly, the manager creates a physical barrier between "dirty" tasks and "clean" food production. While "cross-contact" (Option A) specifically refers to the transfer of allergens, the broader concern with improper sink use is the spread of biological pathogens. Proper sink management is an "Active Managerial Control" measure that protects the integrity of the food throughout its journey in the kitchen.

NEW QUESTION # 87

A server finds a full napkin-lined basket of dinner rolls on a table after a customer has left the establishment. According to the FDA Food Code, what should the server do with the rolls and napkin?

- **A. Remove the napkin and discard the rolls.**
- B. Reuse the napkin but replace the rolls with fresh ones.
- C. Replace the napkin and give the unused rolls to employees for staff meal.
- D. Replace the napkin and donate the unused rolls to charity.

Answer: A

Explanation:

The FDA Food Code is very clear regarding the re-service of food. Once food has been served to a guest, it is considered

"potentially contaminated" and cannot be served to another guest, donated, or given to staff.

Therefore, the server must discard the rolls. Even if the rolls appear untouched, they have been exposed to the guest's environment, where they may have been coughed on, sneezed on, or touched with unwashed hands.

The only exceptions to this "no re-service" rule are foods that are packaged and in good condition, such as unopened cracker packets, individual condiment packets (like ketchup or mustard), or wrapped "saltine" crackers. Rolls in an open basket do not meet this criteria. Regarding the napkin, if it is a cloth napkin, it must be sent to the laundry. If it is a paper napkin, it must be discarded. Reusing any part of the service (Option B) or donating contaminated food (Option C) poses a significant risk of spreading foodborne illness, specifically *Staphylococcus aureus*. Managers must train front-of-house staff to never "recycle" bread, butter, or garnishes that have been placed on a customer's table. This protocol ensures that every guest receives food that is fresh and has not been subjected to previous human contact.

NEW QUESTION # 88

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