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## ServSafe ServSafe-Manager Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: SERVICE: This chapter covers safe holding and serving practices, including time and temperature controls to prevent contamination during service.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• SAFE FACILITIES AND PEST MANAGEMENT: This chapter covers facility requirements for safe operations, emergency preparedness, and comprehensive pest prevention and control programs.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: AN INTRODUCTION: This chapter introduces hazards throughout food's journey and establishes monitoring techniques for time and temperature control.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• CLEANING AND SANITIZING: This chapter explains cleaning versus sanitizing procedures, dishwashing methods, and establishing effective schedules throughout the operation.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: PREPARATION: This chapter addresses safe preparation techniques, proper cooking requirements, and critical procedures for cooling and reheating food.</li> </ul>
Topic 6	<ul style="list-style-type: none"> <li>• PROVIDING SAFE FOOD: This chapter introduces foodborne illnesses, their causes and transmission, and establishes the foundational principles for maintaining food safety throughout operations.</li> </ul>
Topic 7	<ul style="list-style-type: none"> <li>• FOOD SAFETY MANAGEMENT SYSTEMS: This chapter introduces systematic approaches like HACCP for identifying hazards, establishing controls, and implementing corrective actions.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• THE FLOW OF FOOD: PURCHASING AND RECEIVING: This chapter covers supplier selection, receiving procedures, and proper storage methods including temperature requirements and organization.</li> </ul>

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### ServSafe Manager Exam Sample Questions (Q57-Q62):

#### NEW QUESTION # 57

Do food handlers cutting raw vegetables need to change their gloves before removing garbage from the kitchen?

- A. No, because there was no risk of cross-contamination when removing garbage.
- B. Yes, because they switched tasks.
- C. Yes, because the gloves may have become dirty by handling raw vegetables.
- D. No, because raw vegetables are not considered potentially hazardous.

**Answer: A**

Explanation:

This question tests the understanding of the specific order of operations and the purpose of single-use gloves as defined by the FDA Food Code and ServSafe. Gloves are primarily intended to protect ready-to-eat food from contamination by the food handler's hands. In the scenario described, the worker is moving from a food- prep task (cutting vegetables) to a non-food task (removing garbage). Because garbage is already considered

"dirty" or "contaminated," there is no risk of cross-contaminating the garbage with the residue from the vegetables. Therefore, the handler does not need to change gloves before taking out the trash.

However, the critical rule is what happens after the garbage is removed. Once the employee has handled garbage, their gloves are heavily contaminated. Before returning to any food-related activity or touching clean equipment, the employee must remove the soiled gloves, wash their hands thoroughly for the required 20 seconds, and put on a fresh pair of gloves. ServSafe emphasizes that gloves must be changed when they become torn or dirty, when beginning a different task, after an interruption (like a phone call), and specifically after handling raw meat, seafood, or poultry before touching ready-to-eat food. In this specific multiple-choice logic, the focus is on whether the act of removing garbage is protected from the vegetables. Since the answer is no, the worker can proceed to the dirty task, provided they follow the rigorous handwashing and re-gloving protocol before returning to the "Flow of Food."

#### NEW QUESTION # 58

There has been a recall of chicken tenders due to intentional tampering. The Person in Charge (PIC) has determined that the operation serves the type of chicken tenders recalled. What should the PIC do?

- A. Donate all of the chicken tenders to a local food bank.
- B. Immediately locate and isolate all of the chicken tenders and call the regulatory authority.
- C. Continue serving, since the probability of having received tainted food is slim.
- D. Tell food handlers to cook the tenders longer.

**Answer: B**

Explanation:

Intentional tampering is a "food defense" issue and represents a critical threat to public safety. Unlike accidental biological contamination, intentional tampering may involve chemical, physical, or biological agents that are not necessarily destroyed by heat. Therefore, telling staff to cook the food longer (Option A) is an ineffective and dangerous response. According to ServSafe guidelines for managing recalls, especially those involving a security threat, the PIC must immediately take the product out of service by locating and isolating it.

The isolated food must be clearly labeled with "Do Not Use" and "Do Not Discard" signs to prevent any accidental preparation. It should be stored in a separate area from all other food and equipment. Furthermore, because this recall involves "intentional tampering," the PIC must notify the local regulatory authority (health department) and potentially law enforcement. This ensures that the incident is tracked and that the source of the tampering can be investigated. Continuing to serve the food (Option B) is gross negligence. Donating the food (Option D) is unethical and illegal, as it passes a known hazard to another population. This procedure

is a key part of the A.L.E.R.T. food defense program, specifically the "Report" and "Threat" components, which emphasize transparency and cooperation with health officials during a crisis.

### NEW QUESTION # 59

A non-food-contact surface must be

- A. Occupational Safety and Health Agency (OSHA) approved.
- B. color coded.
- C. Underwriters Laboratories (UL) certified.
- **D. nonabsorbent.**

**Answer: D**

Explanation:

According to the ServSafe Manager curriculum and the FDA Food Code, the physical requirements for surfaces in a foodservice operation are strictly categorized into food-contact and non-food-contact surfaces. A non-food-contact surface—such as the exterior of a refrigerator, the legs of a prep table, or the walls of the kitchen—is not designed to come into direct contact with food during normal operations. However, these surfaces must still be constructed from materials that are nonabsorbent, smooth, and durable. This requirement is fundamental because surfaces that absorb moisture (like unsealed wood or porous grout) can trap food particles, liquid, and grease, which eventually leads to the growth of bacteria, mold, and unpleasant odors. Furthermore, an absorbent surface is significantly harder to clean and sanitize. Moisture trapped within a surface can harbor pathogens like *Listeria monocytogenes*, which thrives in damp environments and can easily be transferred to food-contact surfaces through "splash-back" or a food handler's hands. While Underwriters Laboratories (UL) provides safety certifications for electrical components (Option A) and OSHA (Option C) focuses on workplace safety rather than food hygiene, the FDA Food Code focuses on the "cleanability" of the facility. Being nonabsorbent ensures that cleaning solutions can effectively reach the entire surface and that the area can be dried completely, which is a key step in preventing pest infestations and maintaining overall kitchen sanitation. Managers must ensure that any repairs or new installations in the facility use materials that meet these non-absorbent standards to remain in compliance with local health regulations.

### NEW QUESTION # 60

Time as a food safety control is used to hold a time/temperature control for safety (TCS) food at room temperature. It is marked with a start time of 4 p.m. By 8 p.m. it was not sold or served. What should the food handler do with the food?

- A. Cool and store it immediately.
- **B. Throw it out.**
- C. Increase heat and serve it.
- D. Serve it immediately.

**Answer: B**

Explanation:

The FDA Food Code allows for "Time as a Public Health Control" (TPHC), where TCS food can be held without temperature control for a limited window. For food starting at 4 p.m. and ending at 8 p.m., the food must be discarded.

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